



REQUEST FOR QUOTATION (RFQ)

RFQ Reference: RFQ for Event Management Services	RFQ for Event Management Services Date: 11 May 2022
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SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for the provision of goods, works and/or 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 in Section 2. 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.

Signature: 
Name: Subhan Ahmadov
Title: Operations Manager UNDP, Azerbaijan
Date: 11 May 2022

SECTION 2: RFQ INSTRUCTIONS AND DATA

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p>
Deadline for the Submission of Quotation	<p>26th May 2022 18:00 Baku time</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p> <p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p>
Method of Submission	<p>Quotations must be submitted as follows:</p> <p><input checked="" type="checkbox"/> Dedicated Email Address: procurement.aze@undp.org</p> <p><input type="checkbox"/> E tendering</p> <p><input type="checkbox"/> Other Click or tap here to enter text.</p> <p>[For eTendering method, click the link https://etendering.partneragencies.org and insert Event ID information]</p> <ul style="list-style-type: none"> • Insert BU Code • and Event ID <p>Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement- notices/resources/</p>
Cost of preparation of quotation	<p>UNDP 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.</p>
Supplier Code of Conduct	<p>All prospective suppliers must read the United Nations 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: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p>

Fraud, Corruption,	<p>Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_an_dinvestigation.html#anti</p>
Gifts and Hospitality	<p>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p>
Conflict of Interest	<p>UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP 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. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
General Conditions of Contract	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract</p> <p>Select the applicable GTC:</p> <p>X General Terms and Conditions / Special Conditions for Contract.</p> <p><input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p><input type="checkbox"/> General Terms and Conditions for Works</p> <p>Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy</p>
Special Conditions of Contract	<p>X Cancellation of PO/Contract if the delivery/completion is delayed by [30 days]</p> <p><input type="checkbox"/> Others [pls. specify]</p>

Eligibility	<p>A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.</p> <p>It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative</p>
Currency of Quotation	Quotations shall be quoted in AZN (New Manat)

Joint Venture, Consortium or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
Only one Bid	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or b) they have the same legal representative for purposes of this RFQ; or c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
Duties and taxes	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, 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 must:</p> <ul style="list-style-type: none"> <input type="checkbox"/> be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes
Language of quotation	<p>English</p> <p>Including documentation including catalogues, instructions, and operating manuals.</p>

Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> ○ Annex 2: Quotation Submission Form duly completed and signed ○ Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the TOR/Schedule of Requirements in Annex 1 ○ Company Profile ○ Registration certificate ○ At least 2 years of experience in the field of event management as major part of activity ○ List and value of major projects in event management sector performed for the last 3 years in Baku and in county regions/rayons plus client's contact details who may be contacted for further information on those contracts. ○ The bidder should have at least 150.000 USD turnover for the last year proven with the relevant bank/official statement/documentation ○ CVs of personals to be involved in the event management services (Team Leader, at least 5 years of experience in the required field, supporting staff, 2 persons, at least 2 years of experience in the required field) ○ List of Hotel/Venues proposed in regions (lot1) and/or in Baku(lot2) ○ Two contract copies in the event management area with indicated the nature and volume of the works in the area. ○ Quality Certificates (ISO, etc.), if any ○ The companies applying as Consortium/Joint Venture shall indicate provide all the details/joint venture agreements duly notarized, contractual statuses as per UNDP rules. All parties/companies consisting joint venture shall meet the above requirements separately. ○ The major part of company activity shall be directly event management ○ The companies applying shall have minimum 2 years experience in the event management in the country and its different regions with proven documents/records. ○ Official letter confirming litigation history as per below to be provided. <p>The bidders applying shall have no consistent history of court/arbitral award decisions against the Bidder for the last 3 years including no ongoing arbitral/court case.</p> <p>UNDP reserves right to check all the above provided information,</p>
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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	Not permitted X Permitted The are two lots. Evaluation will be conducted per each lot and technically responsive offer for each lot will be considered for contract award.
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted If permitted, an alternative quote may be submitted only if a conforming quote to the RFQ requirements is submitted. Where the conditions for its acceptance are met, or justifications are clearly established, Click or tap here to enter text. reserves the right to award a contract based on an alternative quote. If multiple/alternative quotes are being submitted, they must be clearly marked as “Main Quote” and “Alternative Quote”
Payment Terms	<input checked="" type="checkbox"/> maximum 15 % advance of each order could be considered during each order subject to approval by UNDP. <input type="checkbox"/> Other Click or tap here to enter text.
Conditions for Release of Payment	<input type="checkbox"/> Passing Inspection [specify method, if possible] Complete Installation <input type="checkbox"/> Passing all Testing [specify standard, if possible] <input type="checkbox"/> Completion of Training on Operation and Maintenance [specify no. of trainees, and location of training, if possible] <input checked="" type="checkbox"/> Written Acceptance of Goods, Services and Works, based on full compliance with RFQ requirements during each order. <input type="checkbox"/> Others [pls. specify]
Contact Person for correspondence, notifications and clarifications	E-mail address: procurement.aze@undp.org Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Clarifications and questions	Requests for clarification from bidders will not be accepted any later than 5 days before the submission deadline.
Evaluation method	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer per lot as per the requirements. <input type="checkbox"/> Other Click or tap here to enter text.
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified RFQ <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract and technically Responsive lowest priced offer per lot Comprehensiveness of after-sales services <input type="checkbox"/> Earliest Delivery /shortest lead time <input type="checkbox"/> Others Click or tap here to enter text.

