



Invitation to Bid

Cooperative for Assistance and Relief Everywhere, Iraq

Date: 10-03-2024

Subject: Framework Agreement for Provision of Hotel Accommodation Service and Conference Venue Services.

Locations: Erbil

Our Ref: **FWA/CI/IRQ/2024/001**

Dear Bidders,

CARE International, together with its local partners provides assistance to conflict-affected people and returnees in Iraq. CARE receives a grant from **various** donors for implementing of the humanitarian aid operation in Iraq. CARE (Contracting Authority) seeks service providers for Framework Agreement for Provision of Hotel Accommodation Service and Conference Venue Services.

This Invitation to Bid document contains the following:

- Cover Letter about CARE
- Section 2: Instruction to Tenderers
- Section 3: CARE General remarks and special conditions/requirements
- Section 4: Pre-Qualification of Bidder
- Section 5: Bidding form
- Section 6: Bidding proposal

Sections 4, 5 and 6 must be completed by the bidder.

This is a Framework Agreement and may be put in place with one or more.

SECTION 2. – INSTRUCTIONS TO BIDDERS

By submitting a bid, Bidders fully and unreservedly accept the conditions of this Invitation to Bid, which will constitute the governing of the Agreement as the sole basis of this tendering procedure. The tenderers are expected to read carefully and comply with all instructions, forms, Agreement provisions and specifications contained in this file. Failure to submit a bid containing all the required information and documentation within specified deadline or extra remarks may result to rejection of the bid without further evaluation.

- **SCOPE OF SERVICE**

ITB No.	Location	Description of service
FWA/CI/IRQ/2024/001	Erbil -Iraq	Framework Agreement for Provision of Hotel Accommodation Service and Conference Venue Services in Erbil.

2. SCHEDULE AND DEADLINE FOR SUBMISSION OF BIDS

The deadline for submission of bids is **24/03/2024 at 16:00 Iraqi time**. Bids received after this date will not be accepted.

Schedules	DATE	TIME* at local time of Iraq
Tender published	10-03-2024	
Closing date and time for receipt of Bids	24-03-2023	1600 Hrs.
Bid Opening Date and Time	26-03-2024	10:00 am

Please note CARE reserves the right to modify this schedule (dates).

3. TENDER PROCESS

The following processes will be applied to this Tender:

- Tender Announcement
- Tender Closing
- Bids Opening
- Administrative Evaluation
- Financial Evaluation
- Technical Evaluation
- Framework Agreement Award
- Notification of Framework Agreement Award

4. SUBMISSION OF BID

Bids can be submitted by email or as a hard copy to the Erbil Office.

Please submit your bids in accordance with the requirements detailed below:

CARE International, Empire Business Towers, T4, Floor 3, Unit 6, Erbil, Iraq.

If you need support to find CARE address, call # 07508023858 to direct you to CARE addresses.

➤ **Hardcopy**

4.1 The Bidder shall enclose the bid in a securely sealed Envelope.

4.2 The Bid must include all specified documents in (ORDER OF PRECEDENCE OF DOCUMENTS)

4.3 The Bid, including annexes and all supporting documents, must be submitted in a sealed envelope bearing only:

- ITB No.
- CARE address
- Hotel stamp

➤ **Email**

Bids can also be submitted by email to the following dedicated, secure email addresses: Procurement_Iraq@care.de

Instructions for submitting by email:

1. The ITB number shall be inserted in the Subject Heading of the email as: **Framework Agreement for Provision of Hotel Accommodation Service and Conference Venue Services in Erbil.**
2. Bid documents will be sent to advertisement in MS word, download documents, after finishing from editing convert to PDF, JPEG, TIF Format ...etc.
3. Bid documents required, shall be included as an attachment to the email in PDF, JPEG, TIF format, or the same type of files provided as a ZIP file. Documents in MS Word or excel formats, may result in the bid being disqualified.
4. Email attachments; if size does not allow you to send in one attachment; the Bidder shall send his bid in multiple emails but try to combine your documents into one PDF scan all of your files and attached for only one click printing out. CARE is not responsible for the failure of the Internet, network server, or any other software, used by the Bidder in the processing of emails.

Queries and requests for clarification of the specification can be requested via e-mail. Two full days may be required for response.

