



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

IOM Turkey
[Istanbul Office]

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 Istanbul's programmes, the IOM invites interested "4 and 5 star" hotels to submit their Quotations for providing different Meeting Facilities, Catering Services and Accommodations within Istanbul and 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 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)

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”) for serving IOM refugees and migrants related activities associated with conducting events, workshops, trainings, interviews, meetings, seminars, etc, with due consideration to the categories for the accommodation and meeting packages that are found in Annex A in below.

General Notes:

- ✓ IOM will not commit or guarantee any minimum occupancy. Hotel can accommodation of at least 450 individuals at any given time. Adequate rooms should be provided to IOM guests based on family composition.
- ✓ In the event that the hotel is unable to cover 450 individuals then an affiliate hotel/accommodation should be pre-identified also meeting the same recommendations and which should also be within close proximity to the main hotel /accommodation site. (Any additional costs such as transportation from the main hotel / accommodation would be covered by the hotel).
- ✓ Reservations for the upcoming month will be sent 2-3 weeks before the check-in date due to tight and unpredictable schedules. Hotel management should be flexible with this arrangement.
- ✓ IOM cannot anticipate and give exact numbers well in advance.
- ✓ IOM pays what IOM occupies. Nothing less, nothing more.
- ✓ Meeting rooms will be for free regardless of the number of clients stay in the hotel. (Please describe the location of the free meeting rooms in your hotel and indicate their capacities)
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- ✓ Meeting rooms must be fully furnished and electronically equipped. White board, pens, notebooks, flipcharts, potable water must be ready for IOM. (IOM requires minimum of 10 meeting rooms).
- ✓ WiFi and landline internet connection must be available in meeting rooms.
- ✓ An office room/storage should be allocated for IOM properties and assets.
- ✓ Waiting space must be available in front of meeting rooms.
- ✓ Standard and barrier-free restrooms must be accessible on the same floor of meeting rooms.
- ✓ Meeting room space must be barrier-free.
- ✓ Cooling and heating at the entire hotel facility should be properly functioning.
- ✓ IOM Clients will use all areas and facilities of the hotel. (SPA, swimming pool, luxury roof restaurants could be exempt. Please indicate if there is any restricted areas.)
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- ✓ IOM will not be responsible for items in the mini bar of the rooms, telephone calls, pay channels, laundry services or any incidental costs carried out by the clients during the stay at the hotel.
- ✓ No-show to be considered free of charge.
- ✓ There must be no fee for early check-in and late check-out.
- ✓ IOM requires enough space in front of the hotel for buses to stop and to maneuver.
- ✓ Hotel employees must help IOM clients to carry their luggage.
- ✓ Hotel employees will treat IOM clients in a very polite and respectful manner and there will be no discrimination whatsoever.
- ✓ Hotel shall make necessary partitions for the big meeting rooms as IOM needs so to reach the needed number of rooms.
- ✓ IOM shall receive full detailed bills on weekly basis. The payments shall become due within 10 working days after IOM's receipt and approval of the valid invoice.
- ✓ 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.
- ✓ Hotel should have staff and space capacity to serve lunch & dinner for 450 individuals in 1 hour time frame.
- ✓ 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.
- ✓ Hotel must provide one dedicated contact person for the logistical arrangements related to IOM activities (preferably Arabic speaker).
- ✓ 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 Istanbul, Barbaros Bulvarı No: 149 Kat:2
Beşiktaş / Istanbul, TURKEY
Attn: Mr. Onur Gökçe
Email: [Procurement Istanbul <procurementistanbul@iom.int>](mailto:procurementistanbul@iom.int)
Mob: 0536 866 3938*

IOM will respond to any request for clarification received on or before the 07-03-2019 by 5 pm. 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 USD.

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. Onur Gökçe, and/or by email to: procurementistanbul@iom.int.

Quotations shall be submitted on or before 5pm on 8th of March 2019. Late¹ 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.

¹ 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.

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 providers;
- (e) The Service Provider offer imposes certain basic conditions unacceptable to IOM; and,
- (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.

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 (USD)
1	Accommodation for Single Room (Bed and Breakfast) (open buffet breakfast)	1	Per Room / Per Day	
2	Accommodation for Single Room (Half Board) (open buffet breakfast and dinner)	1	Per Room / Per Day	
3	Accommodation for Single Room (Full Board) (open buffet breakfast, lunch and dinner)	1	Per Room / Per Day	
4	Accommodation for Double Room (Bed and Breakfast) (open buffet breakfast)	1	Per Room / Per Day	
5	Accommodation for Double Room (Half Board) (open buffet breakfast and dinner)	1	Per Room / Per Day	
6	Accommodation for Double Room (Full Board) (open buffet breakfast, lunch and dinner)	1	Per Room / Per Day	
7	Accommodation for Triple Room (Bed and Breakfast) (open buffet breakfast)	1	Per Room / Per Day	
8	Accommodation for Triple Room (Half Board) (open buffet breakfast and dinner)	1	Per Room / Per Day	
9	Accommodation for Triple Room (Full Board) (open buffet breakfast, lunch and dinner)	1	Per Room / Per Day	
10	Regular Hotel Room 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	Meeting Package (Half Day) (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	Meeting Package (Full Day) (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	Meeting Room (capacity of 40 to 50 pax) (Without coffee breaks and lunch)	1	Per Room / Per Day	
14	Waiting Area Space (capacity of 40 to 50 pax – including space for kids) (Without coffee breaks and lunch)	1	Per Space / Per Day	
15	Coffee Break (tea, coffee, fresh drinks, pastries, etc)	1	Per Person / Per Break	
16	Extra Breakfast (cheese, olives, tomato, butter, cucumber, jam or honey, boiled or scrambled eggs, tea, coffee, etc)	1	Per person / Per Breakfast	
17	Lunch Break (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 Lunch	
18	Food Box – lunch or dinner (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 under 18 years old, below charges shall be considered:

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