



IOM International Organization for Migration  
OIM Organisation Internationale pour les Migrations  
OIM Organización Internacional para las Migraciones

IOM Turkey  
[Ankara Office]

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## **REQUEST FOR PROPOSALS (RFP) AND GENERAL INSTRUCTION TO SERVICE PROVIDERS (GIS)**

The International Organization for Migration (**IOM**) is an intergovernmental organization established in 1951 and is committed to the principle that humane and orderly migration benefits both migrants and society.

In the framework of IOM Turkey programmes, the IOM invites interested and eligible Cleaning Service Providers to submit their proposals for providing different cleaning services and as per the below tables.

This RFP includes Instructions to Service Providers and administrative requirements that Service Providers will need to follow in order to prepare and submit their proposals for consideration by IOM.

IOM reserves the right to accept or reject any proposal, and to cancel the procurement process and reject all proposals at any time prior to award of the Contract, without thereby incurring any liability to the affected Service Provider/s or any obligation to inform the affected Service Provider/s of the ground for IOM's action.

Very truly yours,

Procurement & Logistics Unit  
IOM Istanbul

IOM is encouraging companies to use recycled materials or materials coming from sustainable resources or produced using a technology that has lower ecological footprints.

## GENERAL INSTRUCTION TO SERVICE PROVIDERS (GIS)

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### 1. Description of Services

The Service Provider to provide the Cleaning Services (the “Services”) to the IOM Office Facility located in Barbaros Blv. Orhan Birman Is Merkezi No:149/4 Gayrettepe / ISTANBUL and IOM MHAC located in Abide-i Hurriyet Cd. No:221 A Blok Kat:6 according to the following terms:

- 1.1 Provision of 4 cleaners as per the following schedule:
  - a) 3 Cleaners (Female) for the day shift (8 hours a day – from 08:00 to 16:00) – 5 days a week except the Saturdays and Sundays.
  - b) 1 Cleaner (Male) for the day shift (8 hours a day – from 08:00 to 16:00) – 5 days a week except the Saturdays and Sundays.
- 1.2 The job description of each cleaner shall be as follows:
  - a) Cleaning of the floors, grounds, corridors, offices, staircases, toilets, kitchen, etc.
  - b) Cleaning stainless steel, metal, wooden, walls, marbles, glasses, and any other special surfaces.
  - c) Cleaning all type of windows, doors, furniture, and the office equipment and appliances.
  - d) Emptying trash and recycling bins.
  - e) Washing the cups and dishes instantly.
  - f) Monitor and replenish the water drums of the water coolers once required.
  - g) Monitor and replenish the bathroom supplies once required (toilet papers, soap, etc).
  - h) Perform any other duties that fall under the category “Cleaning” as assigned by the IOM direct supervisor.
- 1.3 Necessary uniforms should be provided by the Service Provider for each cleaner according to the duty requirements needed.
- 1.4 Necessary cleaning tools, equipment, accessories, materials shall be provided by IOM Istanbul.
- 1.5 A “three (3) times a week” regular visits (Monday is mandatory) shall be done by a Supervisor assigned by the Service Provider to the IOM premises for checking the quality of the services provided, as well as taking any note of IOM into consideration. On call basis, the Supervisor shall be available at any time required to inspect the staff assigned to provide the services.
- 1.6 The Service Provider shall cover the Staff salaries, Health/Social insurance, public liability insurance, Leave’s relieviers & any other staff related cost.
- 1.7 The all-inclusive Service fee for the Services under this Agreement shall be ..... **Turkish Lira per month**, which is the total charge to IOM including all applicable taxes. The breakdown of the Service fee is as follows:

No	Description	Qty	Unit Cost / Month	Total Cost / Month
1	Day Shift Cleaner (Female)	3	.....	.....
2	Day Shift Cleaner (Male)	1	.....	.....
<b>Grand Total / Month</b>				..... TRY

### 2. Corrupt, Fraudulent, and Coercive Practices

IOM requires that all IOM Staff, manufacturers, Service Providers or distributors, observe the highest standard of ethics during the procurement and execution of all contracts. IOM shall reject any proposal put forward by Service Providers, or where applicable, terminate their contract, if it is determined that they have engaged in corrupt, fraudulent, collusive or

coercive practices. In pursuance of this policy, IOM defines for purposes of this paragraph the terms set forth below as follows:

