

Tender Package — Request for Proposal (RFP)



1. Invitation to Tender

Tender Name: Request for Proposal for Hotel Accommodation & Conference Rooms for 4, 5 Star Hotels in Amman		Tender No: MC-11-2021
Location: Amman/ Jordan		Correspondence Language(s): English
Brief Summary Description of Project: <p>Mercy Corps is an international relief and development organization working in over 40 countries worldwide helping people build secure, productive and just communities. In Jordan, Mercy Corps has been actively working since 2003 to implement a variety of programs funded by US and European governments and private donors.</p> <p>Mercy Corps is soliciting tenders from renowned and registered 4 & 5 star hotels in Amman for accommodation and training venue(s), under a one-year contract that can be extended for another year.</p>		
Tender package available from: Sunday, June 13, 2021	Tender package available: https://jordan.mercycorps.org/tenders Also the package can be found on Mercy Corps website at: www.mercycorps.org/tenders	
Deadline for Offer Submission: Sunday, June 27, 2021 till 3:00 pm (Amman Time)	Submission of offers: Option 1: Hardcopy submission: Sealed Offers to Mercy Corps, Building No. 8, Tabasheer 3 Street, 7th Circle, Amman Jordan. Option 2: Soft copy submission: Soft copy submission must be only to the following Email address: tenders@mercycorps.org Any offer sent to another email address will be disregarded. Note: The size of the attachments in each email should not exceed 15 MB.	

Mercy Corps reserves the right to accept or reject any late offers

Questions and Answers (Q&A)	
If any, Submit Questions in writing to jo-tenders@mercycorps.org Attention: Procurement Tenders	
Last Day for Questions: Thursday, June 17, 2021 (COB) (COB i.e. 4:30 PM)	Questions will be answered by: Sunday, June 20, 2021 (COB) (COB i.e. 4:30 PM)

Tender Package — Request for Proposal (RFP)



- Questions will be answered in writing through email on given time and date. No more questions will be considered after Thursday, June 17, 2021 (COB).
- All received questions along with answers will be shared with all prospective bidders who download the tender package. They will also be posted on both MC local and global websites (the same websites that the bidders used to download the tender package).

Documentation Checklist

These documents are contained within this tender package: (see what to add, arrange and correct if any mistakes)

✓ Invitation to Tender	(This document)
✓ General Conditions for Tender	(This document)
✓ Criteria and Submittals	(This document)
✓ Offer form	(This document)
✓ Supplier Information Form	(Attachment 1)
✓ Master Service Agreement Template	(Attachment 2)
✓ Price Offer Sheet	(Attachment 3)
✓ Response Sheet	(Attachment 4)

2. General Conditions for Tender

Mercy Corps invites proposals for the goods, services and/or works described and summarized in these documents, and in accordance with procedures, conditions and contract terms presented herein. Mercy Corps reserves the right to vary the quantity of work/materials specified in the Tender Package without any changes in unit price or other terms and conditions and to accept or reject any, all, or part of submitted offers.

2.1 Mercy Corps' Anti-Bribery and Anti-Corruption Statement

Mercy Corps strictly prohibits:

- Any form of bribe or kickback in relation to its activities
This prohibition includes any *request* from any Mercy Corps employee, consultant or agent for anything of value from any company or individual in exchange for the employee, consultant or agents taking or not taking any action related to the award of a contract or the contract once awarded. It also applies to any *offer* from any company or individual to provide anything of value to any Mercy Corps employee, consultant or agent in exchange for that person taking or not taking any action related to the award of the contract or the contract.
- Conflicts of interests in the awarding or management of contracts
If a company is owned by, whether directly or indirectly, in whole or in part, any Mercy Corps employee or any person who is related to a Mercy Corps employee, the company must ensure that it and the employee disclose the relationship as part of or prior to submitting the offer.
- The sharing or obtaining of confidential information
Mercy Corps prohibits its employees from sharing, and any offerors from obtaining, confidential information related to this solicitation, including information regarding Mercy Corps' price estimates, competing offerors or competing offers, etc. Any information provided to one offeror must be provided to all other offerors.
- Collusion between/among offerors
Mercy Corps requires fair and open competition for this solicitation. No two (or more) companies submitting proposals can be owned or controlled by the same individual(s). Companies submitting offers cannot share prices or other offer information or take any other action intended to pre-determine which company will win the solicitation and what price will be paid.

