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INVITATION TO BID

Provision of Organizing Conference and Events Management Services on Long Term Agreement (LTA) Basis

ITB No.:	ITB/21/002
E-tendering event ID:	SDN10-0000008430
Project:	UNDP Projects and Other UN Agencies
Country:	Sudan
Issued on:	25 April 2021

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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.

Documents may be submitted on or before the deadline indicated by UNDP in the e-tendering system. Documents must be submitted in the online e-tendering system logging into the following link:

<https://etendering.partneragencies.org> Event ID: **SDN10-0000008430** using your username and password. If you have not registered in the system before, you can register now by logging in using:

Username: [event.guest](#)

Password: [why2change](#)

and follow the registration steps as specified in the system user guide, provided with the tender document. You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on "Accept Invitation" function in e-tendering 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

Approved by:

Sidahmed Sidahmed

Name: Sidahmed A. Sidahmed

Title: Procurement Officer

Date: April 25, 2021

Ei Cho Nyunt

Name: Ei Cho Nyunt

Title: Head of Procurement

Date: April 25, 2021

Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	<p>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://poppp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</p> <p>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.</p> <p>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.</p> <p>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.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>2.1 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</p> <p>2.2 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.</p> <p>2.3 In pursuance of this policy, UNDP:</p> <p>(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;</p> <p>(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.</p> <p>2.4 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</p>
3. Eligibility	<p>3.1 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.</p> <p>3.2 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.</p>
4. Conflict of Interests	<p>4.1 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:</p> <p>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;</p>

	<p>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</p> <p>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</p> <p>4.2 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.</p> <p>4.3 Similarly, the Bidders must disclose in their Bid their knowledge of the following:</p> <p>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</p> <p>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</p> <p>Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.</p> <p>4.4 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.</p>
B. PREPARATION OF BIDS	
5. General Considerations	<p>5.1 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>5.2 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>
6. Cost of Preparation of Bid	<p>6.1 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>
7. Language	<p>7.1 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>
8. Documents Comprising the Bid	<p>8.1 The Bid shall comprise of the following documents and related forms which details are provided in the BDS:</p> <p>a) Documents Establishing the Eligibility and Qualifications of the Bidder.</p> <p>b) Technical Bid.</p> <p>c) Price Schedule.</p> <p>d) Bid Security, if required by BDS.</p> <p>e) Any attachments and/or appendices to the Bid.</p>
9. Documents Establishing the Eligibility and Qualifications of the Bidder	<p>9.1 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>
10. Technical Bid Format and Content	<p>10.1 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB.</p> <p>10.2 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>10.3 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</p>

	<p>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>10.4 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>
11. Price Schedule	<p>11.1 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.</p> <p>11.2 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.</p>
12. Bid Security	<p>12.1 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.</p> <p>12.2 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.</p> <p>12.3 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.</p> <p>12.4 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.</p> <p>12.5 The Bid Security may be forfeited by UNDP, and the Bid rejected, in the event of any, or combination, of the following conditions:</p> <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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.
13. Currencies	<p>13.1 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:</p> <ul style="list-style-type: none"> 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.
14. Joint Venture, Consortium or Association	<p>14.1 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.</p> <p>14.2 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.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 15 herein in respect of submitting only one Bid.</p> <p>14.4 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</p>

	<p>Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ol style="list-style-type: none"> Those that were undertaken together by the JV, Consortium or Association; and Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>14.6 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</p> <p>14.7 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.</p>
15. Only One Bid	<p>15.1 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.</p> <p>15.2 Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ol style="list-style-type: none"> they have at least one controlling partner, director or shareholder in common; or any one of them receive or have received any direct or indirect subsidy from the other/s; or they have the same legal representative for purposes of this ITB; or 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. 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.
16. Bid Validity Period	<p>16.1 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.</p> <p>16.2 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.</p>
17. Extension of Bid Validity Period	<p>17.1 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.</p> <p>17.2 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.</p>
18. Clarification of Bid (from the Bidders)	<p>18.1 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.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 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.</p>

19. Amendment of Bids	<p>19.1 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.</p> <p>19.2 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.</p>
20. Alternative Bids	<p>20.1 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.</p> <p>20.2 If multiple/alternative bids are being submitted, they must be clearly marked as "Main Bid" and "Alternative Bid"</p>
21. Pre-Bid Conference	<p>21.1 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.</p>
C. SUBMISSION AND OPENING OF BIDS	
22. Submission	<p>22.1 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.</p> <p>22.2 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.</p> <p>22.3 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.</p>
Hard copy (manual) submission	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>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.</p> <p>(b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall:</p> <ol style="list-style-type: none"> 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. <p>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.</p>
Email and e-Tendering submissions	<p>22.5 Electronic submission through e-Tendering as specified in the BDS, shall be governed as follows:</p> <ol style="list-style-type: none"> Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS. 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. <p>22.6 Detailed instructions on how to submit, modify or cancel a bid in the e-Tendering system are provided in the e-Tendering 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/</p>

23. Deadline for Submission of Bids and Late Bids	<p>23.1 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</p> <p>23.2 UNDP shall not consider any Bid that is received after the deadline for the submission of Bids.</p>
24. Withdrawal, Substitution, and Modification of Bids	<p>24.1 A Bidder may withdraw, substitute or modify its Bid after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 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"</p> <p>24.3 E-Tendering: 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.</p> <p>24.4 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.</p>
25. Bid Opening	<p>25.1 UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.</p> <p>25.2 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.</p> <p>25.3 In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.</p>
D. EVALUATION OF BIDS	
26. Confidentiality	<p>26.1 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.</p> <p>26.2 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.</p>
27. Evaluation of Bids	<p>27.1 UNDP will conduct the evaluation solely on the basis of the Bids received.</p> <p>27.2 Evaluation of Bids shall be undertaken in the following steps:</p> <ul style="list-style-type: none"> 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) <ul style="list-style-type: none"> a) Evaluation of Technical Bids b) Evaluation of prices <p>Detailed evaluation will be focussed on the 3-5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary</p>
28. Preliminary Examination	<p>28.1 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.</p>

<p>29. Evaluation of Eligibility and Qualification</p>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> 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.
<p>30. Evaluation of Technical Bid and prices</p>	<p>30.1 The evaluation team shall review and evaluate the Technical Bids on the basis of their responsiveness to the Schedule of Requirements and Technical 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.</p>
<p>31. Due diligence</p>	<p>31.1 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.
<p>32. Clarification of Bids</p>	<p>32.1 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>32.2 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>32.3 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>
<p>33. Responsiveness of Bid</p>	<p>33.1 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>33.2 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>

34. Nonconformities, Reparable Errors and Omissions	<p>34.1 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 constitute a material deviation.</p> <p>34.2 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.</p> <p>34.3 For the bids that have passed the preliminary examination, UNDP shall check, and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> 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. <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.</p>
E. AWARD OF CONTRACT	
35. Right to Accept, Reject, Any or All Bids	<p>35.1 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.</p>
36. Award Criteria	<p>36.1 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.</p>
37. Debriefing	<p>37.1 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.</p>
38. Right to Vary Requirements at the Time of Award	<p>38.1 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.</p>
39. Contract Signature	<p>39.1 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.</p>
40. Contract Type and General Terms and Conditions	<p>40.1 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</p>
41. Performance Security	<p>41.1 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</p>

	parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
42. Bank Guarantee for Advanced Payment	<p>42.1 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_POPPDOCU_MENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default</p>
43. Liquidated Damages	<p>43.1 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.</p>
44. Payment Provisions	<p>44.1 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.</p>
45. Vendor Protest	<p>45.1 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</p>
46. Other Provisions	<p>46.1 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.</p> <p>46.2 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.</p> <p>46.3 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</p>

