

Horizon Tourism Solutions RFP

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1 INTRODUCTION

1.1 Objective of the RFP

Horizon Tourism Solutions seeks proposals for an advanced information technology system to enhance tourism services through a digital platform. The objective is to develop an integrated IT solution that includes a mobile application, a web portal, and a backend system to manage tourism-related services such as booking, itinerary planning, and real-time traveler support.

1.2 Characteristics of the Bidder

1.2.1 Status

Bidders must be legally registered entities with a minimum of five years in operation within the IT or tourism technology sector.

1.2.2 Accreditations

Bidders should possess relevant certifications such as ISO 27001 for information security and CMMI Level 3 or higher for software development maturity.

1.2.3 Previous Experience

Bidders must demonstrate experience in delivering at least three similar projects in the tourism sector, with references and case studies.

1.2.4 Logistic Capacity

Bidders must have the infrastructure to support a project of this scale, including cloud-based hosting capabilities and 24/7 technical support.

1.2.5 Staffing

Bidders must provide a dedicated team, including project managers, software developers, UI/UX designers, and cybersecurity experts, with a minimum of 10 full-time staff assigned to this project.

1.3 Work to be Performed

1.3.1 Key Requirements

- Develop a mobile application for iOS and Android platforms supporting multilingual content.
- Create a web portal for tour operators and travelers with real-time booking and payment integration.
- Implement a secure backend system for data management, including traveler profiles and booking histories.
- Ensure compliance with GDPR and other data protection regulations.

1.3.2 Reporting Requirements

Monthly progress reports detailing development milestones, issues encountered, and mitigation strategies are required.

1.3.3 Finance and Accounting Requirements

Bidders must provide a detailed cost breakdown, including development, maintenance, and licensing fees. Invoices must comply with international accounting standards.

1.3.4 Performance Monitoring

The system must include analytics dashboards to monitor user engagement, system uptime, and transaction success rates, with a guaranteed uptime of 99.9%.

1.3.5 Further Capacities

Bidders should propose innovative features such as AI-driven travel recommendations and AR/VR integration for virtual tours.

2 INSTRUCTIONS TO BIDDERS

2.1 Language of the Proposal and other Documents

All proposals and communications must be in English.

2.2 Intention to Bid

Bidders must submit a letter of intent by August 1, 2025, via email to procurement@horizontourism.com.

2.3 Cost of Proposal

Bidders bear all costs associated with proposal preparation.

2.4 Contents of the Proposal

Proposals must include a technical proposal, financial proposal, and bidder qualifications.

2.5 Joint Proposal

Joint ventures are permitted, provided one entity assumes primary responsibility.

2.6 Communications during the RFP Period

All communications must be directed to the procurement office via email.

2.7 Proposal Structure

2.7.1 Proposal Submission Form

A signed form confirming compliance with RFP terms.

2.7.2 Information of Firm/Organization Submitting Proposal

Include legal status, accreditations, and references.

2.7.3 Technical Proposal

Detail the proposed solution, timeline, and methodologies.

2.7.4 Financial Proposal

Provide a detailed cost estimate and payment schedule.

2.8 Format and Signing of Proposals

Proposals must be submitted in PDF format, signed by an authorized representative.

2.9 Period of Validity of Proposals

Proposals must remain valid for 90 days from the submission deadline.

2.10 Closing Date for Submission of Proposals

Proposals are due by August 15, 2025, 5:00 PM CET.

2.11 Modification and Withdrawal of Proposals

Modifications or withdrawals are permitted until the submission deadline.

2.12 Receipt of Proposals from Non-invitees

Non-invited proposals will not be considered.

2.13 Amendments of the RFP

Any amendments will be communicated to all bidders by August 5, 2025.

3 OPENING AND EVALUATION OF PROPOSALS

3.1 Opening of Proposals

Proposals will be opened on August 16, 2025, in the presence of a procurement committee.

3.2 Clarification of Proposals

Bidders may be requested to clarify their proposals within five days of notification.

3.3 Preliminary Examination of Proposals

Proposals will be checked for completeness and compliance with RFP requirements.

