# Invitation to Tender

Hospitality Management Company

# Summary

Westminster Foundation for Democracy (“**WFD**”) is looking to procure the services of a single local Corporate Hospitality Management company to assist WFD Sri Lanka team with all of their accommodation requirements and coordination of conferences and events, following WFD’s guidelines and policies.

# Overview

WFD is the UK public body dedicated to supporting democracy around the world. Operating internationally, WFD works with parliaments, political parties, and civil society groups as well as on elections to help make political systems fairer, more inclusive and more accountable.

. We are a problem-solving, practitioner-led organisation that offers:

* High quality and impactful regional and country programmes that directly support the full spectrum of institutions in political systems to develop inclusive political processes, more accountable political systems, protection of rights and freedoms, and more pluralistic societies;
* Specialist analysis, research, and advice to inform policy makers on a range of democratic governance issues via its Centre of Expertise; and
* International elections observation on behalf of the UK.

# Aim of this Invitation to Tender

WFD is issuing this Invitation to Tender (“**ITT**”) to a range of potential suppliers of services and would welcome a **bid** from your organisation.

Due to the nature of the work WFD carries out, we conduct events, workshops, trainings, and meetings on a regular basis, with a diverse range of participants (both local and foreign) – including policymakers, parliamentarians, political party members, state officials, civil society representatives, international organisations, media, and the private sector. Our accomodation and conference needs are sometimes short-notice or subject to last-minute changes due to the changing needs of participants.

For the logistical arrangements of these events, WFD needs the services of a provider that can facilitate both an individual’s accommodation arrangements, complex group accommodation, and VIP accommodation, as well as coordination on conference requirements with the selected hospitality providers. The successful bidder will provide the following services: **event venue/meeting space finding and booking** and **hotel bookings** with an **estimated** annual expenditure of GBP 15,000 (**no minimum guarantee**) on accommodation and conferences. This will need to be reflected in a flexible cost and billing structure. We require dedicated agents on hand to help with any queries and to support with group, VIP, and complex booking needs.

# Bid submission

All bids should be submitted by 23:59 on 27th August 2024 in writing, must comply with the requirements of this ITT, and must include the information requested in the Bid Requirements below.

The bid should be sent electronically and addressed to: *Sanje Vignaraja* at *procurement@wfd.org*.

The same email address should be used for any questions related to this ITT.

WFD’s standard terms and conditions for tendering and key policies are found at [Policies | Westminster Foundation for Democracy (wfd.org)](https://www.wfd.org/governance/policies) and you can find a copy of WFD’s Code of Conduct at [Code of Conduct | Westminster Foundation for Democracy (wfd.org)](https://www.wfd.org/policy/code-conduct).

# Detailed Specification

## Objective

WFD acknowledges that, to achieve its mission and goals, we are expected to organise and host conferences, meetings or events in Sri Lanka. WFD requires the services of an outsourced Hospitality Management Company to ensure that all accommodation and events are sourced, booked, and managed in a way that represents value for money, keeps people safe, and mitigates negative environmental impact.

## Scope of work

When submitting their proposal the bidder will have demonstrate how they aim to meet the following specification:

|  |  |  |
| --- | --- | --- |
| **Functional area** | **Requirement description** | |
|  | **Essential Requirements** | **Desirable Additional Requirements** |
| **Service Levels** | * Agents contactable by phone, SMS/WhatsApp (or equivalent), and email. * Core availability at least 8am-6pm (IST) Monday to Friday. * Dedicated agents to support WFD’s group, VIP, and complex accomodation requirements. * Dedicated account manager with regular account meetings, informed by high quality management information. | * 24 hour emergency contact line for out of hours bookings (including weekends). |
| **Services** | * Quoted fares for accomodation and conference packages. * Multiple fare types – including negotiated, charity/humanitarian (or equivalent, e.g. public sector negotiated rates) and published rates. * Ability to book extras and special requests as required. * Ability to hold hotel rooms pending approval/ final confirmation. * Service offer to include event/meeting spaces and conferencing facilities, including venues that can offer adequate facilities for digital and hybrid events or meetings. |  |
| **Value for Money – accomodation and conferences** | * When booking accomodation and conference packages, WFD must be provided with: * The lowest rates * Hotels with a full range of \* ratings.   The provider should continuously look to negotiate prices on behalf of WFD, including bespoke rates for WFD in destinations with high demand.   * Proactive negotiated accommodation programme providing discounted/fixed rates for hotels * Cost transparency – all costs applied by the provider should be clear and auditable for WFD. |  |
| **Group travel** | * Group bookings are commonly required. The successful bidder should outline their group/complex booking SLA and the percentage of bookings that have met this SLA over the last 12 months * Added value services to support VIP accomodation. |  |
| **Security / duty of care** | * Venues must meet minimum safety standards stipulated by WFD; must be safe and secure. * In the event that an incident occurs, the provider should be able to manage the situation and assist WFD staff or third party particpants impacted. |  |
| **Environmental Impact** | * WFD is a socially responsible organisation, and we would like to work with partners who are environmentally conscious. * Analysis and insights – the provider should be able to assist WFD to understand the organisation’s needs by providing regular reporting. * WFD should always be provided with the lowest environment impact venue options, and given effective guidance and/or prompts/nudges to assist participants. |  |
| **Cancellation Policy** | * Due to the nature of WFD’s work, we may have to cancel bookings at the last minute. A good cancellation policy will therefore be essential. * In the event that cancellation of accomodation/events occurs, those impacted will need to be fully supported by the chosen service provider. |  |
| **Compliance** | * Assist WFD by ensuring venue bookings are compliant with the organisation’s internal policies. | * Provide three quotations to comply with WFD’s procurement standards, when requested |
| **Finance** | * All invoices should be submitted to WFD within two days. * WFD should be extended a minimum two-week credit period to settle invoices after the event has taken place. | * The rooming list and any other supporting documents should be provided to WFD within three days of the event taking place. |

## Deliverables

1. Booking and enquiry line and dedicated agents to handle WFD requirements.
   * Contactable via phone, messaging apps, and email.
2. 24 hour emergency contact line for out of hours bookings (including weekends).
3. Negotiating best rates and a credit facility.