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		Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids)	<p>Bidders may submit a comprehensive bid for all items as such bidders may include offers of their sub-contractors.</p> <p>Bids can be submitted for all lots or one lot or some lots: the ITB contains 4 lots as follows:</p> <p>Lot 1 Khartoum, White Nile, Blue Nile & Central States - for Provision of Organizing Conference, and Events Management Services on Long Term Agreement (LTA) Basis</p> <p>Lot 2 Kordofan States - for Provision of Organizing Conference, and Events Management Services on Long Term Agreement (LTA) Basis</p> <p>Lot 3 Darfur States- for Provision of Organizing Conference, and Events Management Services on Long Term Agreement (LTA) Basis</p> <p>Lot 4 Eastern states- for Provision of Organizing Conference, and Events Management Services on Long Term Agreement (LTA) Basis.</p>
3	20	Alternative Bids	Shall not be considered
4	21	Pre-Bid conference	<p>Will be Conducted (Virtual Meeting)</p> <p>Time: 11:00 AM</p> <p>Date: May 4, 2021 11:00 AM</p> <p>Click Here to Join Microsoft Teams</p> <p>The UNDP focal point for the arrangement is: Sidahmed A. Sidahmed email address: sidahmed.sidahmed@undp.org and copy ei.cho.nyunt@undp.org Tel: +249 912 140 152</p>
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	<p><input checked="" type="checkbox"/> Local Currency (SDG); or</p> <p><input checked="" type="checkbox"/> United States Dollars (USD)</p> <p>Method for Currency Conversion: UN Operational Exchange Rate prevailing on closing date of submission of Bids.</p> <p>Notes:</p>

			<ul style="list-style-type: none"> The contract will be signed in the currency selected by the bidder and does not carry any contract price variations due to currency devaluation. In case of selection of USD, Bank account in US\$ is to be provided. All USD and SDG payments should be done via bank transfer or depositing to Company bank account. Bidders are free to choose the currency of bid (USD or SDG). The currency of bid will be the currency of contract/PO. It is up to the bidders to manage the cash withdrawal from their own bank. The determining exchange rate shall be the UN Exchange Rate at the time of bid opening. <p>Locally registered bidders in Sudan will receive their payment inside Sudan as per Sudan Central Bank policy.</p>
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: Sidahmed A. Sidahmed Address: UNDP Compound, House No. 7, Block No. 5 Gama'a Avenue, Khartoum E-mail address: sidahmed.sidahmed@undp.org and copy ei.cho.nyunt@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers</p>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	Posting on the e-Tendering Website
14	23	Deadline for Submission	As indicated in e-Tendering system. Please note that system time zone is in EST/EDT (New York) time zone.
14	22	Allowable Manner of Submitting Bids	<input checked="" type="checkbox"/> e-Tendering portal only
15	22	Bid Submission Address	https://etendering.partneragencies.org SDN10- Event ID number: SDN10-0000008430
16	22	Electronic submission (e-Tendering) requirements	<ul style="list-style-type: none"> Format: PDF files (Preferred) File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. All files must be free of viruses and not corrupted. <p>If you are uploading a large number of files (ex. 15 or more), please zip the files into a ZIP folder and upload the folder instead of each file individually. You can upload several ZIP folders, but if you do this, please note that the total size of each ZIP folder uploaded cannot exceed 50MB.</p>
17	25	Date, time and venue for the opening of bid	Bidders will receive an automatic notification from the e-Tendering Portal once their bids are opened.
18	27, 36	Evaluation Method for the Award of Contract	<p>Evaluation will be conducted for each Lot.</p> <p>Lowest priced technically responsive, eligible, and qualified bid.</p>

19		Expected date for commencement of Contract	<i>July 1, 2021</i>
20		Maximum expected duration of contract	The initial LTA will be issued for one year and with the option for renewal up to a maximum period of three years depending on supplier's satisfactory performance and UNDP's requirement at the discretion of UNDP.
21	35	UNDP will award the contract to:	One or more Bidders, depending on Bidders fulfilment of minimum qualification requirements. Up to Two (2) lowest priced technically compliance bidders for each Lot.
22	39	Type of Contract	Long Terms Agreement (Multiple LTA configuration) 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	If JV is opted, in accordance with Section 6 of this ITB, legally registered certificate for the JV must be submitted at the time of bid submission or indicate that the certificate will be submitted before LTA/PO is signed. LTA/PO will be signed only upon availability of such certificate.
		<u>Important Note</u>	The service is concerned with event management service. UNDP reserves the right to accept the subcontractors/ service providers that are security cleared by the United Nations Department of Safety and Security.

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
- Power of Attorney
- Minimum Bid documents provided
- Bid Validity

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 ELIGIBILITY	Criteria	Document Submission requirement
Legal Status	Vendor is a legally registered entity.	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 Bidder is not a corporation. 	Form B: Bidder Information Form
QUALIFICATION		
History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 2 years.	Form D: Qualification Form
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 2 years.	Form D: Qualification Form
Previous Experience	Relevant experience in the field of organizing events/workshops/meetings and/or catering service	Form D: Qualification Form
	Minimum 2 POs / contracts of USD 8,000 or equivalent value implemented over the last years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
Financial Standing	Minimum annual turnover of US\$ 18,000 (SDG 1 million) for each lot in any single year for the last 2 years (2018-2019). The bidders	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.

	<p>having completed certified audited financial statement for 2020 can also submit the report which will be considered for evaluation.</p> <p>If the bidder submits more than one lot, the annual turnover shall be accumulative value of the above requirement.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	
	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form

Detailed Technical and Financial Evaluation

TECHNICAL EVALUATION		
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.	Form E: Technical Bid Form
FINANCIAL EVALUATION		
Financial Evaluation	Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F. Comparison with budget/internal estimates.	Form F: Price Schedule Form
	for any missed items in the submission of bids, the highest unit price will be considered for evaluation purpose, however, in the award of LTA, the market rate will be reflected.	

Section 5: Terms of Reference

Provision of Organizing Conference and Event Management Services on Long Term Agreement (LTA) basis

Background

The UNDP office in Sudan regularly organizes conferences, workshops, seminars and meetings ("Events") in respect of its programme implementation in Khartoum and other locations within Sudan. Likewise, hotel rooms are necessary to provide the accommodation to the guest/visitors/staff travelling to Sudan from time to time. To achieve cost efficiency from economies of scale while ensuring outstanding quality of services, UNDP Sudan is in the process of consolidating all Events Management requirements and enter into Long Term Agreement with a qualified vendor(s).

UNDP Sudan wishes to conclude a Long-Term Agreement(s) (LTA) for a maximum period of three (3) years for Organizing Conference and Event Management Services and Room Rates with a vendor(s) specialized in this area of services on **Cost Plus Agreement**. The successful vendor(s) (hereinafter referred to as the "Contractor(s)") shall be contracted for an initial period of one year, and the contract shall be renewable upon satisfactory evaluation of performance. UNDP will select one or more qualified Contractor(s) for each lot based on the results of competitive process and may issue contracts with any of these in the framework of the resulting LTA.

From the trend analysis, the estimated number of events required by UNDP for its own purpose and for its sister agencies relaying on UNDP service provision, is 120 (events) within three (3) years. The previous engagement of such services includes 25 events of 30 – 100 participants each totaling more than 2,000 participants with total value of USD 175,000. The LTA(s) shall not guarantee an estimate volume of sales on the part of UNDP and is to be understood as a non-exclusive agreement.

Upon request of the UNDP the service provider is expected to deliver a set of services described under in a manner stated under the Key Performance Indicators (Annex 1) on **Cost Plus Agreement**:

- Preparing / Arranging suitable venue for organizing conferences, meeting, seminars: source subcontractors, agree terms and sign a contract for respective services.
- Organizing meals, coffee-breaks during the events, liaise with an appropriate catering supplier and manage all catering requirements.
- Providing administrative support during events: distribute invitations, staffing of event reception/registration desk, source and liaise with potential speakers and facilitator.
- Arranging of events space: ensuring requested tables disposition, providing information signs and banners.
- Renting of equipment necessary for events conduction.
- Arranging hotel accommodation (Room Reservation) for participants.
- Arranging transportation for participants when needed.
- Provide additional support services such as: printing and copying of information materials, photo and video services, hiring facilitators and/or presenters when needed.
- Booking and physically availing the hotel rooms when required.

More detailed Scope of Services is provided in the below Section.

A- Scope of Services

The LTA(s) will list the overhead cost /prices **(Percentage Fee)** for essential activities/ items proposed by the Contractor(s) during the tender. The Contractor(s) will be requested to provide quotations for a specific Terms of Reference using the initially agreed unit prices (Overhead cost). Below is a statement of the main items in the scope of services requested by UNDP divided into two groups: (10 Essential Group and (2) Optional Group.

