



OPEN PROCESS

“Selection of Suppliers for Provision of Hotel Services”

Reception of proposals date: November 19th, 2019

Application deadline: December 19th, 2019 at midnight (12:00 pm)

IUCN Contact

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San José, Costa Rica

TYPE OF AGREEMENT:	Services Contract
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TIME:	2 years
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I PART: GUIDELINES AND CONDITIONS FOR THE PROPOSAL

1. BACKGROUND

The International Union for Conservation of Nature (IUCN) helps the world find pragmatic solutions to our most pressing environment and development challenges.

IUCN work focuses on valuing and conserving nature, ensuring effective and equitable governance of its use, and deploying nature-based solutions to global challenges in climate, food and development. IUCN supports scientific research, manages field projects all over the world, and brings governments, NGOs, the United Nations and companies together to develop policy, laws and best practice.

IUCN is the oldest and largest environmental organisation in the world, with more than 1,300 government and NGO members and around 15,000 volunteer experts in some 160 countries. Its work is supported by a team of over 950 people in more than 50 offices and hundreds of partners in public, NGO and private sectors around the world.

Through its Offices in Costa Rica and Barbados, IUCN currently works in fifteen countries in the Caribbean region¹ and as part of its actions holds regional and national meetings, workshops, and trainings that entail provision of hotel services (accommodation, venue,

¹ Antigua and Barbuda, The Bahamas, Barbados, Belize, Dominica, Dominican Republic, Grenada, Guyana, Haiti, Jamaica, St. Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Suriname and Trinidad and Tobago.



catering, parking, etc.) for which it requires suppliers that have the capacity to provide adequate services.

2. OBJECTIVE

Invite interested Hotels in being part of the IUCN portfolio of suppliers in Caribbean Region with the establishment of a service contract between the parts.

3. CONDITIONS

By issuing this request for proposals, IUCN is not obliged in any way to celebrate any type of contract or agreement with any of the bidders.

IUCN has the right to refuse any proposal that is incomplete, conditioned or that does not comply with the requested requirements.

4. CONTACTS WITH SUPPLIERS

Bidders must specify an e-mail address to send and receive consultations and/or general information about the process.

Proposers can send any question or comment to the IUCN contact indicated at the beginning of the document. None other staff member at IUCN must be contacted in relation with this process.

Proposers can send any question or comment to the IUCN before **December 9th, 2019 at 12:00 pm**. IUCN will answer all questions and requests before the deadline (December 19th, 2019).

IUCN will share all questions and answers of the proposers and will keep the sender's identity confidential.

5. INCOMPLETE OR LATE PROPOSALS

Proposers must have to present the proposals before the deadline. IUCN will not accept any proposal after the deadline.

IUCN has the right to refuse any incomplete proposal. IUCN will also have the right to dismiss any proposal during the evaluation process if failure to furnish certain data requested in the document is detected.



II PART: TERMS OF REFERENCE

1. HOTEL SERVICES:

1. Lodging reservations for IUCN staff and participants of events and workshops organized by IUCN.
2. Conference rooms and audio-visual equipment.
3. Food Services
4. Other services:
 - a. Transportation Airport – Hotel - Airport.
 - b. Parking.

2. CORPORATE ACCOUNT:

- a. Negotiation and administration of Corporate Agreement.
- b. Billing options
- c. Provision of Annual Consumer Report
- d. Office attention
- e. Designation of an Account Executive
- f. Corporate Programme
- g. Credit conditions

3. COMMUNICATION:

The suppliers must have a system and processes in place to handle IUCN's requests using different tools like e-mail, phone and/or web application.

Suppliers must have an efficient and reliable quality control process to inform IUCN about any issue or problem that may happen with the services at the hotel during IUCN's visit or meeting/workshop.



PROPOSAL CONTENT:

1. LEGAL REQUIREMENTS:

1.1. Provide a scanned copy of the basic legal documentation requirements indicated by the CARICOM Regional Organisation for Standards and Quality (CROSQ):

- Operating National/Local Permit.
- Public Liability and Building Fire Insurance.

1.2. Based on standard security requirements indicated by the CARICOM Regional Organisation for Standards and Quality (CROSQ), facilitate information about emergency plans. Complete and include in the proposal chart of Annex I.

- Description of emergency plans that outlines general procedures for the safety and security of guests and procedures to mitigating, preparing, responding and recovering from a natural hazard.

1.3. Provide documentation about Policies of Cancellation, Check in and Check out and Data Protection of the Hotel.

1.4. If the Hotel Administration has any pre-determined contract for services, please attach it as a separate document.

2. DESCRIPTION OF SERVICES:

Describe all services offered by the Hotel following these guidelines:

- Description and types of rooms, including:
 - Amenities
 - Rates
 - Additional information
- Description and types of Conference Rooms, including:
 - Equipment
 - Group rate
 - Room configurations
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- Food Services, including:
 - Rates
 - Type of services (catering service, restaurant)
 - Menu
- Transportation services
- Other facilities like Parking, Laundry Services, and Business Centre.



3. CORPORATE ACCOUNT:

3.1. Use chart of Annex II to provide this information.

- Billing options (by project, cost centre)
- Provision of Annual Consumer Report
- Designation of an Account Executive
- Description of any Corporate Programme
- Office attention
- Tools enabled for communication (e-mail, telephone, etc.)

4. FINANCIAL:

- Corporate rates (with all taxes included) and period of validity.
- Payment conditions (Credit options and timeframe)

5. ENVIRONMENTAL SUSTAINABILITY:

Environmental sustainability practices will be considered as a selection factor. Please describe the sustainable practices the Hotel has as part of its operations. Complete and include in the proposal chart of Annex III about the minimum measures and practices mentioned by the CARICOM Regional Organisation for Standards and Quality (CROSQ) relating to environmental sustainability of hotels.



Annex I

Complete and include in the proposal the following chart about security equipment and facilities available at the hotel based on the CARICOM Regional Organisation for Standards and Quality (CROSQ):

Security equipment and facilities based on CROSQ	Yes/No	Additional notes
Clearly marked emergency exits		
Appropriate and adequate lighting for emergencies		
Available instructions indicating the action to be taken in the event of an emergency		
Fully stocked and valid first-aid kits		
Fire-fighting equipment		
Staff is trained in health and fire safety		

Annex II

Corporate Account services:

Service	Yes	No	Description
Billing options			<i>If is Yes, specify the options</i>
Provision of Annual Consumer Report			
Designation of an Account Executive			<i>If it Yes, indicate the contact</i>
Description of any Corporate Programme			<i>If is Yes, specify the programme</i>
Office attention			
Tools enabled for communication			<i>Specify tools and contacts</i>

Annex III

Complete and include in the proposal the following chart about minimum measures and practices mentioned by the CARICOM Regional Organisation for Standards and Quality (CROSQ) relating to environmental sustainability of hotels.

Environmental Considerations	Yes/No	Additional notes
Waste minimization, reuse and recycling		
1. Dispose of waste in an environmentally responsible manner		
2. Make staff and guest aware of policies relating to resource conservation		
3. Have recycling or waste disposal facilities		
Energy conservation and management		
1. Staff is trained and supervised in energy conservation		
2. Have notices on display for guests concerning energy conservation		
3. Attempt to conserve energy and set targets for reducing energy in its operations		
Management of water resources		
1. Staff is trained and supervised on water conservation		
2. Use alternate sources of water in an effort to ensure the efficient use of water.		