



# Invitation to Tender

IT/PUB/2013-1  
Madrid, Spain, 9 August 2013

## PRINT ON DEMAND (PoD) AND SHIPPING SERVICES

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## 1. INTRODUCTION

The World Tourism Organization (UNWTO) is a specialized agency of the United Nations and the leading international organization in the field of tourism. It serves as a global forum for tourism policy issues and a practical source of tourism know-how.

UNWTO plays a central and decisive role in promoting the development of responsible, sustainable and universally accessible tourism, paying particular attention to the interests of developing countries.

The Organization encourages the implementation of the Global Code of Ethics for Tourism, with a view to ensuring that member countries, tourism destinations and businesses maximize the positive economic, social and cultural effects of tourism and fully reap its benefits, while minimizing its negative social and environmental impacts.

Its membership includes 162 member countries and territories and more than 400 Affiliate Members representing the private sector, education and tourism knowledge institutions, tourism associations and local tourism authorities.

UNWTO is committed to the United Nations Millennium Development Goals, geared toward reducing poverty and fostering sustainable development.

### a. General Conditions

The World Tourism Organization (UNWTO) invites quotes, in sealed envelopes, for the Print on Demand (PoD) process and delivery of its publications, as described in the Annex III – Long Term Agreement, reference LTA/PUB/2013-1.

The LTA is not exclusive and UNWTO is not obliged to hire any of the services described in this tender. In case UNWTO decides to use any of the services, the LTA shall serve as an agreement framework for the contracts/purchase orders that may arise.

The Bidder shall unconditionally accept the terms and provisions set forth herein, as well as in the Long Term Agreement, including, but not limited, the rules and procedures of UNWTO.

The deadlines in the tender documents shall be considered as calendar days, unless expressly stated otherwise. In case the expiration date falls on a non-working day for UNWTO, the expiration date shall be transferred to the next working day.

Alternative tenders will not be accepted.

Only one offer by Bidder will be accepted.

UNWTO may sign a Long Term Agreement with the bidders that obtain the highest points in the evaluation of the tender (see Section 6) for a period of two years (2) renewable up to five (5) years (see Annex III – Long Term Agreement).

UNWTO reserves the right not to contract any of the services requested and to establish Long Term Agreements with more than one company.

**b. Obligations of the Bidder**

The Bidder shall perform and complete the Services described in Section 1e with due diligence and efficiency and in accordance with the Long Term Agreement to be signed.

Subject to the provisions of Section 1e, the Bidder shall provide, in non-exclusive terms, Print on Demand Services (Wholesale Order and/or Publisher Direct Order Services, hereafter referred as “Services”) for UNWTO, for titles stored in the Bidder’s database or in any other location that UNWTO and the Bidder may agree upon.

The Bidder represents and warrants the accuracy of any information or data provided to UNWTO for the purpose of entering into this Tender.

**c. Rights to Print**

UNWTO reserves the right to print UNWTO publications by any process through other suppliers elsewhere throughout the world.

Except as provided for herein, all rights to the titles in the database shall remain the property of UNWTO. The Bidder is hereby granted a limited, non-exclusive, transferable license solely to print, or cause to be printed, the titles in the course of its business of providing the services hereunder and, if agreed, to distribute the titles to fulfill customer’s orders.

UNWTO shall remain responsible for all royalties or other compensation or fees due to the authors, translators, co-editors or owners of the titles.

The database containing the titles will be a secure database to prevent the unauthorized alteration of content or printing of books.

Ownership of printed books belongs to UNWTO, yet any responsibility for them, lies with the Bidder until delivery to the designated customer. UNWTO assumes no liability whatsoever on the quality and delivery of the printed books, except as mentioned in the previous paragraphs of this section.

The Bidder shall provide all technical and administrative support needed in order to ensure the timely and satisfactory performance of the Services.

## **d. Considerations**

### **d.1 Invoicing and Payment**

UNWTO will pay the Bidder the amounts owed by the printing of books requested in monthly periods. The Bidder shall deliver monthly bills to be paid over a period of 30 days from the date of receipt by UNWTO.

