

INVITATION TO BID

Hotel Conference, Accommodations and Catering Services for UNDP Mozambique – Nationwide

LOT 1 – HOTEL AND CONFERENCES FACILITIES INCLUDING CATERING SERVICES

LOT 2 – CATERING SERVICES (OUTSIDE CATERING)

ITB No.: 003_2020

Project: UNDP Operations

Country: Mozambique

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Section 1. Letter of Invitation

The United Nations Development Programme (UNDP) hereby invites you to submit a Bid to this Invitation to Bid (ITB) for the above-referenced subject.

This ITB includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet:

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Schedule of Requirements and Technical Specifications
- Section 6: Returnable Bidding Forms
 - o Form A: Bid Submission Form
 - o Form B: Bidder Information Form
 - o Form C: Joint Venture/Consortium/Association Information Form
 - o Form D: Qualification Form
 - o Form E: Format of Technical Bid
 - o Form F: Price Schedule

If you are interested in submitting a Bid in response to this ITB, please prepare your Bid in accordance with the requirements and procedure as set out in this ITB and submit it by the Deadline for Submission of Bids set out in Bid Data Sheet.

Please acknowledge receipt of this ITB by sending an email to procurement.mozambique@undp.org indicating whether you intend to submit a Bid or otherwise. You may also utilize the "Accept Invitation" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the ITB. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Data Sheet as the focal point for queries on this ITB.

UNDP looks forward to receiving your Bid and thank you in advance for your interest in UNDP procurement opportunities.

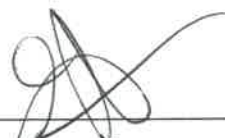
Issued by



Name: Mauro Salia

Title: Head of Procurement Unit

Approved by:



Name: Francisco Roquette

Title: Deputy Resident Representative (P/O)

Date: **March 6, 2019**

Date: **March 6, 2019**

Section 2. Instruction to Bidders

GENERAL PROVISIONS

Introduction

- 1.1 Bidders shall adhere to all the requirements of this ITB, including any amendments made in writing by UNDP. This ITB is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d>
- 1.2 Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this ITB.
- 1.3 UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.
- 1.4 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.

Fraud & Corruption, Gifts and Hospitality

- 1.5 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti
- 1.6 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.
- 1.7 In pursuance of this policy, UNDP:
 - (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;
 - (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.
- 1.8 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Eligibility

- 1.9 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.
- 1.10 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.

Conflict of Interests

- 1.11 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:
- a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;
 - b) Were involved in the preparation and/or design of the programme/project related to the goods and/or services requested under this ITB; or
 - c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.
- 1.12 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such conflict exists.
- 1.13 Similarly, the Bidders must disclose in their Bid their knowledge of the following:
- a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this ITB; and
 - b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.
- Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.
- 1.14 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.

B. PREPARATION OF BIDS

General Considerations	<p>1.15 In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>1.16 The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify the UNDP accordingly.</p>
Cost of Preparation of Bid	<p>1.17 The Bidder shall bear all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
Language	<p>1.18 The Bid, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
Documents Comprising the Bid	<p>1.19 The Bid shall comprise of the following documents and related forms which details are provided in the BDS:</p> <ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Bid; c) Price Schedule; d) Bid Security, if required by BDS; e) Any attachments and/or appendices to the Bid.
Documents Establishing the Eligibility and Qualifications of the Bidder	<p>1.20 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.</p>
Technical Bid Format and Content	<p>1.21 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB.</p> <p>1.22 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by the Purchaser, at no expense to the UNDP. If not destroyed by testing, samples will be returned at Bidder's request and expense, unless otherwise specified.</p> <p>1.23 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p> <p>1.24 When applicable and required as per Section 5, the Bidder shall certify the availability of spare parts for a period of at least five (5) years from date of delivery, or as otherwise specified in this ITB.</p>

Price Schedule

- 1.25 The Price Schedule shall be prepared using the Form provided in Section 6 of the ITB and taking into consideration the requirements in the ITB.
- 1.26 Any requirement described in the Technical Bid but not priced in the Price Schedule, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.

Bid Security

- 1.27 A Bid Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Bid Security shall be valid for a minimum of thirty (30) days after the final date of validity of the Bid.
- 1.28 The Bid Security shall be included along with the Bid. If Bid Security is required by the ITB but is not found in the Bid, the offer shall be rejected.
- 1.29 If the Bid Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Bid.
- 1.30 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their bid and the original of the Bid Security must be sent via courier or hand delivery as per the instructions in BDS.
- 1.31 The Bid Security may be forfeited by UNDP, and the Bid rejected, in the event of any, or combination, of the following conditions:
- a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or;
 - b) In the event the successful Bidder fails:
 - i. to sign the Contract after UNDP has issued an award; or
 - ii. to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.

Currencies

- 1.32 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Bids are quoted in different currencies, for the purposes of comparison of all Bids:
- a) UNDP will convert the currency quoted in the Bid into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Bids; and
 - b) In the event that UNDP selects a Bid for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.

Joint Venture, Consortium or Association

- 1.33 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between

UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.

- 1.34 After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.
- 1.35 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one Bid.
- 1.36 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.
- 1.37 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:
 - a) Those that were undertaken together by the JV, Consortium or Association; and
 - b) Those that were undertaken by the individual entities of the JV, Consortium or Association.
- 1.38 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials
- 1.39 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.

Only One Bid

- 1.40 The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.
- 1.41 Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:
 - a) they have at least one controlling partner, director or shareholder in common; or
 - b) any one of them receive or have received any direct or indirect subsidy from the other/s; or
 - c) they have the same legal representative for purposes of this ITB; or
 - d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of another Bidder regarding this ITB process;
 - e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or some key personnel proposed to be in the team of one Bidder participates in more

than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.

Bid Validity Period

- 1.42 Bids shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Bids. A Bid valid for a shorter period may be rejected by UNDP and rendered non-responsive.
- 1.43 During the Bid validity period, the Bidder shall maintain its original Bid without any change, including the availability of the Key Personnel, the proposed rates and the total price.

Extension of Bid Validity Period

- 1.44 In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing, and shall be considered integral to the Bid.
- 1.45 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.
- 1.46 The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.

Clarification of Bid (from the Bidders)

- 1.47 Bidders may request clarifications on any of the ITB documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.
- 1.48 UNDP will provide the responses to clarifications through the method specified in the BDS.
- 1.49 UNDP shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Bids, unless UNDP deems that such an extension is justified and necessary.

Amendment of Bids

- 1.50 At any time prior to the deadline of Bid submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.
- 1.51 If the amendment is substantial, UNDP may extend the Deadline for submission of Bid to give the Bidders reasonable time to incorporate the amendment into their Bids.

Alternative Bids

- 1.52 Unless otherwise specified in the BDS, alternative Bids shall not be considered. If submission of alternative Bid is allowed by BDS, a Bidder may submit an alternative Bid, but only if it also submits a Bid conforming to the ITB requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative Bid.
- 1.53 If multiple/alternative bids are being submitted, they must be clearly marked as

"Main Bid" and "Alternative Bid"

- Pre-Bid Conference** 1.54 When appropriate, a pre-bid conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to ITB.

C. SUBMISSION AND OPENING OF BIDS

- Submission** 1.55 The Bidder shall submit a duly signed and complete Bid comprising the documents and forms in accordance with requirements in the BDS. The Price Schedule shall be submitted together with the Technical Bid. Bid can be delivered either personally, by courier, or by electronic method of transmission as specified in the BDS.
- 1.56 The Bid shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Bid.
- 1.57 Bidders must be aware that the mere act of submission of a Bid, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.

- Hard copy (manual) submission** 1.58 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:
- a) The signed Bid shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.
- (b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall:
- Bear the name of the Bidder;
 - Be addressed to UNDP as specified in the BDS; and
 - Bear a warning not to open before the time and date for Bid opening as specified in the BDS.
- If the envelope with the Bid is not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Bid.

