

Request for Quotations (RFQ)

RFQ Number: RFQ # 79
Issuance Date: November 28, 2017
Deadline for Offers: December 7, 2017
Description: RFQ for Supply of a Property Management System
For: USAID Building Economic Sustainability through Tourism Project (BEST)
Funded By: United States Agency for International Development (USAID),
Contract No. AID-278-C-15-00010
Implemented By: Chemonics International Inc.
Point of Contact: Procurements Department (procurements@siyaha.org)

***** ETHICAL AND BUSINESS CONDUCT REQUIREMENTS *****

Chemonics is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical merit. Chemonics expects suppliers to comply with our Standards of Business Conduct, available at <http://www.chemonics.com/OurStory/OurMissionAndValues/Standards-of-Business-Conduct/Pages/default.aspx>.

Chemonics does not tolerate fraud, collusion among offerors, falsified proposals/bids, bribery, or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement, barred from future procurement opportunities, and may be reported to both USAID and the Office of the Inspector General.

Employees and agents of Chemonics are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange for or as a reward for business. Employees and agents engaging in this conduct are subject to termination and will be reported to USAID and the Office of the Inspector General. In addition, Chemonics will inform USAID and the Office of the Inspector General of any supplier offers of money, fee, commission, credit, gift, gratuity, object of value, or compensation to obtain business.

Offerors responding to this RFQ must include the following as part of the proposal submission:

- Disclose any close, familial, or financial relationships with Chemonics or project staff. For example, if an offeror's cousin is employed by the project, the offeror must state this.
- Disclose any family or financial relationship with other offerors submitting proposals. For example, if the offeror's father owns a company that is submitting another proposal, the offeror must state this.
- Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- Certify that all information in the proposal and all supporting documentation are authentic and accurate.
- Certify understanding and agreement to Chemonics' prohibitions against fraud, bribery and kickbacks.

Please contact Chief of Party, with any questions or concerns regarding Ethical and Business Conduct Requirements or to report any potential violations. Potential violations may also be reported directly to Chemonics' U.S. office by phone/Skype at 888.955.6881.

Section 1: Instructions to Offerors

1. **Introduction:** The USAID Building Economic Sustainability through Tourism Project is a USAID program implemented by Chemonics International in Jordan. The goal of the BEST Project is to improve Jordan's economic sustainability through tourism. As part of project activities, the BEST Project plans to support a boutique hotel in Petra, Jordan implement a property management system, and integrate a booking platform with their website, enabling them to manage bookings and increase their online sales and visibility. The successful offeror will be paid under a grant agreement between the boutique hotel in Petra, Jordan and USAID BEST Project.

Offerors are responsible for ensuring that their offers are received by BEST in accordance with the instructions, terms, and conditions described in this RFQ. Failure to adhere with instructions described in this RFQ may lead to disqualification of an offer from consideration.

2. **Offer Deadline and Protocol:** Offers must be received no later than **2:00PM** local Jordan time on **December 7, 2017** by fax (fax no. 06-5200556) or email to procurements@siyaha.org.

Please reference the RFQ number in any response to this RFQ. Offers received after the specified time and date will be considered late and will be considered only at the discretion of BEST.

3. **Questions:** Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than **2:00PM** local Jordan time on **December 4, 2017** by email to procurements@siyaha.org. Questions must be submitted in writing; phone calls will not be accepted. Questions and requests for clarification—and the responses thereto—that BEST believes may be of interest to other offerors will be circulated to all RFQ recipients who have indicated an interest in bidding.

Only the written answers issued by BEST will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of BEST or any other entity should not be considered as an official response to any questions regarding this RFQ.

4. **Specifications:** Section 3 contains the technical specifications of the required items.
5. **Quotations:** Quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis, including delivery and all other costs. Costs provided must be itemized. Pricing must be presented in Jordan Dinars. Offers must remain valid for not less than thirty (60) calendar days after the offer deadline. Offerors are requested to provide quotations on their official quotation format or letterhead; in the event this is not possible; offerors may complete the table in Section 3.

