Date: *17 September 2020*

REQUEST FOR QUOTATION

RFQ Nº UNFPA/ARM/RFQ/2020/013

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

**Hotel Accommodation/Training and Conference Facilities**

UNFPA requires the provision of services as per the Terms of Reference (TOR) included here as ANNEX II.

This Request for Quotation is open to all legally registered companies and organizations operating in the Republic of Armenia that can provide the requested services.

1. **About UNFPA**

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person’s potential is fulfilled.

UNFPA is the lead UN agency with a mission to deliver a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. To read more about UNFPA, please go to: [UNFPA about us](http://www.unfpa.org/about-us).

**Terms of Reference (TOR) - ANNEXII**

**Objectives and service requirements**

UNFPA on behalf of UN Armenia and its specialized agencies residing in Armenia is hereby requesting proposals from “Hotel Accommodation/Training and Conference Facilities” providers who are interested to cooperate in provision of various accommodation/workshop/conference facilities regularly required by the UN in Armenia. Having signed LTA with the duly selected service providers in requested area will release the procedural burden of going through tendering and selection of hotel/accommodation/conference/etc. services from both LTA holder organization and any UN Agency who is mentioned in the list of co-signatories to it. It is a time/energy/effort-saving agreement based on proper selection process and mutual trust, which overall leads to successful cooperation.

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

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **HOTEL Detailed Description** |   |   |
| 1 | Please provide information about your hotel room facilities | Enter information below | Additional Comments  |
| 1.1 | Star or Diamond ratings |   |   |
| 1.2 | Hotel brochure / website |   |   |
| 1.3 | Number of available room types |   |   |
|   | i. single  |   |   |
|   | ii. double  |   |   |
|   | iii. accessible for people with disabilities |   |   |
|  | iiii. other, pls. specify |  |  |
| 1.4 | Check in and out time |   |   |
| 1.5 | Availability of Wi/Fi, Internet connection in rooms and conference hall |   |   |
| 1.6 | Meal (please indicate whether breakfast, lunch or dinner are included in the room rate or not) |   |   |
|  | i. breakfast (please provide details and standard menu if available) |  |  |
|  | ii lunch (please provide details and standard menu if available) |  |  |
|  | iii dinner (please provide details and standard menu if available) |  |  |
|  | iiii coffee breaks(please provide details and standard menu if available) |  |  |
| 1.7 | Availability of restaurants and bars as well as their operating hours |   |   |
| 1.8 | Acceptance of International credit cards/mention type |   |   |
| 1.9 | Cancellation charges/no. of days before the actual date |   |   |
| 2 | Please provide information about your general facilities | Yes/No or Number | Additional Comments  |
| 2.1 | Availability of business centers and their working hours |   |   |
| 2.2 | Availability of swimming pool, gym and other facilities as well as their working hours  |   |   |
| 2.3 | Availability of parking space for guests |   |   |
| 3 | Please provide technical characteristic of the hotel  | Yes/No or Number | Additional Comments  |
| 3.1 | Basic cleanliness standards rating |   |   |
| 3.2 | Centralized air-conditioning |   |   |
| 3.3 | Constant hot water and heating |   |   |
| 3.4 | Security features |   |   |
| 3.5 | Fire exit and Fire-fighting system |   |   |
| 3.6 | Electricity back-up (generator) |  |  |
| 3.7 | Accessible for people with disabilities |  |  |
| 3.8 | Other (please specify) |   |   |
| 4 | Please provide information about the conference halls\* | Yes/No or Number | Additional Comments  |
| 4.1 | Availability of conference halls for: |   |   |
|   | 10-30 people (theater style or U-shape style) |   |   |
|   | 30-50 people (theater style or U-shape style) |   |   |
|   | 50-80 people (theater style or U-shape style) |   |   |
|   | 80-100 people (theater style and U-shape style) |   |   |
|   | 100 above (theater style and U-shape style)  |   |   |
|   | \*The number of conference halls for each of the category  |   |   |
|  | Accessibility of conference halls for people with disabilities |  |  |
|  4.2 |  Availability of equipment and services in conference halls |   |   |
| 4.3 | Internet connection in the conference halls (to connect with number of laptops when necessary) |  |  |
| 4.4 | Teleconference equipment (audio/video equipment) |  |  |
| 4.5 | Translation equipment |  |  |
| 4.6 | Cordless microphones |  |  |
| 4.7 | LCD/TV/DVD and overhead projectors with screens |  |  |
| 4.8 | Flip charts, markers, stationery (pens, pencils, notepads) | Yes/No or Number | Additional Comments  |
| 5 | Years of company existence/operation |   |   |
| 6 | Airport pick-up and drop off  |   |   |
| 6.1 | Sightseeing tours organized by the hotel in the city and around Armenia (please specify) |   |   |
| 6.2 | Receptions |  |  |
| 7 | Preparedness to COVID19 response |  |  |

