



## **VOLUME A: INSTRUCTION TO TENDERERS – ACCOMMODATION SERVICES**

### **1. INTRODUCTION**

The Institut Régional de formation, middle east area, is responsible for managing and structuring the training offer for all staff, organizing training at the level of the middle east zone, developing partnerships, and implementing education, sporting, and guidance initiatives at the zone level.

### **2. SCOPE OF WORKS**

The CLIENT is tendering for: Accommodation Services.

The Tender is related to the accommodation of teacher training sessions (the SERVICES) with the Institut Régional de Formation (CLIENT). The Institut Régional de Formation based at Lycée Louis Massignon in Abu Dhabi organizes 85 training sessions from October to June. Each session hosts 25 participants.

The SERVICES are due to only start when ADEK confirm the decision to open the schools.

### **3. CALL FOR TENDER AND OBTAINING TENDER DOCUMENTS / CONFIDENTIALITY OF DOCUMENTS**

Soft copies of the Tender documents are transmitted by email and are freely available to all tenderers that have previously accepted to participate to the call for Tender for those SERVICES.

All documents issued and information given to the Tenderer shall be treated as strictly confidential.

### **4. COST OF TENDERING**

All costs for the preparation and submission of this Tender are at the sole account of the Tenderers. The CLIENT will not be responsible for compensating any expenses which may be incurred by any Tenderer for this Tender.

### **5. LANGUAGE AND CURRENCY**

The Contract documents shall be drawn up in English, which shall be the governing language of The Contract. However, should the CLIENT request the translation of any document submitted by the Contractor into Arabic it shall be prepared by and at the cost of the SERVICE PROVIDER.

The currency of the contract will be UAE Dirhams. All prices quoted must be in U.A.E. Dirhams (AED). Fractions of Dirhams shall be in Fils.

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### 6. CLIENT'S REPRESENTATIVE AND REQUEST FOR INFORMATION (RFI)

In order to ensure uniform interpretation of the specifications and to facilitate the exchange of information, the employer has appointed the following person(s) to represent him for this project:

**M. Frédéric GULKASEHIAN – CLIENT Financial Manager**  
[daf@louismassignon.com](mailto:daf@louismassignon.com)

**Mrs. Sylvie POULAT – CLIENT Financial Deputy Manager**  
[dafadjoint@louismassignon.com](mailto:dafadjoint@louismassignon.com)

Should there be any doubt or query in the meaning of any of the Tender documents or as to anything to be performed or not to be performed or as to any other matter, the Tenderer must set forth in writing and submit the same to the Client not later than 7 days before the date stipulated for submittal of Tenders. The replies to written queries, the explanations and clarifications given, and copies of documents will be issued as "Tenderers Bulletin" and circulated to all Tenderers not later than 3 days before the date stipulated for submittal of Tenders.

### 7. TENDER PRICE/VALITY OF TENDER PRICE

The prices and rates proposed shall be firm and not subject to any escalation. Tenders shall remain valid and binding upon the Tenderer for a period of **90 days**, commencing from the date fixed for submittal of Tenders to the Client and it may be accepted at any time before the expiration of this period. A provision for extension upon mutual agreement shall be explicitly mentioned.

### 8. TENDER DOCUMENTS TO BE SUBMITTED

The Tenderers shall submit one complete set of "ORIGINAL" in hard copy in a sealed envelope of the Tender documents together with a soft copy (USB or CD).

The Tenderers shall submit the following documents signed and stamped:

- VOLUME A - Instructions to Tenderers
- VOLUME I - Conditions of Contract of the SERVICES.
- VOLUME II- Scope and Specifications of the SERVICES

All the above documents shall be dully signed and stamped.

## VOLUME A: INSTRUCTION TO TENDERERS – ACCOMMODATION SERVICES

In addition, the documents following documents shall be provided:

- VALID TRADE LICENSE: *Copy of the current trade license (DED Abu Dhabi)*
- VALID LICENSE FROM by Abu Dhabi Department Of Health
- AUTHORIZED REPRESENTATIVE duly substantiated by the *Power of attorney*
- MOL LIST: *Last up to date list of staff*
- FINANCIALS STATEMENTS: *audited reports for last three years*
- SELECTED REFERENCE ON SIMILAR BUSINESS: *The service provider will have to select a maximum of 4 references demonstrating its ability to perform the services required in the tender*
- COVER LETTER: *The service provider will explain the reasons of answering the Tender and confirming full compliance with the technical and contractual condition set forth by the CLIENT*
- TECHNICAL OFFER: *The service provider shall respond based on the specifications and scope of the tender.*
- COMMERCIAL OFFER: Prices detail must be presented for all SERVICES

### 9. TENDER SUBMISSION

Tender shall be submitted in plain (i.e. without any mark allowing the identification of the Tenderer) sealed envelope at the CLIENT's premises reception desk.