(1) Regular Services:

A. Meeting / Conference Services:

- 1 Venue (Meeting Room) Full Day from 08:00 to 17:00 Hours
- 2 Venue (Meeting Room) Half Day (4) Hours
- 3 Venue (Meeting Room) for Two (2) Hours
- 4 Venue (hall, VIP room, open space/garden, interview area.)
- 5 Room for breakout sessions (group of 10 -25 participants)
- 6 Open Buffet Lunch (International)

- 7 Coffee/tea break with juices, cookies, Danishes, snacks, and water
- 8 Running coffee/tea break with cookies and Danishes
- 9 Catering (tea- breaks, breakfast, lunch)

B. Room Reservation / Hotel Accommodation Services:

- 10 Classic Room
- 11 Club Room
- 12 Deluxe Room (normal)
- 13 Deluxe Room (special)
- 14 Executive Room (normal)
- 15 Executive Room (special)

Suit Categories Rooms:

- 16 o Royal Suit
- 17 o Presidential Suit
- 18 o Ministerial Suit
- 19 o Executive Suit

C. DSA Disbursement Services

- 20 Disbursement of allowances (DSA, transportation costs) to events participants

(2) Mandatory Services:

D. Rental of Equipment and Sub-Contracting Services:

- 21 Generator for whole day
- 22 Generator for half day
- 23 Wi Fi for whole day
- 24 Facilitator for whole day
- 25 Sound system with the other accessories and sound system man for the whole day.
- 26 Sound system with the other accessories and sound system man for half day.
- 27 Sound system with the other accessories and sound system man for 2 hours.
- 28 Renting projectors / LED to exhibit the films (with accessories)
- 29 Rent of T. V. Plasma for one day
- 30 Rent for LED screen for one day
- 31 Rent for Laptop for one day
- 32 Rent of Tent for 100 persons: includes tables, chairs, and other accessories
- 33 Rent of 1 to 30 Chairs – price per one normal chair
- 34 Rent 31 to 50 Chairs – price per one normal chair
- 35 Rent of 51 to 100 Chairs – price per one normal chair
- 36 Rent of 101 to 200 Chairs – price per one normal chair
- 37 Rent of 1 to 30 Chairs – price per one VIP chair
- 38 Rent 31 to 50 Chairs – price per one VIP chair
- 39 Rent of 51 to 100 Chairs – price per one VIP chair
- 40 Rent of 101 to 200 Chairs – price per one VIP chair
- 41 Rent of 1 to 30 Chairs – price per one VIP chair
- 42 Podium
- 43 Secretarial
- 44 Decoration

- 45 Translation booths
- 46 Translation equipment for 1-10 persons
- 47 Interpreters, translators for whole day

(3) Optional Services:

E. Stationery & Office Supply Services:

- 48 Welcome packs / delegate materials for 1-5 persons
- 49 Welcome packs / delegate materials for 6-10 persons
- 50 Welcome packs / delegate materials for 11-30 persons
- 51 Welcome packs / delegate materials for 31-60 persons
- 52 Welcome packs / delegate materials for 61-90 persons
- 53 Welcome packs / delegate materials for 91-120 persons
- 54 Welcome packs / delegate materials for 121-200 persons
- 55 Banner 2 m x 1m
- 56 Banner 4 m x 2m
- 57 Stationaries for Exhibition (boards pins; magnetic pins; scissors; cutters ; plasters ; stickers ; white papers ; staples ; staplers ; etc.)
- 58 Roll-ups
- 59 Pens
- 60 Papers
- 61 Folders
- 62 Names tags
- 63 Flip charts, markers and stand board
- 64 Handbags for workshops participants
- 65 Event IDs
- 66 USB sticks (to distribute materials and photos after events)
- 67 Plastic Tape "Solfan" for Ribbon cut events (with special boxes and seizers)
- 68 Wooden boards (big sizes with stands) for Exhibitions
- 69 Production of promotional items
- 70 Advertisement
- 71 Distribution of invitations
- 72 Government permission

F. Photocopying and Printing Services:

- 73 Photocopy 1-page A4 black and white
- 74 Printing 1-page A4 black and white
- 75 Photocopy 1-page A4 colored
- 76 Printing 1-page A4 colored
- 77 Printing materials (photos all sizes A4 ; A5 ; A2 and A3)
- 78 Printing materials (posters all sizes A4 ; A5 ; A2 and A3)
- 79 Printing materials (stickers all sizes A4 ; A5 ; A2 and A3)
- 80 Printing materials (Photos Portraits with frames sizes A4; A5 ; A2 and A3)
- 81 Printing of events participants Certificates
- 82 Printing & Designing of events handouts papers
- 83 Printing & Designing of Jacket folders
- 84 Printing & Designing of Pens

- 85 Printing and Designing of main and side banners
- 86 Printing and designing booklets; leaflets; concept notes; etc.
- G. Video and Photography Services:**
- 87 Video cameras with the camera man for the whole day (8:00 to 17:00) hrs.
- 88 Video cameras with the camera man for half day.
- 89 Video cameras with the camera man for 2 hours.
- 90 Photographing (camera and camera man) man for the whole day.
- 91 Photographing (camera and camera man) man for half day.
- 92 Photographing (camera and camera man) man for 2 hours.

The services are to be provided only within the country (Sudan). Therefore, it is needless to mention that Physical facilities and amenities e.g. provision of refreshment items, staff, hotel rooms, conference rooms are locally available in locations to which bidder has applied for and offered the financial proposal.

This bid is composed of 4 lots as prescribed in the below table.

Lot No.	Regions	State
1	Khartoum, White Nile, Blue Nile & Central States	1. Khartoum 2. Sinnar 3. Damazine 4. While Nile 5. Gezira
2	Kordofan States	1. North Kordofan 2. South Kordofan 3. West Kordofan
3	Darfur States	1. North Darfur 2. South Darfur 3. East Darfur 4. West Darfur 5. Central Darfur
4	Eastern States	1. Kassala 2. Gedarif 3. Red Sea

B. Required Services: Event Management and Meeting Package:

The Contractor(s) shall, upon request and receipt of duly authorized instructions from the UNDP, facilitate the organization and make all necessary arrangements in organizing events nationwide. Specifically, the Contractor(s) shall carry out some or all the following activities:

1. Identify a **minimum of 2 to 3 suitable conference meetings halls** for UNDP to select from based on full day or half day as per provided number of participants and other related requirements in a timely manner. The Contractor(s) must ensure that the recommended / selected venues must be security cleared by UNDSS.
2. Arrange meals for participants within maximum amounts for a participant per day agreed with UNDP. Ensure that meeting packages (lunch, coffee breaks, and dinner) are provided and arranged in timely manner and as required. Ensure that mineral and still water for the participants is provided
3. Ensure the following services on the events organization are provided:

- Electronic and audio-visual equipment are rented, installed and fully functional (screen, LCD, pointers, notebooks/laptops, desktop, printers, photocopy machine, microphone, tape recorder, lightning, cable extension, etc.).
- workshop consumables prepared (flipchart paper and set of markers, folders for participants, name tag, quality pens, direction signs holders, name tent holders, etc.). Note: 3 reusable direction wall signs holders with plastic covers for allocation of A4 paper signs and 5 reusable plastic tent holders for allocation of A4 paper name signs shall be provided by the Contractors on as need basis.
- High speed wireless internet access in the venue area, seating and venue arrangement/decoration performed when needed, direction guiding signs are installed.
- Arrangement of participant's invitation as well management of participants' registration to the event. These include:
 - (a) design and print invitation and registration forms,
 - (b) sending out the invitations,
 - (c) communication with participants regarding their participation and requirements, and
 - (d) creation of participant list (with their institution and contact number)
 - (e) staffing of event reception/registration desk
 - (f) monitoring of and reporting on actual attendance at the event
- copying and /or printing of information materials for the participants when needed as per samples/design layouts provided by UNDP.
- source and liaise with potential speakers and facilitators.
- liaise with hotel/conference venue management on all the organizational issues.
- Supplementary services for arranging free time of participants (excursions, participation in social events) provided if needed.
- Photo and Audio/Video documentation and production of the photos and audio/video is ensured when required.
- Arranging transportation for participants (may involve different vehicle types depending on the size of the group):
 - Airport pickup of the participants.
 - Transportation within the event city: form/to hotel to/from venue facilities, when needed.
 - If payment to be made by guest/event participant, the service provider shall directly charge from respective guest/event participant including applicable taxes.