#

**Background information:**

In December 1992 the United Nations established its office in Armenia. Since October 1995 the UN Office moved to the centre of Yerevan at 14 Petros Adamyan street.  In 1998 the UN Armenia Office was designated by the UN Secretary-General as a ***UN House***.

Currently the UN Armenia Office houses the following UN Agencies, Departments, Funds and Programmes: Food and Agriculture Organization (FAO), International Labour Organization (ILO), World Food Programme (WFP), World Health Organization (WHO), Joint United Nations Programme on HIV/AIDS (UNAIDS), United Nations Development Programme (UNDP), UN Department of Public Information (UNDPI), UN Department of Safety and Security (UNDSS), United Nations Population Fund (UNFPA), United Nations High Commissioner for Refugees (UNHCR), United Nations Children's Fund (UNICEF), United Nations Industrial Development Organisation (UNIDO) and UN Office for Coordination of Humanitarian Affairs (OCHA). The International Organisation for Migration (IOM) also shares offices in the UN House.

In view of the diversity of requested services (by its agencies) and complexity of each agency’s procedures/regulations and in order to make efficient use of corporate cooperation, the Operations Management team (OMT), where the operations staff from each UN Agency is involved, was established in UN Armenia to harmonize the rules/procedures and to come up with effective ways of cooperation with outside goods/service providers. As one example to do so, and in order to achieve time and cost efficiency while ensuring outstanding quality of service, UNFPA on behalf of UN Armenia and its specialized agencies wishes to enter into a Long Term Agreement with the most competent Hotel Accommodation/Training and Conference Facilities Service providers to accommodate all its guests, workshop and conference requirements in Yerevan and all other Marzes/Regions of Armenia.

**Specific Requirements**

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

* *Responsiveness to queries and quality assurance: The Contractor shall assign a focal point(s) with always reachable contact information who will be assigned specifically to work with UN and its specialized agencies. This person(s) should be able to successfully liaise/co-ordinate/respond to inquiries received from UN and its specialized agencies in a timely and proper manner.*
* *Pricing and any other change as compared to the initial agreement (LTA): The LTA holder shall notify UN focal point(s) assigned for UN and its specialized agencies (as mentioned in the LTA agreement) immediately in case of any advantageous/disadvantageous technical changes and/or downward/upward pricing of the Services during the duration of this Agreement. UN then shall consider the impact of any such event and may request an amendment to the initial Agreement. Only after the Amendment to the initial agreement is signed and shall come into effect, the changes imposed by the contractor can be applied. Please note that provided prices cannot be changed at least one year starting from the date of signing the LTA. In case of price changes after one-year period hotel service provider must inform UNFPA contact person officially in form of written letter. Otherwise the LTA prices will be considered as default prices and effective at the moment of service requirement.*
* *UN and its specialized agencies are supporting Green Policy: The Contractor must be able to demonstrate that all the services provided to UN and its specialized agencies are environmentally friendly and do in no case harm our environment.*

**Timing / Schedule**

The successful offeror(s) shall be awarded Long Term Agreement for a period of three (3) years. This Agreement may be renewed by UN, on the same terms and conditions, for an additional period of one (1) year, upon average satisfactory evaluation of Annual Performance as well as overall final performance evaluation (upon expiration of existing LTA) of the services provided to all UN Agencies undersigned in the LTA, who were during the time in concern using the services of the given “Hotel Accommodation/Training and Conference Facilities” service providers.

1. **Questions**

Questions or requests for further clarifications should be submitted in writing to the contact person below:

|  |  |
| --- | --- |
| Name of contact person at UNFPA: |  *Artur Ishkhanyan* |
| Tel Nº: |  *+37410547087,+37491219743* |
| Email address of contact person: |  *ishkhanyan@unfpa.org* |

The deadline for submission of questions is 23 September, 2020. Questions will be answered in verbal/written and shared with all parties as soon as possible after this deadline, if necessary.