3.4 Technical Evaluation of Proposals

Proposals will be evaluated based on technical feasibility, innovation, and bidder experience (70% weight).

3.5 Financial Proposal Evaluation

Financial proposals will be evaluated for cost-effectiveness (30% weight).

3.6 Bidders Presentations

Shortlisted bidders may be invited to present their proposals on August 25, 2025.

4 AWARD OF CONTRACT

4.1 Award Criteria, Award of Contract

The contract will be awarded to the bidder offering the best value for money.

4.1.1 Right to Modify Scope or Requirements during the Proposal Process

Horizon Tourism Solutions reserves the right to modify requirements during the process.

4.1.2 Right to Extend/Revise Scope or Requirements at Time of Award

Scope revisions may occur at the time of award.

4.1.3 Right to Enter into Contract Price Negotiations

Price negotiations may be conducted with the selected bidder.

4.2 Signing of the Contract

The contract must be signed within 10 days of award notification.

4.3 United Nations Procurement Harmonization and Cooperation

Bidders must comply with UN procurement principles, if applicable.

5 GENERAL AND CONTRACTUAL CONDITIONS

5.1 Conditions of Contract

The contract will follow Horizon Tourism Solutions standard terms.

5.2 Responsibility

The contractor is responsible for all deliverables and performance.

5.3 Source of Instructions

Instructions will be provided by the project manager.

5.4 Warranties

The contractor warrants that the system will meet all specified requirements.

5.5 Legal Status

The contractor must be a legally registered entity.

5.6 Relation Between the Parties

The contractor is an independent entity, not an employee of Horizon Tourism Solutions.

5.7 Waiver of Breach

No waiver of breach shall be deemed a waiver of subsequent breaches.

5.8 Liability

The contractor is liable for any damages caused by negligence.

5.9 Assignment

The contract may not be assigned without written consent.

5.10 Officials not to Benefit

No officials of Horizon Tourism Solutions may benefit from the contract.

5.11 Indemnification

The contractor shall indemnify Horizon Tourism Solutions against third-party claims.

5.12 Contractors Responsibility for Employees

The contractor is responsible for its employees conduct.

5.13 Subcontracting

Subcontracting requires prior approval from Horizon Tourism Solutions.

5.14 Place of Performance

The work may be performed remotely, with periodic on-site meetings.

5.15 Language

All deliverables must be in English.

5.16 Confidentiality

The contractor must maintain confidentiality of all project data.

5.17 Title Rights

Horizon Tourism Solutions retains ownership of all intellectual property.

5.18 Termination and Cancellation

The contract may be terminated for non-performance or breach.

5.19 Force Majeure

Neither party is liable for delays due to unforeseen events.

5.20 Surviving Provisions

Certain provisions, such as confidentiality, survive contract termination.

5.21 Use of UNAIDS and WHO Name and Emblem

Use of these names or emblems is prohibited without permission.

5.22 Successors and Assignees

The contract binds successors and approved assignees.

5.23 Payment

Payments will be made per the agreed schedule upon milestone completion.

5.24 Title to Equipment

Equipment purchased for the project remains the property of Horizon Tourism Solutions.

5.25 Insurance and Liabilities to Third Parties

The contractor must maintain adequate insurance coverage.

5.26 Settlement of Disputes

Disputes will be resolved through arbitration.

5.27 Observance of the Law

The contractor must comply with all applicable laws.

5.28 Authority to Modify

Only authorized representatives may modify the contract.

5.29 Privileges and Immunities

No privileges or immunities are granted to the contractor.

5.30 No Terrorism or Corruption

The contractor must certify no involvement in terrorism or corruption.

5.31 Personnel

5.31.1 Approval of Contractor Personnel

All personnel must be approved by Horizon Tourism Solutions.

5.31.2 Project Managers

A dedicated project manager must be assigned.

5.31.3 Foreign Nationals

Foreign nationals must comply with local labor laws.

5.31.4 Compliance with UNAIDS Policies

Personnel must adhere to UNAIDS ethical policies, if applicable.

5.31.5 Ethical Behaviour

All personnel must maintain high ethical standards.

5.31.6 Engagement of Third Parties and Use of In-house Resources

Third-party engagement requires prior approval.