

**UNHCR**United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés**DATE: 28/11/2023****INVITATION TO BID: No. ITB_HCR_ABJ_03_2023**

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF
HOTEL ACCOMMODATION, CONFERENCE FACILITIES AND CATERING SERVICES**

CLOSING DATE AND TIME: 22/12/2023 – 23:59 hrs Nigeria Time

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation Office Abuja, invites UN approved hotels with capacity to make a firm offer for the establishment of Frame Agreement(s) for the provision of Hotel Accommodation, Conference Facilities and Catering services to facilitate meetings, trainings and workshops in Abuja, Nigeria. UNHCR is seeking bids from Hotel and Conference facilities and Catering service providers in Abuja, Nigeria. Facility/Service providers may bid for all lots, or partial (selected) lots. However, the minimum requirements per lot must be fully met.

IMPORTANT:

Exact technical specifications of the items are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with initial duration of 1 (one) year, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

More details on the required goods and/or services are provided in the attached Terms of Reference (Annex A)

Please note that UNHCR reserves the right to approach one or more Bidders in order to establish multiple Frame Agreements having been awarded as a result of this tender and negotiate directly with the Supplier(s) to cater to future requirements of UNHCR or any other UN agencies.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

It is strongly recommended that this Invitation to Bid document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. ITB DOCUMENTS

The following annexes form integral part of this Invitation to Bid:

- Annex A: Terms of Reference (ToR);
- Annex B: Technical Offer Form (Lots) B1, B2 and B3;
- Annex C: Financial Offer Form (Lots) C1, C2 and C3;
- Annex D: Vendor Registration Form;
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018 version;
- Annex F: UN Supplier Code of Conduct;
- Annex G: Guidelines for UNHCR Suppliers Portals Registration Process
- Annex H: eTenderBox Registration Guideline and Supplier User Manual
- Annex I: Technical Evaluation Methodology (for the bidders' information only)

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to ohai@unhcr.org copying okumali@unhcr.org and nigabsupply@unhcr.com as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid
- The source where you have acquired this tender document (e.g. E-Mail, Chamber of Commerce, UNGM website, printed media etc.)

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Sending your above confirmation will enable us to send you any updates or changes in the tender documents.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to Timothy Ohai, Snr. Supply Assistant both at ohai@unhcr.org; okumali@unhcr.org; and at Nigabsupply@unhcr.org;

The deadline for receipt of questions is 23:59 hrs Nigeria Time on 12/12/2023.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail addresses above. Failure to comply with this provision may result in disqualification.

UNHCR will reply to the questions received as soon as possible by means of publication on its website or by email to all invited bidders.

2.4 YOUR OFFER

UNHCR seeks bids by Lots. Services Providers may bid for all lots, or selected/ partial lots. Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

Your offer shall be prepared in English.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than <http://etenderbox.unhcr.org> will result in disqualification of the offer. Please send your bid directly to the e-Tender Box <http://etenderbox.unhcr.org> provided in the "Submission of Bid" section 2.6) of this ITB.

Your offer shall comprise the following three (3) sets of documents and shall be uploaded to the e-Tender Box <http://etenderbox.unhcr.org>. The e-Tender Box is enabled to accept multiple files with each file having a maximum submission size of 10MB per file.

- Mandatory eligibility documents
- filled Technical offer form
- filled Financial offer form

2.4.1 Content of the Mandatory Eligibility Submission

The following details shall be provided in your mandatory submission as a pass or fail criteria.

- **Business Related Documents:** (Corporate Affairs Commission registration)
- **Tax Registration Documents:** (FIRS or State IRS registration)
- **Bank Reference Letter or Bank Account statement**
- **Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit the Vendor Registration Form (**Annex D**) with your technical offer form.
- Your acknowledgement of **UNHCR General Conditions for Provision of Goods and Services** by signing **Annex E**
- Your acknowledgement of the UN Supplier Code of Conduct by signing **Annex F**

Please note that submitting an offer is deemed as acceptance of UNHCR's General Conditions for Provision of Goods and Services.

2.4.2 Content of the TECHNICAL OFFER

IMPORTANT:

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The Terms of Reference (ToR) (Annex A) outlines the scope of the requirement for the provision of the services requested by UNHCR. Clearly state and disclose any discrepancies with the given Terms of Reference.

The Technical Offer form should be filled and returned providing required information on bidders Hotel accommodation, Conference Hall facilities and catering services

delivery capacity. The technical offer should not **necessarily be limited to the requested information in the Technical offer form.**

As provided below, other information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the contracted services may be included.

- **Accessibility support for persons living with disability:** The bidder shall state the provisions in place to support and cater to disabled persons.
- **Access to alternative Facilities arrangement:** If you have existing relationship or access to an alternative facility that fulfill the same function or offer better performance in terms of quality, cost-effectiveness, etc., we would like to ask you to include them in your offer in addition to the offer for items specified in Annex B.

Please note, that if these alternative facilities are deemed as viable alternative to the existing facilities pending an evaluation from our technical experts, we will be issuing a separate tender notice for purposes of establishing agreements for those.

