



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 20/03/2018

REQUEST FOR PROPOSAL: No. HCR/IRQER/2018/RFP-011

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF
HOTEL ACCOMMODATION SERVICES AND CONFERENCE FACILITIES WITH INITIAL
DURATION OF 2 YEARS WITH A POSSIBLE EXTENSION FOR ANOTHER 1 YEAR TO
UNHCR IN ERBIL, IRAQ**

CLOSING DATE AND TIME: 18 APRIL 2018, – 23:59 hrs IRAQ TIME

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees 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 five 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), Erbil, invites hotels cleared by UNHCR Security to provide conference services in Erbil, Iraq] to make a firm offer for the **establishment of a Frame Agreement for the provision of Conference and Accommodations services.**

IMPORTANT:

The Terms of Reference (TORs) are detailed in Annex A of this document.

UNHCR may award Frame Agreement with initial duration of two (2) years, (potentially extendable for a further period of one (1) year for the provision of Conference and Accommodations Services to its operations in Iraq. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

This has been stated in order to ensure bidders have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase the stated quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

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

IMPORTANT:

The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of UNHCR General Conditions of Contracts for provision of Goods and Services shall not be a "cause" for or otherwise to be in itself a termination clause.

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.

Sub-Contracting: Please take careful note of article 5 of the General Terms and Conditions (Annex D).

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

2. BIDDING INFORMATION

2.1. RFP Documents:

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

Annex A: Terms of Reference (TOR)

Annex B: Financial Offer Form/ **to be submitted**

Annex C: Vendor Registration Form / **to be submitted if not a vendor already**

Annex D: UNHCR General Conditions of Contracts for the Provision of Services, **to be submitted (must be signed and stamped to confirm acceptance)**

Annex E: Supplier's Code of conduct/ **to be submitted (must be signed and stamped to confirm acceptance)**

2.2 Acknowledgment:

We would appreciate your informing us of the receipt of this RFP by return e-mail to moulana@unhcr.org as to:

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid.

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 Requests For Clarification:

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to moulana@unhcr.org with the **clear indication of the RFP reference in the subject line**;

The deadline for receipt of questions is 02nd April 2018 – 23.59 Hrs. Iraqi time.

IMPORTANT:

Please note that Bid Submissions are NOT to be sent to the e-mail address above.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4 Your Proposal:

Your offer should be prepared in **ENGLISH**.

Please submit your proposals using the Annexes provided. Proposals not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

Inclusion of copies of your proposal with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.7) of this RFP.

Your offer shall comprise the following two sets of documents:

- a. Technical offer
- b. Financial offer

Submission of your technical and financial offers is to be in two separate envelopes encased in one large envelope.

2.4.1 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) can be found at **Annex - A**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- ✓ **Description of the Hotel and the Hotel's qualifications.** A description of your company with the following documents:
 - Hotel Profile / Detailed Brochure;
 - Year founded;
 - If multi location hotel, specify the locations;
 - Number of similar completed/underway contracts with other UN agencies or NGOs;
 - Registration Certificate / work permission certificate.
- ✓ **Corporate social responsibility (CSR)**
 - Any strategies that your company adopts that recognizes and contributes to the welfare of staff both within the organization and the broader community;
 - Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.
- ✓ **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs.** Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR.
 - A description of your Hotel's capacity to provide the service [maximum 1 pages];
 - A description of your Hotel's experience in these services [maximum 1 pages].

- ✓ **Vendor Registration Form:** You should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex C**), if you had submitted this in the past and no change in your status has happened, there is no need to do this again for this case. If your Company is not registered with UNHCR or has not received a valid Purchase Order for the past two (02) years, you should complete, sign and submit with your technical proposal the Vendor Registration Purposes:
 - Audited financial reports of at least three (3) Year
 - Company Registration Certificate
 - VAT Registration Certificate
 - ISO Certificates if applicable
 - Environmental Policy if Applicable
- ✓ **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E**.

2.4.2 Content of the Financial Offer

Your separate **Financial Offer** must contain an overall offer in USD.

The financial offer must cover all the services to be provided (price “all inclusive”).

The Financial offer is to be submitted as per the Financial Offer Form (**Annex-B**). Offers that have a different price structure may not be accepted.

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

You are requested to hold your offer valid for 90 days from the deadline for submission. UNHCR will make its best effort to award the contract within this period. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement(s). 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 possible related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 Bid Evaluation

2.5.1 Supplier Registration

The qualified suppliers will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing,
- Core business,
- Track record,
- Contract capacity.