- Email and eTendering submissions** 1.59 Electronic submission through email or eTendering, if allowed as specified in the BDS, shall be governed as follows:
- a) Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS;
- b) Documents which are required to be in original form (e.g. Bid Security, etc.)

must be sent via courier or hand delivered as per the instructions in BDS.

Deadline for Submission of Bids and Late Bids

- 1.60 Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:
<http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>

Withdrawal, Substitution, and Modification of Bids

- 1.61 Complete Bids must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognise the actual date and time that the bid was received by UNDP
- 1.62 UNDP shall not consider any Bid that is received after the deadline for the submission of Bids.
- 1.63 A Bidder may withdraw, substitute or modify its Bid after it has been submitted at any time prior to the deadline for submission.
- 1.64 Manual and Email submissions: A bidder may withdraw, substitute or modify its Bid by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of Bids, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"
- 1.65 eTendering: A Bidder may withdraw, substitute or modify its Bid by Cancelling, Editing, and re-submitting the Bid directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Bid as needed. Detailed instructions on how to cancel or modify a Bid directly in the system are provided in the Bidder User Guide and Instructional videos.
- 1.66 Bids requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened.

Bid Opening

- 1.67 UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.
- 1.68 The Bidders' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Bid shall be rejected at the opening stage, except for late submissions, in which case, the Bid shall be returned unopened to the Bidders.
- 1.69 In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.

D. EVALUATION OF BIDS

Confidentiality

- 1.70 Information relating to the examination, evaluation, and comparison of Bids, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.

- 1.71 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Bids or contract award decisions may, at UNDP's decision, result in the rejection of its Bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.
- Evaluation of Bids**
- 1.72 UNDP will conduct the evaluation solely on the basis of the Bids received.
- 1.73 Evaluation of Bids shall be undertaken in the following steps:
- a) Preliminary Examination including Eligibility
 - b)Arithmetical check and ranking of bidders who passed preliminary examination by price.
 - c) Qualification assessment (if pre-qualification was not done)
 - a) Evaluation of Technical Bids
 - b) Evaluation of prices
- Detailed evaluation will be focussed on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary
- Preliminary Examination**
- 1.74 UNDP shall examine the Bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Bid at this stage.
- Evaluation of Eligibility and Qualification**
- 1.75 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).
- 1.76 In general terms, vendors that meet the following criteria may be considered qualified:
- a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;
 - b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,
 - c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required;
 - d) They are able to comply fully with the UNDP General Terms and Conditions of Contract;
 - e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and
 - f) They have a record of timely and satisfactory performance with their clients.
- Evaluation of Technical Bid and**
- 1.77 The evaluation team shall review and evaluate the Technical Bids on the basis of their responsiveness to the Schedule of Requirements and Technical

prices	Specifications and other documentation provided, applying the procedure indicated in the BDS and other ITB documents. When necessary, and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.
Due diligence	<p>1.78 UNDP reserves the right to undertake a due diligence exercise, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
Clarification of Bids	<p>1.79 To assist in the examination, evaluation and comparison of Bids, UNDP may, at its discretion, request any Bidder for a clarification of its Bid.</p> <p>1.80 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Bid shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Bids, in accordance with the ITB.</p> <p>1.81 Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Bids.</p>
Responsiveness of Bid	<p>1.82 UNDP's determination of a Bid's responsiveness will be based on the contents of the bid itself. A substantially responsive Bid is one that conforms to all the terms, conditions, specifications and other requirements of the ITB without material deviation, reservation, or omission.</p> <p>1.83 If a bid is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
Nonconformities, Reparable Errors	<p>1.84 Provided that a Bid is substantially responsive, UNDP may waive any non-conformities or omissions in the Bid that, in the opinion of UNDP, do not</p>

and Omissions

constitute a material deviation.

- 1.85 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
- 1.86 For the bids that have passed the preliminary examination, UNDP shall check and correct arithmetical errors as follows:
- a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected;
 - b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.
- 1.87 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.

E. AWARD OF CONTRACT

Right to Accept, Reject, Any or All Bids

- 1.88 UNDP reserves the right to accept or reject any bid, to render any or all of the bids as non-responsive, and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.

Award Criteria

- 1.89 Prior to expiration of the period of Bid validity, UNDP shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification, and has offered the lowest price.

Debriefing

- 1.90 In the event that a Bidder is unsuccessful, the Bidder may request for a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future Bids for UNDP procurement opportunities. The content of other Bids and how they compare to the Bidder's submission shall not be discussed.

Right to Vary Requirements at the Time of Award

- 1.91 At the time of award of Contract, UNDP reserves the right to vary the quantity of goods and/or services, 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.

Contract Signature	1.92 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
Contract Type and General Terms and Conditions	1.93 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Performance Security	1.94 A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within a maximum of fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
Bank Guarantee for Advanced Payment	1.95 Except when the interests of UNDP so require, it is UNDP's standard practice to not make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per the BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default
Liquidated Damages	1.96 If specified in the BDS, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per Contract.
Payment Provisions	1.97 Payment will be made only upon UNDP's acceptance of the goods and/or services performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of goods and/or services issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of the contract.
Vendor Protest	1.98 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html

Other Provisions

- 1.99 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.
- 1.100 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.
- 1.101 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15
http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer

Section 3. Bid Data Sheet

The following data for the goods and/or services to be procured shall complement, supplement, or amend the provisions in the Invitation to Bid In the case of a conflict between the Instructions to Bidders, the Bid Data Sheet, and other annexes or references attached to the Bid Data Sheet, the provisions in the Bid Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Bid	English
2	20	Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids)	<p>Allowed in the following combinations/options.</p> <p>LOT 1 HOTEL AND CONFERENCES FACILITIES</p> <p>Category 3, 4 and 5 stars</p> <p>Rooms, meals and conference services for Maputo and all other provinces.</p> <p>LOT 2 - CATERING SERVICES</p> <p>Outside Catering services for Maputo and all other provinces.</p> <ul style="list-style-type: none"> • Bidders can submit bids for each lot if eligible (i.e. either Lot A or Lot B);
3	20	Alternative Bids	Not allowed
4	21	Pre-Bid conference	N/A
5	16	Bid Validity Period	90 days
6	13	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed

9	40	Performance Security	Not Required
10	12	Currency of Bid	Meticais
11	31	Deadline for submitting requests for clarifications/ questions	7 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	<p>Focal Person in UNDP: Procurement Unit through email procurement.mozambique@undp.org</p> <p>Any delay in UNDP's response shall not be 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>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	<p>Posted directly to eTendering</p> <p>Supplemental Information will be uploaded to the system (Atlas-E-tendering System). Once uploaded, bidders who accepted Tender Invitation will be notified automatically by a system that changes have occurred. It is the responsibility of the bidders to view the respective changes and clarifications in the system.</p>
14	23	Deadline for Submission	<p>As indicated in the e-Tendering system</p> <p>Date and Time: As specified in the system (note that the time zone indicated in the system in New York Time zone).</p> <p>PLEASE NOTE:</p> <p>Date and time visible on the main screen of the event (on the E-Tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the E-Tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly to the system.</p> <p>Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist</p>
14	22	Allowable Manner of Submitting Bids	<p><input checked="" type="checkbox"/> e-Tendering</p> <p>Your bid, comprising of requested documents, should be submitted through the UNDP ATLAS E-tendering system.</p>

The step by step to be followed for bid submission through the UNDP ATLAS E-tendering system is available in **the instruction manual for the bidders, attached with this ITB as Annexes**. The solicitation documents and the manual are also posted on the following websites:

<http://procurement-notices-undp.org/index.cfm>

<https://www.ungm.org/notices/notices.aspx>

Once uploaded, Prospective Proposers (i.e. Proposers that have accepted the bid invitation in the system) will be notified via email that changes have occurred. It is the responsibility of the Proposers to view the respective changes and clarifications in the system.