IMPORTANT:

If you propose the accessibility for persons living with disabilities, please clearly indicate the facilities and their use. Do not only send only a bid containing the availability of support facilities for persons with disabilities, i.e. mention specific facilities and their advantages in addition to an offer for the standard requirements.

2.4.3 Content of the FINANCIAL OFFER

Your separate **Financial offer form** must contain your offer in Nigerian Naira currency.

The prices offered should remain valid for at least [six] months.

The offered price must remain unchanged for the duration of the Frame Agreement [(1 + 1 years)].

The Financial offer is to be submitted as per the Financial Offer Form (Annex C) comprising of three (3) Lots (components) namely Hotel Accommodation, Conference facilities and Catering services.

The following details shall be provided for each Lot (component):

Unit costs: The bidder shall quote the unit price for each required line item for each of the 3 (three) different categories. Any quantity or other discounts (e.g. volume or seasonal discounts) shall be clearly indicated].

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT.

You are requested to hold your offer valid for **180** days from the deadline for submission. UNHCR will make its best effort to select a company within this period. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5. Supplier Registration:

Prospective suppliers may self-register through the link [Supplier Registration \(oraclecloud.com\)](https://oraclecloud.com). The qualified suppliers will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents.

2.5.1 BID EVALUATION:

Bidders who submit the mandatory eligibility documents (corporate, tax and acknowledgment of UN(HCR) administrative documents) would be progressed to the evaluation of technical offer stage. The investigation involves consideration of several factors such as:

- Legibility and ease of comprehension of technical and financial offer
- Ability of service provider to meet all stated requirements in the ToR
- Competency in core business area,
- Track record,
- Contract capacity.

A site visit to service providers facilities may follow the technical evaluation. This will be followed later by post-contract award supplier performance evaluation such as:

- Ability to respond quickly to Agency's needs,
- Flexibility of service delivery within short and agreeable notices,
- Dependability and Quality of services,
- Lead time for delivery

2.5.2 Technical evaluation:

Upon satisfying the mandatory eligibility check requirement, received technical offer of submissions will be evaluated against criteria **stated in Annex A (Terms of Reference)** on a **PASS or FAIL basis**.

Prospective facilities/service providers who provide the mandatory documentation for eligibility check in addition to complete and legible technical offer forms may be given equal opportunity of a visit to validate their bid. A site visit to prospective vendor premises may be part of the technical evaluation process to validate the assessment of submitted technical content before finalization of the evaluation process.

2.5.3 Financial evaluation:

The financial component will be analyzed only for those suppliers that pass the technical evaluation based on

Financial Competitiveness of the quoted unit prices for the required components.

The evaluation will be conducted separately by Unit Price per item and the DAP Location.

Following the technical verification of the offer, technical compliant bids will be compared on the basis of the above-mentioned criteria. The cheapest bid substantially conforming to the terms of this ITB will be recommended for the award of services or material provision.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.6 **SUBMISSION OF BID:**

IMPORTANT:

The mandatory eligibility documents, technical offer and financial offer are to be sent in as **separate** documents. Failure to do so may result in disqualification.

Deadline: 22 December 2023 23:59 hrs. Nigeria Time

Bids should be submitted **by file upload to e-TenderBox**, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the URL: <http://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. In case the password is forgotten that account may not be useable anymore, and a new registration will be required. Registration Guide and User Manual of eTenderBox are available at the above URL.

IMPORTANT: The Technical and Financial offers shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd...etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline. (Copies of the PDF format documents may, as an addition, be included with the provided Excel formats).

The Technical and Financial offers shall be clearly separated.

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is your responsibility to verify that all documents/e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **10 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Documents should be submitted preferably in PDF and Excel formats as indicated in the Annex H – eTenderBox Registration guideline and Supplier Manual.

E-mail submissions must be sent **ONLY** to the eTenderBox which can be accessed via the following URL: <http://etenderbox.unhcr.org>. Please indicate in e-mail subject field:

- ITB_HCR_ABJ_03_2023 for Hotel Accommodation, Conference Facilities and Catering Services and the title of your document. The title of your document should contain:
- Name of your firm
- The description of email attachments and specific LOTs bid for (e.g technical offer Lot(s) 1 and/or 2 or financial offer Lots 1, 2 and 3)
- A serial number of each email attachment (e.g., registration documents as 1/4, other mandatory documents as 2/4, technical offer Lot 1, 2 and 3 as 3/4, financial offers Lot 1, 2 and 3 as 4/4)
- For example: ITB/HCR/ABJ/03/2023; ABC Company; Technical Offer Lot 1 and 2 (email 3 of 4)
- Financial Offer(s) – This is a documentation to be submitted separately as one email to the above address.
- Technical Offer(s) – This is a documentation to be submitted separately as one email to the above address.
- Registration/Commercial documents – Mandatory business information and documentations to be submitted separately as one email to the above designated email.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Goods.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms' submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this ITB will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Goods and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 **UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES**

Please note that the General Conditions of Contracts (**Annex E**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.



Thank you for your kind consideration.



Digitally signed
by David Okumali
Date: 2023.11.29
19:28:20 +01'00'

David Okumali
Senior Supply Officer
UNHCR Representation Office Nigeria