



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 01 JULY 2022

REQUEST FOR PROPOSAL: No. RFP/2022/015

**FOR THE ESTABLISHMENT
OF FRAME AGREEMENT(S) FOR THE PROVISION OF**

HOTEL & CONFERENCE SERVICES FOR UNHCR IN LEBANON

CLOSING DATE AND TIME: 01 AUGUST 2022 – 23:59 HRS LOCAL TIME

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on 14 December 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,000 people in more than 132 countries continues to help about 80 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), in Beirut, invites qualified and **cleared by United Nations Department of Safety and Security (UNDSS)** service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of hotel and conference services to UNHCR in Lebanon (referred to hereinafter as “services”). The services include the following:

- **Hotel Accommodation**
- **Conference/Meeting Services**

UNHCR may award Frame Agreement(s) with initial duration of three (3) years, potentially extendable for a further two (2) periods of one (1) year each. The successful bidder(s) will be requested to maintain their offered rates in the financial offer Annex (B) for the duration of the Frame Agreement. For further information on financial offer (Annex B), please refer to point 2.4.2.

Offers must be submitted for all the services listed in Annex B under hotel accommodation, conference/meeting and cancellation fees. Incomplete offers (i.e. quote for partial services) may not be accepted.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement(s) with other UN Agencies.

IMPORTANT:

Terms of Reference (TOR) are detailed in Annex F of this document.

It is strongly recommended that this Request for Proposal (RFP) and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (**Annex D**).

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION

2.1. RFP DOCUMENTS

The following annexes form integral part of this RFP:

- Annex A: Technical Proposal Form
- Annex B: Financial Proposal Form
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services – 2018
- Annex E: Hotel star table
- Annex F: Terms of Reference (TOR)
- Annex G: UN Supplier code of conduct
- Annex H: Confirmation on vendor non-sanction lists

2.2. ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to farhat@unhcr.org and atat@unhcr.org as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting an offer

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3. REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Bernard Farhat, Senior Supply Assistant at farhat@unhcr.org and atat@unhcr.org. **The deadline for receipt of questions is 23:59 hrs on 15 July 2022.** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once. A Questions & Answers document will be prepared and send to companies that expressed interest.

2.4. YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. **Offers not conforming to the requested formats may be not taken into consideration.**

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the eTenderBox platform will result in disqualification of the offer. Please upload your bid directly on the eTenderBox platform as outlined under “Submission of Bid” section 2.6) of this RFP.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

Your offer shall comprise **the following two sets of documents (pdf files, soft copy)**:

- Technical offer
- Financial offer

Technical and financial offers must be uploaded separately. For further instructions on submission, please refer to “Submission of Bid” section 2.6 of this RFP.

2.4.1 Content of the TECHNICAL OFFER – 60% Weight

IMPORTANT:

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

(A) Mandatory Requirement: Pass/Fail Criteria

The following per-qualification criteria must be met for your offer to be eligible for competition. The following should be submitted:

- Proof that your company is registered and licensed by the Government of Lebanon (GoL) to provide hotel services (registration certificate issued by the Lebanese Ministry of Finance, commercial register, commercial circular issued by the bidder and authenticated by the commercial register).

- Proof that your company was established and been providing similar services for three (3) or more years.
- Proof that your company is registered with VAT in the Lebanese Ministry of Finance.
- Proof that your hotel has a rating of either 4 or 5 stars.
- Written statement confirming your hotel has conference room(s).
- Written statement confirming your hotel has Food & Beverage facilities (to offer breakfast, coffee break, lunch and dinner).
- Written statement confirming your hotel has a parking space for vehicles.
- Written statement confirming your hotel is accessible by wheelchair.
- Written statement confirming your hotel has reliable internet connection (DSL or Microwave minimum Bandwidth 2/2 Mb) in the hotel conference facilities and guest rooms.

Please note that in order to be eligible to participate in the competition; documents should be included in your offer proving the above pre-conditions are met. Offers without anyone (1) of the above may be disqualified.

- (B)** The Technical Offer Form can be found in **Annex A** and the Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex F**. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

B1. Complete and submit your technical proposal using the (Annex A) form.

B2. Company's General Profile: a description of your company with the following documents:

- Year founded
- If multi location company, specify headquarters location
- Presentation of hotel facilities including one photo of main conference room and one photo of single room; year of latest renovation of hotel
- Number of similar and successfully completed projects
- Total number of clients/conference during the last 2 years
- Provide information on your environmental policy and standards
- Provide quality certificate (ISO)

Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to execute the project.

B3. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:

- A description of your organization's capacity to provide the service
- A description of your organization's experience in these services

B4. Proposed personnel to carry out the assignment

The composition of the team you propose to be assigned in direct contact with UNHCR

- Curriculum Vitae of core staff and their experience relevant for the task.

B5. Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex C**).

B6. UNHCR General Conditions for Provision of Services, UN Supplier code of conduct & vendor confirmation of non-sanction lists: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex D, Annex G & Annex H**.