Invoices shall be invoiced in Euros. An original invoice for each payment shall be submitted by the Bidder by e-mail to **pub@unwto.org** and by post to:

World Tourism Organization (UNWTO)  
Communications and Publications  
Ms. Lourdes de Aguilera  
Calle Capitán Haya, 42  
28020 Madrid  
Spain

### **d.2 Title Submission**

UNWTO will submit titles in the designated format through the Bidder's system or as otherwise agreed by the parties.

### **d.3 Operating process**

The Bidder shall provide the services set out **Section 1e**, as negotiated with the UNWTO and established in the Purchase Order, in the form attached in Annex III.

Based on the conditions set by the Bidder for this tender, UNWTO may issue, without obligation, a Purchase Order to the Bidder (as the model in Annex III – Long Term Agreement).

The Bidder shall send a written acceptance to UNWTO within two (2) working days.

The Purchase Order and its Acceptance by the Company shall constitute the Agreement between the parties.

Any incident should be reported immediately to UNWTO, whether in the printing or shipping processes.

These services shall include the discounts offered by the Company in its quotation to this tender.

UNWTO does not guarantee the purchase of any Service during the term of the Long Term Agreement, which shall be two (2) years, automatically renewable on an annual basis up to a maximum of five (5) years, unless terminated prior, in accordance with the provisions of General Conditions applicable to UNWTO Purchase Orders.

The Long Term Agreement is not exclusive. UNWTO may set up Long Term Agreements with other companies.

#### **d.4 Titles Integrity**

The Bidder cannot change, edit or modify any of the files (content, cover, design, format, colors, etc.) without a written consent of UNWTO.

UNWTO may delete any title from the Bidder's database at any time upon giving the other party thirty (30) days written notice. The Bidder may remove titles from its UNWTO database only with a prior written consent of UNWTO.

#### **d.5 Returns**

Any return of books or claims caused by defects, low quality or mistakes in the production and/or delivery process (converting files, printing, binding, packaging, shipping, etc.) will be taken over entirely by the Bidder. The Bidder agrees to deliver new copies of the damaged books to the customer, free of costs, in no later than five (5) working days.

#### **d.6 Taxes**

The Bidder shall be responsible for any tax liability it incurs due to the performance of its duties under the Long Term Agreement.

#### **d.7 Promotion**

In coordination with UNWTO, measures which promote the titles on sale shall be developed and supported by the Bidder regularly, specially the dissemination of bibliographic metadata into the national system used by booksellers for ordering publications.

## e. Specifications

Bidders are invited to **tender for printing and shipping** UNWTO publications with the following conditions:

### e 1: Printing

- Print runs from 1 to 500 copies
- Books size will be A4 (210 × 297 mm), unless otherwise indicated
- Paper specifications:
  - **block** (insides):
    - For B/W (1/1): white, edition type, 80 g/m<sup>2</sup>
    - For colour (2/2 or 4/4): white, calendered, 100 g/m<sup>2</sup>
    - All papers must be certificated by FSC, PEFC or similar
    - If necessary, endpaper will be pale ivory, offset type, 150 g/m<sup>2</sup> (only for hardcover)
  - **cover:** white, 300 g/m<sup>2</sup>, paper must be certificated by FSC, PEFC or similar
- Printing: 1/1
  - block: 1/1, unless otherwise indicated (in exceptions: 2/2 or 4/4)
  - cover: 4/0
- Cover finishing: matt laminated, one side
- Binding: Perfect binding, PUR (occasionally thread sewing, not to be quoted)
- Number of pages: 50 to 600 pages
- Book finishing: Individual shrink-wrap

### e 2: Shipping

Any shipment of UNWTO publications shall be personalised and clearly identified with UNWTO official logos on the packaging and delivery documents (e.g. invoice). The information to be included will be provided by UNWTO subsequently.

Shipping terms shall be Delivery and Duty Paid (DDP, Incoterms 2010).

