

REQUEST FOR PROPOSALS

SERVICES FOR

Provision of Accommodation, Meeting Packages and Catering Services

IOM Turkey



IOM International Organization for Migration
IOM Uluslararası Göç Örgütü

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IOM International Organization for Migration
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Request for Proposals

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's programs, the IOM invites interested eligible Hotels Service Providers to submit Proposals for the Accommodation, Meeting Packages, and Catering services and as per the below list.

The Service Provider will be selected based on considerations outlined in this RFP.

This RFP includes Instructions to Service Provider, Terms of Reference and administrative requirements that Service Providers will need to follow in order to prepare and submit their Proposals for consideration by IOM.

The Proposals must be submitted by e-mail to Procurement Ankara at iomturytenders@iom.int with a subject of **TD-ANK-2021-0087** no later than 3.00 P.M on Friday the 17th of May 2021. No late proposal shall be accepted.

Proposals submitted after the above deadline will not be considered. IOM reserves the right to reject the whole or part of any or all Bids based on the fulfilment of the provisions described in the Section 1.

Service Provider which does not receive notification before the 24th of May 2021 can consider their bid unsuccessful.

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 Purchase Order or Contract, without thereby incurring any liability to the affected Service Providers or any obligation to inform the affected Service Providers of the ground for IOM's action.

Please contact Mr. Ertugrul YILMAZ at procsupportank@iom.int for any technical inquiries.

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)

1. Description of Services

- 1.1 IOM requests prospective Service Providers (Hotels) to submit their best priced proposals (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:
- a) Meeting and conference related accessories like; podium, sound system, projector, screen, microphones, etc.
 - b) Meeting and conference related stationery like; flip chart, notebooks, pens, etc.
 - c) A good speed of free wireless internet.
 - d) Providing sufficient and experienced staffing to handle the required services smoothly and in timely manner.
- 1.2 The categories for the accommodation and meeting package are found in Annex B 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 quests 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 are 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 proposal.
- ✓ 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.

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

1.4 Only eligible and accredited Service Providers may submit Proposals. The proposal shall be the basis for contract negotiations and ultimately for a signed contract with the successful Service Provider.

1.5 Service Providers shall not be hired for any assignment that would be in conflict with their prior or current obligations to other procuring entities, or that may place them in a position of not being able to carry out the assignment in the best interest of the IOM.

1.6 IOM is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Service Providers.

2. Corrupt, Fraudulent, and Coercive Practices

2.1 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:

2.1.1 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.

2.1.2 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.

- 2.1.3 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.
- 2.1.4 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

- 3.1 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:
 - 3.1.1 A Service Provider has controlling shareholders in common with another Service Provider.
 - 3.1.2 A Service Provider receives or has received any direct or indirect subsidy from another Service Provider.
 - 3.1.3 A Service Provider has the same representative as that of another Service Provider for purposes of this Proposal.
 - 3.1.4 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.
 - 3.1.5 A Service Provider submits more than one Proposal in this Proposal process.
 - 3.1.6 A Service Provider who participated as a consultant in the preparation, or the design, of the technical specifications of the Goods, or the Terms of Reference of the Services, that are linked or subject to this Proposal process.

4. Eligible Service Providers for the LTA (One-year Long Term Agreement)

- 4.1 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:
 - 4.1.1 Registration documents.
 - 4.1.2 Taxation cards.
 - 4.1.3 Past performance/experience of the same type of business.

5. Clarifications and Amendments to RFP Documents

- 5.1 At any time before the submission of the proposals, IOM may amend the RFP. Any amendment made will be made available in writing to all bidders.
- 5.2 Service Providers may request for clarification(s) on any part of the RFP. The request must be sent in writing or by standard electronic means and submitted to IOM at the following address:

Attn: Mr. Ertugrul YILMAZ

Email: Procurement Support Ankara at procsupportank@iom.int

Mob: +90 531 306 76 48

- 5.3 Service Providers shall not be entitled to base any claims on errors, omissions, or inaccuracies made in the proposal.
- 5.4 IOM will respond to any request for clarification received on or before the 14th of May 2021 by 5.00 P.M. 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. Errors, omissions, inaccuracies and clarifications

- 6.1 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.
- 6.2 Service Providers shall not be entitled to base any claims on errors, omissions, or inaccuracies made in the Proposal Documents.

7. Confidentiality and Non-Disclosure

- 7.1 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.

8. IOM's Right to accept any Proposal and to reject any and all Proposals

- 8.1 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 contract, without thereby incurring any liability to the affected Service Providers or any obligation to inform the affected Service Providers of the ground for IOM's action.

9. Requirements

9.1 Proposal Documents

The following shall constitute the Proposal Documents to be submitted by the Service Provider:

- 9.1.1 Proposal Form (Annex A)
9.1.2 Price Table Form (Annex B)

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

9.2 Proposal Form

- 9.2.1 The Proposal Form (Annex A & B) and any other required documents shall be duly accomplished, typewritten or written in indelible ink, signed and stamped, before submitting to IOM. Any correction made to the prices, rates or to any other information shall be rewritten in indelible ink and initialed by the authorized person signing the Proposal Form.
- 9.2.2 The language of the Proposal shall be in English and prices shall be quoted in TRY or EUR or USD—American Dollar, exclusive of Sales Tax.
- 9.2.3 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 Proposal with an adjustable price Proposal will be treated as non-responsive and will be rejected.