1. **Content of quotations**

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:

1. Technical proposal in response to the requirements outlined in the service requirements / TORs.
2. Price quotation to be submitted strictly in accordance with the price quotation form.

Both parts of the quotation must be signed and stamped by the bidding company’s relevant authority and submitted in PDF format.

1. **Instructions for submission**

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by email to the contact person indicated below no later than***, 01 October 2020 at 17:00*[[1]](#footnote-1)**

|  |  |
| --- | --- |
| Email address for bid submission: | *procurement.armenia@unfpa.org* |

Please note the following guidelines for electronic submissions:

* The following reference must be included in the email subject line: RFQ Nº UNFPA/ARM/RFQ/2020/013 – Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
* The total email size may not exceed **20 MB (including email body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
* Any quotation submitted will be regarded as an offer by the bidder and does not
constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.
1. **Overview of Evaluation Process**

Quotations will be evaluated based on the technical proposal and the price quotation for the services.

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes.

1. **Award Criteria**

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Purchase Order to the Bidder(s) that obtain the lowest-priced technically acceptable offer.

1. **Right to Vary Requirements at Time of Award**

UNFPA reserves the right at the time of award of contract to increase or decrease, by up to 20%, the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

**Payment Terms**

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

1. [**Fraud and Corruption**](http://www.unfpa.org/about-procurement#FraudCorruption)

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA’s Policy regarding fraud and corruption is available here: [Fraud Policy](http://www.unfpa.org/resources/fraud-policy-2009#overlay-context=node/10356/draft). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](http://web2.unfpa.org/help/hotline.cfm).

1. **Zero Tolerance**

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](http://www.unfpa.org/about-procurement#ZeroTolerance).

1. **RFQ Protest**

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit – Tsovinar Harutyunyan. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at procurement@unfpa.org.

1. **Disclaimer**

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).

PRICE Quotation Form

|  |  |
| --- | --- |
| **Name of Bidder:** |  |
| **Date of the quotation:** | Click here to enter a date. |
| **Request for quotation Nº:** | UNFPA/ARM/RFQ/2020/013 |
| **Currency of quotation:** | AMD |
|  |  |
|  |  |

# IMPORTANT NOTE TO OFFERORS!

* **All prices/rates quoted must be in Armenian Drams exclusive of all taxes, since UN is exempt from taxes.**The Price Schedule must provide as much detailed cost and information breakdown as possible. Please use a separate page to include additional information in case of insufficiency of space herein (f.ex. in case you outsource some services what is the special price you can provide to UN).
* In case your company does not provide some of services indicated below, please, kindly mention **“The given service is Not Available”** in the corresponding line, if against the line there is no information filled in, this will be interpreted as not completed price information.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **HOTEL AND WORKSHOP REQUIREMENTS** |  |  |
| 1 | Rate of Accommodation, *given the number of participants* | Standard rate day/person | Rack/special rates day/person for UN |
|  | i. Single room (high/mid/low seasons)**\*** |  |   |
|  | ii Double room (high/mid/low seasons)**\*** |  |  |
|  | iii. accessible for people with disabilities |  |  |
|  | iiiI Others, please specify (high/mid/low seasons) **\*** |  |  |
|  | Breakfast included, set menu or buffet |  |  |
| 1.2 | Internet connection in rooms  |  |  |
| 1.3 | Internet connection in conference halls |  |  |
| 1.4 | Meals  |  |  |
|  | i. breakfast per person/ per menu(s) available |  |  |
|  | ii lunch per person/ per menu(s) available |  |  |
|  | iii dinner per person/ per menu(s) available |  |  |
|  | iiii coffee breaks per person/ per menu(s) available |  |  |
| 2 | Cancellation charges/no. of days before the actual date |  |  |
| 3 | General Facilities rates if not included in the room rate |  |  |
| 3.1 | Business center/ internet |  |  |
| 3.2 | Swimming pool, gym and other facilities if available  |  |  |
| 3.3 | Parking space for guests |  |  |
| 3.4 | Accessible for people with disabilities |  |  |  |
| 4 | Please provide information about the conference halls\* |  |  |
| 4.1 | Rates for conference halls: |  |  |
|   | 10-30 people (theater style or U-shape style) |  |  |
|   | 30-50 people (theater style or U-shape style) |  |  |
|   | 50-80 people (theater style or U-shape style) |  |  |
|   | 80-100 people (theater style and U-shape style) |  |  |
|   | 100 above (theater style and U-shape style)  |  |  |
| 4.2 |  Rates of equipment and services in conference halls |  |  |
| 4.4 | Teleconference equipment (audio/video equipment) |  |  |
| 4.5 | Translation equipment |  |  |
| 4.6 | Cordless microphones |  |  |
| 4.7 | LCD/TV/DVD and overhead projectors with screens |  |  |
| 4.8 | Flip charts, markers, stationery (pens, pencils, notepads) |  |  |
| 4.9 | Accessibility of conference halls for people with disabilities |  |  |
| 5 | Please, attach last audited financial statement (Attached/Not attached) |  |  |
| 6 | Airport pick-up and drop off  |  |  |
| 6.1 | Sightseeing tours organized by the hotel in the city and around Armenia (please specify) |  |  |
| 6.2  | Receptions |  |  |
| 7 | Preparedness to COVID19 response |  |  |
| 8 | General Discounts available for UN |  |  |
| 9 | Possibility of room upgrades (provision of double, executive rooms at the rate of a single rate for UN) |  |  |