- Corrupt practice means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the action of the Procuring/Contracting Entity in the procurement process or in contract execution;
- Fraudulent practice is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, the Procuring/Contracting Entity in the procurement process or the execution of a contract, to obtain a financial gain or other benefit to avoid an obligation;
- Collusive practice is an undisclosed arrangement between two or more bidders designed to artificially alter the results of the tender procedure to obtain a financial gain or other benefit;
- Coercive practice is impairing or harming, or threatening to impair or harm, directly or indirectly, any participant in the tender process to influence improperly its activities in a procurement process, or affect the execution of a contract

### **3. Conflict of Interest**

All Service Providers found to have conflicting interests shall be disqualified to participate in the procurement at hand. A Service Provider may be considered to have conflicting interest under any of the circumstances set forth below:

- A Service Provider has controlling shareholders in common with another Service Provider;
- A Service Provider receives or has received any direct or indirect subsidy from another Service Provider;
- A Service Provider has the same representative as that of another Service Provider for purposes of this proposal;
- A Service Provider has a relationship, directly or through third parties, that puts them in a position to have access to information about or influence on the proposal of another or influence the decisions of the Mission/Procuring Entity regarding this proposal process;
- A Service Provider submits more than one proposal in this proposal process;
- A Service Provider who participated as a consultant in the preparation of the design or technical specifications of the Services that are subject of this proposal process.

#### **4. Eligible Service Providers for the LTA (one-year Long Term Agreement)**

Only Service Providers that are determined to be qualified shall be considered for award. In order to establish their eligibility, together with the proposal the Service Provider shall submit the following;

- Registration documents.
- Taxation cards.
- Past performance/experience of the same type of business.
- Financial reports of the last three years.

#### **5. Errors, omissions, inaccuracies and clarifications**

The documents and forms requested for the purpose of soliciting proposals shall form part of the Contract; hence care should be taken in completing these documents.

Service Providers shall not be entitled to base any claims on errors, omissions, or inaccuracies made in the proposal Documents.

Service Providers requiring any clarifications on the content of this document may notify the IOM in writing at the following address:

*Address : Barbaros Blv. Orhan Birman Is Merkezi No:149/4 Gayrettepe / Istanbul / TURKEY*  
*Attn : Mr. Onur Gokce*  
*Email : procurementistanbul@iom.int*

IOM will respond to any request for clarification received. Copies of the response including description of the clarification will be given to all Service Providers who received this General Instruction, without identifying the source of the inquiry.

#### **6. Confidentiality and Non-Disclosure**

All information given in writing to or verbally shared with the Service Provider in connection with this General Instruction is to be treated as strictly confidential. The Service Provider shall not share or invoke such information to any third party without the prior written approval of IOM. This obligation shall continue after the procurement process has been completed whether or not the Service Provider is successful.

#### **7. IOM's Right to accept any Quotation and to reject any and all Quotations**

IOM reserves the right to accept or reject any proposal, and to cancel the procurement process and reject all proposal, at any time prior to award of contract, without thereby incurring any liability to the affected Service Provider/s or any obligation to inform the affected Service Provider/s of the ground for IOM's action.

## **8. Requirements**

### **8.1 Quotation Documents**

The following shall constitute the Quotation Documents to be submitted by the Service Providers:

- a.) Quotation Form (Annex A)
- b.) Prices Table Form (Annex B)

Service Providers are required to use the same formats provided below as Annexes to this document but in their letterhead documents with their signature and stamp.

### **8.2 Quotation Form**

The Quotation Form (Annex A) and other required documents shall be duly signed and accomplished and typewritten or written in indelible ink. Any correction made to the prices, rates or to any other information shall be rewritten in indelible ink and initialed by the person signing the Quotation Form.

The language of the Quotation shall be in English and prices shall be quoted in TRY.

Prices quoted by the Service Provider shall be fixed during Service Provider performance of the contract and not subject to price escalation and variation on any account, unless otherwise approved by IOM. A submitted quotation with an adjustable price quotation will be treated as non-responsive and will be rejected.