Violations of these prohibitions, along with all evidence of such violations, should be reported to:

integrityhotline@mercycorps.org

Mercy Corps will investigate allegations fully and will take appropriate action. Any company, or individual that participates in any of the above prohibited conduct, will have its actions reported to the appropriate authorities, will be investigated fully, will have its offer rejected and/or contract terminated, and will not be eligible for future contracts with Mercy Corps. Employees participating in such conduct will have his/her employment terminated.

Violations will also be reported to Mercy Corps' donors, who may also choose to investigate and debar or suspend companies and their owners from receiving any contract that is funded in part by the donor, whether the contract is with Mercy Corps or any other entity.

2.2 Tender Basis:

- All offers shall be made in accordance with these instructions, and all documents requested should be furnished, including any required (but not limited to) supplier-specific information, technical specifications, drawings, bill of quantities, and/or delivery schedule. If any requested document is not furnished, a reason should be given for its omission in an exception sheet.
- No respondent should add, omit or change any item, term or condition herein.
- If suppliers have any additional requests and conditions, these shall be stipulated in an exception sheet.
- Each offeror may make one response only.
- Each offer shall be valid for the period of [**180 days**] from its date of submission.
- All offers should indicate whether they include taxes, compulsory payments, levies and/or duties, including VAT, if applicable.
- Suppliers should ensure that financial offers are devoid of calculation errors. If errors are identified during the evaluation process, the unit price will prevail. If there is ambiguity on the unit price, the Selection Committee may decide to disqualify the offer.
- Any requests for clarifications regarding the project that are not addressed in written documents must be presented to Mercy Corps in writing. The answer to any question raised in writing by any offeror will be issued to that offeror. In some cases Mercy Corps may choose to issue clarifications to all offerors. It is a condition of this tender that no clarification shall be deemed to supersede, contradict, add to or detract from the conditions hereof, unless made in writing as an Addendum to Tender and signed by Mercy Corps or its designated representative.
- This Tender does not obligate Mercy Corps to execute a contract nor does it commit Mercy Corps to pay any costs incurred in the preparation and submission of proposals. Furthermore, Mercy Corps reserves the right to reject any and all proposals, if such action is considered to be in the best interest of Mercy Corps.
- Mercy Corps has the right not to disclose the name of the winning offeror to the losing bidders or the terms and conditions offered by the winning bidder.

2.3 Supplier Eligibility

Suppliers may not apply, and will be rejected as ineligible, if they:

- Are not registered companies

Tender Package — Request for Proposal (RFP)



- Are bankrupt or in the process of going bankrupt
- Have been convicted of illegal/corrupt activities, and/or unprofessional conduct
- Have been guilty of grave professional misconduct
- Have not fulfilled obligations related to payment of social security and taxes
- Are guilty of serious misinterpretation in supplying information
- Are in violation of the policies outlined in Mercy Corps Anti Bribery or Anti-Corruption Statement
- Supplier (or supplier's principals) are on any list of sanctioned parties issued by; or are presently excluded or disqualified from participation in this transaction by: the United States Government or United Nations by the United States Government, the United Kingdom, the European Union, the United Nations, other national governments, or public international organizations.

Additional eligibility criteria, if applicable, are stated in section 3.2 of this tender package.

2.4 Response Documents

Offerors can either utilize the response documents contained in this tender package to submit their offer or they can submit an offer in their own format as long as it contains all the required documents and information specified by this tender.

2.5 Acceptance of Successful Response

Documentation submitted by offerors will be verified by Mercy Corps. The winning offeror will be required to sign a contract for the stated, agreed upon amount.

2.6 Certification Regarding Terrorism

It is Mercy Corps' policy to comply with humanitarian principles and the laws and regulations of the United States, the European Union, the United Nations, the United Kingdom, host nations, and other applicable donors concerning transactions with or support to individuals or entities that have engaged in fraud, waste, abuse, human trafficking, corruption, or terrorist activity. These laws and regulations prohibit Mercy Corps from transacting with or providing support to any individuals or entities that are the subject of government sanctions, donor rules, or laws prohibiting transactions or support to such parties.

3. Criteria & Submittals

3.1 Contract Terms

- Mercy Corps intends to issue a fixed price master service agreement contract to one or more company or firm. The successful offeror shall be required to adhere to the statement of work and terms and conditions of the resulting contract. By submitting an offer, offerors certify that they understand and agree to all of the terms and clauses contained in "attachment 2" master service agreement template.