Right not to accept any quotation	UNDP 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, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
Type of Contract to be awarded	<input checked="" type="checkbox"/> Purchase Order X Contract Face Sheet (Goods and-or Services) (this template is also utilized for Long-Term Agreement) and if an LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) Contract for Works <input type="checkbox"/> Other Type/s of Contract [pls. specify]
Expected date for contract award	June, 2022
Publication of Contract Award	UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on 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, the Bidder must register on the UNGM prior to contract signature.

ANNEX 1: Terms of Reference /Schedule of Requirements

Background

The UNDP in Azerbaijan regularly organizes conferences, workshops, seminars and meetings ("Events") in respect of its programme implementation. To achieve cost efficiency from economies of scale while ensuring outstanding quality of services, it was agreed UNDP to consolidate all Events Management requirements and enter into a common contract(s) with a qualified company(ies). Through a competitive process, Event Management services may include but are not limited to providing:

- Meeting package and hotel accommodation
- Assist with the set up of displays and sets of the event
- Provide additional support services such as interpreters
- Liaise with an appropriate catering supplier and manage all catering requirements
- Provide staffing of event reception/registration desk
- Provide staffing and support of all associated conference workshops
- Source and liaise with potential speakers and facilitators
- Help design and collate participant feedback after the event has ended
- Other ad hoc duties

A. Scope of Services

The LTA(s) shall be used as an umbrella where it has unit prices for essential activities/ items proposed by the Contractor(s) during the initial tender. The implementation of it will be on an as needed basis and the Contractor(s) shall be requested to provide quotations for a specific Terms of Reference using the initially agreed unit prices. Below is a statement of the main items in the scope of services requested by UNDP. The purpose of this tender is to conclude a Long-Term Agreement(s) for a period of one year for Event Management services with a company(ies) specialized in this area of services. The successful company(s) will be contracted for an initial period of one year. An estimated turnover on event related services within one year would be around one hundred forty five dollars for event managements. However, UNDP doesn't guarantee any amount or volume it will be by order based and UNDP is not bound by the LTA (s) to purchase any minimum amount of the services. UNDP reserves the right to utilize other sources at its discretion to assure value for money. RFP is lot based and companies can provide offer for one or both lots as per the RFP requirements.

B.1 Event Management and Meeting Package:

The Contractor(s) shall upon, request and receipt of duly authorized instructions from the respective unit, facilitate the organization and make all necessary arrangements in organizing Events nationwide. This shall include arranging the venues and all associated facilities. Specifically, the Contractor(s) shall do some or all of the following activities:

1. Identify two (2) suitable conference meeting halls in a timely manner. The Contractor(s) has to ensure that the recommended venues have a good security system and are not located in a high-risk area. When required, the Contractor(s) should be able to coordinate of placing a policeman/woman/security official outside the meeting room for the duration of the event.
2. Ensure that meeting packages (lunch, coffee breaks, and dinner) are provided and arranged in timely manner and as required.
3. Ensure that any other services required will be satisfactorily provided and fully functional, e.g. performers, simultaneous interpreter system, translators/interpreters and note taker with knowledge of relevant subject of

the event (e.g. democratic governance, poverty reduction, crisis prevention and recovery, environment etc), additional electronic and audio-visual equipment (screen, LCD, pointers, notebooks/laptops, desktop, printers, photocopy machine, microphone, tape recorder, lightning, cable extension, etc.), workshop materials (flipcharts, folders, name tag, quality pens, notebooks, etc.), branding materials design and printing (banners, backdrop, meeting kits, merchandise, etc.), production of plaques/certificates, internet access, floral decoration, stage design and preparation, seating and venue arrangement/decoration, and secretariat room etc.