5. SELECTION AND AWARD CRITERIA STAGES

CARE has assessed the local market and is aware of the prices other agencies are paying for similar services, award of the Framework Agreement(s) will be based on the following:

Criteria that will be used to evaluate and score the bid is as following:

- 25%** - Safety & Security Assessment, 25 points
- 35%** - Technical - Essential/Preferred Criteria, 35 points
- 40%** - Price, 40 points

Safety & Security Assessment Criteria – this may be verified with a physical visit:

#	Essential Technical Criteria
1.1	24/7 staffed reception desk with trained personnel?
1.2	Smoke detectors and fire extinguishers/sprinklers throughout the hotel?
1.3	Unlocked and accessible fire exits?
1.4	Are emergency contacts and evacuation plans posted through the hotel?
1.5	Comprehensive training on emergency response and guest safety?
1.6	Location of the hotel and the history of crime in the area?
1.7	CCTV availability and monitoring?
1.8	Is there a possible high-risk location close to the hotel. If yes, how is it mitigated?
1.9	Is/are there an onsite security personnel in place?
1.10	Is the hotel equipped with backup power generators and water tanks?

Technical - Essential/Preferred Criteria – this may be verified with a physical visit:

#	Essential Technical Criteria
1.1	Availability of Wi-Fi in bedrooms and common areas
1.2	Availability of Laundry Service
1.3	Can book via email
1.4	Clean, Modern hotel rooms and facilities
1.5	Please provide category/Classification of the hotel (Star Level)- at least 3 stars hotel or venue
1.6	Availability of breakfast with hotel booking
1.7	On-site restaurant or food provision for Conferences (tea breaks, lunch)

A) Administrative Evaluation

The bid shall pass the administrative evaluation stage before being considered for technical and financial evaluation. Bids that are deemed administratively non-compliant may be rejected. Documents listed below shall be submitted with your bid:

- Bid Form (Technical, Financial), Hotel Profile and Registration.

B) Technical Evaluation

A Technical Evaluation of all bids received will be performed taking into account all the shortlisted Bidders that satisfy the criteria of Administrative Evaluation.

C) Financial Evaluation

All bids that pass the Financial Evaluation will proceed to Award Procedure

D) Exclusion criteria:

- Any of the documents in SECTION 4, SECTION 5 or SECTION 6 missing can be considered a reason for exclusion (CARE reserves the right not to exclude in certain cases as deemed appropriate)
- Submission of multiple bids for single Requisition

E) Award Procedure

The Framework Agreement will be awarded to successful Bidder after CARE committee members make a decision based on CARE discretionary requirements and after evaluation process.

CARE reserves the right to award the Framework Agreement to more than one Bidder.

6. ORDER OF PRECEDENCE OF DOCUMENTS

The following documents must be submitted before tender closing (submitted using CARE templates):

Description	To be filled by bidder		To be filled by CARE opening bid committee		
	Included?		Complete?		Comments
Document to be submitted <u>within</u> tender	Yes	No	Yes	No	
Duly filled, signed and stamped Pre-Qualification of Bidder (Section 4)					
Duly filled, signed and stamped Bidding form (Section 5)					
Duly filled, signed and stamped Bidding proposal (Section 6)					
Copy of Hotel Registration in KRI or Federal Iraq					

Following documents will be additionally requested from the selected Bidder:

- Original commercial invoice letter header clearly addressing the Bidder details
- Stamp

SECTION 3. - GENERAL REMARKS AND SPECIAL CONDITIONS/REQUIREMENTS

1. GENERAL CONDITIONS/REQUIREMENTS

- 1.1 Payment terms are within 30 days of certifying completion of hotel stay or conference room use from CARE staff by cheque or bank transfer.
- 1.2 CARE holds the right to change the technical description of the bid in writing. All Bidders will be informed if any changes occur.
- 1.3 CARE reserves the right to award this Framework Agreement to more than one bidder, especially to cover more than one city.
- 1.4 **Bidders need to be registered and own Certificate of Registration in KRI or FI, please attach copy of the Hotel Registration Certificate to the bid as described in "Order of precedence of documents".**
- 1.5 Accept inspection by CARE member staff to verify the safety and security standards and possibly for technical assessment as well.
- 1.6 No sub-letting is allowed.
- 1.7 No weapons are allowed during the work or monitoring. CARE permits to have state-authorized actors to be present at the work site.
- 1.8 Bidder that is awarded the Framework Agreement at the end of the process will have to comply with CARE policies on Prevention of Sexual Exploitation and Abuse and Code of Conduct/Anti-Fraud and Corruption policy
- 1.9 Consider participating in the bid is not award, you might not hear from CARE if your application has not been successful.