15	22	Bid Submission Address	Shall be submitted through e-Tendering System under Event N#MZ001: https://etendering.partneragencies.org
16	22	Electronic submission requirements	<p>Official Address for e-submission: https://etendering.partneragencies.org</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Format: PDF, Word, JPG files only <input checked="" type="checkbox"/> Max. File Size per transmission: [45 MB] <input checked="" type="checkbox"/> Max. No. of transmission: [not limited] <input checked="" type="checkbox"/> No. of copies to be transmitted: [one] <input checked="" type="checkbox"/> Virus Scanning Software to be Used prior to transmission. <input checked="" type="checkbox"/> Time Zone to be Recognized: Bid closing date is according to New York Time Zone in E-Tendering System, so please convert it Mozambique Time zone and submit your bid accordingly.
17	25	Date, time and venue for the opening of bid	Bidders will receive an automatic notification once the bids are opened – deadline closure
18	27, 36	Evaluation Method for the Award of Contract	<p>Non-Discretionary "Pass/Fail" Criteria on the Technical Requirements; and Lowest priced technically responsive, eligible and qualified bid.</p> <p>Note: For rooms selection will be based on bids for standard rooms as over 90% of UNDP's service requirement is for standard rooms.</p>
19		Expected date for commencement of Contract	<i>May 4, 2020</i>
20		Maximum expected duration of contract	2 years with one-year renewable
21	35	UNDP will award the contract to:	<p>For each lot, and category, UNDP will enter long term agreement (LTA) with multiple suppliers, For Hotel services:</p>

Considering the Star rating of the hotels; for each category and region, UNDP will issue the Long-Term Agreements to technically qualified bidders in each group whose ratio of Price is within 25 percentage points of the lowest offer.

For catering services:

UNDP will issue the Long-Term Agreements by region to technically qualified bidders in each group whose total-price ratio is within 25 percentage points of the lowest offer included.

22	39	Type of Contract	Contract for Goods and/or Services for/to UN Entities http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
23	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Contracts http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
24		Other Information Related to the ITB	<i>The LTA can be used by others UN Agencies in Mozambique</i>

Section 4. Evaluation Criteria

Preliminary Examination Criteria

Bids will be examined to determine whether they are complete and submitted in accordance with ITB requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Minimum Bid documents provided
- Bid Validity
- whether the Bidder is in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers
- whether the Bidder is in UNDP's list of suspended and removed vendors

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on a Pass/Fail basis.

If the Bid is submitted as a Joint Venture/Consortium/Association, each member should meet the minimum criteria, unless otherwise specified.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity. Registered as Hotel or similar activity for HOTEL AND CONFERENCES FACILITIES Registered as Catering services, restaurant or similar activity for CATERING SERVICES	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Bid Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Bid Submission Form
Bankruptcy	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Bid Submission Form
Certificates and Licenses	<ul style="list-style-type: none"> • Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if 	Form B: Bidder Information Form

Bidder is not a corporation.

- Valid tax clearance certificate
- Valid Operation License
- Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country

- Hotel Standard Rating (3,4, or 5 star) OR application to secure rating from authorities – based on hotel classification criteria according to international best practices (UNWTO or licence from FEMOTUR or others accredited agencies)

Form B: Bidder Information Form

QUALIFICATION

Minimum Qualification

For Hotel and conferences (Hotel Conference and Accommodation services) / catering services similar activities implemented over the last 3 years.

Form D: Qualification Form

Minimum 3 contracts of similar nature and complexity for catering services (Catering firm, restaurant, etc ...)
(For JV/Consortium/Association, all Parties cumulatively should meet requirement).

History of Non-Performing Contracts¹

Non-performance of a contract did not occur as a result of contractor default for the last 3 years.

Form D: Qualification Form

Litigation History

No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.

Form D: Qualification Form

Previous Experience

For Hotel and conferences / Catering services:
list and value of similar contracts or events performed for the last 3 years, plus client's contact details who may be contacted for further information on those contracts.
Statement of Satisfactory Performance from **the Top three (3) Clients** in terms of Contract Value for similar projects completed within last 3 years

Form D: Qualification Form

Financial Standing

MAPUTO
For Hotel and conferences:
3 – 4 stars:

Form D: Qualification Form

¹ Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

Minimum annual turnover of USD 250, 000.00 in the last 3 years (2016,2017 & 2018) OR equivalent credit line from a bank.

5 stars:

Minimum annual turnover of USD 400, 000.00 in the last 3 years (2016,2017 & 2018) OR equivalent credit line from a bank.

For Catering services:

Minimum annual turnover of USD 100,000.00 in the last 3 years (2016,2017 & 2018) OR equivalent credit line from a bank.

Others provinces

For Hotel and conferences:

3 – 4 stars:

Minimum annual turnover of USD 200, 000.00 in the last 3 years (2016,2017 & 2018) OR equivalent credit line from a bank.

5 stars:

Minimum annual turnover of USD 300, 000.00 in the last 3 years (2016,2017 & 2018) OR equivalent credit line from a bank.

For Catering services:

Minimum annual turnover of USD 75,000.00 in the last 3 years (2016,2017 & 2018) OR equivalent credit line from a bank.

(For JV/Consortium/Association, all Parties cumulatively should meet requirement).

Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.

(For JV/Consortium/Association, all Parties cumulatively should meet requirement).

Note:

UNDP shall verify the financial capacity of the bidder and has the authority to seek references from concerned parties & banks on the bidder's financial standing. UNDP has the right to reject any bid if submitted by a contractor whom investigations reveal is not financially capable and/ or has serious financial problems.

Technical Evaluation

The technical bids shall be evaluated on a pass/fail basis for compliance or non-compliance with the technical specifications identified in the bid document. Section 5

Form E: Technical Bid Form

Financial Evaluation

Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F.

Form F: Price Schedule
Form

Section 5: Schedule of Requirements and Technical Specifications

The below table presents service delivery requirement criteria that will be used to technically evaluate each hotel/resort in order to screen the compliance with UNDP service requirement. While conducting this evaluation physical inspection may be conducted by UNDP evaluation team.

- Requirements

The United Nations Development Programme Mozambique is looking for service providers for the provision of conference facilities; hotel accommodation and catering services in order to organize meetings in Maputo and Beira, and others location in Mozambique. It is therefore important that UNDP identify strategic hotels and suppliers and engage them for the provision of conference facilities and hotel accommodation services through competitive bidding process.

In case there will be any workshops or trainings organized in Maputo or Beira, UNDP will primarily contract strategic hotels under Long term agreement without going through the procurement process each time. The strategic hotel will gain benefit from the volume of the services of UNDP and potentially by others UN agencies in Mozambique, UNDP will authorize the other agencies to use this LTA under piggybacking process. This will be a win-win solution for both parties.

LOT A – HOTEL AND CONFERENCES FACILITIES including FOOD SERVICES

Services Required:

Accommodation:

Accommodation in a 3 or 4-star hotel for regular events and a 4 or 5-star hotel for high-level representation workshops, **evaluation based on: single standard room*, breakfast included***.

*According international classification criteria – Continental Breakfast type

Description of services available - breakfast included.
Standard
Superior
Deluxe
Junior suite
Executive suite
Extra bed
Other (please specify)

Minimal criteria

Rooms:
Cleanness of Standard Rooms: - Is the room standard that have clean walls, floor, brightness, odor, etc
Cleanness of Toilets: - availability and functionality of toilet equipment
Water Availability: - availability of water tank – quality of equipment
Size of Rooms: adequacy size of rooms
Appropriateness of Bed and Accessories: - minimum 1.20M * 1.90 bed size, cleanness and availability of beds accessories, availability of TV and Wi-Fi in the room

Conference facilities

Meeting room facility as required by organizers. The size of meeting rooms depends on number of participants. Usually the average number of participants is 40-150 people. Meeting room with daylight is required.