**e 3:** The services shall be **quoted as follows:**

- Provide the quote for the printing per page between 1 and 20 copies (see Table 1, Annex I).
- Provide production time for orders (see Table 2, Annex I).
- Include possible discount rates for higher quantities (see Tables 3 and 4, Annex I).
- Provide the quote for delivery costs of shipment of ½, 1, 3 and 5 kg to the main destinations of UNWTO sales areas (see Tables 5 and 6, Annex I).

**f. General Conditions**

- The text and graphs will be provided by UNWTO as PDF files in a ready-to-print format.
- The Bidder shall provide FTP access and/or user and password to enter and check their private back office for customers.
- The Bidder will include their logical and physical structure to guarantee the integrity and security of the book files.
- Uploading process and digital storage of files shall be free of charge for UNWTO.
- The Bidder shall provide a proof at any time, of any present or future title.
- The general conditions of the services are included in the **Print on Demand (PoD) services Long Term Agreement** (LTA/PUB/2013-1; see Annex III).
- All prices shall be in euros, excluding VAT (VAT rate should be presented separately).

**g. Cost of Tender**

The Bidder shall bear all costs associated with the preparation and submission of its tender. UNWTO in no event will be liable for such costs, regardless of the conduct or outcome of the bidding.



## 2. TENDER DOCUMENTS

### a. Review of the Tender Documents

The Bidder is expected to examine all instructions, forms, terms and specifications contained in the tender documents. Failure to follow the instructions contained in these documents will be at the Bidder's risk and may affect the evaluation of the tender.

### b. Queries and Clarifications

A prospective Bidder requiring any clarification of the bidding documents may contact UNWTO, by e-mail (in English) to **pub1@UNWTO.org** (Process IT/PUB/2013-01) up to ten (10) working days after the Invitation to Tender has been published.

Queries and Answers to all applications received by the due date shall be sent by e-mail to all the bidders up to five (5) working days after the deadline for queries (including the related question without identifying the source of inquiry). No anonymous queries or individual consultations will be answered.

Queries or requests for clarification received after the deadline or requests sent to different e-mails than indicated shall not be considered.

### c. Amendments

Up to ten (10) working days prior to the deadline for submission of tenders, UNWTO may, for any reason, whether at its own initiative or in response to clarification requested by a prospective Bidder, amend the bidding documents. The amendments will be sent to all the Bidders.

## 3. PREPARATION OF TENDERS

### a. Language of the Tender

The tender and all related documents prepared by the Bidder, as well as all correspondence exchanged between the Bidder and UNWTO, shall be written in English.

### b. Form of Tender Submission

- Tenders shall be submitted in two (2) separate sealed envelopes containing:
  - a) the **technical offer (envelope A)** and
  - b) the **financial offer (envelope B)**.

- Each envelope shall contain one (1) original tender and one (1) copy. Each copy shall be numbered, labelled original and copy, clearly identified, signed and sealed by the person(s) duly authorized to bind the Bidder to the solicitation.
- In the case of any discrepancy, the original shall govern.
- The tender shall contain no corrections, erasures or overwriting, except as necessary to correct errors made by the Bidder, in which case such corrections shall be signed by the person(s) signing the Offer.
- The Bidder shall seal the original and copy of the tender in separate envelopes, duly marking as "ORIGINAL" and "COPY". The envelopes shall then be sealed and put inside another envelope marked as "**Envelope A: Technical Proposal**" or "**Envelope B: Financial Offer**", as appropriate
- The envelopes A and B should be placed inside an outer envelope. The outer envelope must be sent to UNWTO headquarters, labelled as follows:

**Address of sender** [insert name, address, fax and telephone]

**WARNING: DO NOT OPEN BEFORE THE DATE AND TIME LIMITS FOR SUBMISSION OF TENDERS.**

**Address of addressee:**

World Tourism Organization (UNWTO)  
**IT/PUB/2013-01 PoD services**  
Attention: Sandra Carvão  
Chief, Communications and Publications  
Calle Capitán Haya 42,  
28020 Madrid  
Spain

- The inner and outer envelopes shall also indicate the name and address of the Bidder to enable the Tender to be returned unopened in case it is declared "late" (see 4. Submission of Tenders)
- If the outer envelope is not sealed and marked as required in the two previous paragraphs, UNWTO will not be responsible for loss or premature opening of the bid.
- UNWTO will not reply the messages further than receiving confirmations.