* **\*For high, mid, low seasons, please, indicate the exact timing for the season (months) and provide prices for every season separately.**
* Signature/Seal of Offeror ……………………… Name and title ……………………………………………..
* **Offer valid until: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
* **day/month/year**

*Vendor’s Comments:*

**ANNEX I:**

**General Conditions of Contracts:**

**De Minimis Contracts**

This Request for Quotation is subject to UNFPA’s General Conditions of Contract: De Minimis Contracts, which are available in: [English,](http://www.unfpa.org/resources/unfpa-general-conditions-de-minimis-contracts) [Spanish](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20SP_0.pdf) and [French](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20FR_0.pdf)

**ANNEX II:**

**Terms of Reference (TOR)**

**RFQ No. UNFPA/ARM LTA/2020/013**

**Background**

In December 1992 the United Nations established its office in Armenia. Since October 1995 the UN Office moved to the centre of Yerevan at 14 Petros Adamyan street.  In 1998 the UN Armenia Office was designated by the UN Secretary-General as a ***UN House***.

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In view of the diversity of requested services (by its agencies) and complexity of each agency’s procedures/regulations and in order to make efficient use of corporate cooperation, the Operations Management team (OMT), where the operations staff from each UN Agency is involved, was established in UN Armenia to harmonize the rules/procedures and to come up with effective ways of cooperation with outside goods/service providers. As one example to do so, and in order to achieve time and cost efficiency while ensuring outstanding quality of service, UNFPA on behalf of UN Armenia and its specialized agencies wishes to enter into a Long Term Agreement with the most competent Hotel Accommodation/Training and Conference Facilities Service providers to accommodate all its guests, workshop and conference requirements in Yerevan and all other Marzes/Regions of Armenia.

**Purpose**

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

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

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

**Objective**

UNFPA on behalf of UN Armenia and its specialized agencies residing in Armenia is hereby requesting proposals from “Hotel Accommodation/Training and Conference Facilities” providers who are interested to cooperate in provision of various accommodation/workshop/conference facilities regularly required by the UN in Armenia. Having signed LTA with the duly selected service providers in requested area will release the procedural burden of going through tendering and selection of hotel/accommodation/conference/etc services from both LTA holder organization and any UN Agency who is mentioned in the list of co-signatories to it. It is a time/energy/effort-saving agreement based on proper selection process and mutual trust, which overall leads to successful cooperation.

**Timing**

The successful offeror(s) shall be awarded Long Term Agreement for a period of three (3) years. This Agreement may be renewed by UN, on the same terms and conditions, for an additional period of one (1) year, upon average satisfactory evaluation of Annual Performance as well as overall final performance evaluation (upon expiration of existing LTA) of the services provided to all UN Agencies undersigned in the LTA, who were during the time in concern using the services of the given “Hotel Accommodation/Training and Conference Facilities” service providers.

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* *UN and its specialized agencies are supporting Green Policy: The Contractor must be able to demonstrate that all the services provided to UN and its specialized agencies are environmentally friendly and do in no case harm our environment.*
1. <http://www.timeanddate.com/worldclock/city.html?n=69> [↑](#footnote-ref-1)