All vehicles and drivers should be insured. All vehicles provided for transportation purposes shall be clean and well maintained. Drivers should have not less than 5 years of driving experience.

C. Hotel Accommodation:

The Contractor(s) shall upon request and receipt of duly authorized instructions from UNDP, facilitate the organization and make all necessary arrangements for the hotel accommodation nationwide. This shall include booking the rooms and all associated facilities. Specifically, the Contractor(s) shall carry out some or all of the following activities:

1. Identify suitable hotel accommodations in a timely manner.
2. Make the requested room reservations for lodging accommodations when requested by UNDP. This service shall include initiating and confirming reservations, communicating the reservation status with UNDP' guests, and confirming the all-inclusive or any other type of rate requested at which the reservation is made.
3. Host and facilitate the accommodation of UNDP' participants.
4. Negotiate to the maximum extent possible discount rates for hotel accommodations applicable specifically to reservations by UNDP.

D. Anticipated Business Volume over the 3-year Period:

Based on the trend analysis, it is expected that UNDP would book the hotel room for about 120 times and conduct about 240 events over the period of 3 years. This is just an anticipated business volume and should not be construed as LTA price. The LTA price will be drawn from the amount quoted by the proposers (bidder) in the Price Proposal.

E. Reporting

1. The Contractor(s) shall provide UNDP with a detailed Certificate for Services Completed for each Event within ten (10) days of the completion of the Event. The certificate for services provided should list all the costs subcontracted (with copies of the invoices from subcontractors) and detailed calculation of Contractor's service fees.

F. Service Standards

1. The Contractor(s) shall provide polite, responsive and efficient service at all times to fulfill UNDP' requirements. As a service objective, telephone calls and emails should be answered promptly.
2. The contractor will be assessed for the performance of its services and deliver its products in accordance prescribed minimum performance standards set by UNDP described in Clause (J) below.
3. Contractor(s) shall provide the following service hours: Sunday – Thursday between 8.00 am and 5.00 pm and during event arrangement.
4. Contractor(s) shall acknowledge immediately any complaints and disputes which arise and try and resolve them within ten (10) days in discussion with UNDP.

G. Quality of Services

1. The Contractor(s) shall monitor the quality of the services provided to UNDP on a regular and continual basis. These procedures shall include a self-inspection system covering all the services to be performed in the Contract, and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to UNDP. UNDP shall be notified of any deficiencies found and corrective action taken.
2. UNDP reserve the right to conduct their own quality control surveys to ensure the adequacy of the services and to compare unit rates for services with existing in the market.
3. The Contractor(s) warrants that the personnel assigned to handle UNDP arrangements shall have a strong event management and hotel reservation skills and experience and shall constantly be trained to be kept up to date.
4. A periodic meeting will be held between Contractor (s) and UNDP to provide the feedback on the quality of service provided or aesthetics of the accommodation every 3 months.

H. Personnel Required

1. Contract Focal Point: The contractor must provide an overall focal point staff (and 2 alternates in the absence of main focal point) who will be directly responsible for attending the requests made by UNDP for booking of events, and rooms and coordinating all internal processes among the contractor's personnel while organizing UNDP events; and forwarding invoices and making follow ups on payments.
2. The Contractor(s) shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract with UNDP.
3. The Contractor's employees shall perform their functions in a highly efficient and professional manner.

I. Requirements for the Contractor(s)

The Contractor(s) should have:

1. Proven experience and strong track record in organizing and managing events (at least 2 years).
2. Proven experience in organizing events for international customers (at least 2 international customers for the last 2 years).
3. Experience in holding at least 2 large scale events for the last 2 years (with 100 participants and more).
4. Engagement with at least 2 regular clients (with repetitive contracts – 2 and more times).
5. Availability of at least 2 recommendations from International Organizations.

J. Payment Schedule and payment Terms:

LTA will serve as legal umbrella for the contractual relationship, but every confirmed order for a particular event will be placed through a separate Purchase Order. While booking is done well in advance, the contractor is required to make

the service available to UNDP only upon the confirmed /approved purchase order or Contract.

Note: In case of large scale long-duration events the additional interim payment can be agreed with UNDP upon achieving of specific milestones.

Payment shall be released 100% within 30 days upon UNDP's acceptance of the goods / services delivered as specified and receipt of invoice(s).

K. DSA Payment

Disbursement of allowances (DSA, transportation costs) to events participants

- a. The service provider will be needed to provide DSA (daily subsistence allowance) and transportation costs to the participants in advance from their own pocket. For this, service provider should include in the proposal the rate of service charges for the advanced money paid.
- b. The supporting's will include original invoices and confirmation approval by relevant UNDP Project Personnel as to the amount and quality of service
- c. The DSA payment, which is confidential, should be based on UNDP Calculation and produced back with the recipient signature and identity
- d. UNDP will not be engaged in facilitating SDG in Currency and will be a vendor own arrangement.
- e. The completed invoice should be submitted to UNDP within 7 days after the event date in SDG.

L. Service Level and Key Performance Indicators

The Contractor(s) shall perform its services and deliver its products in accordance with herein prescribed key performance Indicators (KPI) attached as **Annex 1.**

M. Optional Services:

The evaluation of bids will consider only the; **(1) Regular Services and (2) Mandatory Services** offers. Please note that once the services indicated as "**Optional Services**" it either the participants might organize their own accommodation arrangements or services may not be required for all events.

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 D.1 Technical Compliance Sheet	<input type="checkbox"/>
▪ Form E: Format of Technical Bid/Bill of Quantities	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Financial Bid:

▪ Form F: Price Schedule Form	<input type="checkbox"/>
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F. FORM A: BID SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	ITB for Provision of Conference Organizing and Events Management Services on Long Term Agreement (LTA) Basis. ITB No.: ITB/21/002		

We, the undersigned, offer to supply the goods and related services required for **ITB for Provision of Conference Organizing and Events Management Services on Long Term Agreement (LTA) Basis** in accordance with your Invitation to Bid No. **ITB/21/002** and our Bid. We hereby submit our Technical Bid.

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 goods and related 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]

G. 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 demonstrate 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 contact for requests for clarifications during Bid evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	<ul style="list-style-type: none"> Company Profile, including printed brochures and product catalogues relevant to the goods and/or services being procured.

	<ul style="list-style-type: none"> ▪ Certificate of Incorporation/ Business Registration. ▪ Previous Experience: Documentary evidence of Relevant experience in the field of organizing events/workshops/meetings and/or catering service Audited Financial Report for the past 2years. ▪ Form A: Bid Submission Form. ▪ Form B: Bidder Information Form. ▪ Form C: Joint Venture/ Consortium/ Association Information Form, if Applicable. ▪ Form D: Eligibility and Qualification Form. ▪ Form E: Format of Technical Bid;
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H. FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	ITB for Provision of Conference Organizing and Events Management Services on Long Term Agreement (LTA) Basis. ITB No.: ITB/21/002		

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 <i>(address, telephone numbers, fax numbers, e-mail address)</i>	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]
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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: _____

I. FORM D: ELIGIBILITY AND QUALIFICATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	ITB for Provision of Conference Organizing and Events Management Services on Long Term Agreement (LTA) Basis. ITB No.: ITB/21/002		

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

History of Non- Performing Contracts

<input type="checkbox"/> Non-performing contracts did not occur during the last 2 years			
<input type="checkbox"/> Contract(s) not performed in the last 2 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)

<input type="checkbox"/> No litigation history for the last 2 years			
<input type="checkbox"/> 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.

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 requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken
Year	Name of Client Served	PO Value (cumulative)	Duration (day or Week)	Type of service provided (Conference

		amount over the year)		Facility, hotel accommodation, room rental etc.)

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	Year	USD
	Year	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:

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

J. FORM E: FORMAT OF TECHNICAL BID

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	ITB for Provision of Conference Organizing and Events Management Services on Long Term Agreement (LTA) Basis. ITB No.: ITB/21/002		

Bidder to click/select the Lot to be submitted

Lot-1 Khartoum, White Nile, Blue Nile & Central States	<input type="checkbox"/>
Lot-2 Kordofan States	<input type="checkbox"/>
Lot-3 Darfur States	<input type="checkbox"/>
Lot-4 Eastern States	<input type="checkbox"/>

Bidder to complete below Technical Compliance Sheet for **each Lot** applying for if details are different, otherwise, one table will be enough.

