

## **CALL FOR TENDERS**

### **FOR THE PROVISION OF HOTEL MANAGEMENT SERVICES 2022 2023 (Frame-work agreement)**

#### **A. BACKGROUND**

Cordaid is an INGO based in the Netherlands and implementing projects in South Sudan in the last 20 years

#### **EXPECTED SERVICES**

Throughout the duration of the Framework Agreement, pre-selected Providers may be asked to provide the following types of deliverables:

##### **Meeting organisation**

##### **Accommodation: Board and lodging**

- Hotels should offer adequate accommodation facilities or facilities situated within their vicinity. If adequate accommodation facilities are not available in the hotel where participants are accommodated, they shall be available within walking distance of the hotel or local transport shall be provided.
- Bidders shall provide prices per person for; **Bed only, Bed & Breakfast, half-board and Full-board accommodation.**
- In the event of single rooms being unavailable, double rooms shall be provided at a rate which will not exceed by more than 20% the price of a single room. In the case of half-board accommodation, lunches should be provided as part of the meeting package. In the case of bed and breakfast accommodation, lunches and dinners should be provided as part of the meeting package.
- Cordaid shall not be liable for any individual expenses or extra expenditure by participants.

##### **Meeting room package**

- **Availability and seating capacity of meeting rooms:** Meetings may take place simultaneously in different locations throughout the country. The number of participants per meeting will vary: up to 10-30 (**small-scale seminars**), **30-50 (medium-scale seminars)** and **50-100 (large conferences)**.
- **Setting up the room,** setting up tables and chairs according to Cordaid requirements (Conference Style, Auditorium Style, Banquet Style, Hollow Square Style, Classroom, U-Shape Style, Podium, Stage construction and Head Table). Bidders shall ensure the provision of Wi-Fi capability for participants and power for their laptops in the room.
- **Logistical/Conference technology/support services:** A registration desk with the necessary personnel shall be provided to welcome, register and direct participants. Provide attendance list and ensuring its signature by participants and contributors on each day of the event.  
Prepare and install basic organisational material such as signs/name tags. Computer(s) with internet connection, printer(s), projectors/beamers, projection screens, flipcharts and other relevant technical/IT equipment shall be provided.

Upon request, the bidders shall be able to connect all necessary equipment, install microphones no later than two hours before the event, place self-standing banners and put water bottles and glass/plastic cups, papers, and pens for participants on the tables. Provide on-site technical and computer assistance at the event. Bidders shall include the cost per item per half and full meeting day and foresee an on-call technician.

The selected Provider shall ensure that quality health, safety, hygiene standards are in place at the event site, including the health standards and requirements in light of Covid-19 pandemic.

The meeting room should be also compatible, provide the necessary equipment and have a strong internet connection to host **hybrid meetings** with part of the participants attending the meeting from distance.

### **Catering**

- **Coffee breaks**, including coffee, tea and refreshments can be organised on site at the premises where the event takes place, e.g., at a hotel/conference center. Bidders shall indicate the cost per person per coffee or tea break.
- **Meals:** Buffet Lunch and dinners (with water and soft drink and coffee/tea):  
Lunches may be organised on site or off premises in restaurants within walking distance of the meeting venue.  
Dinners may be organised on site or off premises in restaurants within reasonable walking or transport distance of the meeting venue.
- **Services for receptions, lunches, and dinners**  
The selected Provider shall ensure that health and safety and hygiene standards are strictly followed.

### **Printing and visibility services**

#### **• Photocopies and visibility materials:**

Visibility items (A4 format folders multicolor cover page with the name of the project, and badges, tables tags, name tags, notepads, pens, bags etc.) shall be provided upon request and comply with all relevant Cordaid rules. Install rollup banners and other visibility elements/materials inside and outside of the conference room, no later than one hour before the event. Distribute and assemble visibility items provided by Cordaid among participants and contributors.

### **Quality requirements, cancellation policy and security requirements**

The selected Service Providers must ensure, inter alia, that:

- The organisation is done to a professional standard;
- There is adequate presence of bidder representative at the event to oversee implementation where this is requested by Cordaid;
- Any specific instructions given by Cordaid – whenever this is the case – are followed.

Cordaid is working with tight deadlines for the organisation of the events under Projects. The number of participants varies rapidly and could change 48 hours before an event. Flexibility in cancellation policy of the Service Providers is preferable.