2. PRICES/SERVICE CHARGE

The prices need to include all taxes and related costs. No additional charges of any kind are permitted after a signed Agreement by both parties.

The price will be fixed for the period of the Agreement, unless the nature of the services provided are subject to high market price volatility as deemed reasonable by CARE. In the case where significant currency valuation on market prices cause a significant and frequent change, based on a written agreement by both parties, prices can be renegotiated every 3 months, otherwise they are fixed for one year.

All prices must be indicated in **Iraqi Dinar (IQD)** only unless otherwise stated.

3. PAYMENT TERMS

CARE will affect payments after the completion of services are verified at the satisfaction of CARE and having received an invoice/invoice. Payment will take place within 30 working days after submitting the invoice. Payment will be made by cheque or bank transfer.

4. BID VALIDITY

The bid shall remain valid for certain period of **12 (Twelve) months** requested by CARE for the period of the Agreement.

5. AMENDMENT OF BIDDING DOCUMENTS

CARE may amend or cancel the Invitation to Bid document by informing the Bidders in writing no later than 48 hours before the deadline for submission of bids. To give Bidders reasonable time in preparing their bids, CARE may extend the deadline for the submission of bids at its own discretion.

6. JOINT VENTURES, CONSORTIA AND ASSOCIATIONS

Joint venture, consortium or association of two or more firms as partners will only be accepted through declaration by bidder containing the names and registrations of partners. All formal conditions of the Agreement shall apply for both Partners venturing into this bid.

7. SOLE BID FROM SINGLE BIDDER

Each Bidder shall submit only one Bid. A Bidder who submits or participates with more than one bid form may cause disqualification of all their bids.

8. RIGHT TO SELECT/REJECT

CARE reserves the right to select and negotiate with those companies it determines, at its own discretion, to be qualified for competitive evaluating and to repeal negotiations without incurring any liability. CARE also reserves the right to reject any or all offers received without explanation as CARE reserve the right to disqualify any offers based on Bidder failure to comply with solicitation instructions.

CARE also has right to:

- Extend time of Bid responses to receive better deal on their demand after notifying all Bidders.
- Cancel or modify the Tender process at any time as appropriate to the needs of CARE.
- Issue an award or multiple awards based on the initial evaluation of received bids.

9. AWARD SPLITTING

CARE reserves the right to split awards, sharing the order between more than one Bidder.

10. CLARIFICATION OF BIDDING DOCUMENTS

A potential Bidder shall be contacted in writing in some circumstances at discretion of CARE if the bidding documents are incomplete or miscalculated. In most circumstances the bid will be rejected.

11. CONFIDENTIALITY

Information relating to the examination, evaluation, comparison, and post-qualification of bids, and recommendation of Agreement award, shall not be disclosed to Bidders or any other persons not officially concerned with this process.

Breaking confidentiality rules by Bidders will result into rejection of their bids. There are also severe consequences for CARE staff for breaching confidentiality.

12. LANGUAGE OF TENDER

The bids, all correspondence and documents related to the tender shall be exchanged in English. Supporting documents that are part of the tender may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

13. SPECIFIC CONDITIONS

Bid must specify all details according to the Invitation to Bid text. Incomplete bids and bids that arrive later than the deadline for reply may be automatically excluded. All responses will be opened by the CARE tender committee. In the case of an error when writing the prices, discard the page. Any alterations, including the use of correction fluid, may render your offer invalid.

14. SIGNING OF THE FRAMEOWRK AGREEMENT

Upon decision made by CARE committee members, CARE will notify successful Bidder to sign the Agreement and return signed Agreement to CARE International within agreed timeframe.

Note: Submission of a Bid form does not guarantee the award of a Framework Agreement. Award of an Agreement is entirely at the discretion CARE International.

Bidders' who do not receive a written feedback within 15 days should consider their bid unsuccessful