Technical Compliance Sheet			
UNDP Requirements		Is bid compliant? Bidder to complete	Details Bidder to complete
Delivery time	Bidder shall deliver the services when requested	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
Meeting Hall / Breakout Rooms	with standard conference support equipment and materials (Flip charts stands and paper, writing pads, pens, microphones (Sound System), LCD projector and screen and other optional requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
Equipment Rental Services (Quality of Services)	Ensure high quality of services and equipment to minimize interruption during meetings and conferences. Backup system to be in place. Technical support availability etc.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
Coffee/tea break	Standard coffee/ tea break with juices, cookies, Danishes, snacks, and mineral water	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
DSA fees	Dispense the DSA as per the SOP to be shared upon contract signatures.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
Room Reservations (Hotel Accommodation)	To the minimum standard requirements of UNDP and must be in the list of UNDSS cleared hotels. To be provided to contracted providers.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details

Name of Bidder: _____
 Authorised signature: _____
 Name of authorised signatory: _____
 Functional Title: _____

K. FORM F: PRICE SCHEDULE FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	ITB for Provision of Conference Organizing and Events Management Services on Long Term Agreement (LTA) Basis. ITB No.: ITB/21/002		

Currency of the Bid: [Insert Currency]

Price Schedule

The Bidder is required to prepare the Price Schedule (**on Cost Plus Agreement**) following the below format. The Price Schedule must provide a detailed cost breakdown of all goods and related services to be provided. Separate figures must be provided for each functional grouping or category, if any.

The price (**Cost Plus Agreement**) of the LTA shall be valid for three years from the date of signing of the LTA.

Financial Cost Comparison:

Please Note that Price evaluation will be considered in combination of the weighting of the Overhead Cost of the **Regular Services** within the range of 50-100 participants (65%) and proposed **Mandatory Services** price (35%) and select max. **two** highest scored bidders for **each lot**.

Rating the Mandatory Price (MP):

MP Rating (%) =

(Lowest Mandatory Priced Offer / Mandatory Price Being Reviewed) x 35

Rating the Financial Offer (FO):

FO Rating (%) = (Lowest Overhead Offer (%) / % of the Offer Being Reviewed) x 65

Total Combined Score = MP Rating + FO Rating

- The overhead cost (percentage all inclusive) must include and cover all anticipated costs related to provision of the services. No further separate payment will be made to any request for extra costs e. g. labor, transport, and accommodation of staff etc., etc.
- Bidder must quote all items listed in the table below for each lot(regular, mandatory and Optional services). For any item missed in the submission, the highest unit price of any missed item by the bidder for the evaluation purpose be priced at the highest offer received.
- The average mandatory prices of all technically qualified bidders will be used as a benchmark for analyzing the price of future quotation from the LTA holder.
- Bidders must quote one price (percentage) for all services levels for **each lot**.

Lot (1) Khartoum, White Nile, Blue Nile & Central States

(1) Regular Services Overhead Cost; examples for services are indicated under "Regular Services" below

Number of Participants	Overhead Cost (%)
<50	
50-100	
101-150	
> 150	

No	Description of services required by UNDP	Unit		Qty
(1)	Regular Services			
A.	Meeting / Conference Services:			
1	Venue (Meeting Room) Full Day from 08:00 to 17:00 Hours	Day		1
2	Venue (Meeting Room) Half Day (4) Hours			1
3	Venue (Meeting Room) for Two (2) Hours			1
4	Venue (hall, VIP room, open space/garden, interview area.)	Day		1
5	Room for breakout sessions (group of 10 -25 participants)	Day		1
6	Open Buffet Lunch (International)	Each		1
7	Coffee/tea break with juices, cookies, Danishes, snacks, and water	Each		1
8	Running coffee/tea break with cookies and Danishes	Day		1
9	Catering (tea- breaks, breakfast, lunch)	Each		1
B.	Room Reservation / Hotel Accommodation Services:			
10	Classic Room	Each		1
11	Club Room	Each		1
12	Deluxe Room (normal)	Each		1
13	Deluxe Room (special)	Each		1
14	Executive Room (normal)	Each		1
15	Executive Room (special)	Each		1
	Suit Categories Rooms:			
16	o Royal Suit	Each		1
17	o Presidential Suit	Each		1
18	o Ministerial Suit	Each		1
19	o Executive Suit	Each		1
C.	DSA Disbursement Services			1
20	Disbursement of allowances (DSA, transportation costs) to events participants			1
No	Description of services required by UNDP	Unit	Qty	Unit Price for Khartoum
(2)	Mandatory Services			
D.	Rental of Equipment and Sub-Contracting Services:			
21	Generator for whole day	Day	1	
22	Generator for half day		1	
23	Wi Fi for whole day	Day	1	
24	Facilitator for whole day	Day	1	
25	Sound system with the other accessories and sound system man for the whole day.	Day	1	

26	Sound system with the other accessories and sound system man for half day.		1	
27	Sound system with the other accessories and sound system man for 2 hours.		1	
28	Renting projectors / LED to exhibit the films (with accessories)	Day	1	
29	Rent of T. V. Plasma for one day	Day	1	
30	Rent for LED screen for one day	Day	1	
31	Rent for Laptop for one day	Day	1	
32	Rent of Tent for 100 persons: includes tables, chairs and other accessories	Day	1	
33	Rent of 1 to 30 Chairs – price per one normal chair	Day	1	
34	Rent 31 to 50 Chairs – price per one normal chair	Day	1	
35	Rent of 51 to 100 Chairs – price per one normal chair	Day	1	
36	Rent of 101 to 200 Chairs – price per one normal chair	Day	1	
37	Rent of 1 to 30 Chairs – price per one VIP chair	Day	1	
38	Rent 31 to 50 Chairs – price per one VIP chair	Day	1	
39	Rent of 51 to 100 Chairs – price per one VIP chair	Day	1	
40	Rent of 101 to 200 Chairs – price per one VIP chair	Day	1	
41	Rent of 1 to 30 Chairs – price per one VIP chair	Day	1	
42	Podium	Day	1	
43	Secretarial		1	
44	Decoration		1	
45	Translation booth	Day	1	
46	Translation equipment for 1-10 persons	Day	1	
47	Interpreters, translators for whole day	Day	1	
No	Description of services required by UNDP	Unit	Qty	Unit Price for Khartoum
(3)	Optional Services			
E.	Stationery & Office Supply Services:			
48	Welcome packs / delegate materials for 1-5 persons	Pack	1	
49	Welcome packs / delegate materials for 6-10 persons	Pack	1	
50	Welcome packs / delegate materials for 11-30 persons	Pack	1	
51	Welcome packs / delegate materials for 31-60 persons	Pack	1	
52	Welcome packs / delegate materials for 61-90 persons	Pack	1	
53	Welcome packs / delegate materials for 91-120 persons	Pack	1	
54	Welcome packs / delegate materials for 121-200 persons	Pack	1	
55	Banner 2 m x 1m	Each	1	
56	Banner 4 m x 2m	Each	1	
57	Stationaries for Exhibition (boards pins; magnetic pins; scissors; cutters ; plasters ; stickers ; white papers ; staples ; staplers ; etc.)		1	
58	Roll-ups	Each	1	
59	Pens	Each	1	
60	Papers	Each	1	
61	Folders	Each	1	
62	Names tags	Each	1	
63	Flip charts, markers and stand board	Each	1	
64	Handbags for workshops participants	Each	1	
65	Event IDs		1	
66	USB sticks (to distribute materials and photos after events)		1	

