

Annex A: Terms of Reference

Invitation to Bid (ITB) for the provision of accommodation, conference and catering services
for UNHCR Copenhagen, Denmark

Bidders are required to submit any request for clarification or any question in respect of this ToR by e-mail to suveges@unhcr.org. The deadline for receipt of questions is 23 August 2017.

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1 Introduction

1.1 Background

UNHCR

United Nations High Commissioner for Refugees (hereinafter UNHCR) is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. UNHCR is the world's leading organization dedicated to supporting people forced to flee and those who do not have a nationality. We operate in the field in over 125 countries, using its deep expertise to protect and care for 55 million refugees, returnees, internally displaced people and stateless persons.

UNHCR leads international action to protect people forced to flee their homes because of conflict and persecution. It delivers life-saving assistance like shelter, food and water. The organization helps safeguard fundamental human rights and develop solutions that ensure people have a safe place to call home where they can build a better future. UNHCR also work to ensure that stateless people are granted a nationality.

UNHCR Copenhagen Denmark

UN City in Copenhagen, Denmark hosts three divisions of UN Refugee Agency, namely:

- Private Sector Partnership (PSP)
- Division of Program Support Management (DPSM)
- Division of International Protection (DIP)

1.2 Statement of Purpose & Objectives

UNHCR is pleased to invite prospective bidders to submit a technical and financial proposal for accommodation and conference venue, including catering services. The requirements are set out in this Terms of Reference. The purpose of this Invitation to Bid is to enter into a frame agreement with several hotels, venue places in Copenhagen, Denmark. The contracts will be awarded to the hotels, venue places submitting a technically compliant, financially acceptable offer.

Bidders are expected to provide the following services:

- A. Accommodation services**
- and/or**
- B. Accommodation, conference and catering services**

The evaluation will be carried out based on pre-set criteria for option A and for option B separately. In case the hotel would like to submit an offer for both categories, the bid is to be sent separately for option A and B.

The Frame Agreement will be signed with the successful bidder(s) for three (3) years and will be extended at the sole discretion of the UNHCR for additional one plus one year subject to satisfactory performance. Total length of contact is five (5) years. The successful bidder(s) will be requested to

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maintain their price model for the duration of the frame agreement. Please find Model Contract as Annex F.

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2 Requirements

2.1 Criteria for option A

Bidders are expected to comply with the following criteria. Failure to comply with one of the below conditions will result in disqualification:

2.1.1 Location

Hotel should be located no further than a 45 minutes ride by public transportation from UN City Copenhagen (Marmorvej 51, CPH NK 2100)

Document to establish compliance with the criteria: please include the full address on Annex B (Technical Offer Form)

2.1.2 Rating

Hotel, venue should have rating between 3, 4 and 5 stars.

Reference made to Hotelstars Union (Denmark) criteria.

Document to establish compliance with the criteria: Certificate of Classification or Official Confirmation on compliance with Hotelstars Union criteria.

2.1.3 Capacity

Hotel, venue should have capacity to accommodate min. 30 people in single occupancy rooms.

Document to establish compliance with the criteria: fill in information where appropriate on Annex B (Technical Offer Form)

2.1.4 UNHCR General Terms and Conditions

Bidder accepts UNHCR General Terms and Conditions.

Document to establish compliance with the criteria: Annex E signed and attached to the proposal.

Please indicate your answers to the above conditions on Annex B (Technical Offer Form). Annex B is to be signed and submitted in PDF format.

2.2 Criteria for option B

Bidders are expected to comply with the following criteria. Failure to comply with one of the below conditions will result in disqualification:

2.2.1 Location

Hotel should be located no further than a 45 minutes ride by public transportation from UN City Copenhagen (Marmorvej 51, CPH NK 2100)

Document to establish compliance with the criteria: please include the full address on Annex B (Technical Offer Form)

2.2.2 Rating

Hotel, venue should have rating between 3, 4 and 5 stars.

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Reference made to Hotelstars Union (Denmark) criteria.

Document to establish compliance with the criteria: Certificate of Classification or Official Confirmation on compliance with Hotelstars Union criteria.

2.2.3 Capacity

Hotel, venue should have capacity to accommodate min. 30 people in single occupancy rooms.

2.2.4 Conference room availability

Hotel should have conference room(s) and related services available in the hotel.

Document to establish compliance with the criteria: fill in information where appropriate on Annex B (Technical Offer Form)

2.2.5 Conference room capacity

Hotel's conference room(s) should accommodate min 30 people.

Document to establish compliance with the criteria: fill in information where appropriate on Annex B (Technical Offer Form)

2.2.6 UNHCR General Terms and Conditions

Bidder accepts UNHCR General Terms and Conditions

Document to establish compliance with the criteria: Annex E signed and attached to the proposal.

