

REQUEST FOR QUOTATION (RFQ)

RFQ Reference: TH2024-024

Date: 26 March 2024

SECTION 1: REQUEST FOR QUOTATION (RFQ) for the Provision of Hotel Accommodation Services in Bangkok for IOM Beneficiaries (Long-term Agreement).

International Organisation for Migration (IOM) kindly requests your quotation for the provision of providing services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using **Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer**, by the method and by the date and time indicated. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Supply Chain Unit
IOM Thailand

SECTION 2: RFQ INSTRUCTIONS AND DATA

Deadline for the Submission of Quotation	15 April 2024 Time: 15:00hrs. Time zone: UTC +7
Method of Submission	<p>Quotations must be submitted as follows:</p> <p><input checked="" type="checkbox"/> Email</p> <p>Bid submission address: iomthailandtender@iom.int</p> <ul style="list-style-type: none"> ▪ File Format: PDF ▪ 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. ▪ Max. File Size per transmission: 10MB ▪ Mandatory subject of email: TH2024-024_Hotel’s Name. ▪ Multiple emails must be clearly identified by indicating in the subject line “email no. X of Y”, and the final “email no. Y of Y. ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. ▪ The proposer should receive an email acknowledging email receipt.
Cost of preparation of quotation	IOM shall not be responsible for any costs associated with a Supplier’s preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
Supplier Code of Conduct	All prospective suppliers must read the UN Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: Supplier Code of Conduct (ungm.org) .
Conflict of Interest	UN encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UN if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.
General Conditions of Contract	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the IOM General Conditions of Contract for provision of goods/services/transportation/medical services available at https://www.iom.int/do-business-us-procurement .
Eligibility	Bidders shall have the legal capacity to enter into a binding contract with IOM and to deliver in the country, or through an authorized representative.
Currency of Quotation	Quotations shall be quoted in THB
Duties and taxes	<p>The International Organization for Migration is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices shall:</p> <p><input checked="" type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</p>
Language of quotation and documentation including catalogues, instructions and operating manuals	ENGLISH
Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <p><input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed</p> <p><input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in</p>

	<p>accordance with the Schedule of Requirements in Annex 1</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Business Registration Certificate <input checked="" type="checkbox"/> Tax/VAT Certificate <input checked="" type="checkbox"/> Technical Evaluation Sheet duly filled and signed.
Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> 100% within 30 days after receipt of services and submission of payment documentation.
Contact Person for correspondence, notifications and clarifications	<p>Focal Person: IOM Procurement Unit E-mail address: procurementbkk@iom.int Attention: Quotations shall not be submitted to this address but to the address for quotation submission above.</p>
Clarifications	Requests for clarification from bidders will not be accepted any later than 7 days before the submission deadline. Responses to request for clarification will be communicated via email procurementbkk@iom.int by 08 April 2024
Evaluation method	<ul style="list-style-type: none"> <input type="checkbox"/> The contract will be awarded to the lowest price substantially compliant offer. <input checked="" type="checkbox"/> Contract will be awarded to one or multiple vendors based on the combination of quality of services, substantially compliant and lowest price offer
Evaluation criteria	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input checked="" type="checkbox"/> Comprehensiveness of services <input checked="" type="checkbox"/> Full compliance as per criteria mentioned in the technical evaluation criteria.
Right not to accept any quotation	IOM is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, IOM reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum 25% of the total offer, without any change in the unit price or other terms and conditions.
Type of Contract to be awarded	<p>Long-term Agreement. Based on the results of this competitive bidding exercise, IOM intends to enter into non-exclusive Long-Term Agreement(s) (LTAs) with the successful bidder(s) for providing of an indefinite quantity of the specified services in support of IOM's operations. In the event of IOM signing Long Term Agreement(s).</p> <p>The expected duration of the LTA is: Two (2) years with the possibility of extension for up to one additional year subject to the service provider's satisfactory performance and competitiveness of prices.</p>
Expected date for contract award.	01 June 2024
Policies and procedures	This RFQ is conducted in accordance with Policies and Procedures of IOM
UNGM registration	IOM is encouraging all suppliers to register at the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award of USD 100,000 and above, the Bidder is recommended to register on the UNGM prior to contract signature. For vendors who do not have the technical means to register in UNGM, the UNGM has implemented an assisted vendor registration functionality that allows IOM procurement personnel to add local vendors to the UNGM.

ANNEX 1: SCHEDULE OF REQUIREMENTS

Terms of Reference:

1. Project Description

The International Organization for Migration, Thailand required hotel accommodation in Bangkok for its beneficiaries during their transit in Bangkok to other destinations. IOM having observed the opportunity to leverage on available expertise and facilities available has decided and establish LTAs to facilitate the efficiently handling of hotel accommodation and catering and obtain best rates and quality services from the hospitality and hotel providers.