4. Organize exhibitions that include exhibition management (before, during, and after the event), arrangement of exhibitor's booth and screen/TV, providing assistance services for exhibitors, electricity, lighting, sound system, other relevant equipment (such as table and chairs) arrangement etc.
5. Provide administrative and secretarial services (e.g. copying, printing, stand by at the secretariat room) as well as technical support for events registration and coordination with hotel management throughout the event period and ensure that all requirements are provided and arranged in a timely manner and as required.
6. Ensure and arrange Photo and Audio/Video documentation and production of the photos and audio/video as required.
7. When required, conduct management of Press Conferences including invitation to the event and registration for media professionals and ensure attendance of major media as well as preparation of the venue (technical equipment for presentations, complete sound and lighting system), coordination of interviews following the press conference, design and arrange press kits, printing of final press release, monitoring media coverage including collation of articles, recording etc. covering the event. These activities need to be coordinated closely with the relevant units.
8. Arrange Radio Broadcast whenever required, which can be either recorded or broadcast live in a nation-wide range radio network.
9. Partnership with TV station to ensure public coverage and exposure of the event.
10. Participant invitation and ensure minimum attendance of the participants as well as arrange and manage registration of participants on the event. These include: (a) design and print invitation and registration forms, (b) sending out the invitations, (c) communication with participants regarding their participation and requirements, and (d) creation of participant list (with their institution and contact number) as well as (e) monitoring of and reporting on actual attendance at the event.
11. Provide vehicle rental and arrangement services from and to the meeting hall.
12. Organize and manage services for participants from out of town and/or overseas, including ensuring adequate cash resources to be available to cover all invoices and costs including Daily Subsistence Allowance/Per diem to selected participants/resource persons based on written instruction from units and travel ticket arrangement.

B.2 Hotel Accommodation:

The Contractor(s) shall upon request and receipt of duly authorized instructions from the respective units, facilitate the organization and make all necessary arrangements for the hotel accommodation nationwide is an indicative though not exhaustive list of hotels that are often used by the units. This shall include booking the rooms and arranging the airport pickup and all associated facilities. Specifically, the Contractor(s) shall do some or all of the following activities:

1. Identify two (2) suitable hotel accommodations in a timely manner. The Contractor(s) has to ensure that the recommended hotels have a good security system and are not located in a high-risk area.

2. Make the requested room reservations for lodging accommodations when requested by the respective units. This service shall include initiating and confirming reservations, communicating the reservation status with the respective units' guests, and confirming the all-inclusive or any other type of rate requested at which the reservation is made.
3. Host and facilitate the accommodation of the respective units' participants.
4. Negotiate to the maximum extent possible, discount rates, for hotel accommodations applicable specifically to reservations by the respective units on a nationwide basis.

C. Reporting

1. The Contractor(s) shall provide the respective units with a complete Activity Report for each Event within one (1) week of the completion of the Event upon request.
2. Upon request the Contractor(s) shall provide each unit with Quarterly Reports summarizing the activities performed for the respective unit during the quarter including the costs incurred and feedback received from the user as well as steps taken as a response to negative feedback, if any.
3. Upon request, the Contractor(s) shall provide each unit with Yearly Reports summarizing the activities performed for the unit during the year including costs incurred and improvement undertaken by the Contractor(s) in order to perform better services for the unit.

D. Service Standards

1. The Contractor(s) shall provide polite, responsive and efficient service at all times to fulfill the respective units' requirements. As a service objective, telephone calls and emails should be answered promptly.
2. The Contractor(s) shall not favour any particular carrier or service provider when making reservations. The Contractor(s) shall maintain excellent relations with all carriers for the benefit of unit.
3. The contractor will be assessed for the performance of its services and deliver its products in accordance prescribed minimum performance standards set by the UNDP.
4. Contractor(s) shall provide the following service hours: Monday – Friday between 8.00 am and 6.00 pm. And during event arrangement, half day service on Saturday between 9.00 am and 1.00 pm.
5. Contractor(s) shall acknowledge immediately any complaints and disputes which arise and resolve them within ten (1) days.