UNHCR reserves the right to undertake a post-qualification exercise, aimed at determining, to its satisfaction the validity of the information provided by the Bidder. Such post-qualification shall be:

- Verification of accuracy, correctness and authenticity of the information provided by the Bidder on the legal, technical and financial documents submitted;
- Validation of extent of compliance to the Bid's requirements and evaluation criteria based on what has so far been found by the evaluation team;

2.4.2 Content of the FINANCIAL OFFER (40%)

Your separate **Financial Offer** must contain an overall offer in US Dollars.

Bidders are encouraged to submit a financial offer that covers all the services to be provided (price "all inclusive").

The Financial Offer is to be submitted as per the **Financial Offer Form (Annex B)**. Offers that have a different price structure may not be accepted.

Offers submitted by bidders, must cover for all the services listed in Annex B under hotel accommodation, conference/meeting and cancellation fees. Incomplete offers (i.e. quote for partial services) may not be accepted. Your price is "all inclusive" without VAT.

As a result of this tender and following the establishment of Frame Agreement(s), UNHCR may conduct a secondary bidding process among the Frame Agreement holder(s) for the same requirements whenever a need arises. The price offered following the secondary bidding process cannot exceed the ones offered under your financial offer (**Annex B**).

You are requested to hold your offer valid for **120 days** from the deadline for submission. UNHCR will make its best effort to select a company(ies) within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

2.5. BID EVALUATION

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of proposals. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The Technical evaluation will be conducted on two phases:

a. First Stage (Eligibility Criteria): Pass / Fail

Checking and verification of submitted tender documents by UNHCR Technical Evaluation Committee (TEC). UNHCR's TEC will check submitted mandatory tender documents and mark 'Pass' or 'Fail' against the conditions listed at point no. 2.4.1. Missing documents, if any, will be requested from the vendors. Vendors refusing to provide missing document, when requested within a given deadline, will not be included for further evaluation. Others scoring 'Pass' to all requirements will qualify for further evaluation.

b. Second stage (Technical): 60%

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score.

	Points obtainable
Company's general profile: - Provide an overview of your Company and its ownership/organizational structure , year founded, if multi location indicate headquarters location. - Presentation of hotel facilities including one Photo of main conference room and single room. - Total number of clients (including UN agencies if available) in the current portfolio in the last two years. - Information on the environmental policy and standards. - Submit Quality Certificates, (ISO). - Hotel location, renovation of the Hotel. -	15
Conference room facilities: Conference room number, facilities and amenities. Cancellation policy	10
Understanding of the requirements for services, proposed approach, solutions, methodology and outputs: •Organizational capacity to provide services	20

<ul style="list-style-type: none"> • Understanding of UNHCR work environment and needs (Terms of Reference). • Firm’s approach and methodology to achieve the TOR. • Project Management Services. • Quality control and environmental policy 	
• Relevant experience in these services	5
Proposed personnel to carry out the assignment: <ul style="list-style-type: none"> • Qualifications of proposed team (management structure, IT personnel, UNHCR focal point) 	10
Total:	60*

*The minimum passing percentage is 36% out of 60%.

c. Third stage (Financial): 40%

The **Financial offer** will use the following percentage distribution: **40%** from the total score.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other supplier’s Price Component.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier’s technical part of the offer has passed the technical evaluation process and has been accepted by UNHCR as meeting the terms of reference and requirement.

2.6. SUBMISSION OF BID

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR.

The eTenderBox can be accessed via the following URL: <http://etenderbox.unhcr.org>

In order to use the eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. In case the password is forgotten, that account cannot be used anymore and new registration is required. Registration Guide and User Manual of eTenderBox are available at the above URL.

IMPORTANT:

The technical offer and financial offer shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is **10MB**.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button has to be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

IMPORTANT:

The tender deadline displayed on eTenderBox is always in the user's local time zone. Therefore, no further time difference calculation is needed in order to define the deadline of the tender. Please always consider the above before submitting your offer and make sure that all documents are uploaded and submitted to eTenderBox well before the tender deadline.

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

IMPORTANT:

Any bid submission via email or hard copy may result in disqualification of your offer unless instructed in writing by UNHCR. Please note that external links for file transfer will not be accepted.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

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Deadline: 01 August 2022, 23:59 Hrs local time

2.7. BID ACCEPTANCE

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be

awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8. CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in US dollars. Payment will be made in accordance to the General Conditions for the Purchase of Services and in US dollars. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner. UNHCR does not make any advance payment.

2.9. CANCELLATION POLICY

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

Guest room/ accommodation Services:

UNHCR shall have the right to cancel reservations without any penalty 24 hours before check-in time. If the guest does not arrive until that time and no cancellation was made, the Contractor shall have the right to cancel the reservation and charge a penalty, unless the guest requests guarantee for late arrival before the given deadline (16:00 pm on the day of arrival). For penalty the Contractor may charge maximum the agreed rate for one (1) night.

Conference Services:

- Cancellation of event can be done without penalty 7 days prior to the booked event unless of force majeure.
- UNHCR shall finalize the number of participants at least 24 hours prior to the event. The Contractor will accept a maximum 20% decrease in the number of participants, reported 1 day prior to the event.

2.10. UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (**Annex D**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

2.11. ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such advises its suppliers not to offer any gift, favor, hospitality, etc. to UNHCR staff.

Gerard Moya
Senior Supply Officer
UNHCR Office in Lebanon