UNDP has three types of workshops/trainings:

- 1) Regular local workshops; 3/ 4 * hotel – including minimum two conference rooms – 50 / 150 persons
- 2) events featuring high-level of representation: 4/ 5* hotel including minimum three conference rooms – 50/ 150 persons + one ballroom (minimal: Banquet seating 300 persons + stage)
- 3) Breakfast meeting (half-day without lunch): 3/ 4 * including minimum two conference rooms – 50 / 150 persons.

Conference facilities will include:

- Rent of premises (list of required venues is indicated in a separate table below)
- Room equipped with a sufficient number of tables and chairs, according to its capacity
- Availability of separated (Male, Female) restrooms inside the hotel/venue;
- Consumables (notebooks, pens, folders, badges) - per each participant.
- Room equipped with proper sound system, microphones and a rostrum/podium
- Conference banners (roll up – standard size: 85cmX200 cm) and direction guiding signs.
- Mineral and still water for the participants (i.e. 0.5 l bottle of water per participant daily).
- equipment (LCD projector, screen, flipchart, laptop, multifunctional device).
- Equipment delivery and installation, engineer support – Availability of Wi-Fi included and A/C
- Breakout rooms as requested
- Secretariat room for organizers
- Meeting package upon request

Generator or solar system back up :

- **Capacity, 24hr Backup Fuel and Physical Conditions of the Generator**

- Secured parking (minimum 8 vehicles 3/4* or 15 vehicles 5*) available at the venue;

Minimal criteria

2	a	Conference Rooms: Cleanness of each conference room: - is the wall, floor, equipment. etc clean
	b	Appropriateness of each conference rooms: - size/capacity, lightening, ventilation, conference room facilities (chair, table, WiFi, LCD, Stand etc), non-availability of distractive pols
	c	Noise and location of conference rooms: - free from noise, convenience of location of conference room, soundproof system (if any)
	d	Availability of conference facility support staff: - Stand by IT professional

Meeting package:

Full day meeting package including free flow coffee and tea from 8:00 hours to 17:00 hours (2 breaks, 1 lunch). Lunch must be under the condition of dine around.

Half day meeting package including free flow coffee and tea from 8:00 hours to 12:00 hours (Morning Half day) or from 13:00 hours to 17:00 hours (Afternoon Half Day) (1 break, 1 lunch) if required.

Lunch must be under the condition of dine around

Cocktail reception including free flow soft drink

Tea/Coffee break per pax: Salted (2 units) and Sweet Snacks (2 units) – Fruits – Water / Fresh Juice- Coffee / Tea

Lunch per pax:

Continental Lunch – open buffet (3 Starters, 3 main course + sides and 3 desserts) - **for example** : _Open buffet menu; Pasta, ravioli, lasagna, mixed, potato or corn salad, chicken, beef or fish any style with rice; French fries, mushroom steak/ fish/saute vegetable, fried rice or plain rice Chicken, sandwich, cupcakes, meat balls, meat steak, kebab, rolls, sushi, mushroom, pies, sausage rolls, prawn, spinach, cakes, eggs any style etc. with soft drinks, juice & water & dessert);

Local Lunch – open buffet (2 Starters, 2 main courses + sides and 2 desserts) – All Mozambican dishes - **for example:** cassava leaf, potato greens etc. with meat, fish & chicken and rice with soft drinks, juice & water & dessert

Cocktail reception - per pax: (3 Appetizers, 3 Starters, 3 main courses and 3 desserts) - cocktail menu - high quality products – free flow soft drinks, juice & water.

1	Food services :
	Kitchen appearance and equipment: - size, ventilation, lighting, convenience for movement.
	Kitchen and cutleries cleanliness: availability and their cleanliness.
	Kitchen Personnel: cleanliness, adequacy and qualification for kitchen personnel
	Dining room cleanness and ambience: size of the room, lighting, ventilation and odor
	Menu Variety: refreshment and lunch
	Standby coordinator for kitchen related issues

LOT B – CATERING SERVICES ONLY – CATERING SERVICES PROVIDER / RESTAURANT:

Breakfast services per pax: Toasted bread, scrambled and boiled eggs, sandwich, assorted cheese, assorted bakeries, baked beans, sausage & vegetables, butter, jam, cheese, tea, coffee, juice and water

Tea/Coffee break per pax: Salted (2 units) and Sweet Snacks (2 units) – Fruits – Water / Fresh Juice- Coffee / Tea

Lunch per pax:

Continental Lunch – open buffet (3 Starters, 3 main course + sides and 3 desserts) - **for example** : Open buffet menu; Pasta, ravioli, lasagna, mixed, potato or corn salad, chicken, beef or fish any style with rice; French fries, mushroom steak/ fish/saute vegetable, fried rice or plain rice Chicken, sandwich, cupcakes, meat balls, meat steak, kebab, rolls, sushi, mushroom, pies, sausage rolls, prawn, spinach, cakes, eggs any style etc. with soft drinks, juice & water & dessert);

Local Lunch – open buffet (2 Starters, 2 main courses + sides and 2 desserts) – All Mozambican dishes - **for example:** cassava leaf, potato greens etc. with meat, fish & chicken and rice with soft drinks, juice & water & dessert

Cocktail reception - per pax: (3 Appetizers, 3 Starters, 3 main courses and 3 desserts) - cocktail menu - high quality products – free flow soft drinks, juice & water.

Transport done by professional vehicle – cooler boxes – price per lumpsum

City center and distance of 5 KM

City center and distance between 5 km and 10 Km

More than 10 KM / price **per KM** all included

Equipment rental:

Chairs, cocktail table, etc ...

QUALITY CONTROL AND REQUIREMENTS (LOT A/B)

Service:

1. The awarded contractor is expected to provide the highest level of service quality to UNDP. The contractor shall undertake immediate corrective actions against any complaint about the service standards.
2. The proposed conference venues must be maintained clean and in good operating condition at all times. The service provider must assign sufficient technical staff on lighting, sound and IT to provide support on technical issues during the events organized by UNDP. **(Only for Lot A)**
3. The service provider must be able to provide sufficient quantities of crockery and cutlery, glassware, buffet equipment, napkins and all other similar items, set- up the items/equipment properly, as well as clean and dismantle at the end of event.
4. The service provider must be able to supply meals as per pre-established menu outlined in the ITB document if applicable or after proposal send to UNDP for each request. Once the proposed menus have been approved by UNDP, the food must be prepared according to those pre-established menus and absolutely no change shall be made in the menus unless authorized by UNDP in writing.

Hygiene and Quality Control:

5. The service provider is responsible for adhering to all food safety & hygiene regulation/standards of the country, including but not limited to:
 - Wash hands (including under the fingernails) and forearms vigorously and thoroughly with soap and warm water (a temperature of at least 100°F is required) for a period of 20 seconds.
 - Wash hands using soap
 - Use a sanitary nail brush to remove dirt from under fingernails
 - Wash between fingers thoroughly
 - Dry hands with single use towels or clean hand towels
6. Cooking shall be done in hygienic conditions for which a trained cook should be assigned in the Kitchen; this requirement shall be checked during the post-qualification activities to be carried out by UNDP as part of the evaluation process.
7. The contractor shall monitor the quality of the services provided to UNDP on a regular and continued basis. UNDP have the right to reject any service that may not comply with the quality standards required in this ITB and offered by the service provider.
8. The conditions of transport of meals: the transport of meals must be done in good conditions with appropriate equipment (vehicle, equipment); Cooling and storage conditions must be respected for cold service and hot service. **(Only for Lot B)**

Food services and Conference Venue Staff:

9. The contractor will assign an experienced (minimum 5 years) coordinator to oversee each event on-site/ to designated locations, ensure full compliance with the requirements, and act as the focal point to UNDP for the duration of each event.
10. The contractor shall assign sufficient qualified personnel (minimum 2 years) to service satisfactorily the volume of work required by each event and fulfill its obligations under the Contract.
11. All personnel must perform their functions in a highly efficient and professional manner and be cordial and respectful to guests.
12. The staff will be identifiable via a uniform with the company's name displayed on the uniform along with the employee's name.
13. The staff must be ready for service one hour before scheduled events.