2.5.2 Security Assessment and other mandatory criteria

Only United Nations security cleared hotels, hotels with Conference room and hotels with minimum 30 rooms will be accepted for technical evaluation

2.5.3. Bids Evaluation

For the award of this project, UNHCR has established evaluation criteria, which govern the selection of offers, received. The Mandatory Criteria must be fulfilled by all bidders before consideration is given to other criteria. Further evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **qualifying score for the Technical Proposal** is: Minimum 60% of maximum points (100 points) = 60 points. Only the bidders that score 60 out of 100 for the Technical Offer will be considered for Financial Evaluation.

Evaluation shall be made on a technical and financial score basis.

2.5.3.1. Technical Evaluation (100 points)

The bidders must satisfy the below Mandatory Criteria before they are considered for Technical Evaluation.

Mandatory Criteria	Yes	No
• Is the Hotel a United Nations Security cleared premises?		
• Does the Hotel have minimum 30 Rooms for letting?		
• Does the hotel have a conference room to accommodate minimum 50 participants?		

The Technical evaluation will be done on maximum 100 points basis, as follows:

	Categories	Scores
1	Hotel qualification and premises	50%
2	Conference Room	50%
	Total	100%

The technical evaluation will be applied on criteria and points rating as listed below.

Technical evaluation Criteria	Max point
1. Hotel Qualifications and Premises	
• Hotel Location: Distance to UN Compound and the Airport, radius	9
• Easiness of access, free from crowded area (distance from 100m road OR from 60m road)	3
• Safe & sufficient vehicle parking area/facilities (minimum capacity 15 Cars)	5

• Quality of rooms with Air-conditioner (indicate size, layout, TV set, Air-conditioner, reading desk, refrigerator, etc.)	13
• Internet Access and quality	5
• Breakfast, drinking water and complementary tea and coffee.	5
• Late Booking and Cancellation Policy (Early check-in, Late check-out)	5
• Standard Services and Amenities: (Swimming pool, fitness activity, laundry etc.)	3
• Airport/ Hotel Transfer service (individual/group)	2
Sub-total	50
2- Conference Room:	
• Quantity, size, capacity, presentation and room arrangement flexibility (50+ persons)	10
• Translation & interpreting services (English, Kurdish & Arabic)	5
• Technical requirements & accessories: Audio visual equipment (projectors, wireless microphones, sound system) and Stationery (flipcharts, markers, pens, notebooks... etc.)	10
• Restaurant facilities, (Buffet lunch and two coffee breaks)	10
• Cancellation Policy.	5
• Experience in providing conferencing services.	5
• W-LAN in conference room and public areas.	5
Sub-total	50
Total Technical Score possible:	100
Minimum pass score: 60% of maximum points (100 points) = <u>60 points</u> .	

2.5.3.2 Financial Evaluation (40 points)

Financial Proposal will be evaluated following completion of the technical evaluation. The maximum number of points (40) will be allotted to the lowest price offer that is opened and compared amongst those invited firms. All other price offers will receive points in inverse proportion to the lowest bid. eg **[total Price Component] x [US\$ lowest] / [US\$ other] = points for other Supplier's Price Component.**

2.6 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, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.7 Submission Of Bid

The offers must bear your official letter head, clearly identifying your Hotel.

Bids should be submitted by **e-mail** and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).

The Technical and Financial offers shall be clearly separated.

Bid must be sent by e-mail ONLY to: IRQERTENDERS@UNHCR.ORG

IMPORTANT:

The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

Deadline for submission: 18 April 2018 – 16.30 hrs. Iraq Local Time

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 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 **8MB** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- **Bid HCR/IRQER/2018/SUP/RFP/11 – Hotel Accommodation and Conference Services**
- Name of your firm with the title of the attachment (example: Technical Proposal /Company Name, Financial Proposal - Company Name)
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

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 scored the minimum passing score.

2.8 Bid Acceptance

UNHCR reserves the right to accept the whole or part of your bid.

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.

2.9 Currency And Payment Terms For Purchase Orders

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

2.10 UNHCR General Conditions Of Contracts For The Provision Of Services

Please note that the General Conditions of Contracts (**Annex D**) 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.



Gerard Moya,
Senior Supply Officer
Supply Unit, UNHCR Iraq, Erbil Sub-office

YOUR PROPOSAL should be submitted in line with following instructions in sealed envelopes (Failure to do so shall result in disqualification):

Within the Main Envelope, there should be the following two separate envelopes:

Technical Envelope (Envelope 1)

1. Annex C (Vendor Registration Form) and its attachments:
 - ✓ Audited financial reports of last three (3) Years also to be submitted as a proof for Pass/Fail requirement set under RFP
 - ✓ requirement set under RFP
 - ✓ Company Registration Certificate
 - ✓ VAT Registration Certificate
 - ✓ ISO Certificates if applicable
 - ✓ Environmental Policy if applicable
2. Annex D (Signed General Conditions for Provision of Services);
3. Annex E Supplier's Code of Conduct, signed and stamped

Financial Envelope (Envelope 2)

1. Annex B (Financial Proposal Form – in the financial envelope).