



ANNEX A

TERMS OF REFERENCE (TOR)

**ITB/2017/895 INVITATION TO BID
FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) THE PROVISION OF
Accommodation, Conference and Catering Services for UNHCR**



1. Introduction

1.1 Background

UNHCR:

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established by the U.N. General Assembly in 1950 to provide protection and assistance to refugees and Internally Displaced People (IDPs). Today, UNHCR is one of the world's principal humanitarian agencies, its staff of more than 10,966 personnel helping more than 65.6 million people in more than 130 countries. Staff members work in a diversity of locations and conditions including in our Geneva and Copenhagen based Headquarters (HQ), Budapest-based Global Services Center (GSC) and several field locations. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

GLC:

The Global Learning Centre (GLC) is UNHCR's main responsible entity for the development and facilitation of learning and training for UNHCR's various functional areas. Due to the diversity of requirements, GLC offers learning and training through various methods, workshop being one of them. Strategic locations have been identified as high potential receivers of GLC workshops. It is in GLC's and the organization's interest to establish long term contracts with qualified suppliers for holding UNHCR-GLC workshops in the following locations: Thailand (Bangkok), Indonesia (Jakarta), Jordan (Amman), Tunisia (Tunis), Kenya (Nairobi), Tanzania (Dar Es Salaam), Ghana (Accra), Senegal (Dakar), Ecuador (Quito), Panama (Panama City) and Hungary (Budapest districts 5,6,7,8,9 or 13).

1.2 Overview and Objectives of this ITB

The objective of this Invitation to Bid (ITB) is to enable UNHCR's Global Learning Centre (GLC) invite and select qualified service providers for the provision of Accommodation, Conference and Catering Services in the mentioned locations.

2. The project

2.1 Project objective

The project objective is to establish long term contracts with Hotels within strategic locations (see exact locations in item 1.1 above) as to allow a higher adaptability for GLC when deciding on workshop location based on requirements, reducing this way the time spent on the selection of event as well as the human resources required field colleagues in arranging Accommodation, Conference and Catering services for HQ and other duty station's units.

2.2 Mandatory requirements:

- Hotel should have rating between 4 and 5 stars (to include certification from national rating system or alternative accreditation – i.e. national association).
- Hotel should be located in the city centre/business area within the city and accessible by public transport from UNHCR Office: Thailand (Bangkok), Indonesia (Jakarta), Jordan (Amman), Tunisia (Tunis), Kenya (Nairobi), Tanzania (Dar Es Salaam), Ghana (Accra), Senegal (Dakar), Ecuador (Quito), Panama (Panama City) and Hungary (Budapest districts 5,6,7,8,9 or 13)
- Hotel should have at least 30 guest rooms available for single use (supporting pictures to be included of one single use guest room) with wifi access and air-conditioning.



- Catering services should be available for Buffet Breakfast, Coffee breaks (including coffee, tea, mineral water, juice, soft drinks, fresh fruits, biscuits, snacks), warm and buffet lunch, dinner, non-pork dishes, vegetarian options, bottle of cold beverages (mineral water, soft drink, juice).
- Hotel and its facilities should have access for disabled persons.
- Hotel should have reliable internet connection (able handle concurrent usage of up to 50 users, with an average connection speed of 512K/user) - Wifi and hard wired internet - in the hotel conference facilities.
- Hotel should have conference room(s) and related services available in hotel or within 250m distance from the hotel. The hotel is fully responsible for the subcontract matters if needed.
- Hotel should have at least one meeting room of the size of minimum 80m2 with capacity for 30 participants in roundtables set-up, with natural daylight and openable windows (**not acceptable**: long and narrow meeting room (no 2:1 ratio or narrower), windows only behind projector screen), no central pillars and air conditioning.
- The minimum audio visual equipment in the conference room includes: projector, projector screen, microphone and speakers, flipcharts, notepads and pens
- Hotel should have at least two breakout rooms with capacity for 15 participants/each with natural light and air conditioning.
- Pictures about the hotel guest room for single use, main conference room (from at least 2 angles) and break-out rooms to be provided.
- Hotel should have a dedicated technical person to solve any contingencies with the technical equipment used during the workshop.
- Printing and copying facilities available in the hotel.
- 24 hours reception service/concierge service.