Event Notification

14. UNDP will notify the contractor 2-3 days in advance along with the details of the requirement for any event planned. In exceptional situations, urgent requests may be sent to the service providers outside this deadline.
15. The service provider must assign a focal point to respond to UNDP requests. The Contractor shall provide responses to queries with accurate information and quotations for the requested services within maximum 48 hours. Urgent requests must be responded within 24 hours.
16. When an order is placed, UNDP will notify the Contractor in writing. The Contractor/supplier will deliver services on dates to be specified upon receipt of Purchase order at given addresses to be indicated.

NB: A site visit will be organized to verify the compliance with the information provided in the CHECKLISTS for bidders who will be technically qualified.

Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Bid. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Bid submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Bid, please ensure compliance with the Bid Submission instructions of the BDS 22.

Technical Bid:

Have you duly completed all the Returnable Bidding Forms?

- | | |
|--|--------------------------|
| ▪ Form A: Bid Submission Form | <input type="checkbox"/> |
| ▪ Form B: Bidder Information Form | <input type="checkbox"/> |
| ▪ Form C: Joint Venture/Consortium/ Association Information Form | <input type="checkbox"/> |
| ▪ Form D: Qualification Form | <input type="checkbox"/> |
| ▪ Form E: Format of Technical Bid/Bill of Quantities | <input type="checkbox"/> |
| ▪ [Add other forms as necessary] | <input type="checkbox"/> |

Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?

☐

Price Schedule:

- | | |
|-------------------------------|--------------------------|
| ▪ Form F: Price Schedule Form | <input type="checkbox"/> |
|-------------------------------|--------------------------|

Form A: Bid Submission Form

Name of Bidder: [Insert Name of Bidder]

Date: Select date

ITB reference:

We, the undersigned, offer to supply the services required for **Hotel Conference, Accommodations and Catering Services in Mozambique for UNDP Mozambique and Other UN agencies** in accordance with your Invitation to Bid No. **003_2020** and our Bid. We hereby submit our Bid, which includes this Technical Bid and Price Schedule.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Bid are true and we accept that any misinterpretation or misrepresentation contained in this Bid may lead to our disqualification and/or sanctioning by the UNDP.

We offer to supply the services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Schedule of Requirements and Technical Specifications.

Our Bid shall be valid and remain binding upon us for the period specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Bid you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Bid and bind it should UNDP accept this Bid.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]



Form B: Bidder Information Form

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]
Does your organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues	[Complete]
Is your company a member of the UN Global Compact	[Complete]
Contact person that UNDP may	Name and Title: [Complete]

**contact for requests for
clarifications during Bid evaluation**

**Please attach the following
documents:**

Telephone numbers: [Complete]

Email: [Complete]

- Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods and/or services being procured
- Certificate of Incorporation/ Business Registration
- Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder
- Business operation license.
- Trade name registration papers, if applicable
- Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any
- Local Government permit to locate and operate in assignment location, if applicable
- Rating Stars certification if available

Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder: [Insert Name of Bidder]

Date: Select date

ITB reference: 003_2020

To be completed and returned with your Bid if the Bid is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of goods and/or services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

Name of leading partner

(with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution)

[Complete]

We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture **OR** ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: _____

Name of partner: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Name of partner: _____

Name of partner: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Form D: Eligibility and Qualification Form

Name of Bidder: [Insert Name of Bidder]

Date:

ITB reference: 003_2020

If JV/Consortium/Association, to be completed by each partner.

History of Non- Performing Contracts

☐ Non-performing contracts did not occur during the last 3 years

☐ Contract(s) not performed in the last 3 years

Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
------	--	-------------------------	--

Name of Client:

Address of Client:

Reason(s) for non-performance:

Litigation History (including pending litigation)

☐ No litigation history for the last 3 years

☐ Litigation History as indicated below

Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
--------------------	--------------------------------	-------------------------	--

Name of Client:

Address of Client:

Matter in dispute:

Party who initiated the dispute:

Status of dispute:

Party awarded if resolved:

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 2 years' experience.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant

documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken
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Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Financial Standing

Annual Turnover for the last 2 years OR equivalent credit line from a bank	Year 2018	USD
	Year 2017	USD

Latest Credit Rating (if any), indicate the source

Financial information (in US\$ equivalent)	Historic information for the last 2 years	
	Year 1	Year 2
	<i>Information from Balance Sheet</i>	
Total Assets (TA)		
Total Liabilities (TL)		
Current Assets (CA)		
Current Liabilities (CL)		
	<i>Information from Income Statement</i>	
Total / Gross Revenue (TR)		
Profits Before Taxes (PBT)		
Net Profit		
Current Ratio		

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- Historic financial statements must be audited by a certified public accountant;
- Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

Form E: Format of Technical Bid

Name of Bidder: [Insert Name of Bidder]

Date:

ITB reference: 003_2020

The Bidder's Bid should be organized to follow this format of the Technical Bid. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

In order to support UNDP projects and their staff members' needs, UNDP Mozambique is exploring the possibility of engaging multiple hotels on a recurrent basis to provide hotel room accommodation and conference/workshop related services, as needs arise, in order to ensure best value for UNDP.

The requirements are as indicated below:

SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.2 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.3 Quality assurance procedures and risk mitigation measures.
- 1.4 Organization's commitment to sustainability.

SECTION 2: Scope of Supply, Technical Specifications, and Related Services

This section should demonstrate the Bidder's responsiveness to the specification by filing the check list below. All other important aspects should be addressed in sufficient detail.

2.1 Check list of Requirements and Technical Specifications

LOT A – HOTEL AND CONFERENCES FACILITIES including FOOD SERVICES

* Bidders must clearly indicate in their submissions for Lot A the category of the proposed hotel/venue/equivalent (i.e. 3, 4- or 5-stars category). Only one category per hotel/venue/equivalent shall be stated in the submission

Item	Description	Detailed specifications	Technical compliance Bidders to indicate "Yes, we comply" or "No, we don't comply and indicate potential variations" for each of the requirements
CATEGORY: Mandatory to choose one <input type="checkbox"/> 3 STARS <input type="checkbox"/> 4 STARS <input type="checkbox"/> 5 STARS			
LOCATION : <input type="checkbox"/> MAPUTO <input type="checkbox"/> BEIRA <input type="checkbox"/> OTHERS : (Complete)			
1. ACCOMODATION AND CONFERENCES ROOM			
1.1	ACCOMODATION *	Rooms: Cleanness of Standard Rooms: - Is the room standard that have clean walls, floor, brightness, odor. Etc Cleanness of Toilets: - availability and functionality of toilet equipment – Provide SOP of room cleaning Water Availability: - availability of water tanker – quality of equipment Size of Rooms: adequacy size of rooms* according different standards Appropriateness of Bed and Accessories: - minimum 1.20M * 1.90M bed size, cleanness and availability of beds accessories, availability of TV and Wi-Fi in the room Continental Breakfast included	
1.2	CONFERENCES FACILITIES	1. Conference room with capacity from 30 to 300 people (bidder to indicate the exact capacity of the conference room/s offered); 2. Room equipped with a sufficient number of tables and chairs, according to its capacity; 3. Air-Conditioned room; 4. Proper lighting in all areas of the room; 5. Wireless internet connection available in the room; 6. Room equipped with proper sound	

