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REQUEST FOR QUOTATION (RFQ ARM 006/20) (Services)

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| NAME & ADDRESS OF COMPANY: | DATE: 29 Jan 2020 |
| | REFERENCE: Hotel accommodation, training and conference facilities provision to UNDP Armenia |

Dear Sir / Madam:

We kindly request you to submit your quotation for Long-Term Agreement for **Hotel accommodation, training and conference facilities provision to UNDP Armenia**, as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before 12 February 2020, 16:00 local Yerevan time and via
✉e-mail: tenders.armenia@undp.org;

Quotations submitted by email must be limited to a maximum of **5MB**, virus-free and no more than **5** email transmissions. Files larger than **5MB** will not be delivered and therefore the quotation will not be considered. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your UN quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

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| Preferred Currency of Quotation | ✓ Armenian drams (AMD) |
| Value Added Tax on Price Quotation | ✓ Must be exclusive of VAT and other applicable indirect taxes |

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| Deadline for the Submission of Quotation | Quotations should be submitted before close of business (16:00, local time, GMT+4) on |
| Documents to be submitted | <ul style="list-style-type: none"> ✓ Duly Accomplished Price Schedule Forms as provided in Annexes 2, and in accordance Technical Offer in Annex 1 and the TOR in Annex 3; ✓ Duly Accomplished Bidders Identification Form as provided in Annex 4; As may be appropriate, please, include brochures or leaflet with information about your company, but not exceeding 5 pages; ✓ Availability of at least two satisfactory performance letters from previous clients. ✓ Latest Business Registration Certificates (e.g. patent, registration certificate, license and /or other permissions to perform this type of services and other appropriate registration documents); ✓ Copy of last audited financial statements <p><i>Failure to provide all the above mentioned information may result in the quotation being rejected.</i></p> |
| Period of Validity of Quotes starting from the Submission Date | <ul style="list-style-type: none"> ✓ 60 days <p>In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Vendor shall then confirm the extension in writing, without any modification whatsoever on the Quotation.</p> |
| Language of quotations | <ul style="list-style-type: none"> ✓ English, or ✓ Armenian |
| Partial Quotes | <input checked="" type="checkbox"/> Not permitted |
| Advanced Payment upon signing of contract | <ul style="list-style-type: none"> ✓ Not allowed. |
| Payment Terms | <ul style="list-style-type: none"> ✓ 100% shall be paid upon complete delivery of services, signature of acceptance act and submission of (signed & stamped) final invoice. |
| Conditions for Release of Payment | Written acceptance of services based on full compliance with service requirements. |
| Evaluation Criteria | <p><i>Award Criteria:</i></p> <ul style="list-style-type: none"> ✓ Non-discretionary “Pass” or “Fail” rating on the detailed contents of the Schedule of Technical Offer and Terms of Reference ✓ Full acceptance of the Purchase Order /Contract General Terms and Conditions. ✓ To be equipped with required facilities. <p><i>Bid Evaluation Criteria:</i></p> <ul style="list-style-type: none"> ✓ Minimum no. of years of experience in the field of hospitality services: 2 years. ✓ Full compliance of Bid to the Technical Requirements. |
| UNDP will award contract to: | <ul style="list-style-type: none"> ✓ More than one bidder, depending on the following factors: <ul style="list-style-type: none"> - Contract will be awarded to the technically responsive company (ies) |

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| | - Provide requested services to UNDP at a competitive price. |
| Latest Expected Date for Commencement of Contract | 28 February 2020 |
| Maximum Expected Duration of Contract | The contract will be for a period of 3 years commencing on 28 February 2020 (initial of 2 years with possible extension of one year based on satisfactory performance and operational needs). |
| Type of Contract to be Signed | ✓ The UNDP Long Terms Agreement |
| Post Qualification Actions | <ul style="list-style-type: none"> ✓ Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed. ✓ Testing and sampling of completed goods/services similar to the requirements of UNDP. |
| Annexes to this RFQ | <ul style="list-style-type: none"> ✓ Technical offer (Annex 1) ✓ Terms of reference (Annex 2) ✓ Price Schedule Form (Annex 3) ✓ General Terms and Conditions/Special Conditions (Annex 4) <p>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.</p> |
| Manner of Disseminating Supplemental Information to this RFQ and responses/clarifications to queries | <ul style="list-style-type: none"> ✓ Direct communication to prospective Bidders by email or fax, and posting on the website: <ol style="list-style-type: none"> 1. http://procurement-notice.undp.org/ 2. http://www.am.undp.org (Procurement Section) 3. Direct emailing to companies. |
| Contact Details for submitting clarifications/questions (Written inquiries only) | <p><i>UNDP Armenia Procurement Unit</i> E-mail: procurement.armenia@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p> |

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex 3.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/procurement/protest.shtml>.

UNDP encourages every prospective Vendor to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your quotation.