### c. **Content of Each Envelope**

Each envelope will contain the following information:

#### **ENVELOPE A – TECHNICAL PROPOSAL**

##### **General and administrative documentation**

- Document providing information in order to contact the Bidder (complete post address, contact person(s), position(s), e-mail addresses)
- Document proving sufficiently representative of the signatory powers of the proposition. If the signer of the offer is acting as representative of the company the tender must be accompanied by the documents that show the personality of this representative (identity) and power law fairly in his favour, allowing him to attend on behalf of the represented in this tender and the subsequent Agreement.
- Statement of compliance being up to date with local tax and social security obligations and/or statement of compliance with the laws of the countries in which it operates.
- Document providing ISO 9000 Certificate (Quality Management).

##### **Technical expertise and professional accreditations**

For the tender, bidders are required to justify technical qualifications based on similar services. Therefore, the technical proposal shall contain a description of the company collecting the following details:

- Facilities (physical and geographical distribution)
- Machinery and innovative processes
- Experience in PoD systems
- References from customers, especially from Public Institutions, International Organizations and/or multilingual publishers
- Diversity of products offered, including those requested in this Invitation to Tender
- List of persons designated as interlocutors to UNWTO
- Production time of orders (see Table 2, Annex I)

For complete details, please refer to Section 6d.

## **ENVELOPE B. – FINANCIAL OFFER**

The financial offer shall include of the following information:

- Price per page from 1 to 20 units (see Table 1, Annex I)
- Price per unit (see Table 3 and 4, Annex I)
- Volume discounts per title (see Table 3, Annex I)
- Shipping costs (see Tables 4 and 5, Annex I)

Prices shall be quoted in euros and excluding VAT (VAT rate to be applicable to be identified separately).

## **4. SUBMISSION OF TENDERS**

### **a. Deadline for Submission of Tenders / Late Tenders**

- Tenders must be delivered before **24 h (CET)** on **20 September 2013** at the following address:

World Tourism Organization (UNWTO)  
**IT/PUB/2013-01 – Tender: PoD and Shipping Services**  
Attention: Sandra Carvão  
Chief, Communications and Publications  
Calle Capitán Haya 42,  
28020 Madrid  
Spain

- UNWTO may, at its discretion, extend the deadline for submission of tenders by amending the Bidding Documents, in which case all rights and obligations of UNWTO and Bidders previously subject the original term, from now on, will be subject to the new deadline
- Any tender received by UNWTO after the deadline will be rejected and returned unopened to the Bidder

### **b. Modification and Withdrawal of Tenders**

- The Bidder may withdraw its Tender after submission, provided that UNWTO receives notice of withdrawal in writing before the deadline for submission of tenders
- No Tender may be modified after the deadline for submission

- No tender may be withdrawn in the interval between the deadline for submission of Tenders and the expiration of the period of Tender validity.

## **5. PERIOD OF VALIDITY OF TENDERS**

- Tenders shall remain valid for sixty (60) days after the date of submission prescribed by the UNWTO in Clause 4.a
- In exceptional circumstances, UNWTO may request the Bidder's consent to an extension of the validity period. The request and the responses shall be in writing. A Bidder granting the request will not be required nor permitted to modify his tender.
- The prices quotation shall remain valid for one (1) year after the signing date of the Service Long Term Agreement by both parties which shall constitute the anniversary date for each period of twelve calendar months. Three (3) months before the termination date, the parties shall inform each other about their intentions to modify the prices by registered letter. In the absence of any such communication, the quotation shall be tacitly renewed for a period of twelve (12) months and will continue in force up to a maximum of five (5) years.