		<p>system, microphones and a rostrum/podium;</p> <p>7. Room equipped with LCD projector (minimum 1500 lumens) and screen (minimum size 1.5 x 1.5 meters);</p> <p>8. Availability of separated (Male, Female) restrooms inside the hotel/venue;</p> <p>9. Secured parking (minimum 8 to 15 vehicles according star rating) available at the venue;</p> <p>10. Generator or solar system back up :</p> <p>11. <u>Hotel/Venue MUST be on the UN Approved Hotels and Guest Houses list in Mozambique.</u></p> <p><u>If your venue is not on the list, please indicate it so that an assessment will be conducted by UN Department of Safety and Security (UNDSS)</u></p> <p>12. 1. Availability of break-away rooms with capacity from 10 to 30 people (bidders to state the exact number of break-away rooms available and capacity of each)</p>	
2. CATERING SERVICES IN HOTEL			
2.1	Meeting package	<p>Full day meeting package including free flow coffee and tea from 8:00 hours to 17:00 hours (2 breaks, 1 lunch). Lunch must be under the condition of dine around.</p> <p>Half day meeting package including free flow coffee and tea from 8:00 hours to 12:00 hours (Morning Half day) or from 13:00 hours to 17:00 hours (Afternoon Half Day) (1 break, 1 lunch) if required.</p> <p>Lunch must be under the condition of dine around</p> <p>Cocktail reception including free flow soft drink</p> <p><u>Tea/Coffee break per pax:</u> Salted (2 units) and Sweet Snacks (2 units) – Fruits – Water / Fresh Juice- Coffee / Tea</p>	
	Menu	<u>Continental Lunch – open buffet (3</u>	

		<p>Starters, 3 main course + sides and 3 desserts) - for example : Open buffet menu; Pasta, ravioli, lasagna, mixed, potato or corn salad, chicken, beef or fish any style with rice; French fries, mushroom steak/ fish/saute vegetable, fried rice or plain rice Chicken, sandwich, cupcakes, meat balls, meat steak, kebab, rolls, sushi, mushroom, pies, sausage rolls, prawn, spinach, cakes, eggs any style etc. with soft drinks, juice & water & dessert);</p> <p>Local Lunch – open buffet (2 Starters, 2 main courses + sides and 2 desserts) – All Mozambican dishes - for example: cassava leaf, potato greens etc. with meat, fish & chicken and rice with soft drinks, juice & water & dessert</p> <p>Cocktail reception - per pax: (3 Appetizers, 3 Starters, 3 main courses and 3 desserts) - cocktail menu - high quality products – free flow soft drinks, juice & water.</p>	
3. QUALITY AND CONTROL			
3.1	Services	<p>The awarded contractor is expected to provide the highest level of service quality to UNDP and UN Agencies. The contractor shall undertake immediate corrective actions against any complaint about the service standards. Minimum number of similar projects / contracts implemented in the last 3 years: 3 (three)</p> <p>Supported documents required:</p> <p>Contracts or Purchase orders; satisfaction certificate</p>	
		<p>The proposed conference venues must always be maintained clean and in good operating condition. The service provider must assign sufficient technical staff on lighting, sound and IT to provide support on technical issues during the events organized by UNDP or UN Agencies.</p> <p>Supported documents required:</p>	

		Images of the proposed conference venues	
		<p>The service provider must be able to provide sufficient quantities of crockery and cutlery, glassware, buffet equipment, napkins and all other similar items, set-up the items/equipment properly, as well as clean and dismantle at the end of event.</p> <p>Supported documents required: Images of a set up before a service</p>	
		<p>The service provider must be able to supply food as per preestablished menu outlined in the ITB document. Once the proposed menus have been approved by UNDP or UN Agencies, the food must be prepared according to those pre-established menus and absolutely no change shall be made in the menus unless authorized by UNDP in writing.</p>	
		<p>Cooking shall be done in hygienic conditions for which a trained cook should be assigned in the Kitchen; this requirement shall be checked during the post-qualification activities to be carried out by UNDP as part of the evaluation process.</p> <p>Supported documents required: Description of internal cooking procedure</p>	
2	Hygiene and Quality Control	<p>The service provider is responsible for adhering to all food safety & hygiene regulation/standards of the country, including but not limited to: ... see ToR</p> <p>Supported documents required: Description of internal hygiene procedures</p>	
		<p>The contractor shall monitor the quality of the services provided to UNDP or UN Agencies on a regular and continued basis. UNDP or UN Agencies have the right to reject any service that may not comply with the quality standards required in this ITB and offered by the</p>	

		<p>service provider.</p> <p>Supported documents required:</p> <p>Description of internal quality control procedure</p>	
3	Food services and Conference Venue Staff	<p>The contractor will assign an experienced (minimum 5 years) coordinator to oversee each event on-site/ to designated locations, ensure full compliance with the requirements, and act as the focal point to UNDP for the duration of each event.</p> <p>Supported documents required:</p> <p>CV of the coordinator</p>	
		<p>The contractor shall assign sufficient personnel (minimum 2 years) to service satisfactorily the volume of work required by each event and fulfill its obligations under the Contract.</p> <p>Supported documents required:</p> <p>CV of 2 staff</p>	
		<p>All personnel must perform their functions in a highly efficient and professional manner and be cordial and respectful to guests.</p> <p>Supported documents required:</p> <p>Jobs description of staff</p>	
		<p>The staff will be identifiable via a uniform with the company's name displayed on the uniform along with the employee's name.</p> <p>Supported documents required:</p> <p>Images of staff dressed in their outfits / uniforms</p>	
		<p>The staff must be ready for service one hour before scheduled events.</p> <p>Supported documents required:</p> <p>Internal rules on service</p>	
4	Event notification	<p>UNDP/UN Agencies will notify the contractor 2-3 days in advance along with the details of the requirement for any event planned. In exceptional</p>	

		<p>situations, urgent requests may be sent to the service providers outside this deadline.</p> <p>Supported documents required: Internal rules after receiving Event notification</p>	
		<p>The service provider must assign a focal point to respond to UNDP requests. The Contractor shall provide responses to queries with accurate information and quotations for the requested services within maximum 24 hours. Urgent requests must be responded within 5 business hours.</p> <p>Supported documents required: CV of the focal person</p>	
		<p>When an order is placed, UNDP/UN Agencies will notify the Contractor in writing. The Contractor/supplier will deliver services on dates to be specified upon receipt of Purchase order at given addresses to be indicated.</p> <p>Supported documents required: Internal rules after a Purchase Order</p>	

LOT B – CATERING SERVICES ONLY – CATERING SERVICES PROVIDER / RESTAURANT:

Item	Description	Detailed specifications	Technical compliance Bidders to indicate “Yes, we comply” or “No, we don’t comply and indicate potential variations” for each of the requirements
LOCATION : <input type="checkbox"/> MAPUTO <input type="checkbox"/> BEIRA <input type="checkbox"/> OTHERS : (Complete)			
1. EXTERNAL CATERING SERVICES			
	Menu	<p>Breakfast services per pax: Toasted bread, scrambled and boiled eggs, sandwich, assorted cheese, assorted bakeries, baked beans, sausage & vegetables, butter, jam, cheese, tea,</p>	

		<p>coffee, juice and water</p> <p>Tea/Coffee break per pax: Salted (2 units) and Sweet Snacks (2 units) – Fruits – Water / Fresh Juice- Coffee / Tea</p> <p>Continental Lunch – open buffet (3 Starters, 3 main course + sides and 3 desserts) - <u>for example</u> : Open buffet menu; Pasta, ravioli, lasagna, mixed, potato or corn salad, chicken, beef or fish any style with rice; French fries, mushroom steak/ fish/saute vegetable, fried rice or plain rice Chicken, sandwich, cupcakes, meat balls, meat steak, kebab, rolls, sushi, mushroom, pies, sausage rolls, prawn, spinach, cakes, eggs any style etc. with soft drinks, juice & water & dessert);</p> <p>Local Lunch – open buffet (2 Starters, 2 main courses + sides and 2 desserts) – All Mozambican dishes - for example: cassava leaf, potato greens etc. with meat, fish & chicken and rice with soft drinks, juice & water & dessert</p> <p>Cocktail reception - per pax: (3 Appetizers, 3 Starters, 3 main courses and 3 desserts) - cocktail menu - high quality products – free flow soft drinks, juice & water.</p> <p>Supported documents required: Samples of Menu – Pictures of previous events.</p>	
2. TRANSPORT & FURNITURES			
	TRANSPORT	<p>The conditions of transport of food: the transport of food must be done in good conditions with appropriate equipment (vehicle, equipment); Cooling and storage conditions must be respected for cold service and hot service.</p> <p>Supported documents required: Images of Equipment and Vehicle</p>	