**Procurement Unit
UNDP Armenia**

ANNEX 1: Technical Offer

Companies are required to provide the basic information regarding the existing amenities available in their hotels. The below requested information will provide us a detailed description of the services your Hotel can offer to UNDP.

| No. | HOTEL Detailed Description | | |
|-----|--|-------------------------|---------------------|
| 1 | Please provide information about your hotel room facilities | Enter information below | Additional Comments |
| 1.1 | Star ratings | | |
| 1.2 | Hotel brochure / website | | |
| 1.3 | Number of available room types | | |
| | i. single | | |
| | ii. double | | |
| | iii. other, pls. specify | | |
| 1.4 | Check in and out time | | |
| 1.5 | Availability of WiFi, Internet connection in rooms and conference hall | | |
| 1.6 | Meal (please indicate whether breakfast, lunch or dinner are included in the room rate or not) | | |
| | i. breakfast (please provide details and standard menu if available) | | |
| | ii. lunch (please provide details and standard menu if available) | | |
| | iii. dinner (please provide details and standard menu if available) | | |
| | iv. coffee breaks (please provide details and standard menu if available) | | |
| 1.7 | Availability of restaurants and bars as well as their operating hours | | |
| 1.8 | Acceptance of International credit cards/mention type | | |
| 1.9 | Cancellation charges/no. of days before the actual date | | |
| 2 | Please provide information about your general facilities | Yes/No or Number | Additional Comments |
| 2.1 | Availability of business centers and their working hours | | |
| 2.2 | Availability of swimming pool, gym and other facilities as well as their working hours | | |
| 2.3 | Availability of parking space for guests | | |
| 3 | Please provide technical characteristic of the hotel | Yes/No or Number | Additional Comments |
| 3.1 | Basic cleanliness standards rating | | |
| 3.2 | Centralized air-conditioning | | |
| 3.3 | Constant hot water and heating | | |
| 3.4 | Security features | | |
| 3.5 | Fire exit and Fire-fighting system | | |
| 3.6 | Electricity back-up (generator) | | |
| 3.7 | Other (please specify) | | |
| 4 | Please provide information about the conference halls* | Yes/No or Number | Additional Comments |
| 4.1 | Availability of conference halls for: | | |
| | 10-30 people (theater style or U-shape style) | | |
| | 30-50 people (theater style or U-shape style) | | |
| | 50-80 people (theater style or U-shape style) | | |
| | 80-100 people (theater style and U-shape style) | | |
| | 100 above (theater style and U-shape style) | | |

| | | | |
|-----|--|------------------|---------------------|
| | *The number of conference halls for each of the category | | |
| 4.2 | Availability of equipment and services in conference halls | | |
| 4.3 | Internet connection in the conference halls (to connect with number of laptops when necessary) | | |
| 4.4 | Teleconference equipment (audio/video equipment) | | |
| 4.5 | Translation equipment | | |
| 4.6 | Cordless microphones | | |
| 4.7 | LCD/TV/DVD and overhead projectors with screens | | |
| 4.8 | Flip charts, markers, stationery (pens, pencils, notepads) | Yes/No or Number | Additional Comments |
| 5 | Years of company existence/operation | | |
| 6 | Airport pick-up and drop off | | |
| 6.1 | Sightseeing tours organized by the hotel in the city and around Armenia (please specify) | | |
| 6.2 | Receptions | | |
| | | | |

FORM FOR SUBMITTING SUPPLIER'S QUOTATION¹

(This Form must be submitted only using the Supplier's Official Letterhead/Stationery)

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No.006/20:

TABLE 1: Offer to provide Services Compliant with TOR (please describe the venue and the facilities proposed)

| No | HOTEL AND WORKSHOP REQUIREMENTS | | |
|-----|---|--------------------------|--------------------------------------|
| 1 | Rate of Accommodation, <i>given the number of participants</i> | Standard rate day/person | Rack/special rates day/person for UN |
| | i. Single room (high/mid/low seasons)* | | |
| | ii Double room (high/mid/low seasons)* | | |
| | iii Others, please specify (high/mid/low seasons) * | | |
| | Breakfast included, set menu or buffet | | |
| 1.2 | Internet connection in rooms | | |
| 1.3 | Internet connection in conference halls | | |
| 1.4 | Meals | | |
| | i. breakfast per person/ per menu(s) available | | |
| | ii lunch per person/ per menu(s) available | | |
| | iii dinner per person/ per menu(s) available | | |
| | iiii coffee breaks per person/ per menu(s) available | | |
| 2 | Cancellation charges/no. of days before the actual date | | |
| 3 | General Facilities rates if not included in the room rate | | |
| 3.1 | Business center/ internet | | |
| 3.2 | Swimming pool, gym and other facilities if available | | |
| 3.3 | Parking space for guests | | |
| 4 | Please provide information about the conference halls* | | |
| 4.1 | Rates for conference halls: | | |
| | 10-30 people (theater style or U-shape style) | | |
| | 30-50 people (theater style or U-shape style) | | |
| | 50-80 people (theater style or U-shape style) | | |
| | 80-100 people (theater style and U-shape style) | | |
| | 100 above (theater style and U-shape style) | | |
| 4.2 | Rates of equipment and services in conference halls | | |
| 4.4 | Teleconference equipment (audio/video equipment) | | |
| 4.5 | Translation equipment | | |
| 4.6 | Cordless microphones | | |
| 4.7 | LCD/TV/DVD and overhead projectors with screens | | |
| 4.8 | Flip charts, markers, stationery (pens, pencils, notepads) | | |
| 5 | Years of company existence/operation | | |
| 6 | Airport pick-up and drop off | | |
| 6.1 | Sightseeing tours organized by the hotel in the city and around Armenia (please specify) | | |
| 6.2 | Receptions | | |
| 7 | General Discounts available for UN | | |
| 8 | Possibility of room upgrades (provision of double, executive rooms at the rate of a single rate for UN) | | |