E. Quality Control for the Services

1. The Contractor(s) shall monitor the quality of the services provided to units on a regular and continual basis. These procedures shall include a self-inspection system covering all the services to be performed in the Contract, and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to the respective units. UNDP shall be notified of any deficiencies found and corrective action taken.
2. UNDP reserve the right to conduct their own quality control surveys to ensure the adequacy of the services.
3. The Contractor(s) warrants that the personnel assigned to handle UNDP arrangements shall have a strong event management and hotel reservation skills and experience and shall constantly be trained to be kept up to date.

F. Personnel Required

1. The Contractor(s) shall assign a Manager experienced in providing corporate Event Management services to oversee the services provided to the UNDP and to ensure full compliance with all requirements of the Contract with the UNDP. (Please see RFP)
2. The Contractor(s) shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract with UNDP Azerbaijan. In general, the Contractor(s) shall assign the relevant personnel, including Coordinator/Experts, according to their technical know-how and reliability experience on the related field).
3. The Contractor's employees shall perform their functions in a highly efficient and professional manner.

G. Requirements for the Contractor(s)

The Contractor(s) should have:

1. Proven extensive experience and strong track record in organizing and managing high profile events.
2. Proven extensive networks with the media.
3. Proven experience with the UN or other international organizations.
4. Preferable have nationwide networks or branches/offices (at provincial as well as at the district levels) for organization of event and hotel accommodation, especially in Baku, Ganja, Sheki, Jalalabad, Ismayilli, Masalli, Gabala, Lankaran, Gakh, Lerik, Yardimli and Astara
5. Financially stability

K. Performance Standards and Service Level Guarantees

The Contractor(s) shall perform its services and deliver its products in accordance with the herein prescribed minimum performance standards set by the UNDP:

PRODUCT/ SERVICE	PERFORMANCE ATTRIBUTE	DEFINITION	STANDARD/ SERVICE LEVEL
1. Conferences and Meetings including catering	Accuracy	Ability to perform task completely and without error.	Zero-Error conferences arrangements
	Timelines of Delivery	Ability to deliver product or service on or before promised date.	Meeting hall and catering confirmation is made at the latest one (1) week before the event takes place
2. Provide additional support services such as interpreters, audio visual equipment, workshop materials and others as required	Timeliness of Delivery	Ability to deliver service promptly.	Confirmation on the delivery of the service on the date of the event is received at the latest one (1) week before the event
	Quality	Ability to deliver excellent product or service.	Product or service is delivered with minimum 95% of the required quality
3. Exhibition Management	Accuracy	Ability to perform task completely and without error.	Zero-Error exhibition management
	Timelines of Delivery	Ability to deliver product or service on or before promised date.	Exhibition is organized at the latest one (1) week before the event take place
	Quality	Ability to deliver excellent	Product or service is

		product or service.	delivered with minimum 95% of the required quality
4. Administrative and Secretarial Services	Speed and Efficiency	Ability to deliver product or service promptly and with the minimum use of resources.	Required services are delivered within the deadline
	Accuracy	Ability to perform task completely and without error.	Zero-Error on administrative and secretarial services
	Quality	Ability to deliver excellent product or service.	Product or service is delivered with minimum 95% of the required quality
5. Photo and Audio/Video documentation	Timeliness of Delivery	Ability to deliver service promptly.	Confirmation on the delivery of the service on the date of the event is received at the latest one (1) week before the event
	Quality	Ability to deliver excellent product or service.	Services are delivered with minimum 95% of required quality
6. Press Conference	Speed and Efficiency	Ability to deliver product or service promptly and with the minimum use of resources.	Press Conference is arranged at the latest one (1) week before the event take place and at least 20 major media attended the press conference
7. Radio Broadcast and TV Station	Timeliness of Delivery	Ability to deliver service promptly.	Confirmation on the delivery of the service is received at the latest one (1) week before the event
8. Distribute invitations and handle RSVPs	Accuracy	Ability to perform task completely and without error.	Zero-Error on distribution and no delays and at least 90% confirmed RSVPs attend the event
	Speed and Efficiency	Ability to deliver product or service promptly and with the minimum use of resources.	Invitations are sent within one (1) day upon finalization of invitation letter and RSVPs are confirmed at the latest forty-eight (48) hours before the event
9. Vehicle Rental/ Meet and Greet	Timeliness of Delivery	Provide transport to Travelers from/to UNDP, hotels or residences to/from airport or other destinations as required.	Within forty-eight (48) hours before departure or arrival, the Contractor(s) shall have the vehicle rental/meet and greet assistance arranged
10. DSA Issuance	Accuracy	Ability to perform task completely and without error.	Zero-Error in DSA calculation and distribution to participants
	Timeliness of Delivery	Ability to deliver product or service on or before promised date.	DSA shall be ready at the latest one forty-eight (48) hours before the event take place
11. Accommodation	Accuracy	Ability to perform task completely and without error.	Zero-Error accommodation arrangements
	Timeliness of	Ability to deliver product or	Accommodation