67	Plastic Tape "Solfan" for Ribbon cut events (with special boxes and seizers)		1	
68	Wooden boards (big sizes with stands) for Exhibitions		1	
69	Production of promotional items			
70	Advertisement			
71	Distribution of invitations			
72	Government permission			
F.	Photocopying and Printing Services:			
73	Photocopy 1-page A4 black and white	Page	1	
74	Printing 1-page A4 black and white	Page	1	
75	Photocopy 1-page A4 colored	Page	1	
76	Printing 1-page A4 colored	Page	1	
77	Printing materials (photos all sizes A4 ; A5 ; A2 and A3)	Page	1	
78	Printing materials (posters all sizes A4 ; A5 ; A2 and A3)	Page	1	
79	Printing materials (stickers all sizes A4 ; A5 ; A2 and A3)	Page	1	
80	Printing materials (Photos Portraits with frames sizes A4; A5 ; A2 and A3)	Page	1	
81	Printing of events participants Certificates	Page	1	
82	Printing & Designing of events handouts papers	Page	1	
83	Printing & Designing of Jacket folders	Page	1	
84	Printing & Designing of Pens	Page	1	
85	Printing and Designing of main and side banners	Page	1	
86	Printing and designing booklets; leaflets; concept notes; etc.	Page	1	
G.	Video and Photography Services:			
87	Video camera with the camera man for the whole day (8:00 to 17:00) hrs.	Day	1	
88	Video camera with the camera man for half day.		1	
89	Video camera with the camera man for 2 hours.		1	
90	Photographing (camera and camera man) man for the whole day.	Day	1	
91	Photographing (camera and camera man) man for half day.		1	
92	Photographing (camera and camera man) man for 2 hours.		1	

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____

Lot (2) Kordofan States (North, South and West)

Overhead Cost of the Service: examples for services are indicated under "Regular Services" below

Number of Participants	Overhead Cost (%)
<50	
50-100	
101-150	
> 150	

No	Description of services required by UNDP	Unit		Qty
(1)	Regular Services			
A.	Meeting / Conference Services:			
1	Venue (Meeting Room) Full Day from 08:00 to 17:00 Hours	Day		1
2	Venue (Meeting Room) Half Day (4) Hours			1
3	Venue (Meeting Room) for Two (2) Hours			1
4	Venue (hall, VIP room, open space/garden, interview area.)	Day		1
5	Room for breakout sessions (group of 10 -25 participants)	Day		1
6	Open Buffet Lunch (International)	Each		1
7	Coffee/tea break with juices, cookies, Danishes, snacks, and water	Each		1
8	Running coffee/tea break with cookies and Danishes	Day		1
9	Catering (tea- breaks, breakfast, lunch)	Each		1
B.	Room Reservation / Hotel Accommodation Services:			
10	Classic Room	Each		1
11	Club Room	Each		1
12	Deluxe Room (normal)	Each		1
13	Deluxe Room (special)	Each		1
14	Executive Room (normal)	Each		1
15	Executive Room (special)	Each		1
	Suit Categories Rooms:			
16	o Royal Suit	Each		1
17	o Presidential Suit	Each		1
18	o Ministerial Suit	Each		1
19	o Executive Suit	Each		1
C.	DSA Disbursement Services			1
20	Disbursement of allowances (DSA, transportation costs) to events participants			1
No	Description of services required by UNDP	Unit	Qty	Unit Price for Kordofan
(2)	Mandatory Services			
D.	Rental of Equipment and Sub-Contracting Services:			
21	Generator for whole day	Day	1	
22	Generator for half day		1	
23	Wi Fi for whole day	Day	1	
24	Facilitator for whole day	Day	1	
25	Sound system with the other accessories and sound system man for the whole day.	Day	1	
26	Sound system with the other accessories and sound system man for half day.		1	
27	Sound system with the other accessories and sound system man for 2 hours.		1	
28	Renting projectors / LED to exhibit the films (with accessories)	Day	1	
29	Rent of T. V. Plasma for one day	Day	1	

30	Rent for LED screen for one day	Day	1	
31	Rent for Laptop for one day	Day	1	
32	Rent of Tent for 100 persons: includes tables, chairs and other accessories	Day	1	
33	Rent of 1 to 30 Chairs – price per one normal chair	Day	1	
34	Rent 31 to 50 Chairs – price per one normal chair	Day	1	
35	Rent of 51 to 100 Chairs – price per one normal chair	Day	1	
36	Rent of 101 to 200 Chairs – price per one normal chair	Day	1	
37	Rent of 1 to 30 Chairs – price per one VIP chair	Day	1	
38	Rent 31 to 50 Chairs – price per one VIP chair	Day	1	
39	Rent of 51 to 100 Chairs – price per one VIP chair	Day	1	
40	Rent of 101 to 200 Chairs – price per one VIP chair	Day	1	
41	Rent of 1 to 30 Chairs – price per one VIP chair	Day	1	
42	Podium	Day	1	
43	Secretarial		1	
44	Decoration		1	
45	Translation booth	Day	1	
46	Translation equipment for 1-10 persons	Day	1	
47	Interpreters, translators for whole day	Day	1	
No	Description of services required by UNDP	Unit	Qty	Unit Price for Kordofan
(3)	Optional Services			
E.	Stationery & Office Supply Services:			
48	Welcome packs / delegate materials for 1-5 persons	Pack	1	
49	Welcome packs / delegate materials for 6-10 persons	Pack	1	
50	Welcome packs / delegate materials for 11-30 persons	Pack	1	
51	Welcome packs / delegate materials for 31-60 persons	Pack	1	
52	Welcome packs / delegate materials for 61-90 persons	Pack	1	
53	Welcome packs / delegate materials for 91-120 persons	Pack	1	
54	Welcome packs / delegate materials for 121-200 persons	Pack	1	
55	Banner 2 m x 1m	Each	1	
56	Banner 4 m x 2m	Each	1	
57	Stationaries for Exhibition (boards pins; magnetic pins; scissors; cutters ; plasters ; stickers ; white papers ; staples ; staplers ; etc.)		1	
58	Roll-ups	Each	1	
59	Pens	Each	1	
60	Papers	Each	1	
61	Folders	Each	1	
62	Names tags	Each	1	
63	Flip charts, markers and stand board	Each	1	
64	Handbags for workshops participants	Each	1	
65	Event IDs		1	
66	USB sticks (to distribute materials and photos after events)		1	
67	Plastic Tape "Solfan" for Ribbon cut events (with special boxes and seizers)		1	
68	Wooden boards (big sizes with stands) for Exhibitions		1	
69	Production of promotional items			
70	Advertisement			
71	Distribution of invitations			
72	Government permission			
F.	Photocopying and Printing Services:			
73	Photocopy 1-page A4 black and white	Page	1	
74	Printing 1-page A4 black and white	Page	1	

75	Photocopy 1-page A4 colored	Page	1	
76	Printing 1-page A4 colored	Page	1	
77	Printing materials (photos all sizes A4 ; A5 ; A2 and A3)	Page	1	
78	Printing materials (posters all sizes A4 ; A5 ; A2 and A3)	Page	1	
79	Printing materials (stickers all sizes A4 ; A5 ; A2 and A3)	Page	1	
80	Printing materials (Photos Portraits with frames sizes A4; A5 ; A2 and A3)	Page	1	
81	Printing of events participants Certificates	Page	1	
82	Printing & Designing of events handouts papers	Page	1	
83	Printing & Designing of Jacket folders	Page	1	
84	Printing & Designing of Pens	Page	1	
85	Printing and Designing of main and side banners	Page	1	
86	Printing and designing booklets; leaflets; concept notes; etc.	Page	1	
G.	Video and Photography Services:			
87	Video camera with the camera man for the whole day (8:00 to 17:00) hrs.	Day	1	
88	Video camera with the camera man for half day.		1	
89	Video camera with the camera man for 2 hours.		1	
90	Photographing (camera and camera man) man for the whole day.	Day	1	
91	Photographing (camera and camera man) man for half day.		1	
92	Photographing (camera and camera man) man for 2 hours.		1	

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____

Lot (3) Darfur States (Elfasher, Nyala, Elgeneina, Zalingei, Eldein)

Overhead Cost of the Service examples for services are indicated under "Regular Services" below