3.2 Specific Eligibility Criteria

Eligibility criteria must be met and the corresponding supporting documents listed below under "Tender Submittals" **must** be submitted with offers. Offerors who do not submit these documents may be **disqualified** from any further technical or financial evaluation.

Eligibility Criteria:

- Proof of local tax registration.
- Proof of local business registration.
- Proof of Ministry of Tourism registration.
- MC Supplier information form- Attachment 1 (Filled, signed and stamped).

3.3 Tender Submittals

Submission: the offers can be submitted either as a hard copy or a soft copy.

1. **Hard copy submission:** Offers should be submitted in three sealed envelopes mentioning the name and number on each envelope separately as shown below.
2. **Soft copy submission:** Offers must be only submitted to the email address (tenders@mercy Corps.org), and the bidder should separate the documents into folders as shown below.

Note: The size of the attachments in each email should not exceed 15 MB.

✓ **Envelope 1, containing documents supporting the Eligibility Criteria:**

- A copy of valid tax registration certificate or a copy of the latest tax clearance.
- A copy of valid business registration certificate (e.g. to whom it may concern certificate or equivalent).
- Copy of Ministry of Tourism registration certificate.
- Supplier information form – attachment 1 (Filled, signed and stamped by the service provider).

✓ **Envelope 2, containing documents supporting the technical Criteria:**

- **Provision of pictures for all training rooms with detailed description of available facilities including:** no poles and columns inside the training hall, proper ventilation AC/ Heating/ Fans, availability of sound system, availability of lighting, space for activities, sound proofing and parking availability.
- **Environmental Policy of the Hotel/Venue including:** ISO 14XXX certification (Environmental Management Systems), Green certifications and/or a description of practices in terms of sustainability policy, energy and water consumption, solid waste production (landfill waste), resource conservation (i.e. type and quantity of toilet paper used), and Chemicals use (type of chemicals, biodegradability and quantity reduction measures).
- MC response sheet - attachment 4.

✓ **Envelope 3, containing the Financial Offer:**

- Price Offer Sheet - attachment 3 (filled, signed and stamped).

In case the bidder chooses to submit the proposal as a hard copy, the bidder shall provide a CD or Flash memory which must contain all submittals of the three envelopes. The submittals inside the CD or the flash memory must be separated in three separate folders following the submission mechanism described above in section 3.3 tender submittals.

Addressed to “Mercy Corps Jordan”, Sealed Offer from “Name of offering Supplier” and delivered to Mercy Corps Office, Tabasheer 3 St. Bldg. 8, 7th Circle, Amman – Jordan, Tel 55 485 70/1/2

Documents and required information listed in tender submittals are necessary in order to support the eligibility criteria and to conduct technical evaluations of received offers (and due diligence). While absence of these documents and/or information does not denote mandatory disqualification of suppliers, the lack of these items has the potential to severely and negatively impact the technical evaluation of an offer.

Tender Package — Request for Proposal (RFP)



Price Offer:

The Price Offer is used to determine which offer represents the best value and serves as a basis of negotiation before award of a contract. As a Fixed-Price contract, the price of the contract to be awarded will be an all-inclusive fixed price basis, either in the form of a total fixed price or a per-unit/deliverable fixed price. No profit, fees, taxes, or additional costs can be added after contract signing. All items must be clearly labeled and included in the total offered price. Not using the tender price offer sheet (attachment 3) may have the potential to severely and negatively impact the financial evaluation of an offer.

3.4 Currency

Offers should be submitted in: _____ JOD

Payments will be made in: _____ JOD

3.5 Tender Evaluation (Trade-Off Selection Method)

Based on the above submittals, a Mercy Corps Tender Committee will conduct a tender evaluation process. Mercy Corps reserves the right to accept or reject any or all proposals, and to accept the offer(s) deemed to be in the best interest of Mercy Corps. MC will not be responsible for or pay for any expenses or losses which may be incurred by any Offeror in the preparation of their tender.

Evaluations will be conducted as described in the following subsections:

3.5.1 Scoring Evaluation

(Trade-Off Method)

Mercy Corps Tender Committee will conduct a technical evaluation which will grade technical criteria on a weighted basis (each criteria is given a percentage, all together equaling 100%). Offerors proposals should consist of all required technical submittals so a Mercy Corps committee can thoroughly evaluate the technical criteria listed herein and assign points based on the strength of a technical submission.