2.2.7 Wi-Fi accessibility in the conference room

2.2.8 Availability of one projector in the conference room

2.2.9 Availability of one projector screen in the conference room

2.2.10 Availability of minimum of one portable microphone in the conference room

2.2.11 Availability of minimum of one loudspeaker in the conference room

2.2.12 Availability of extension cables for connecting laptops and other devices in the conference room

2.2.13 Availability of printing service in the hotel

2.2.14 Availability of minimum four flipchart OR whiteboard with paper and markers in the conference room

2.2.15 Availability of stationary for minimum 30 people

2.2.16 Availability of Coffee break

2.2.17 Availability of Cold buffet lunch

2.2.18 Availability of Warm buffet lunch

2.2.19 Availability of Lunch (3-course a la carte, 3 options per course)

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Please indicate your answers to the above conditions on Annex B (Technical Offer Form). Annex B is to be signed and submitted in PDF format.

2.3 Technical offer

Please use **Annex B (Technical Offer Form: including both 'Technical Confirmation' and 'Technical Bid')** to provide your detailed technical proposal.

Please provide any further information you deem necessary to support your proposal on Annex B. Please attach brochures, pictures of the room(s), conference room(s) – if available. All supporting documents are to be sent via email for environmental concern. No print-offs are necessary. The proposal is to be submitted signed and in PDF format.

2.4 Financial requirements

Your financial proposal is to be confirmed on Annex C (Financial Offer Form). No other form is acceptable for the financial proposal. The proposal is to be submitted signed and in PDF format. The Financial Offer must cover all the services to be provided (price "all inclusive"). UNHCR is exempted from all direct taxes, with this regards, the price has to be given without VAT.

2.5 Other requirements

2.5.1 Availability

UNHCR is to confirm need for accommodation:

- 90-60 days prior to the booking for 30 rooms
- 60-30 days prior to the booking for 15 rooms

Bidder will be requested to confirm the availability of the above listed number of rooms for the set dates.

UNHCR is to confirm need for conference services:

- 60-30 days prior to the event

Bidder will be requested to confirm the availability of conference room for the set dates.

2.5.2 Applicable rates

The confirmed rates are applicable when UNHCR staff members, UNHCR affiliate workforce and/or consultants request for accommodation and conference services.

2.5.3 Cancellation policy

Please confirm your cancellation policy on Annex C (Financial offer form).

2.6 Customer Responsibilities

UNHCR will provide the following:

- A focal point from each UNHCR divisions (PSP, DPSM and DIP) for hotel and venue booking who will be responsible to liaise with the hotel

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- The provision of all necessary information required from the hotel

2.7 Yearly plan of UNHCR

The below table shows the venues per divisions per year. On the top of the set venues, UNHCR will request for room booking on ad-hoc basis (estimated 50 bookings per year):

Venue name	# person to be accommodated	# of person participate at conference
PSP Global Skill Share May	80	80
PSP Admin Workshop August	15	0
PSP Planning Meeting October	50	50
DPSM / IMRS SRRO meeting November	45	45
DIP Meeting September	30	30
Ad hoc basis	50	30
Total	270	235

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3 Documents required to submit with the proposals

- Registration certificate – with the indication of Year founded
- Financial statements/Audit reports of past 3 years
- Vendor Registration Form (dully completed and signed) – Annex D
- UNHCR General Conditions of Contract for the Provision of Services (signed) – Annex E

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4 Evaluation

4.1 Evaluation

4.1.1 Technical evaluation

The technical offer will be evaluated on pass or fail basis. All criteria listed in Annex B – ‘Technical Confirmation’ are to be met in order to deem the offer technically compliant.

4.1.2 Financial evaluation

Please note that the financial evaluation of offers under 3, 4 and 5 stars will be compared separately. The financial comparison and ranking will be based on the same star classification. Only the technically compliant offers` financial part will be opened. Bidders are requested to provide unit prices (based on the pre-set unit of measure) for each item. The financial comparison will be made based on the below scenario (yearly basis):

Option A: Accommodation services:

Unit cost of a single occupancy room (high season, including breakfast) multiplied by 300 (rounded up yearly booking estimation).

E.g.: ‘Unit price’ x 300

Option B: Accommodation conference and catering services:

Unit cost of a single occupancy room (high season, including breakfast) multiplied by 45 (number of participants at the conference) multiplied by 3 (number of nights).

and

Unit cost of a conference room rental (with the capacity to accommodate 45 participants in theatre set) multiplied by 3 (number of days).

and

Full day conference services for 3 days, including:

- projector
- projector screen
- portable microphone
- loudspeaker
- extension cables
- Wi-Fi
- Whiteboards OR flipcharts with marker and paper
- Stationary

and

Full day catering services for 45 people for 3 days, including:

- two coffee breaks (option A in the morning and option B in the afternoon)
- cold buffet lunch

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All multiplied by five (yearly estimation for conference services).

E.g. [(‘Unit price for accommodation’ x 45 x 3) + (‘Unit price of conference rental fee’ x 3) + (‘Sum total daily rate for conference services’ x 3) + (‘Total daily rate for catering services per person’) x 45 x 3] x 5

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5 Contract management

UNHCR's intention is to enter into a frame agreement with several hotels, venue places in Copenhagen, Denmark. In this regard, all service providers will be contacted when the actual need arises for accommodation and/or conference services. UNHCR will send out the requirements and the decision will be made based on hotels' availability and total cost of the service required under the different star classifications.

Please kindly note that UNHCR frame agreement is not a financial commitment towards service providers. The work is to be distributed via purchase orders within the duration of the contract.