Number of Participants	Overhead Cost (%)
<50	
50-100	
101-150	
> 150	

No	Description of services required by UNDP	Unit	Qty	
(1)	Regular Services			
A.	Meeting / Conference Services:			
1	Venue (Meeting Room) Full Day from 08:00 to 17:00 Hours	Day	1	
2	Venue (Meeting Room) Half Day (4) Hours		1	
3	Venue (Meeting Room) for Two (2) Hours		1	
4	Venue (hall, VIP room, open space/garden, interview area.)	Day	1	
5	Room for breakout sessions (group of 10 -25 participants)	Day	1	
6	Open Buffet Lunch (International)	Each	1	
7	Coffee/tea break with juices, cookies, Danishes, snacks, and water	Each	1	
8	Running coffee/tea break with cookies and Danishes	Day	1	
9	Catering (tea- breaks, breakfast, lunch)	Each	1	
B.	Room Reservation / Hotel Accommodation Services:			
10	Classic Room	Each	1	
11	Club Room	Each	1	
12	Deluxe Room (normal)	Each	1	
13	Deluxe Room (special)	Each	1	
14	Executive Room (normal)	Each	1	
15	Executive Room (special)	Each	1	
	Suit Categories Rooms:			
16	o Royal Suit	Each	1	
17	o Presidential Suit	Each	1	
18	o Ministerial Suit	Each	1	
19	o Executive Suit	Each	1	
C.	DSA Disbursement Services		1	
20	Disbursement of allowances (DSA, transportation costs) to events participants		1	
No	Description of services required by UNDP	Unit	Qty	Unit Price for Darfur States
(2)	Mandatory Services			
D.	Rental of Equipment and Sub-Contracting Services:			
21	Generator for whole day	Day	1	
22	Generator for half day		1	
23	Wi Fi for whole day	Day	1	
24	Facilitator for whole day	Day	1	
25	Sound system with the other accessories and sound system man for the whole day.	Day	1	
26	Sound system with the other accessories and sound system man for half day.		1	
27	Sound system with the other accessories and sound system man for 2 hours.		1	
28	Renting projectors / LED to exhibit the films (with accessories)	Day	1	
29	Rent of T. V. Plasma for one day	Day	1	

30	Rent for LED screen for one day	Day	1	
31	Rent for Laptop for one day	Day	1	
32	Rent of Tent for 100 persons: includes tables, chairs and other accessories	Day	1	
33	Rent of 1 to 30 Chairs – price per one normal chair	Day	1	
34	Rent 31 to 50 Chairs – price per one normal chair	Day	1	
35	Rent of 51 to 100 Chairs – price per one normal chair	Day	1	
36	Rent of 101 to 200 Chairs – price per one normal chair	Day	1	
37	Rent of 1 to 30 Chairs – price per one VIP chair	Day	1	
38	Rent 31 to 50 Chairs – price per one VIP chair	Day	1	
39	Rent of 51 to 100 Chairs – price per one VIP chair	Day	1	
40	Rent of 101 to 200 Chairs – price per one VIP chair	Day	1	
41	Rent of 1 to 30 Chairs – price per one VIP chair	Day	1	
42	Podium	Day	1	
43	Secretarial		1	
44	Decoration		1	
45	Translation booth	Day	1	
46	Translation equipment for 1-10 persons	Day	1	
47	Interpreters, translators for whole day	Day	1	
No	Description of services required by UNDP	Unit	Qty	Unit Price for Darfur States
(3)	Optional Services			
E.	Stationery & Office Supply Services:			
48	Welcome packs / delegate materials for 1-5 persons	Pack	1	
49	Welcome packs / delegate materials for 6-10 persons	Pack	1	
50	Welcome packs / delegate materials for 11-30 persons	Pack	1	
51	Welcome packs / delegate materials for 31-60 persons	Pack	1	
52	Welcome packs / delegate materials for 61-90 persons	Pack	1	
53	Welcome packs / delegate materials for 91-120 persons	Pack	1	
54	Welcome packs / delegate materials for 121-200 persons	Pack	1	
55	Banner 2 m x 1m	Each	1	
56	Banner 4 m x 2m	Each	1	
57	Stationaries for Exhibition (boards pins; magnetic pins; scissors; cutters ; plasters ; stickers ; white papers ; staples ; staplers ; etc.)		1	
58	Roll-ups	Each	1	
59	Pens	Each	1	
60	Papers	Each	1	
61	Folders	Each	1	
62	Names tags	Each	1	
63	Flip charts, markers and stand board	Each	1	
64	Handbags for workshops participants	Each	1	
65	Event IDs		1	
66	USB sticks (to distribute materials and photos after events)		1	
67	Plastic Tape "Solfan" for Ribbon cut events (with special boxes and seizers)		1	
68	Wooden boards (big sizes with stands) for Exhibitions		1	
69	Production of promotional items			
70	Advertisement			
71	Distribution of invitations			
72	Government permission			
F.	Photocopying and Printing Services:			
73	Photocopy 1-page A4 black and white	Page	1	
74	Printing 1-page A4 black and white	Page	1	

75	Photocopy 1-page A4 colored	Page	1	
76	Printing 1-page A4 colored	Page	1	
77	Printing materials (photos all sizes A4 ; A5 ; A2 and A3)	Page	1	
78	Printing materials (posters all sizes A4 ; A5 ; A2 and A3)	Page	1	
79	Printing materials (stickers all sizes A4 ; A5 ; A2 and A3)	Page	1	
80	Printing materials (Photos Portraits with frames sizes A4; A5 ; A2 and A3)	Page	1	
81	Printing of events participants Certificates	Page	1	
82	Printing & Designing of events handouts papers	Page	1	
83	Printing & Designing of Jacket folders	Page	1	
84	Printing & Designing of Pens	Page	1	
85	Printing and Designing of main and side banners	Page	1	
86	Printing and designing booklets; leaflets; concept notes; etc.	Page	1	
G. Video and Photography Services:				
87	Video camera with the camera man for the whole day (8:00 to 17:00) hrs.	Day	1	
88	Video camera with the camera man for half day.		1	
89	Video camera with the camera man for 2 hours.		1	
90	Photographing (camera and camera man) man for the whole day.	Day	1	
91	Photographing (camera and camera man) man for half day.		1	
92	Photographing (camera and camera man) man for 2 hours.		1	

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____

Lot (4) Eastern States (Gedarif, Kassala and Red Sea)

Overhead Cost of the Service: examples for services are indicated under "Regular Services" below

Number of Participants	Overhead Cost (%)
<50	
50-100	
101-150	
> 150	

No	Description of services required by UNDP	Unit	Qty	
(1)	Regular Services			
A.	Meeting / Conference Services:			
1	Venue (Meeting Room) Full Day from 08:00 to 17:00 Hours	Day	1	
2	Venue (Meeting Room) Half Day (4) Hours		1	
3	Venue (Meeting Room) for Two (2) Hours		1	
4	Venue (hall, VIP room, open space/garden, interview area.)	Day	1	
5	Room for breakout sessions (group of 10 -25 participants)	Day	1	
6	Open Buffet Lunch (International)	Each	1	
7	Coffee/tea break with juices, cookies, Danishes, snacks, and water	Each	1	
8	Running coffee/tea break with cookies and Danishes	Day	1	
9	Catering (tea- breaks, breakfast, lunch)	Each	1	
B.	Room Reservation / Hotel Accommodation Services:			
10	Classic Room	Each	1	
11	Club Room	Each	1	
12	Deluxe Room (normal)	Each	1	
13	Deluxe Room (special)	Each	1	
14	Executive Room (normal)	Each	1	
15	Executive Room (special)	Each	1	
	Suit Categories Rooms:			
16	o Royal Suit	Each	1	
17	o Presidential Suit	Each	1	
18	o Ministerial Suit	Each	1	
19	o Executive Suit	Each	1	
C.	DSA Disbursement Services		1	
20	Disbursement of allowances (DSA, transportation costs) to events participants		1	
No	Description of services required by UNDP	Unit	Qty	Unit Price for Eastern States
(2)	Mandatory Services			
D.	Rental of Equipment and Sub-Contracting Services:			
21	Generator for whole day	Day	1	
22	Generator for half day		1	
23	Wi Fi for whole day	Day	1	
24	Facilitator for whole day	Day	1	
25	Sound system with the other accessories and sound system man for the whole day.	Day	1	
26	Sound system with the other accessories and sound system man for half day.		1	
27	Sound system with the other accessories and sound system man for 2 hours.		1	
28	Renting projectors / LED to exhibit the films (with accessories)	Day	1	