### **Stage: Selection and signature of the Framework Agreement**

Cordaid will select a minimum of 3 (three) and maximum of 5 Providers, provided that there are sufficient tenderers satisfying the exclusion and eligibility criteria. In case the number of eligible tenderers exceeds the maximum number of Providers to be selected, Cordaid reserves the right to give preference to tenderers who score the highest based on the award criteria. A signed copy of engagement will be returned to the pre-selected Providers. The Framework Agreement will subsequently be considered as concluded between Cordaid and the selected Providers.

**Award of subsequent RFQs**

Once the Framework Agreement is signed, further competitive procedures will be launched to determine which of the pre-selected Providers will provide the services.

During the execution period of the Framework Agreement, tendering procedures, referred to as "RFQ", will be launched each time a new need for services arises. For these RFQ's, only the preselected Providers will be invited to submit tenders.

For each RFQ, the pre-selected Providers will be notified of the terms of reference. Each notification will indicate the deadline for the submission of RFQ's. RFQ received after the deadline shall not be considered.

Cordaid reserves the right to contract with third parties if the offers presented by the pre-selected Providers do not satisfy do not cover the entire scope of Cordaid's needs or if no suitable offer is presented.

The award criteria will be applied to each RFQ in order to identify which offer provides the best value for money.

**Award criteria and weighting for the subsequent RFQs**

- Criterion 1: **Quality:** capacity to meet the Terms of Reference (TOR) and quality requirements (50%)
- Criterion 2: **Financial offer:** the cost of individual services (50%)

The above criteria will be assessed based on the documents identified/requested by Cordaid in each individual RFQ.

**Eligibility criteria**

Tenderers shall demonstrate that they fulfil the following criteria (to be assessed on the basis of all supporting documents):

- Being a registered company specialized in the field of hotel management and organization;
- Two years of similar experience in providing services to national entities and/or international bodies/clients;
- Proven track record of having concluded and completed at least two contracts concerning similar services with a minimum value of USD50,000 (each contract) from 1 January 2020 to today;

**Award criteria**

If after the application of the eligibility criteria to the tenders received, there remain more Providers than the maximum number announced in this call, Cordaid shall proceed with a scoring of the eligible tenderers, based on the following criteria:

- **Quality:** capacity to meet the technical and quality requirements of the Terms of Reference)

**Multiple tendering is not authorised.****DOCUMENTS TO BE PROVIDED**

- A completed and signed copy of the ITB
- A list of all owners and executive officers, for legal persons only;
- Copy of the audited financial statements of the company, for the past two years
- Relevant and/or similar experience:
- Record of 2 years of experience in providing similar services to public entities in the country and international clients (international Institutions, embassies, international companies etc.);

- Proof that the tenderer has concluded and completed at least two (2) contracts in similar services from 1 January 2020 to today.
- Company name, address, area(s) of activity
- Details of the contact person or official representative;
- Referees accompanied by contact details;

All documents shall be submitted in English. If any of the documents listed above are missing, Cordaid reserves the right to reject the tender.

Cordaid reserves the right to reject a tender if the scanned documents are of such a quality that the documents cannot be read once printed.

**BEFORE SENDING YOUR TENDER, CHECK THAT IT INCLUDES:**

- A completed and signed copy of the ITB
- A copy of legal registration certificates
- A copy of Memorandum and Articles of Association
- A copy of Tax clearance certificate
- Copy of the **audited financial statements** of the company, or any equivalent document, for the **past two years** (profit and loss account);
- Relevant and/or similar experience:
- **Record of 2 years of experience** in providing similar services to public entities in the country and international clients (international or European Institutions, embassies, international companies etc.);
- Proof that the tenderer has concluded and completed at least **two (2) contracts in similar services** with a budget of at least 50.000 € (each contract) from 1 January 2020 to today.

**A separate document, indicating:**

- Company name, address, area(s) of activity and number of employees;
- Details of the contact person or official representative;
- Referees accompanied by contact details;
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**TENDER SUBMISSION**

Tenders are to be dropped in tender box at Cordaid Juba office at plot 45, 3<sup>rd</sup> class, Hai Neem, Juba, Republic of South Sudan. Tenders submitted to another e-mail account will be excluded from the procedure;

**Enquires** shall be sent only to [tendercordaidssouthsudan@cordaid.org](mailto:tendercordaidssouthsudan@cordaid.org)

The deadline for the submission of tenders is 29 July 2022 by 16:00 South Sudan time.