	Delivery	service on or before promised date.	confirmation is made at the latest one (1) week before the event take place
12. Reporting	Management Information	Information is captured for all the services provided.	Provide complete Activity Report, Quarter Reports, and Yearly Reports.
	Timelines of Delivery	Ability to provide report on or before the promised date.	Activity Report is delivered within one (1) week after the event and Quarter Reports and Yearly Reports are delivered within two (2) weeks after the end of the respective month.
13. Service Quality	Accessibility	Ability to access or approach Contractor	Response Time: Answer 80% of calls within 3rd ring. Hold Time: Maximum 20% of calls placed on hold. Call Back Time: 90% of all call-backs within 60 minutes Abandoned Calls: Maximum 5% lost calls during normal hours. E-mail : available and response within same day
	Speed and Efficiency	Ability to provide Face to Face Assistance with the minimum use of resources.	Waiting Time for Assistance: Not more than five (5) minutes
14. Hours of Operation	Readiness to do Business	Sufficient manpower to commence business at the start of office hours.	Service hours: Monday – Friday between 8.00 am and 6.00 pm. And during event arrangement, half day service on Saturday between 9.00 am and 1.00 pm.
15. Complaint and Disputes	Acknowledgment	Provide written acknowledgement.	Written acknowledgement provided within 24 hours.
	Problem Solving	Ability to resolve complaints.	Within ten (10) days disputes and misunderstanding are resolved.
16. Quality Control	Accuracy	Ability to provide service without error.	Log maintained to compare error rate with total transactions.
	Speed and Efficiency	Ability to deliver service promptly and with the minimum use of resources.	Inadequate quality of service is mended within forty-eight (48) hours

17. Provide staffing and support of all associated conference workshops	Competence	Minimum experience.	a. Designated Manager has a minimum years of relevant experience as per RFP. Fluency in English. b. Coordinator/Experts: have a minimum of three (2) years of relevant experience. Fluency in English.
18. Bills	Accuracy	Ability to generate billing statements without errors.	Zero-Error or no discrepancy between invoices and attachments.
	Clarity	Ability to generate bills that are transparent or easy to understand.	Zero>Returns for clarification/ explanation.
19. Quotation	Timeliness of Delivery	Ability to provide quotation on or before the promised date.	Within one (1) week from time of request shall immediately submit quotation based on the activities requested.
	Accuracy	Ability to prepare quotation without errors.	Zero-Error or no discrepancy between quotation and agreed unit price stated in the LTA
	Fairness	Reasonable charges for services that do not have unit price in the LTA.	At lower rates than or same rates as market standards.

Delivery Requirements

Delivery Requirements	
Delivery date and time	Bidder shall handover all works at latest end of July-August 2022
Delivery Terms (INCOTERMS 2020)	DAP: Ünvan: Bakı şəhəri, Xətai rayonu, Məshəti küç. 3, AZ1032, Nərimanov rayonu, Ələsgər Qayıbov küç.13

Customs clearance (must be linked to INCOTERM)	<input checked="" type="checkbox"/> Not applicable Shall be done by: <input type="checkbox"/> Name of organisation (where applicable) <input type="checkbox"/> Supplier/bidder <input type="checkbox"/> Freight Forwarder
Exact Address(es) of Delivery Location(s)	Address: Ünvan: Bakı şəhəri, Xətai rayonu, Məshəti küç. 3, AZ1032, Nərimanov rayonu, Ələsgər Qayıbov küç.13
Distribution of shipping documents (if using freight forwarder)	N/A
Packing Requirements	N/A
Training on Operations and Maintenance	N/A
Warranty Period	1-year standard manufacturing warranty for the goods and services
After-sales service and local service support requirements	N/A
Preferred Mode of Transport	N/A

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting	<input type="checkbox"/> Yes <input type="checkbox"/> No

<p>such issues <i>(If yes, provide a Copy)</i></p>	
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Is your company a member of the UN Global Compact	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.			
Previous relevant experience: 3 contracts				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value	Period of activity	Types of activities undertaken

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will

		report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions, Sanctions: I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter

text. Date: Click or tap to enter a date