		Internal rules on food delivery	
3. QUALITY AND CONTROL			
3.1	Services	<p>The awarded contractor is expected to provide the highest level of service quality to UNDP and UN Agencies. The contractor shall undertake immediate corrective actions against any complaint about the service standards. Minimum number of similar projects implemented in the last 3 years: 3 (three)</p> <p>Supported documents required: Contracts or Purchase orders; satisfaction certificate</p>	
		<p>The proposed conference venues must always be maintained clean and in good operating condition. The service provider must assign sufficient technical staff on lighting, sound and IT to provide support on technical issues during the events organized by UNDP or UN Agencies.</p> <p>Supported documents required: Images of the proposed conference venues</p>	
		<p>The service provider must be able to provide sufficient quantities of crockery and cutlery, glassware, buffet equipment, napkins and all other similar items, set-up the items/equipment properly, as well as clean and dismantle at the end of event.</p> <p>Supported documents required: Images of a set up before a service</p>	
		<p>The service provider must be able to supply food as per preestablished menu outlined in the ITB document. Once the proposed menus have been approved by UNDP or UN Agencies, the food must be prepared according to those pre-established menus and absolutely no change shall be made in the menus unless authorized by UNDP in writing.</p>	

		<p>Cooking shall be done in hygienic conditions for which a trained cook should be assigned in the Kitchen; this requirement shall be checked during the post-qualification activities to be carried out by UNDP as part of the evaluation process.</p> <p>Supported documents required: Description of internal cooking procedure</p>	
2	Hygiene and Quality Control	<p>The service provider is responsible for adhering to all food safety & hygiene regulation/standards of the country, including but not limited to: ... see ToR</p> <p>Supported documents required: Description of internal hygiene procedures</p>	
		<p>The contractor shall monitor the quality of the services provided to UNDP or UN Agencies on a regular and continued basis. UNDP or UN Agencies have the right to reject any service that may not comply with the quality standards required in this ITB and offered by the service provider.</p> <p>Supported documents required: Description of internal quality control procedure</p>	
3	Food services and Conference Venue Staff	<p>The contractor will assign an experienced (minimum 5 years) coordinator to oversee each event on-site/ to designated locations, ensure full compliance with the requirements, and act as the focal point to UNDP for the duration of each event.</p> <p>Supported documents required: CV of the coordinator</p>	
		<p>The contractor shall assign sufficient personnel (minimum 2 years) to service satisfactorily the volume of work required by each event and fulfill its obligations under the Contract.</p> <p>Supported documents required:</p>	

		CV of 2 staff	
		<p>All personnel must perform their functions in a highly efficient and professional manner and be cordial and respectful to guests.</p> <p>Supported documents required: Jobs description of staff</p>	
		<p>The staff will be identifiable via a uniform with the company's name displayed on the uniform along with the employee's name.</p> <p>Supported documents required: Images of staff dressed in their outfits / uniforms</p>	
		<p>The staff must be ready for service one hour before scheduled events.</p> <p>Supported documents required: Internal rules on service</p>	
4	Event notification	<p>UNDP/UN Agencies will notify the contractor 2-3 days in advance along with the details of the requirement for any event planned. In exceptional situations, urgent requests may be sent to the service providers outside this deadline.</p> <p>Supported documents required: Internal rules after receiving Event notification</p>	
		<p>The service provider must assign a focal point to respond to UNDP requests. The Contractor shall provide responses to queries with accurate information and quotations for the requested services within maximum 24 hours. Urgent requests must be responded within 5 business hours.</p> <p>Supported documents required: CV of the focal person</p>	
		<p>When an order is placed, UNDP/UN Agencies will notify the Contractor in writing. The Contractor/supplier will deliver services on dates to be specified upon of receipt of Purchase order at</p>	

		given addresses to be indicated. Supported documents required: Internal rules after a Purchase Order	
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SECTION 3: Service Delivery Requirement Criteria

Service provider can rank their hotel/resort as pass/fail with reference to the service delivery criteria specified below. The fulfillment of these criteria shall be assessed through physical inspection by UNDP evaluation committee.

#	Service delivery requirement criteria	Hotel Ranking (Pass/ Fail)	UNDP Ranking (Pass/ Fail)
1	a Catering: Kitchen appearance and equipment: - size, ventilation, lighting, convenience for movement.		
	b Kitchen and cutleries cleanliness: availability and their cleanliness.		
	c Kitchen Personnel: cleanliness, adequacy and qualification for kitchen personnel		
	d Dining room cleanness and ambience: size of the room, lighting, ventilation and odor		
	e Menu Variety: refreshment and lunch		
	f Standby coordinator for kitchen related issues		
2	a Conference Rooms: Cleanness of each conference room: - is the wall, floor, equipment. etc clean		
	b Appropriateness of each conference rooms: - size/capacity, lightening, ventilation, conference room facilities (chair, table, Wi-Fi, LCD, Stand etc.), non-availability of distractive pols		
	c Noise and location of conference rooms: - free from noise, convenience of location of conference room, soundproof system (if any)		
	d Availability of conference facility support staff: - Stand by IT professional		
3	a Rooms: Cleanness of Standard Rooms: - Is the room standard that have clean walls, floor, brightness, odor. Etc.		
	b Cleanness of Toilets: - availability and functionality of toilet equipment		

	c	Water Availability: - availability of water tanker		
	d	Size of Rooms: adequacy size of rooms		
	e	Appropriateness of Bed and Accessories: - minimum 1.20M bed size, cleanness and availability of beds accessories, availability of TV and Wi-Fi		
4		Generator: Capacity, 24hr Backup Fuel and Physical Conditions of the Generator		
5		UNDSS Security Clearance Hotels must be security cleared by UNDSS (United Nations Department of Safety and Security)		

SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the scope of goods and/or services.

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i> <ul style="list-style-type: none"> ■ ame of institution: [Insert] ■ ate of certification: [Insert]
Employment Record/ Experience	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
References	<i>[Provide names, addresses, phone and email contact information for two (2)]</i>



references]

Reference 1:

[Insert]

Reference 2:

[Insert]

I, the undersigned, certify that to the best of my knowledge and belief, the data provided above correctly describes my qualifications, my experiences, and other relevant information about myself.

Signature of Personnel

Date (Day/Month/Year)

FORM F: Price Schedule Form

Name of Bidder: [Insert Name of Bidder]

Date: Select date

ITB reference:

Currency of the Bid: **MZN**

The Bidder is required to prepare the Price Schedule as indicated in the Instruction to Bidders.

Bidders shall use the format given below. Clearly indicate name of hotel, state and "star rating" of the hotel. Bidders can bid for lots or a combination of lots as indicated on the Data Sheet.

The Price schedule is developed on a two steps approach.

Steps 1 – Provide the list of all the unit rate concerned for each lot. – **Excel sheet UNIT PRICE annex LOT A / LOT B**

Steps TWO – for evaluation purpose – Fill the Evaluation form based on same unit Price for the specific requirements of evaluation. Price Schedule Form needs to be completed.

Discounts should be indicated in "UN PRICE "column.