## Minimum experience and expertise

# The Supplier and its staff assigned to the Contract shall be expected to have worked on a local platform providing quality hospitality management services. Prior experience working with the international development sector and/or the public sector is preferrable.

# Bid process

## Timescale

Below is the proposed timescale for the tendering process. Please note the dates are indicative and subject to change.

|  |  |
| --- | --- |
| Description | Date |
| Issue ITT | *5th August* |
| Deadline for supplier questions | *17:00 BST, 20th August* |
| Closing date for receipt of completed tender proposals | *23:59 BST, 27th August* |
| Shortlisting of bids | *w/c 2nd September* |
| Supplier interviews/presentations to tender committee (if applicable) | *w/c 9th September and w/c 16th September* |
| WFD announces preferred supplier | *23rd September* |
| Contract finalised and signed | *30th September* |

## Bid requirements

In general, the bid should include the following:

1. Organisational profile
2. Proposed solution and how it meets the specification
3. Financial proposal
4. References
5. Confirmation of compliance with General Terms and Conditions of Tendering

### Organisational profile:

* Company profile, including brief history and financial overview
* Commitment to corporate social and environmental responsibility
* Names and brief biographies of key staff

### Proposed solution:

* Clear explanation as to the proposed approach to meeting the specification set out in this ITT.
* Detailed plan for the set-up and onboarding process, including contingency plans in place for emergencies.

### Financial proposal:

* Full breakdown costings for the proposed solution in LKR
* Separate accounting of VAT and/or any other applicable tax, duty, or charge.
* Detailing of any discount applied in view of WFD’s not-for-profit status.

### References:

* The bid should include details of two references relating to similar services provided to international organisations and/or diplomatic missions in the last three years. Please note – referees will only be contacted once Preferred Bidder status is assigned.

### Confirmation of acceptance of General Terms and Conditions of Tendering:

* By submitting a bid, you confirm acceptance to [WFD’s General Terms and Conditions for Tendering](https://www.wfd.org/policy/wfd-general-terms-and-conditions-tendering) which can be found on our website.

All bidders should also note the following:

* all bids should be submitted in English;
* all bids should be submitted in electronic form only;
* this ITT and the response may be incorporated in whole or in part into the final contract;
* only information provided in response to questions set out in this documentation will be taken into consideration for the purposes of evaluating the ITT;
* bids which are poorly organised or poorly written, such that evaluation and comparison with other submissions is notably difficult, may exclude the bidder from further consideration; and
* any bids which do not fully comply with the requirements of this ITT may be disregarded at the absolute discretion of WFD.

## Evaluation criteria

*WFD intends to shortlist providers based on their response to this ITT and will use the following scoring criteria.*

|  |  |
| --- | --- |
| *Description* | *Score* |
| *Service offer and fit to specification* | *40 %* |
| *Value for Money* | *50%* |
| *Relevant experience and commitment to corporate social and environmental responsibility and references* | *10%* |
| ***Total Weighting*** | ***100 %*** |

WFD will score each criterion using the following table:

|  |  |
| --- | --- |
| 0 | The proposal submitted omits and fundamentally fails to meet WFD’s scope and specifications. Insufficient evidence to support the proposal to allow WFD to evaluate. **Not Answered** |
| 1 | The information submitted has a severe lack of evidence to demonstrate that WFD’s scope and specifications can be met. Significant omissions, serious and/or many concerns. **Poor** |
| 2 | The information submitted has some minor omissions in respect of WFD's scope and specifications. The tender satisfies the basic requirements in some respects but is unsatisfactory in other respects and raises some concerns. **Satisfactory**. |
| 3 | The information submitted provides some good evidence to meet the WFD’s scope and specifications and is satisfactory in most respects and there are few concerns. **Good.** |
| 4 | The information submitted provides good evidence that all of WFD's scope and specification can be met. Full and robust response, any concerns are addressed so that the proposal gives confidence. **Very Good.** |
| 5 | The information submitted provides strong evidence that all of WFD's scope and specification can be met and the proposal exceeds expectation i.e. exemplary in the industry. Provides full confidence and no concerns. **Outstanding** |

## Tender Queries

Any questions related to this tender should be addressed to *Sanje Vignaraja at procurement@wfd.org.*

## Equal Information

Should any supplier raise a question that is of general interest, WFD reserves the right to circulate both question and answer to other respondents, either via WFD’s website or by email. In this event, anonymity will be maintained.

## Annual reports

Please provide a link or copy of your company’s latest audited annual accounts with the bid.

**Expected contract duration**

WFD expects to award a contract for a three-year period, subject to an annual review.

## Other information

If the potential supplier believes that there is additional information that has not been requested in the ITT but is relevant to your bid, please include that information as a separate attachment and explain its relevance to this ITT.