Award criteria shall be based on the proposal's overall **"value for money"** (quality, cost, delivery time, etc.) while taking into consideration donor and internal requirements and regulations. Each individual criteria has been assigned a weighting prior to the release of this tender based on its importance to Mercy Corps in this process.

Offeror(s) with the best score will be accepted as the winning offeror(s), assuming the price is deemed fair and reasonable and subject to the additional due diligence in section 3.5.2.

When performing the Scoring Evaluation, the Mercy Corps Selection Committee will assign points for each criteria based on the following scale:

Point	Rationale
0	Not acceptable; has not met any part of the specified criteria
1-4	Has met only some minimum requirements and may not be acceptable
5	Acceptable
6-9	Acceptable; has met all requirements and exceeds some
10	Acceptable; has exceeded all requirements

Evaluation Criteria	Weight (%)	Possible Points (1 to 10)	Weighted Score
	(A)	(B)	(A*B)
Number of available accommodation rooms: The higher number of available accommodation rooms during both high & low seasons, the more score the company will get on this criterion.	10%		
Training rooms & Venues capacity: Number of training rooms with the maximum capacity.	10%		
Training rooms & venues facilities: This criterion will be assessed based on the following aspects: <ul style="list-style-type: none"> No poles and columns inside the training hall, proper ventilation AC/ Heating/ Fans, availability of sound system, availability of lighting, space for activities, sound proofing and parking availability. The company shall provide pictures for all training room with detailed description of available facilities. 	20%		
Provision of catering & stationary for the trainings: <ul style="list-style-type: none"> Provision of welcome coffee/tea, continuous coffee breaks and lunch. Provision of Morning rich coffee break including sandwiches and patisseries. Provision of Flipcharts, PowerPoint projector, microphones, notebooks, pens for participants, and markers. 	10%		
Environmental Performance of the Hotel/Venue: This criterion will be measured based on the provided information in technical submittal #2 in which the following parameters will be taken into consideration: Hotel Environmental Policy, manager in charge of environmental management, policy of recycled waste, use of energy-efficient light bulb, use of low flow shower heads and sink aerators, switch off of A/C, install dual flush toilets, encourage guests to be eco-friendly, install solar hot-water system, train staff to be eco-friendly, provide energy-efficient appliances, use eco-friendly cleaning products, support to environmental NGOs in cash or kind, support to local community where hotel is located, reuse of linen and towels, purchase in bulk to reduce packaging, compost food leftovers, educate guests on environmentally friendly practices, sponsor research on environmental issue, produce brochure on recycled paper.	10%		
Financial offer.	40%		
Total	100%		

3.5.2 Additional Due Diligence

Upon completion of both the technical and financial evaluations, Mercy Corps may choose to engage in additional due diligence processes with a particular supplier or supplier(s). The purpose of these processes is to ensure that Mercy Corps engages with reputable, ethical, responsible Suppliers with solid financials and the ability to fulfill the contract. Additional due diligence may take the form of the following processes (though it is not limited to):

- Reference Checks
- Analysis of audited financial statements
- Interviews
- Site visits
- Determination of relations and affiliations between offerors
- Other appropriate documented method giving Mercy Corps increased confidence in the supplier's ability to perform

4. Offer Form

Offerors must submit their own independent offer including at least (but not limited to):

- All documents requested in the "Eligibility Criteria" section of this Tender Package
- All documents requested in the "Tender Submittals" section of this Tender Package

All offers must be duly signed (including position and full name of the signer) and stamped, with the date of completion.

Documents Comprising the Proposal

The following information must be included in the offer of any potential offeror:

- ☐ Completed and signed Mercy Corps **Supplier Information Form**. (attachment 1)
- ☐ Other important documents offeror feels need to be attached to support their proposal.

The original proposal shall be signed by the offeror or a person or persons duly authorized to bind the offeror to the contract. Financial offer pages of the proposal shall be initialed by the person or persons signing the proposal and stamped with the company seal.

Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the proposal.

5. Attachments to the Tender Package

- ✓ Supplier Information Form (Attachment 1)
- ✓ Master Service Agreement Template (Attachment 2)
- ✓ Price Offer Sheet (Attachment 3)
- ✓ Response Sheet (Attachment 4)