## **6. OPENING AND EVALUATION OF TENDERS**

### **a. Opening**

- UNWTO will open all tenders in the presence of a Technical Evaluation Panel.
- UNWTO will prepare minutes of the Tender Opening. In the opening act no offer will be rejected, except for late bids that will be returned unopened to the Bidder.

### **b. Clarification**

- To facilitate the examination, evaluation and comparison of tenders, UNWTO may, at its discretion, ask the Bidder for clarification on its tender.
- The request for clarification and the answer shall be in writing and shall not be sought, offered or permitted any change in the price or the content of the tender.
- Any clarifications submitted by the bidders other than in response to specific clarifications requested by the Evaluation Panel, will not be considered.

**c. Preliminary Review**

- UNWTO's Technical Evaluation Panel shall examine the tenders to determine whether they are complete, the documents have been properly signed, the required documentation is present and the tenders are in order.
- When considering the financial offer, arithmetical errors will be rectified on the following basis:
  - If there is a discrepancy between the unit price and total price obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price will be corrected
  - If the Bidder does not accept the correction of errors, its tender will be rejected
  - If there is a discrepancy between words and figures, the lower amount will prevail
- A tender determined as not substantially responsive will be rejected and may not be corrected or modified by the Bidder subsequently
- The determination of compliance with the tender documents is based on the content of the tender itself without any recourse to extrinsic evidence

**d. Evaluation Criteria**

The project will be awarded on the basis of the ability to deliver on the stated objectives and against a scored evaluation grid, which has a total possible value of **3400 points** using the following listed below. For detailed information about the evaluation, please consult the table in Section 6.d.3:

- **Production Quality**

- ISO 9000 Certificate
- Evaluation of delivered samples

UNWTO will provide the interested Bidders, upon request by email to [pub1@unwto.org](mailto:pub1@unwto.org), with the necessary electronic, print ready documents to prepare printing samples. These samples shall be included into the technical proposal (envelope A).

- Back office and logical interphases

Structure of logical communications interfaces with customers for standard orders (receipt, production, invoicing, information...)

Processing structure for special orders and post production

- **Production capacity**
  - Machinery and materials
  - Production capacity
  - Production time
- **Shipping, Delivery Facilities, Customer Service and Dissemination**
  - ISO 9000 Certificate (see also “Production Quality”)
  - General shipping information (see also “Production Quality, Back office and logical interphases”)  
  
Lists of countries where the bidder has printing facilities and/or distribution capabilities, based on Table 5 and 6 (Annex I).
  - Shipment scheme to the main cities and/or countries of the proposed area, including the name of usual transport partners
  - Customer Relation Management (CRM) systems
  - Treatment of claims and/or returns from customers
  - UNWTO clientele geographical areas covered, based on Table 5 (Annex I)
  - Printing facilities
  - Main languages covered
  - Dissemination facilities (extra information, not to be evaluated)
- **Relevant experience and qualifications**
  - The experience of the candidate in Print on Demand (PoD)
  - Experience in working with national and international publishers and institutions/organizations References attesting to the expertise, quality and level of service from the most relevant customers, with special remarks to International Organizations, Institutions and multilingual Publishers
  - Main languages covered (see also “Shipping, Delivery Facilities, Customer Service and Dissemination”)

- **Financial offer**

- Price per page, based on Table 1 (Annex I).
- Price per unit, based on Table 3 and 4 (Annex I).
- Volume discounts, based on 4 (Annex I).
- Shipping costs, based on Table 5 and 6 (Annex I).

UNWTO will set up an internal technic group which will be responsible for evaluating the proposals and steering the project via a continuous dialogue with the contracted party.

UNWTO shall select the most advantageous financial tender according to a two stages evaluation procedure: the criteria of Production Quality; Production Capacity; Shipping, Delivery Facilities, Customer Services, Dissimilation; and Experience and Qualifications, as listed in the preceding clause, will be evaluated prior to the opening of the financial offer.

#### **d.1 Evaluation of the Technical Offer**

Only those bidders who have overcome the technical evaluation stage will be evaluated in the second stage, the financial evaluation.