NAME OF HOTEL _____

STATE /City ☐ MAPUTO ☐ BEIRA ☐ OTHERS:

RATING (Please indicate appropriate Hotel "Star" rating – **only one choice**)

3 ☐ 4 ☐ 5 ☐

IS THERE A 24- HOUR SOURCE OF POWER ☐ YES, ☐ NO, ☐ OTHER
(Stand-by Generator/Inverter)

IS THERE A CAR PARK AS REQUIRED YES ☐ NO ☐

HAVE U BEEN ASSESSED BY UNDSS? YES ☐ NO ☐

LOT A – HOTEL AND CONFERENCES FACILITIES including FOOD SERVICES

For 3* Hotel	
SUBTOTAL - A	
SUBTOTAL - B	
SUBTOTAL - D	
SUBTOTAL - E	
GRAND TOTAL	

For 4 AND 5 * Hotel	
SUBTOTAL - A	
SUBTOTAL - B	
SUBTOTAL - C	
SUBTOTAL - D	
SUBTOTAL - E	
SUBTOTAL - F	
GRAND TOTAL	

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____

LOT B – CATERING SERVICES (OUTSIDE CATERING)

SUBTOTAL - A	
SUBTOTAL - B	
GRAND TOTAL	

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____

Section 7: Contract

LOT A – HOTEL AND CONFERENCES FACILITIES including FOOD SERVICES**ACCOMODATION**

Item	Unit	QUANTITIES	UN Price	CURRENCY
Standard Room + breakfast included	per night	1710		
SUBTOTAL - A				

CONFERENCE FACILITIES

Conference facilities will include:

- Rent of premises (list of required venues is indicated in a separate table below)
- Room equipped with a sufficient number of tables and chairs, according to its capacity
- Availability of separated (Male, Female) restrooms inside the hotel/venue;
- Room equipped with proper sound system, microphones and a rostrum/podium
- equipment (LCD projector, screen, flipchart, laptop, multifunctional device).
- Equipment delivery and installation, engineer support – Availability of Wi-Fi included and A/C
- Breakout rooms as requested
- Secretariat room for organizers

For 3,4 and 5* Hotel

Item	Unit	QUANTITIES	UN Price	CURRENCY
CONFERENCE ROOM 50 persons	per day	400		
CONFERENCE ROOM 150 persons	per day	30		
SUBTOTAL - B				

For 4 and 5* Hotel

BALLROOM min 300 SEATS + STAGE	per day	9		
SUBTOTAL - C				

Extra services - For 3,4 and 5* Hotel

Conference banners (roll up – standard size: 85cmX200 cm)	EA	1		
Mineral and still water for the participants (i.e. 0.5 l bottle of water per participant daily)	EA	50		
participant kit notebooks, pens, folders,	EA	50		
SUBTOTAL - D				

FOOD SERVICES - INCALL MEETING PACKAGES

Item	Unit	QUANTITIES	UN Price	CURRENCY
For 3,4 and 5* Hotel				
LESS THAN 50 PERSONS / MEETING				
Tea/Coffee break	PER PAX	50		
Continental Lunch – open buffet	PER PAX	50		
Local Lunch – open buffet	PER PAX	50		
Cocktail reception	PER PAX	50		
from 51 to 150 PERSONS / MEETING				
Tea/Coffee break	PER PAX	150		

Continental Lunch – open buffet	PER PAX	150		
Local Lunch – open buffet	PER PAX	150		
Cocktail reception	PER PAX	150		
SUBTOTAL - E				
For 4 and 5* Hotel				
from 151 to 300 PERSONS / MEETING				
Tea/Coffee break	PER PAX	300		
Continental Lunch – open buffet	PER PAX	300		
Local Lunch – open buffet	PER PAX	300		
Cocktail reception	PER PAX	300		
more than 300 PERSONS / MEETING				
Tea/Coffee break	PER PAX	450		
Continental Lunch – open buffet	PER PAX	450		
Local Lunch – open buffet	PER PAX	450		
Cocktail reception	PER PAX	450		
SUBTOTAL - F				

LOT A – HOTEL AND CONFERENCES FACILITIES including FOOD SERVICES

For 3* Hotel	
SUBTOTAL - A	
SUBTOTAL - B	
SUBTOTAL - D	
SUBTOTAL - E	
GRAND TOTAL	

For 4 AND 5 * Hotel	
SUBTOTAL - A	
SUBTOTAL - C	
SUBTOTAL - B	
SUBTOTAL - D	
SUBTOTAL - E	
SUBTOTAL - F	
GRAND TOTAL	

TOTAL

[illegible]

TOTAL	

LOT 2 – CATERING SERVICES (OUTSIDE CATERING)

FOOD SERVICES - OUTCALL MEETING PACKAGES* including staff and all furnitures required

Item	Unit	Normal Price	UN Price	Currency
LESS THAN 50 PERSONS / MEETING				
Breakfast services per pax	PER PAX			
Tea/Coffee break	PER PAX			
Continental Lunch – open buffet	PER PAX			
Local Lunch – open buffet	PER PAX			
Cocktail reception	PER PAX			
from 51 to 150 PERSONS / MEETING				
Breakfast services per pax	PER PAX			
Tea/Coffee break	PER PAX			
Continental Lunch – open buffet	PER PAX			
Local Lunch – open buffet	PER PAX			
Cocktail reception	PER PAX			
from 151 to 300 PERSONS / MEETING				
Breakfast services per pax	PER PAX			
Tea/Coffee break	PER PAX			
Continental Lunch – open buffet	PER PAX			
Local Lunch – open buffet	PER PAX			
Cocktail reception	PER PAX			
more than 300 PERSONS / MEETING				
Breakfast services per pax				
Tea/Coffee break	PER PAX			
Continental Lunch – open buffet	PER PAX			
Local Lunch – open buffet	PER PAX			
Cocktail reception	PER PAX			

FOOD SERVICES - extra services

TRANSPORT				
Item	Unit	Normal Price	UN Price	Currency
City center and distance of 5 KM	lumpsum			
distance between 5 km and 10 Km	lumpsum			
More than 10 KM	price per km			
STAFF				
Item	Unit	Normal Price	UN Price	Currency
EXTRA STAFF	per 1/2 day			
EXTRA FURNITURES				
Item	Unit	Normal Price	UN Price	Currency
Chairs	EA/ per day			
cocktail table / walking dinner table	EA/ per day			
dinner table - 6 seats	EA/ per day			

LOT 2 – CATERING SERVICES (OUTSIDE CATERING)

FOOD SERVICES - OUTCALL MEETING PACKAGES* including staff and all furnitures required

Item	Unit	QUANTITIES	UN Price	Currency
LESS THAN 50 PERSONS / MEETING				
Breakfast services per pax	PER PAX	50		
Tea/Coffee break	PER PAX	50		
Continental Lunch – open buffet	PER PAX	50		
Local Lunch – open buffet	PER PAX	50		
Cocktail reception	PER PAX	50		
from 51 to 150 PERSONS / MEETING				
Breakfast services per pax	PER PAX	150		
Tea/Coffee break	PER PAX	150		
Continental Lunch – open buffet	PER PAX	150		
Local Lunch – open buffet	PER PAX	150		
Cocktail reception	PER PAX	150		
from 151 to 300 PERSONS / MEETING				
Breakfast services per pax	PER PAX	300		
Tea/Coffee break	PER PAX	300		
Continental Lunch – open buffet	PER PAX	300		
Local Lunch – open buffet	PER PAX	300		
Cocktail reception	PER PAX	300		
more than 300 PERSONS / MEETING				
Breakfast services per pax		450		
Tea/Coffee break	PER PAX	450		
Continental Lunch – open buffet	PER PAX	450		
Local Lunch – open buffet	PER PAX	450		
Cocktail reception	PER PAX	450		
SUB TOTAL A				

FOOD SERVICES - extra services

TRANSPORT				
Item	Unit	QUANTITIES	UN Price	Currency
City center and distance of 5 KM	lumpsum	300		
distance between 5 km and 10 Km	lumpsum	100		
STAFF				
Item	Unit	QUANTITIES	UN Price	Currency
EXTRA STAFF	per 1/2 day	150		
EXTRA FURNITURES				
Item	Unit	QUANTITIES	UN Price	Currency
Chairs	EA/ per day	450		
cocktail table / walking dinner table	EA/ per day	50		
dinner table - 6 seats	EA/ per day	70		
SUBTOTAL B				
TOTAL (A + B)				

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