¹ This serves as a guide to the Supplier in preparing the quotation and price schedule.

Additional Requirements

| Description | Availability Yes/No | Notes |
|---|------------------------|-------|
| Validity of Quotation | | |
| All Provisions of the UNDP General Terms and Conditions (Yes/No), acceptance of GTC is mandatory. | | |
| Availability of required facilities | | |
| Latest Business Registration Certificate | | |
| Experience in provision of similar services | | |
| Description of venue/conference facilities | | |
| Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List | | |

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

[Name and Signature of the Supplier's Authorized Person]

[Designation]

Annex 3: Terms of Reference (TOR)

Background

The United Nations Development Programme (UNDP) works in about 170 countries and territories, helping to achieve the eradication of poverty, and the reduction of inequalities and exclusion. We help countries to develop policies, leadership skills, partnering abilities, institutional capabilities and build resilience in order to sustain development results.

UNDP in Armenia was established in March 1993 and supports the government in meeting its development priorities and the Sustainable Development Goals.

UNDP has been working to accelerate the development of Armenia for almost 25 years. It works at the upstream policy level, advising on legal and policy frameworks, and implements downstream initiatives, turning projects into policies and policies into actions. UNDP also has enormous reach across the country - in rural and urban areas and amongst a growing network of youth, innovators, and social entrepreneurs.

Purpose

The most competent “Hotel Accommodation/Training and Conference Facilities” service providers, as referred to in this TOR, shall apply for the announced Request for Quotation (RFQ) attached to this TOR aiming at provision of venue/accommodation/meals, training and conference facilities for UNDP staff and its consultants/guests for official business purposes. These official purposes include, but need not be limited to, to the following:

- Staff/training participants/guests accommodations/meals/coffee breaks;
- Workshops;
- Meetings;
- Retreats and various events/activities of official nature;

The application (technical and financial) should maximally meet the requested criteria – this is the main pre-requisite of submitting a successful RFQ (*more details on submission procedure are available in the RFQ*).

Timing

The successful offeror(s) shall be awarded Long Term Agreement for a period of two (2) years. This Agreement may be renewed by UNDP, on the same terms and conditions, for an additional period of one year, upon average satisfactory evaluation of Annual Performance as well as overall final performance evaluation (upon expiration of existing LTA) of the services provided to UNDP undersigned in the LTA, who were during the time in concern using the services of the given “Hotel Accommodation/Training and Conference Facilities” service providers.

Specific Requirements

The set of qualifications/requirements as well as detailed instruction on how to apply can be found in the Request for Quotation (RFQ). In order to fit to the requirements set forth in the RFQ and become a successful partner for UNDP the successor company (-ies) that will be awarded UNDP LTA, is to comply to the below specific requirements as well:

- Responsiveness to queries and quality assurance: The Contractor shall assign a focal point(s) with always reachable contact information who will be assigned specifically to work with UNDP and its specialized agencies. This person(s) should be able to successfully liaise/co- ordinate/respond

to inquiries received from UNDP .

- Pricing and any other change as compared to the initial agreement (LTA): The LTA holder shall notify UN focal point(s) assigned for UNDP (as mentioned in the LTA agreement) immediately in case of any advantageous/disadvantageous technical changes and/or downward/upward pricing of the Services during the duration of this Agreement. UNDP then shall consider the impact of any such event and may request an amendment to the initial Agreement. Only after the Amendment to the initial agreement is signed and shall come into effect, the changes imposed by the contractor can be applied.

- UNDP is supporting Green Policy: The Contractor must be able to demonstrate that all the services provided to UNDP and its specialized agencies are environmentally friendly and do in no case harm our environment.

- Under no circumstances should the service provider serve drinks in plastic bottles during UNDP events. All drinks should be served in glass bottles.

General Terms and Conditions

Attached separately.