29	Rent of T. V. Plasma for one day	Day	1	
30	Rent for LED screen for one day	Day	1	
31	Rent for Laptop for one day	Day	1	
32	Rent of Tent for 100 persons: includes tables, chairs and other accessories	Day	1	
33	Rent of 1 to 30 Chairs – price per one normal chair	Day	1	
34	Rent 31 to 50 Chairs – price per one normal chair	Day	1	
35	Rent of 51 to 100 Chairs – price per one normal chair	Day	1	
36	Rent of 101 to 200 Chairs – price per one normal chair	Day	1	
37	Rent of 1 to 30 Chairs – price per one VIP chair	Day	1	
38	Rent 31 to 50 Chairs – price per one VIP chair	Day	1	
39	Rent of 51 to 100 Chairs – price per one VIP chair	Day	1	
40	Rent of 101 to 200 Chairs – price per one VIP chair	Day	1	
41	Rent of 1 to 30 Chairs – price per one VIP chair	Day	1	
42	Podium	Day	1	
43	Secretarial		1	
44	Decoration		1	
45	Translation booth	Day	1	
46	Translation equipment for 1-10 persons	Day	1	
47	Interpreters, translators for whole day	Day	1	
No	Description of services required by UNDP	Unit	Qty	Unit Price for Eastern States
(3) Optional Services				
E. Stationery & Office Supply Services:				
48	Welcome packs / delegate materials for 1-5 persons	Pack	1	
49	Welcome packs / delegate materials for 6-10 persons	Pack	1	
50	Welcome packs / delegate materials for 11-30 persons	Pack	1	
51	Welcome packs / delegate materials for 31-60 persons	Pack	1	
52	Welcome packs / delegate materials for 61-90 persons	Pack	1	
53	Welcome packs / delegate materials for 91-120 persons	Pack	1	
54	Welcome packs / delegate materials for 121-200 persons	Pack	1	
55	Banner 2 m x 1m	Each	1	
56	Banner 4 m x 2m	Each	1	
57	Stationeries for Exhibition (boards pins; magnetic pins; scissors; cutters ; plasters ; stickers ; white papers ; staples ; staplers ; etc.)		1	
58	Roll-ups	Each	1	
59	Pens	Each	1	
60	Papers	Each	1	
61	Folders	Each	1	
62	Names tags	Each	1	
63	Flip charts, markers and stand board	Each	1	
64	Handbags for workshops participants	Each	1	
65	Event IDs		1	
66	USB sticks (to distribute materials and photos after events)		1	
67	Plastic Tape "Solfan" for Ribbon cut events (with special boxes and seizers)		1	
68	Wooden boards (big sizes with stands) for Exhibitions		1	
69	Production of promotional items			
70	Advertisement			
71	Distribution of invitations			
72	Government permission			
F. Photocopying and Printing Services:				
73	Photocopy 1-page A4 black and white	Page	1	

74	Printing 1-page A4 black and white	Page	1	
75	Photocopy 1-page A4 colored	Page	1	
76	Printing 1-page A4 colored	Page	1	
77	Printing materials (photos all sizes A4 ; A5 ; A2 and A3)	Page	1	
78	Printing materials (posters all sizes A4 ; A5 ; A2 and A3)	Page	1	
79	Printing materials (stickers all sizes A4 ; A5 ; A2 and A3)	Page	1	
80	Printing materials (Photos Portraits with frames sizes A4; A5 ; A2 and A3)	Page	1	
81	Printing of events participants Certificates	Page	1	
82	Printing & Designing of events handouts papers	Page	1	
83	Printing & Designing of Jacket folders	Page	1	
84	Printing & Designing of Pens	Page	1	
85	Printing and Designing of main and side banners	Page	1	
86	Printing and designing booklets; leaflets; concept notes; etc.	Page	1	
G.	Video and Photography Services:			
87	Video camera with the camera man for the whole day (8:00 to 17:00) hrs.	Day	1	
88	Video camera with the camera man for half day.		1	
89	Video camera with the camera man for 2 hours.		1	
90	Photographing (camera and camera man) man for the whole day.	Day	1	
91	Photographing (camera and camera man) man for half day.		1	
92	Photographing (camera and camera man) man for 2 hours.		1	

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____

Annex 1: key performance Indicators

SERVICE LEVEL [PRODUCT/ SERVICE]	PERFORMANCE ATTRIBUTE	DEFINITION	ACCEPTABLE LEVEL
1.Conferences and Meetings including catering	Accuracy	Ability to perform task completely and without error.	Zero-Error conferences arrangements
	Timelines of Delivery	Ability to deliver product or service on or before promised date.	Meeting hall and catering confirmation is made at the latest one (10) days before the event takes place.
2.Provide additional support services such as interpreters, audio visual equipment, workshop materials and others as required	Timeliness of Delivery	Ability to deliver goods/service promptly.	Confirmation on the delivery of the service on the date of the event is received at the latest one (1) week before the event.
	Quality	Ability to deliver excellent product or service.	Product or service is delivered with minimum 95% of the required quality
3.Administrative and Secretarial Services when required	Speed and Efficiency	Ability to deliver Secretarial service promptly and with the minimum use of resources.	Required services are delivered within the specified deadline
	Accuracy	Ability to perform task completely and without error.	Zero-Error on administrative and secretarial services
	Quality	Ability to deliver excellent product or service.	Product or service is delivered with minimum 95% of the required quality
4.Photo and Audio/Video documentation when required	Timeliness of Delivery	Ability to take photo/video on time and deliver promptly.	Confirmation on the delivery of the service on the date of the event is received at the latest one (1) week before the event
	Quality	Ability to deliver excellent product or service.	Services are delivered with minimum 95% of required quality
6. Accommodation	Accuracy	Ability to book the rooms and venues exactly on the same dates without making error	Zero-Error accommodation arrangements
	Timelines of Delivery	The rooms must be available as indicated in the request correspondences by UNDP.	Accommodation confirmation is made at the latest one (1) week before the event take place
7. Reporting	Management Information (LTA Ceiling)	Information is captured for all the services provided.	Provide the cumulative Value of the LTA every 3 months; Provide the copies of the service requests if necessary
	Timelines of Delivery	Ability to provide report on or before the promised date.	If required, activity Report is delivered within one (1) week after the event
8. Service Quality	Accessibility	Ability to access or approach Contractor	Response Time: Answer 80% of calls within 3rd ring. Hold Time: Maximum 20% of calls placed on hold Call Back Time: 90% of all call-back within 60 minutes Abandoned Calls: Maximum 5% lost calls during normal hours

SERVICE LEVEL [PRODUCT/ SERVICE]	PERFORMANCE ATTRIBUTE	DEFINITION	ACCEPTABLE LEVEL
			E-mail: available and response within the same day
	Speed and Efficiency	Ability to provide Face to Face Assistance with the minimum use of resources.	Waiting Time for Assistance: Not more than five (5) minutes
9. Hours of Operation	Readiness to do Business	Sufficient manpower to commence business at the start of office hours.	Service hours: Sunday - Thursday between 8.00 am and 6.00 pm. And during event arrangement.
10. Complaint and Disputes	Acknowledgment	Provide written acknowledgement.	Written acknowledgement provided within 24 hours.
	Problem Solving	Ability to resolve complaints in a constructive way.	Within ten (10) days disputes and misunderstanding are resolved.
11. Quality Control	Accuracy	Ability to provide service without with agreed upon standards without deviation.	Log maintained to compare errors
	Speed and Efficiency	Ability to deliver service promptly and with the minimum use of resources.	Lessons learned from poor quality services applied to enhance the speed and efficiency in the future
12. Provide staffing and support of all associated conference workshops	Competence	Minimum experience.	a. CEO/Director have a high master's degree, minimum 5 years of managerial experience in hospitality business, and high proficiency in English language. b. Event managers: have minimum 2 years average experience in the related field.
13. Invoices	Accuracy	Ability to generate billing statements without errors.	Zero-Error or no discrepancy between invoices and attachments.
	Clarity	Ability to generate invoices that capture the actual transactions and are easy to understand.	Zero>Returns for clarification/ explanation.
14. Quotation		Ability to provide quotation on or before the promised date.	Within one (1) days from time of request shall immediately submit quotation based on the activities requested.
	Accuracy	Ability to prepare quotation without errors.	Zero-Error or no discrepancy between quotation and agreed unit price stated in the LTA.
	Fairness	Reasonable charges for services that do not have unit price in the LTA, in case required.	At lower rates than or same rates as market standards.
15. Conditions for LTA Termination	The LTA may be terminated under following circumstances: a) Unavailability of service: Continuous unavailability of venue and accommodation for more than 3 times despite advance requests b) Poor Service Level: Lack of improving service level for the conference facility despite 3 rounds of feedback requesting for improvement;		