The accreditation of the required ISO 9000 Certificates is mandatory. Only those candidates who shall include the ISO 9000 Certificate within the tender will be considered for further technical evaluation.

The minimum points needed to reach this second phase will be 1020 points of the total available points of 1700 in the technical evaluation.

#### **d.2 Evaluation of the Financial Offer**

Each item of each part of the financial offer will be evaluated independently; based on the tables in Annex I and II, the financial offer will be evaluated as follows (see also table in Section 6.d.3):

The offer with the lowest price will obtain the highest score of 25 points within each item of each financial part (see Annex II for details). The maximum available points is of 1700 points and will be divided as follows:

Part 1	Price per page from 1 to 20 units:	450
Part 2	Price per unit:	525
Part 3	Volume discounts:	525
Part 4	Shipping costs:	200
Total points available:		1700



Each item will be calculated as follows:

$$\frac{[(\text{maximum points of each item}) \times (\text{lowest price})]}{\text{price of the offer under evaluation}} \\ = (\text{number of points obtained for this item})$$

Once the evaluation for each financial item is finalized, all points of each part will be summed. The total will represent the final score of each part of the financial offer of each candidate.

### d.3 Evaluation of the Technical and Financial Offer

The technical and financial offer will be evaluated independently according to the table below. The maximum punctuation shall be 1700 points for the technical offer and 1700 for the financial offer:

Evaluation criteria		Maximum points available
<b>A: Technical evaluation</b>		
<b>1</b>	<b>Production Quality</b>	
1.1	ISO 9000 Certificate (mandatory)	
1.2	Evaluation of delivered samples	220
1.3	Back office and logical interphases	80
1.3.1	Production information to publisher	60
1.3.2	Post production	80
	<b>Total 1:</b>	<b>440</b>
<b>2</b>	<b>Production Capacity</b>	
2.1	Machinery and materials	80
2.2	Production capacity	100
2.3	Production time	400
	<b>Total 2:</b>	<b>580</b>
<b>3</b>	<b>Shipping, Delivery Facilities, Customer Service, Dissemination</b>	
3.1	ISO 9000 Certificate (mandatory)	
3.2	General shipping information	130
3.3	Geographical areas covered	30
3.4	Printing facilities	160
3.5	Main languages covered	70
3.6	Dissemination facilities (additional information, not to be evaluated)	
	<b>Total 3:</b>	<b>390</b>
<b>4</b>	<b>Experience and Qualifications</b>	
4.1	Experience (PoD experience is mandatory)	220
4.2	Main languages covered	70
	<b>Total 4:</b>	<b>290</b>
<b>Total: Technical evaluation</b>		<b>1700</b>
<b>B: Financial evaluation</b>		
<b>5</b>	<b>Financial Offer</b>	
5.1	Price per page from 1 to 20 units	450
5.2	Price per unit	525
5.3	Volume discounts	525
5.4	Shipping costs	200
<b>Total: Financial evaluation</b>		<b>1700</b>

After finishing the evaluation of both offers, the total punctuation of technical offer will be weighted against the total punctuation of the financial offer of each candidate in a ratio of 40:60 based on the following formula:

$$[(\text{Technical punctuation}) \times 0.4] + [(\text{Financial punctuation}) \times 0.60] = (\text{final punctuation})$$

The result of the final punctuation will correspond to the final score of each candidate.

**e. Reckless Offers**

UNWTO reserves the right to verify the price and reject any tenders deemed disproportionate or reckless.

**7. CRITERIA OF AWARD**

The Evaluation Panel shall recommend the award of the Long Term Agreement to the bidders that have obtained the highest score according to the results established in Section 6.d.3.

UNWTO reserves the right to accept or reject any tender, to annul the solicitation process and reject all tenders at any time prior to Long Term Agreement award, without thereby incurring any liability to the (the) Bidder(s) question(s) or any obligation to provide information on the reasons for the decision of the UNWTO.