Providers chosen under this LTA will accommodate IOM beneficiaries where necessary and selected based on established standard rates and acceptance of IOM's requirements.

2. Scope of Services, Expected Outputs and Target Completion

This arrangement will facilitate the implementation of IOM Programme activities by ensuring the timely engagement of providers and provision of quality services.

Scope of Services

- Coordinate with IOM Focal point for room reservation, feedback, and invoicing.
- Ensure that all rooms and the overall hotel facilities are clean and well prepared.
- Ensure that bedding equipment is clean.
- Ensure that maintenance services are promptly available.
- Ensure that common areas are available.
- Ensure that hotel staff are available 24 hours a day.
- Ensure that transportation is available at night-time in case of emergency; for example, if there is a need to transport a sick or injured person to hospital.
- Ensure that the canteen/cafeteria is available.

Expected outputs.

- Access to the hotel accommodation and other services which meet the requirements.
- Sufficient capacity to accommodate IOM booking.
- Regular cleaning of rooms, hotel facilities and bedding equipment is required to ensure refugees' well-being.
- Security services are provided to ensure safety and security.
- Meals are provided sufficiently.
- A cafeteria or eating area is available.

3. Institutional Arrangement

The Service Provider shall work independently but with consistent communication, reporting to, and seek approval from IOM through the Bangkok Operation Team or focal point.

4. Deliverables:

- Standard room including supplies and amenities as well as drinking water upon request.
- Breakfast, Lunch and Dinner for IOM guests. All food must be prepared with good quality ingredients free from foreign items and all food should be served fully and freshly cooked.
- Ensure that food preparation facilities as well as the kitchen personnel adhere to the highest applicable food hygiene standard and legislation, and all such personnel handling food must process relevant, valid medical clearances to that effect.
- The standard room is well equipped with basic set up including attached bathroom, air conditioning, LCD TV with remote control, bath amenities, towels, safe deposit box, telephone, refrigerator, desk, and chairs.
- Daily room (or upon agree e.g. every two day or three times a week) cleaning and disinfection of all surfaces as well as replacing any dirty towels and replenishing supplies and amenities.
- Extra bed with bedsheet, pillow, and other supplies upon request.

- Provide access to common areas, a small meeting/conference room for orientation/medical check of IOM beneficiaries.
- Provide a private dining zone or room or serve in the room for IOM group.
- Provide a dedicated space for IOM personnel deployed in the hotel to look after IOM beneficiaries/guests.
- The hotel may accommodate special requirements for IOM’s Beneficiaries, which may include religious or culturally appropriate food, provided these requirements are communicated by IOM to the hotel in advance.
- Provide airport transfer upon request.
- Provide storage for pre-departure supplies.
- A designated area or space assigned to store the baggage of IOM passengers prior to their transfer to the airport.

5. Duration of the Services:

The service provider expected to commence from 1st of June 2024 to 31 May 2026 with possibility to extend one more year based on the performance.

6. Location of the required Services:

Bangkok, Thailand preferably airport area.

7. Qualifications of the Successful Service Provider:

- Registered and duly licensed to operate hotel located in Bangkok.
- Have sufficient qualified personnel.
- Having capacity and standard hotel facilities to accommodate request from the IOM.
- Experience working with NGOs, UN agencies is a strong asset; experience working with IOM will also be considered favourably.

8. Scope of Proposal Price and Schedule of Payments

- The quotation should include a fixed all-inclusive service fee.
- Prices quoted by the bidder shall be fixed during the bidder’s performance of the contract.
- IOM standard credit term is 30 days.
- The service provider shall invoice monthly, using the official invoice, statement of account and/or summary form of the Service Provider with following details: dates of service, description of services provided in detail, cost breakdown, and total cost for IOM, including IOM request forms unless otherwise instructed by IOM.

9. Recommended Presentation of Offer

The bid documents should be organized following the templates and instruction given in the of the ITB/RFQ.

10. Annexes:

- C11 LTA Service Agreement.
- Vendor Information Sheet (VIS)
- UN Code of Conduct

Preliminary Evaluation:

Preliminary Evaluation Checklist	Complied (Yes/No)
Bid submitted within the deadline	
Bid submitted via dedicated email	
Bidder information form (VIS) fully accomplished	
Copy of Tax/VAT registration document submitted	
Copy of business registration certificate	
Permission/authorized to operate hotel business in Thailand	
Minimum number of standard rooms 30	
Availability of cafeteria/restaurant/dinning space	
Declaration of Conformity for Supplier – Signed and stamped	
UN Code of Conduct for Suppliers – Signed and stamped	