### **8.3 Validity of Quotation Price**

The submitted prices shall remain valid for a minimum period of 1 year, after the deadline for submission.

In exceptional circumstances, prior to expiry of the period of validity of proposals, IOM may request that the Service Providers extend the period of validity for a specified additional period. The request and the response there shall be made in writing. A Service Provider agreeing to the request will not be required or permitted to modify its proposal.

## **9. Submission of Quotation Documents**

Quotations must be submitted by email to: [procurementistanbul@iom.int](mailto:procurementistanbul@iom.int) addressed to Mr. Onur GOKCE.

Quotations shall be submitted on or before 3 pm on the 15<sup>th</sup> of June, 2018. Late<sup>1</sup> Quotations will not be accepted.

## **10. Acceptance of Quotations.**

IOM is not bound to take an immediate decision on the acceptability or unacceptability of Quotations at the time of their opening.

## **11. Rejection of Quotations**

Quotation can be rejected for the following reasons:

- (a) The Quotation is not presented in accordance with this General Instruction;
- (b) The Quotation Form or any document which is part of it is not signed;
- (d) The Service Provider is currently under list of blacklisted Service Providers;
- (e) The Service Provider offer imposes certain basic conditions unacceptable to IOM;
- (f) Sudden internal operational and administrative changes within IOM.

IOM is not bound to accept any offer received and reserves the right to waive any minor defect in an offer, provided, however, that such minor defect (i) does not modify the substance of the offer and (ii) does not change the relative ranking of the Service Providers.

## **12. Evaluation of Quotations**

IOM shall evaluate and compare the Quotations on the basis of the following:

- (a) Completeness and responsiveness of the documents mentioned in 4 and 8.1.
- (b) Compliance with the description listed above.
- (c) Prices.

Arithmetical errors will be corrected on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the correction of the errors, its Quotation will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

## **13. Delivery Sites and Period of Delivery**

The services should be rendered within Turkey.

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<sup>1</sup> Quotation delivered beyond the prescribed date and time shall be considered late, the envelope shall be immediately returned to the Service Provider unopened. The date and time of submission of the Quotation shall be recorded. A quotation submission log shall be prepared for the purpose.

**14. Liquidated Damages (not applicable)**

If the Service Provider fails to deliver any or all of the Services within the period specified in Annex B above, a penalty payment of 0.1% of the price of the undelivered services for every day of breach of the delivery schedule by the Service Provider will be applied.

**15. Payment**

Full payment shall be made within 10-15 working days upon IOM's inspection and acceptance of the service, and upon IOM's receipt of the valid original invoice describing the services delivered.

**16. Settlement of Dispute**

The United Nations Commission on International Trade Law (UNCITRAL) arbitration rules will apply for any dispute, controversy or claim that will arise in relation to the procurement process.

# Annex A

## QUOTATION FORM

Date : \_\_\_\_\_

To : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Having examined the General Instruction for the Supply and Delivery of *[insert description of Services]*, the receipt of which is hereby duly acknowledge, I, representing *[name of company]* offer to supply and deliver the requested services in conformity with the General Instruction in accordance with the Price Table (Annex B) which is herewith attached and form part of this Quotation.

I undertake if my offer is accepted, to deliver the services in accordance with the delivery schedule set out in the Price Schedule.

I agree to abide by this Quotation for the Validity Period specified in the General Instruction which may be accepted at any time before the expiration of that period.

I hereby certify that this Quotation complies with the requirements stipulated in the General Instruction.

Dated this \_\_\_\_\_ day of \_\_\_\_\_.

\_\_\_\_\_  
*[signature over printed name]*

\_\_\_\_\_  
*[in the capacity of]*

Duly authorized to sign Quotation for and on behalf of

\_\_\_\_\_ *[name of company]*



## Annex B

### Prices Table

The all-inclusive Service fee for the Services under this Agreement shall be ..... **Turkish Lira per month**, which is the total charge to IOM including all applicable taxes. The breakdown of the Service fee is as follows:

No	Description	Qty	Unit Cost / Month	Total Cost / Month
1	Day Cleaner (Female)	3	.....	.....
2	Day Cleaner (Male)	1	.....	.....
			<b>Grand Total / Month</b>	..... TRY

Prepared by: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_