**8. NOTIFICATION OF AWARD AND SIGNING OF LONG TERM AGREEMENT**

Prior to the expiration of the period of tender validity, UNWTO shall notify the awarded companies.

UNWTO shall notify other Bidders on their evaluation.

Any information to Bidders related to the examination, evaluation and comparison of Tenders, or recommendations for award of the Long Term Agreement, shall not be disclosed until notified the award of the Long Term Agreement to successful bidders. Each Bidder shall have the right to know the information related to his tender.

UNWTO shall send the Long Term Agreement under LTA/PUB/2013-01 model to successful Bidders for signature within thirty (30) working days of the notification of awarded services.

## 9. OTHER PROVISIONS APPLICABLE

### a. Code of Ethics

Any attempt by a Bidder to influence UNWTO and/or the Technical Evaluation Panel in the evaluation and comparison of tenders, or issuance of a purchase order shall result in the rejection of its tender.

UNWTO shall reject a proposal for award, or cancel a previously awarded Long Term Agreement if it determines that the Bidder has engaged in corrupt or fraudulent activities in competing for the Long Term Agreement subject of this Invitation to Tender, or in executing, and declared that a bidder is ineligible, either indefinitely or for a specified period, for the award of a Long Term Agreement to the UNWTO, in the same case. For the purposes of this provision, UNWTO defines as follows the terms set forth below:

- Corruption: offering, giving, receiving or soliciting, directly or indirectly, anything of value to influence the action of any employee in the procurement process or Long Term Agreement execution.
- Fraud: intentional misrepresentation or concealment of a material fact in order to influence another to act on that fact to their detriment
- Collusion: collusion or arrangement between two or more bidders, with or without knowledge of UNWTO, designed to establish prices at artificial, non-competitive levels
- Coercion: detrimental or threatening direct or indirect damage to persons or property, in order to influence their participation in the procurement process, or affect the execution of a Long Term Agreement
- Misuse of Funds: The Bidder should not be linked to individuals or entities associated with terrorism. Likewise funds received from UNWTO under the Long Term Agreement resulting from this process should not be used to support such individuals or entities

The Bidder understands and agrees that UNWTO collate the name of the bidder against the United Nations to verify the previous paragraph.

### b. Errors and Omissions

No Bidder shall be allowed to take advantage of any errors or omissions in the bidding documents. In case a Bidder notices such errors or omissions he shall notify UNWTO.

### c. Request for End Results, Clarifications or Claims Process

- Any Bidder may request clarification from the result of its evaluation. To maintain the objectivity of the tender process, UNWTO shall not respond to requests until the result of the evaluation process has been notified. The request for clarification shall be submitted

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through a letter signed by the legal representative of the applicant, identified in the offer, at the address indicated in Clause 3.b.

- The request for clarification shall be submitted not later than three (3) business days after receipt of the notification of the outcome of the evaluation process. Any application received after the deadline previously established shall not be served.
- All applications shall be solved according to the rules of UNWTO. UNWTO will analyse the application and will answer the Bidder in writing as soon as possible. If it is not considered appropriate to include or to answer the application, the case shall be closed and the process shall continue.

# Invitation to Tender

IT/PUB/2013-1  
Madrid, Spain, 9 August 2013

## Annex I

This annex refers to the requirements of the Financial Offer (Envelope B).

**Table 1: Price per page (including fixed costs) from 1 to 20 units per title**

Type of book	1 to 50 pages	51 to 150 pages	151 to 250 pages	251 to 350 pages	351 to 450 pages	> 450 pages
Paperback, B/W inside, cover, 4/0, A4						
Paperback, 2/2 inside, 4/0 cover, A4						
Paperback, 4/4 inside, 4/0 cover, A4						
Hard cover, B/W inside, 4/0 cover, A4, round spine <sup>1</sup>						
Hard cover, 2/2 inside, 4/0 cover, A4, round spine <sup>1</sup>						
Hard cover, 4/4 inside, 4/0 cover, A4, round spine <sup>1</sup>						

(1) Quotes for hard cover books are merely informative and will not be taken into account for evaluation.

