



**UNHCR**

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

**DATE: 06/09/2016**

**INVITATION TO BID: No. ITB/2016/797**

**FOR THE PROVISION OF ACCOMMODATION AND CONFERENCE SERVICES  
FOR THE FSA WORKSHOP (17-21 October 2016) IN FRANCE,  
WITHIN HALF AN HOUR BY PUBLIC TRANSPORTATION FROM GENEVA,  
SWITZERLAND**

**CLOSING DATE AND TIME: 26/09/2016– 23:59 hrs CET**

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## **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 9,700 people in more than 126 countries continues to help about 65.3 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), the Global Learning Centre (GLC), invites qualified hotels to make a firm offer for the provision of accommodation and conference services related to the FSA Workshop. The Workshop is to be held on 17-21 October 2016 in France, within half an hour of Geneva, Switzerland by public transportation.

<b>IMPORTANT:</b>
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The Terms of Reference (TORs) are detailed in Annex A of this document.
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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 establishment.

## **2. BIDDING INFORMATION:**

### **2.1. ITB DOCUMENTS**

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

- Annex A: Terms of Reference
- Annex B: Financial Offer Form
- Annex C: Technical Offer Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2010 *version*

### **2.2 ACKNOWLEDGEMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to [suveges@unhcr.org](mailto:suveges@unhcr.org) as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

### **2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to Agnes Suveges, Supply Associate at [suveges@unhcr.org](mailto:suveges@unhcr.org). **The deadline for receipt of questions is 23:59 hrs CET on 15/09/2016.**

#### **IMPORTANT:**

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

UNHCR will compile the questions received and plans to respond to questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

### **2.4 YOUR OFFER**

Your offer shall be prepared in English.

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

#### **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 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 2.6) of this ITB.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

#### 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 (TORs) of the services requested by UNHCR can be found in **Annex A**. Your technical offer should clearly state whether or not the services you are offering are fully conforming to the technical specifications given. Clearly state and disclose any discrepancies with the specifications given.

The following details shall be provided in the Technical Offer.

**Description of the company and the company's qualifications**

A description of your company with the following documents:

- Company profile / presentation of hotel facilities incl. one photo of main conference room, one photo of breakout room and one photo of single room;
- Year founded;
- If multi location company, specify headquarters location.

**Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**).

**UNHCR General Conditions for the Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E**.

The Technical Offer Form is to be submitted with your technical offer (**Annex C**). Bids that do not have the Technical Offer Form attached may not be accepted.

#### 2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, either in US Dollars, or in the currency of your company's country.

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**). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. In this regard, price has to be given without VAT. We however request you to provide the City tax where applicable.

You are requested to hold your offer valid for 45 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. 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 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 **Technical and Financial evaluation:**

All received bids will be evaluated based on:

- Compliance with the established UNHCR specifications as per below table

Specification	Mandatory Criteria	The bid meets the criteria
Location of the hotel	The hotel should be located in France, within 30 minutes (+10 minutes allowable tolerance) distance by public transport from the UNHCR HQ in Geneva.	Pass/Fail
Number of stars of the hotel	The hotel should be 3 stars or above as set under the 2008 Country Standard.	Pass/Fail
Availability	There is availability for the requested dates of conference services and accommodation.	Pass/Fail
Conference room facility	Conference room facilities have natural light, windows that open and are equipped with projector, screen, Wifi, flip charts	Pass/Fail
Technical requirements	The offer complies of the technical requirements set forth in Annex A Terms of Reference	Pass/Fail

- Cost of hotel and conference services.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

## 2.6 SUBMISSION OF BID:

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

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: [HQSMSBID@unhcr.org](mailto:HQSMSBID@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: 26/09/2016 23:59 hrs CET.**

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

Please indicate in e-mail subject field:

- Bid no. ITB/2016/797
- Name of your firm with the title of the attachment
- 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 passed the test and has been accepted by UNHCR as meeting the stated requirements.

**2.7 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 Services.

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 Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by the UNHCR business owner.

## 2.9 CANCELLATION POLICY

UNHCR shall have the right to cancel or modify reservations under the following conditions.

Guest room/ accommodation Services:

UNHCR shall have the right to cancel reservations without any penalty until 16:00 pm CET on the day of arrival. If the guest does not arrive until that time and no cancellation was made, the Contractor shall have the right to cancel the reservation and charge a penalty, unless the guest requests guarantee for late arrival before the given dead-line (16:00 pm CET on the day of arrival). For penalty the Contractor may charge maximum the agreed rate for one (1) night.

Conference Services:

- cancellation of event can be done without penalty 10 days prior to the booked event;
- in case of cancellation 10 – 5 days prior to the booked event / facilities, the Contractor charges 50% penalty fee based on the total amount of the reservation;
- in case of cancellation within 5 days prior to the booked event, the Contractor charges 70% penalty fee based on the total amount of the reservation;
- UNHCR shall finalize the number of participants at least 24 hours prior to the event. The Contractor will accept a maximum 20% decrease in the number of participants, reported 2 days prior to the event.

***You are requested to confirm your acceptance of this cancellation policy at page 3 of Annex B. If you do not accept these then please describe your policy on page 3 of Annex B.***

## 2.10 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF 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.

## 2.11 ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such advise suppliers not to offer any gift, favor, hospitality, etc. to their staff.



Isaac Mcekeni  
Chief of Section, HQ Procurement  
Procurement Service  
UNHCR