SECTION 4. – PRE-QUALIFICATION OF BIDDER

We herewith _____ (Hotel name) declare

- a. **CONDUCT.** Bidder and its employees shall maintain and comply with a written code of conduct that prohibits giving anything of value, directly or indirectly, to any person or entity, including government officials or CARE staff, in the form of a bribe or kickback; establishes appropriate limitations on transactions with relatives of Bidder employees or businesses or ventures related to Bidder or its employees; and otherwise properly governs the performance of its employees engaged in soliciting, awarding or administering contracts, and receiving gifts. The Bidder shall inform CARE in writing of any violations relating to its obligations hereunder. The Bidder certifies that it has not knowingly provided and will not knowingly provide, in violation of applicable laws, material support or resources to any individual or organization that advocates, plans, sponsors, engages in, or has engaged in an act of terrorism, or we have not been guilty of grave professional misconduct proven by any means which CARE can justify.
- b. We are not bankrupt or being wound up, we are not having our affairs administered by the courts, our business has not been suspended by Local Government, are not the subject of proceedings concerning those matters, or are not in any analogous situation arising from a similar procedure provided for in national legislation or regulations,
- c. We have not been convicted of an offence concerning our professional conduct by a judgement which has the force of claim preclusion.
- d. We have fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which we are established or with those of the country of the contracting authority or those of the country where the contract is to be performed,
- e. We have not been subject of a judgement which has the force of claim preclusion for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities financial interests,
- f. We have not been declared to be in serious breach of contract for failure to comply with obligations in connection with another contract with the same contracting authority or another contract financed with Community funds,
- g. We do respect basic social rights and condemn exploitation of child labour and women.

Name and Date

Signature and Stamp

SECTION 5. – BIDDING FORM

5.1 Bidder business details:

Hotel name:	
Registered name of Hotel (if different):	
Primary contact name:	
Primary Contact Job Title:	
Phone:	
Email:	
Address:	
Owner/ Manager Name:	
Business Licence Number:	
Hotel Registration in KRI / FI (Yes/No) Please Attach	
Will accept payment by bank transfer after check out/completion of workshop (Yes/No):	

5.2 Hotel bank account details:

Bidder name:	
Bidder account number:	
Bidder Bank:	
Bank branch:	
SWIFT:	
IBAN:	
Bank address:	

Name and Date

Signature and Stamp

SECTION 6. – Bidding Proposal

6.1 Price Sheet for Framework Agreement for Provision of Hotel Accommodation Service and Conference Venue Services

Service line #	Description of Goods / Services	Unit	Quantity	Price in IQD
1	Double bed with breakfast	Night	1	
2	Single bed with breakfast	Night	1	
3	Twin Room (2 persons sharing) with breakfast	Night	1	
4	Day uses up to 4 hours	Day use	1	
5	Laundry Service per piece of large clothing	Piece	1	
6	Late Check-out, up to two hours	Hour	2	
7	Venue suitable to fit 15 persons (including projector, internet, flip chart/notebooks, pens, tables, chairs)	Day	1	
8	Venue suitable to fit 50 persons (including projector, internet, flip chart/notebooks, pens, tables, chairs)	Day	1	
9	Lunch meal for participants during workshop	Meal	1	
10	One coffee break for participants during training	One time	1	
11	Two coffee break cost per day for participants who attend the training	Two time	1	
12	Taxi Service from the Airport to the Hotel	Trip	1	
13	Taxi Service from Hotel to the Airport	Trip	1	

6.2 Technical - Essential/Preferred Criteria (for Bidder to fill in) – An additional site visit may take place:

#	Essential Technical Criteria	Answer (Yes/No)	Comment
1.1	Availability of Wi-Fi in bedrooms and common areas		
1.2	Availability of Laundry Service		
1.3	Can book via email		
1.4	Clean, Modern hotel rooms and facilities		
1.5	Please provide category/Classification of the hotel (Star Level)- at least 3 stars hotel or venue		
1.6	Availability of breakfast with hotel booking		
1.7	On-site restaurant or food provision for Conferences (tea breaks, lunch)		

6.3 Safety & Security Assessment Criteria (for Bidder to fill in) – An additional physical assessment may take place:

#	Essential Technical Criteria	Answer (Yes/ No)	Comment
1.1	24/7 staffed reception desk with trained personnel?		
1.2	Smoke detectors and fire extinguishers/sprinklers throughout the hotel?		
1.3	Unlocked and accessible fire exits?		
1.4	Are emergency contacts and evacuation plans posted through the hotel?		
1.5	Comprehensive training on emergency response and guest safety?		
1.6	Location of the hotel and the history of crime in the area?		
1.7	CCTV availability and monitoring?		
1.8	Is there a possible high-risk location close to the hotel. If yes, how is it mitigated?		
1.9	Is/are there an onsite security personnel in place?		
1.10	Is the hotel equipped with backup power generators and water tanks?		

6.4 Supplementary information (for Bidder to fill in):

Question	Answer
<ul style="list-style-type: none"> • What is your cancellation policy? • Is the cancelation free of charge? • How much notice must be given to cancel (24 hours/48 hours)? 	

Name and Date

Signature and Stamp