In addition, offerors responding to this RFQ are requested to submit the following:

- Organizations responding to this RFQ are requested to submit a copy of their official registration or business license.

6. **Delivery:** The delivery location for the items described in this RFQ is **Petra– Jordan**.
7. **Source/Nationality/Manufacture:** All goods and services offered in response to this RFQ or supplied under any resulting award must meet **USAID Geographic Code 937** in accordance with the United States Code of Federal Regulations (CFR), [22 CFR §228](#). The cooperating country for this RFQ is Jordan.

Offerors may not offer or supply any commodities or services that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Burma (Myanmar), Cuba, Iran, North Korea, Syria.

8. **Warranty:** Winning bidder is committed to providing at least a 1 year warranty including remote support.
9. **Taxes and VAT:** The agreement under which this procurement is financed does not permit the financing of any taxes, VAT, tariffs, duties, or other levies imposed by any laws in effect in the Cooperating Country. No such Cooperating Country taxes, VAT, charges, tariffs, duties or levies will be paid under an order resulting from this RFQ, including those of the 3rd party service providers.
10. **Eligibility:** By submitting an offer in response to this RFQ, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. BEST will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government. Only offers from inbound tour operators who are current members of JTB will be considered.
11. **Evaluation and Award:** The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, and demonstrates responsiveness to the following criteria:

- **Corporate Credentials** **40 points**
 - *Demonstrated past-experience in successfully implementing a property management system in hotels of a similar classification, in Jordan or other developing destinations.*
 - *Testimonials from past and current clients*
- **Technical** **30 points**
 - *Responsiveness to the technical specifications and requirements*
 - *Activation, support and warranty plan*
- **Price – The overall cost presented in the offer.** **30 points**

Best value will be used in the evaluation of all offers. Price will play an important factor in the selection process. Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFQ, an offer may be deemed “non-responsive” and thereby disqualified from consideration. Chemonics reserves the right to waive immaterial deficiencies at its discretion.

Best-offer quotations are requested. It is anticipated that award will be made solely on the basis of these original quotations. However, BEST reserves the right to conduct any of the following:

- BEST may conduct negotiations with and/or request clarifications from any offeror prior to award.
- While preference will be given to offerors who can address the full technical requirements of this RFQ, BEST may issue a partial award or split the award among various suppliers, if in the best interest of the BEST Project.
- BEST may cancel this RFQ at any time.

Please note that in submitting a response to this RFQ, the offeror understands that USAID is not a party to this solicitation and the offeror agrees that any protest hereunder must be presented—in writing with full explanations—to the BEST Project for consideration, as USAID will not consider protests regarding procurements carried out by implementing partners. Chemonics, at its sole discretion, will make a final decision on the protest for this procurement.

12. **Terms and Conditions:** This is a Request for Quotations only. Issuance of this RFQ does not in any way obligate Chemonics, the BEST Project, or USAID to make an award or pay for costs incurred by potential offerors in the preparation and submission of an offer.

This solicitation is subject to BEST's standard terms and conditions. Any resultant award will be governed by these terms and conditions; a copy of the full terms and conditions is available upon request. Please note the following terms and conditions will apply:

- (a) Chemonics' standard payment terms are net 30 days after receipt and acceptance of any commodities or deliverables. Payment will only be issued to the entity submitting the offer in response to this RFQ and identified in the resulting award; Payments should be split depending on project delivery phases.
- (b) Any award resulting from this RFQ will be firm fixed price, in the form of a purchase order.
- (c) No commodities or services may be supplied that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Burma (Myanmar), Cuba, Iran, North Korea, Syria.
- (d) Any international air or ocean transportation or shipping carried out under any award resulting from this RFQ must take place on U.S.-flag carriers/vessels.
- (e) United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The supplier under any award resulting from this RFQ must ensure compliance with these laws.
- (f) The title to any goods supplied under any award resulting from this RFQ shall pass to Chemonics following delivery and acceptance of the goods by Chemonics. Risk of loss, injury, or destruction of the goods shall be borne by the offeror until title passes to Chemonics.
- (g) Vendors should provide a workplan for delivery deadlines.