9.3 Validity of Proposal Price

- 9.3.1 The submitted prices shall remain valid for a minimum period of 1 year, after the deadline for submission.
- 9.3.2 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.

10. Submission of Proposal Documents

10.1 Proposals must be submitted to the following e-mail address:

Email address: iomturkeytenders@iom.int

Email subject: **TD-ANK-2021-0087**

Attn: Mr. Ertugrul YILMAZ

Mob: 0531 306 76 48

10.2 It is important to keep the above tender ID unchanged in the e-mail subject, as highlighted above in red.

10.3 Proposals shall be submitted on or before 3.00 PM on the 17th of May 2021. Late¹ Proposals will not be accepted.

11. Acceptance of Proposals

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

12. Rejection of Proposals

12.1 Proposal can be rejected for the following reasons:

- 12.1.1 The Proposal is not presented in accordance with this General Instruction.
- 12.1.2 The Proposal Form or any document which is part of it is not signed/stamped.
- 12.1.3 Incompleteness of the Proposal Documents.
- 12.1.4 The Service Provider is currently under list of blacklisted Service Providers.
- 12.1.5 The Service Provider offer imposes certain basic conditions unacceptable to IOM.
- 12.1.6 Sudden internal operational and administrative changes within IOM.

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

¹ Proposals delivered beyond the prescribed closing date and time shall be considered late and will be automatically disqualified by the system.

13. Evaluation of Proposals

13.1 IOM shall evaluate and compare the Proposals on the basis of the following:

- a) Completeness and responsiveness of the documents mentioned.
- b) Experience and past performance of the Service Provider relevant to the assignment.
- c) Compliance with the description listed in above.
- d) The Financial Proposal details and specifics.
- e) The Proposal contents of all the information as specified in above articles. If any of the requested information is missing or is incorrect, the Proposal may be rejected on that sole basis and the Proposal will not be evaluated further.

13.2 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 accordingly. If the Service Provider does not accept the correction of the errors as per this method, its Proposal will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

13.1 The Proposals that pass the first administrative check will be evaluated on the relevance and design of the proposed action.

14. Delivery Site and Period of Delivery (not applicable)

15. Negotiations

15.1 Contract negotiation is expected to take place no more than one week after notification of the successful bidder.

15.2 Negotiations will include discussion and finalization of a) Scope of Services; b) Technical requirements; d) the Financial Proposal submitted; e) Payment Terms; and f) Contractual Terms. All agreements coming out of the negotiations will be incorporated into the contract.

16. Liquidated Damages

16.1 If the Service Provider fails to deliver any or all of the services within the period as specified in the contract's delivery schedule, 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.

17. Payment

17.1 Full payment shall be made monthly basis upon IOM's inspection and acceptance of the services, and upon IOM's receipt of the valid original invoice describing the services delivered.

18. Award of Contract

18.1 Following the negotiations, the contract will be awarded to the selected Service Provider. Service Providers which do not receive notification before the 26th of March 2021 can consider their bids unsuccessful.

19. Settlement of Dispute

- 19.1 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.

20. Confidentiality

- 20.1 Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the Service Provider who submitted Proposals or to other persons not officially concerned with the process.
- 20.2 Service Provider shall not disclose any information in the Proposal 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. IOM will however archive all Proposals for auditing purposes.

Annex A

PROPOSAL FORM

Date : _____

To : IOM Ankara

Birlik Mah. Sehit Kurbani Akboga Sk. No: 24 06610 Cankaya/Ankara

Having examined the General Instruction for the provision of the requested services, the receipt of which is hereby duly acknowledge, I, representingoffer to render 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 Proposal.

I undertake if my Proposal is accepted, to render the services in accordance with the delivery schedule set out in the Proposal document.

I agree to abide by this Proposal 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 Proposal 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 Proposal for and on behalf of

[name of company]

Annex B PRICE TABLE FORM

No.	Description	Qty.	Unit Measure	Unit Price
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 (Half Day) (at the lower floors) (capacity of 40 to 50 pax) (Without coffee breaks and lunch)	1	Per Room / Per Day	
14	Meeting Room (Full Day) (at the lower floors) (capacity of 40 to 50 pax) (Without coffee breaks and lunch)	1	Per Room / Per Day	
15	Meeting Room (Half Day) (at the upper floors provided with windows) (capacity of 40 to 50 pax) (Without coffee breaks and lunch)	1	Per Room / Per Day	
16	Meeting Room (Full Day) (at the upper floors provided with windows) (capacity of 40 to 50 pax) (Without coffee breaks and lunch)	1	Per Room / Per Day	
17	Waiting Area Space (capacity of 40 to 50 pax – including space for kids) (Without coffee breaks and lunch)	1	Per Space / Per Day	
18	Coffee Break (tea, coffee, fresh drinks, pastries, etc)	1	Per Person / Per Break	
19	Extra Breakfast (cheese, olives, tomato, butter, cucumber, jam or honey, boiled or scrambled eggs, tea, coffee, etc)	1	Per person / Per Breakfast	

20	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	
21	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