3. The Expected Role of the provider

3.1 Project management

UNHCR will determine and agree on concrete timelines, event requirements and timelines with the selected Supplier.

The Supplier is expected to provide

- A Focal Point to lead the provider resources and activities with close collaboration with the UNHCR Project Manager.
- Technical support for UNHCR Project Manager when required

The Designated Focal Point is expected to:

- Build a strong partnership with UNHCR.
- Be the single point of contact during the entire duration of the Frame Agreement.
- Be available over the phone, skype and e-mail on ad-hoc basis throughout the duration of the frame agreement.
- Monitor and report potential risks to the UNHCR at any time.



4. Content of Offers

4.1 Technical Offer

Your technical offer should clearly state whether or not the services you are offering are fully conforming to the mandatory requirements specified under Chapter 2.2 (by filling up the Technical Offer Form – Annex B). Clearly state and disclose any discrepancies with the requirements given.

The following details shall be provided additionally in the Technical Offer.

1. Description of the company and the company's qualifications
 - A description of your company with the following documents:
 - Company profile / presentation of hotel facilities including number of conference and breakout rooms.
 - Year founded;
 - If multi location company, specify headquarters location;
 - Previous experience organizing events for 35+ participants for UN-related agencies or other similar International Organizations, non-profit, public, governmental organisations or private sector.
 - Reference list
 - Financial Statement (Audit report) of the past 3 years;
2. The Technical Offer Form (Annex B) is to be submitted with your technical offer. Bids that do not have the Technical Offer Form attached may not be accepted.
4. Vendor Registration Form: Please duly complete, sign and submit with your technical proposal (Annex D).
5. 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.

Bids not meeting requirements described above may be rejected.

UNHCR may conduct due diligence on-site visit to hotel and conference facilities during the evaluation phase in order to verify the content of the technical offer.

4.2 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 required services to be provided (price "all inclusive, final prices"). Other services might be requested from successful bidders which will be treated separately – including price quotation - under the secondary bidding procedure.

The Financial Offer is to be submitted as per the Financial Offer Form (Annex C). 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 with and without VAT. We however request you to provide the Local City tax where applicable.



Financial Evaluation will be conducted on Scenario-based calculation with prices indicated in the Financial Offer Form. Successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement. Quoted prices will be considered as cap prices during the entire period of the Frame Agreement.

Bids not meeting requirements described above may be rejected.

4.3 Cancellation Policy

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

Accommodation Services:

UNHCR shall have the right to cancel reservations without penalty until 16:00 pm local time on the day of arrival. If the guest does not arrive until that time and no cancellation was made, the hotel shall have the right to cancel the reservation and charge a penalty, unless they are informed in advance about the late arrival. For penalty the hotel may charge maximum the agreed rate for 1 night.

Conference Services:

- Cancellation of the event can be done without penalty 10 calendar days prior to the booked event. In case of cancellation 10-5 calendar days prior to the booked event / facilities, the hotel may charge a penalty up to 50% of the total amount of the reservation.
- In case of cancellation within 5 calendar days prior to the booked event / facilities, the hotel may charge a penalty up to 70% of the total amount of the reservation.
- UNHCR shall finalize the number of participants at least 48 hours prior to the event. Hotel will accept a maximum 20% decrease in the number of participants without penalty, as compared to the last mutually confirmed number in writing, if reported 2 days prior to the event.

You are requested to confirm your acceptance of this cancellation policy at page 2 of Annex C. If you do not accept these terms, please indicate your policy on page 2 of Annex C. Non-acceptance of UNHCR cancellation policy may lead to disadvantage in the secondary bidding procedure.

5. Secondary bidding procedure

UNHCR's intention is to enter into Frame Agreement with several hotels, venue places in different locations listed in Chapter 1.1 in this document. All contracted service providers will be contacted when the actual need arises for accommodation, conference and related catering services. UNHCR will send out the requirements and the decision will be made based on hotels' availability and the total cost of the required services where unit prices shall be within the cap prices indicated in the Financial Offer Form. 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. Other services apart from Requirements listed in this particular ITB might be requested from contracted service providers during the entire period of the contract.