Section 2: Offer Checklist

To assist offerors in preparation of proposals, the following checklist summarizes the documentation to include an offer in response to this RFQ:

- Cover letter, signed by an authorized representative of the offeror (see Section 4 for template)

- Official quotation, including specifications of offered equipment (see Section 3 for example format)

- Copy of offeror's registration or business license (see Section 1.5 for more details)

Section 3: Specifications and Technical Requirements

The table below contains the technical requirements of the services. Offerors are requested to provide quotations containing the information and details below (including itemized additional costs, pictures and additional suggestions) on official letterhead or official proposal/quotation format. In the event this is not possible, offerors may complete this Section 3 and submit a signed/stamped version to Chemonics.

A 29-room, 4-star boutique hotel in Petra, Jordan is looking to implement a property management system and an online sales channel manager to help ease the book keeping process and inventory management (rooms in this case) and provide their prospective tenants with a direct booking option.

Ideally, the desired property management system should include, but is not limited to, the line items provided in the table below:

Line Item	Description and Specifications	Qty	Items and Specifications Required	Unit Price JOD		Total Price JOD
1	Property management system (PMS)	1	<ul style="list-style-type: none"> ▪ Seamless integration with existing website (www.P4hotel.com). ▪ Booking system must operate on a secured web server and meet all ecommerce security protocols. ▪ The system should include customized user's rights and support the reporting function. ▪ Booking system provider should be 100% PCI DSS compliant. Vendor should be able to provide proof of PCI DSS compliance. ▪ Booking process should be user friendly as the booking process should require no more than 4 stages of data entry to confirmation. ▪ E-commerce enabled interface that can be easily integrated with a locally accessible payment gateway. ▪ Offers clients the option of booking in their own currency. ▪ Includes a user-friendly calendar-based management dashboard. ▪ User-friendly, bilingual back-end, able to generate automated reservation confirmation emails and SMS confirmations in both Arabic and English. ▪ Provides reports on check-ins, check outs and cancellations. In addition to essential statistics such as: average length of stay, average occupancy and reservation amendments. ▪ Includes 24/7 user support subject to SLA "Service Level Agreement" and committed to predefined priority matrix. ▪ Seamless integration with current point of sale system (POS) called JOVAL for optimizing F&B operations and profitability at a later stage. 			

			<ul style="list-style-type: none"> ▪ Upon service delivery and UAT “user acceptance test”, training session/s to be delivered to Hotel team on how to use the system. 			
2	Sales Channel Manager	1	<ul style="list-style-type: none"> ▪ Integration with online sales channels (OTA’s and meta search sites). ▪ Includes an allocation and availability management tool that is automated without the need to update extranets. 			
Subtotal:						
Other Costs (Describe: _____) :						
GRAND TOTAL Jordan Dinars:						

Section 4: Offer Cover Letter

The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the offeror:

To: Building Economic Sustainability through Tourism Project
Wadi Saqra, Arrar St, Reem Center no. 244
Amman, Jordan

Reference: RFQ No. BEST-79

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm’s principal officers and all commodities and services offered in response to this RFQ—are eligible to participate in this procurement under the terms of this solicitation and under USAID regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any Chemonics or Building Economic Sustainability through Tourism Project staff members;
- We have no close, familial, or financial relationships with any other offerors submitting proposals in response to the above-referenced RFQ; and
- The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- All information in our proposal and all supporting documentation is authentic and accurate.
- We understand and agree to Chemonics’ prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature: _____

Name and Title of Signatory: _____

Date: _____

Company Name: _____

Company Address: _____

Company Telephone and Website: _____

Company Registration or Taxpayer ID Number: _____

Does the company have an active bank account (Yes/No)? _____

Official name associated with bank account (for payment): _____