**Table 2: Production time of orders from the date of files receipt to the finishing (ready for shipping), in working days (Ex-works); average pages per publication: 200**

Type of book	1 to10 units	11 to 20 units	21 to 50 units	51 to 100 units	101 to 200 units	201 to 299 units	≥ 300 units
Paperback, B/W inside, cover, 4/0, A4							
Paperback, 2/2 inside, 4/0 cover, A4							
Paperback, 4/4 inside,4/0 cover, A4							
Hard cover, B/W inside, 4/0 cover, A4 round spine <sup>1</sup>							
Hard cover, 2/2 inside, 4/0 cover, A4 round spine <sup>1</sup>							
Hard cover, 4/4 inside, 4/0 cover, A4, round spine <sup>1</sup>							

(1) Quotes for hardback books are merely informative and will not be taken into account for evaluation

**Table 3: Price per unit (including fixed costs); average pages per publication: 200**

Type of book	1 to10 units	11 to 20 units	21 to 50 units	51 to 100 units	101 to 200 units	201 to 299 units	≥ 300 units
Paperback, B/W inside, cover, 4/0, A4							
Paperback, 2/2 inside, 4/0 cover, A4							
Paperback, 4/4 inside,4/0 cover, A4							
Hard cover, B/W inside, 4/0 cover, A4 round spine <sup>1</sup>							
Hard cover, 2/2 inside, 4/0 cover, A4 round spine <sup>1</sup>							
Hard cover, 4/4 inside, 4/0 cover, A4, round spine <sup>1</sup>							

(1) Quotes for hardback books are merely informative and will not be taken into account for evaluation

**Table 4: Volume discounts per title**

Type of book	1 to 10 units	11 to 20 units	21 to 50 units	51 to 100 units	101 to 200 units	201 to 299 units	≥ 300 units
Paperback, B/W inside, cover, 4/0, A4							
Paperback, 2/2 inside, 4/0 cover, A4							
Paperback, 4/4 inside, 4/0 cover, A4							
Hard cover, B/W inside, 4/0 cover, A4 round spine <sup>1</sup>							
Hard cover, 2/2 inside, 4/0 cover, A4 round spine <sup>1</sup>							
Hard cover, 4/4 inside, 4/0 cover, A4, round spine <sup>1</sup>							

(1) Quotes for hard cover books are merely informative and will not be taken into account for evaluation.

**Table 5: Overview of UNWTO clientele**

Area	Main delivery destinations
Africa	Benmore (SA) Windhoek (NM)
Asia	Beijing, Shanghai (CN) Bangkok (TH) Bangalore, New Delhi, Kerala (IN) Singapore (SG) Seoul, Yeongdeungpo-gu (KO) Kitano (JP)
North America	Hagerstown, New York, Evanston, Berkeley, Orlando, Ann Arbor (USA) Ottawa, Montreal, Quebec, Saint John (CA) Bridgetown (BA)
Latin America, Spain and Portugal	Madrid, Barcelona (ES) Córdoba, Buenos Aires, Mar del Plata (AR) Mexico DF, Puebla, Cozumel, Cancún, Zapopán, Mérida (MX) Alajuela (CR) Santo Domingo (DR) Duitama, Cartagena de Indias (CO) Quito (EC) Rio de Janeiro (BR)
Europe (excluding Spain and Portugal)	Brussels (BE) Firenze, Novara (IT) Arzier (CH) Istanbul (TK) Norwich (UK) Paris, Sophia Antipolis (FR) Bonn, Bielefeld (D) Athens, Peiraias, Chios (GR) Tallin (EE)
Russian Federation/CIS	St. Petersburg, Moscow (RU)
Middle East	Teheran (IR) Haifa (IL) Irbid (JO) Alexandria (EG)
Oceania, Pacific area	Leura (AU)

**Table 6: Printing and delivery facilities/locations**

Country(ies) of the Bidder's facilities	Country(ies) the Bidder can deliver to	Cost of shipping per kg indicated (€)			
		½ kg	1 kg	3 kg	5 kg