



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 QUOTATIONS (RFQ)**

**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 Ankara's programmes, the IOM invites interested "4 stars" hotels to submit their Quotations for providing different Meeting Facilities, Catering Services and Accommodations as per the below table.

This RFQ includes Instructions to Service Providers and administrative requirements that Service Providers (Hotels) will need to follow in order to prepare and submit their quotations for consideration by IOM.

IOM reserves the right to accept or reject any quotation, and to cancel the procurement process and reject all quotations 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 Office

IOM Ankara

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**

IOM requests prospective Service Providers (Hotels) to submit their best priced quotations (corporate and United Nations rates) for providing different Meeting and Accommodation Facilities and Catering Services (the "Services") in relation to IOM activities associated with conducting events, workshops, trainings, interviews, meetings, seminars, etc) with due consideration to the following requirements:

- Meeting and conference related accessories like; podium, sound system, projector, screen, microphones, etc.
- Meeting and conference related stationery like; flip chart, note books, pens, etc.
- A good speed of free wireless internet.
- Providing sufficient and experienced staffing to handle the required services smoothly and in timely manner.

The categories for the accommodation and meeting package are found in Annex B in below.

### **General Notes:**

- ✓ Each category may be ordered separately depending on IOM's request.
- ✓ Rates must include the provision of; accessories, stationery, servants, utensils, food distribution and cleaning services, etc.
- ✓ Meals must be properly cooked and hot.
- ✓ The food must be of the highest quality.
- ✓ The services must be of the highest standards.
- ✓ All food prepared must be through using highest standards and hygiene methods to ensure the freshness and highest quality of the food and cooking service.
- ✓ Cooking utensils should be made from Aluminum or galvanized metal.
- ✓ Cooking process should be made on adequate source of heat that will allow temperature of cooked food to be more than 120 Celsius.
- ✓ Water used for the cooking and cleaning utensils should be clean water, purified and treated properly.
- ✓ All prices to be quoted must be valid at least for one calendar year from the date of the quotation.
- ✓ The caterer must have the necessary qualifications, licenses, experience and abilities to provide services to IOM.
- ✓ The Service Provider shall invoice IOM at the end of each service provision. Payments shall become due within 10 working days after IOM's receipt and approval of the valid invoice.
- ✓ The Service Provider shall be responsible for the payment of all taxes, duties, levies and charges assessed on the Service Provider in connection with this service.

### **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 quotation;
- 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 Quotation of another or influence the decisions of the Mission/Procuring Entity regarding this quotation process;
- A Service Provider submits more than one Quotation in this Quotation process;
- A Service Provider who participated as a consultant in the preparation of the design or technical specifications of the Goods and related services that are subject of this quotation process.

### **4. Eligible Service Provider 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 Quotation the Service Provider shall submit the following;

- Registration documents
- Taxation cards
- Past performance/experience of the same type of business

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

The documents and forms requested for the purpose of soliciting Quotations 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 Quotation Documents.

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

*Address: IOM ANKARA, Birlik Mahallesi Sehit Kurbani Akboga Sokak No: 24  
Cankaya / Ankara, TURKEY*

*Attn: Mr. Ertuğrul YILMAZ*  
*Email: [ProcurementAnkara@iom.int](mailto:ProcurementAnkara@iom.int)*  
*Mob: 0531 306 76 48*

IOM will respond to any request for clarification if you may have any. 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 Providers 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 Quotation, and to cancel the procurement process and reject all Quotations, 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.) Price Table Form (Annex B)

Service Providers are required to use the forms provided as Annexes in this document.

### **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 the 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 quotations, IOM may request that the Service Providers to 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 quotation.

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

Quotations must be submitted in sealed envelopes addressed to Mr. Ertuğrul YILMAZ, and/or by email to: [ProcurementAnkara@iom.int](mailto:ProcurementAnkara@iom.int) .

Quotations shall be submitted within 10 days. 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 part of it is not signed;
- (d) The Service Provider is currently under list of blacklisted 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) Price
- (d) Quality of catering service

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.

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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 Supplier unopened. The date and time of submission of the Quotation shall be recorded. A quotation submission log shall be prepared for the purpose.

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

Services to be delivered at the hotel facility.

### **14. Liquidated Damages**

If the Service Provider fails to deliver any or all of the services within the earlier agreed upon period, a penalty payment of 0.1% of the price of the undelivered goods/services for every day of breach of the delivery schedule by the Service Provider will be requested.

### **15. Payment**

Full payment shall be made within 10 working days upon IOM's inspection and acceptance of the services, 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 goods/services and 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 goods/services and 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

## PRICE TABLE FORM

The categories for the meeting package are:

No.	Description	Qty.	Unit Measure	Unit Price (TRY)
1	<b>Accommodation for Single Room</b> (Bed and Breakfast) (open buffet breakfast)	1	Per Room / Per Day	
2	<b>Accommodation for Single Room</b> (Half Board) (open buffet breakfast and dinner)	1	Per Room / Per Day	
3	<b>Accommodation for Single Room</b> (Full Board) (open buffet breakfast, lunch and dinner)	1	Per Room / Per Day	
4	<b>Accommodation for Double Room</b> (Bed and Breakfast) (open buffet breakfast)	1	Per Room / Per Day	
5	<b>Accommodation for Double Room</b> (Half Board) (open buffet breakfast and dinner)	1	Per Room / Per Day	
6	<b>Accommodation for Double Room</b> (Full Board) (open buffet breakfast, lunch and dinner)	1	Per Room / Per Day	
7	<b>Accommodation for Triple Room</b> (Bed and Breakfast) (open buffet breakfast)	1	Per Room / Per Day	
8	<b>Accommodation for Triple Room</b> (Half Board) (open buffet breakfast and dinner)	1	Per Room / Per Day	
9	<b>Accommodation for Triple Room</b> (Full Board) (open buffet breakfast, lunch and dinner)	1	Per Room / Per Day	
10	<b>Regular Hotel Room</b> for interview/office purposes with office furniture of one desk, 6-7 chairs, desk phone and a good speed of free wireless internet (with water)	1	Per Room / Per Day	
11	<b>Meeting Package (Half Day)</b> (half day meeting room, one coffee break, full international lunch buffet, mineral water and one soft drink during the lunch, all below accessories included at the meeting space, and stationery)	1	Per Person / Per Day	
12	<b>Meeting Package (Full Day)</b> (full day meeting room, two coffee breaks, full international lunch buffet, mineral water and one soft drink during the lunch, all below accessories included at the meeting space, and stationery)	1	Per Person / Per Day	
13	<b>Meeting Room</b> (capacity of 40 to 50 pax) (Without coffee breaks and lunch)	1	Per Room / Per Day	
14	<b>Waiting Area Space</b> (capacity of 40 to 50 pax – including space for kids) (Without coffee breaks and lunch)	1	Per Space / Per Day	
15	<b>Coffee Break</b> (tea, coffee, fresh drinks, pastries, etc)	1	Per Person / Per Break	
16	<b>Lunch Break</b> (meat or chicken of minimum of 120 Grams and rice or potato of 200 grams, with hot/fresh drinks) (Open Buffet or Set Menu)	1	Per Person / Per Break	
17	<b>Food Box – lunch or dinner</b> (meat or chicken of minimum of 120 Grams and rice or potato of 200 grams, with hot/fresh drinks)	1	Per Person / Per Box	

For extra guests, below charges shall be considered:

- Up to 6 years old: ?? TRY
- 7 to 12 years old: ?? TRY
- 13 year old and above: ?? TRY