The envelope shall be endorsed as follows: **"IRF – ACCOMMODATION SERVICES"**.

Proposals must be submitted within 3 weeks of the publication of the RFP on the designated website. All submissions are due by **November 22<sup>nd</sup>, 2024** and should include the following documents:

- Detailed quote: Itemized pricing for services offered
- Description of proposed accommodations: information on facilities and amenities
- Reservation and cancellation policy: terms for booking adjustments and cancellations

### 10. APPLICABLE LAW

The applicable law for the Tender and the Contract will be the applicable United Arab Emirates laws and regulations.

## VOLUME A: INSTRUCTION TO TENDERERS – ACCOMMODATION SERVICES

### 11. ACCEPTANCE

Tender will be evaluated upon the bid handed by the Tenderers.

The award criteria are as follows:

- The price (40%) - A competitive pricing per night is required. Tenders must provide detailed quotes based on the anticipated volumes and the different periods.
- The location (20%) - The hotels or residences offered should be located close to Lycée Louis Massignon with a maximum travel time of 15 minutes.
- The quality of services (20%) described in Article 3, Volume II scope of services.
- French-speaking representative (5%) to facilitate communication with trainees.
- Single point of contact (5%) to simplify interactions with the IRF representative and maintain history.
- Room availability (5%) - The establishments must be able to host approximately 25 teachers per session.
- Booking flexibility (5%) - Including your policies for cancellations or date changes.

The Tenderers must be prepared to meet the CLIENT's representative's office during tender evaluation if requested to do so, in order to clarify and/or amplify any part of his Tender.

The CLIENT is not required to accept the lowest or any Tender at all and will not state a reason for the acceptance or rejection of any tender.



## VOLUME I: CONTRACT – ACCOMMODATION SERVICES

### THIS CONTRACT IS ESTABLISHED BETWEEN:

- XXXXXXXXXXXXXXXX hereinafter called the "**SERVICE PROVIDER**"

### AND

- **Institut Régional de Formation Middle east**, having its address at P.O. BOX 2314 - ABU DHABI hereinafter called the "**CLIENT**",

For the purposes of teacher's accommodation, hereinafter called "**SERVICE PROVIDER**".

- Whereas, the CLIENT requires the performance of the ACCOMMODATION SERVICES (or the SERVICES) at its premises located in Abu Dhabi,
- Whereas, the SERVICE PROVIDER declares it is qualified, able and willing to carry out this responsibility as per the terms, provisions and conditions herein contained,
- Now, therefore, in consideration thereof, and in view of the mutual covenants and agreements, the CLIENT and the SERVICE PROVIDER agree as follows:

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## VOLUME I: CONTRACT – ACCOMMODATION SERVICES

### I. DESCRIPTION OF THE SERVICES

The SERVICE PROVIDER shall provide the ACCOMMODATION SERVICES for the CLIENT from October to June based on the needs specified by the CLIENT.

The quality of the SERVICES and other obligations / requirement is fully detailed in the Volume II of this CONTRACT which is fully enforceable as Scope of Services and Specifications.

### II. INSURANCE

The SERVICE PROVIDER may be held responsible only as part of the performance of the SERVICES provided for in Volume II of the CONTRACT.

The SERVICE PROVIDER must maintain comprehensive insurance coverage for liabilities associated with accommodation services, including but not limited to, general liability, property damage, and accidents. Proof of insurance shall be provided upon request by the CLIENT.

### III. THE PRICE

The prices of the SERVICES are deemed inclusive of all obligations described in Volume II hereof and shall be as follows:

- Room rate: the SERVICE PROVIDER agrees to a rate per night and room.
- Additional charges: any additional charges, such as for amenities or special services, shall be pre-approved by the CLIENT in writing.

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## VOLUME I: CONTRACT – ACCOMMODATION SERVICES

- A fixed price per services covering the ACCOMODATION SERVICES as well as all the obligations described in Specification in Volume II.
- The rates are defined in Annex I of the CONTRACT

The above prices shall be valid and applicable for the term of the CONTRACT, fixed and non-revisable.

VAT is 5% applicable on the CONTRACT. This VAT rate will adhere to any change in the Law. The minimum price of the CONTRACT is not guaranteed by the CLIENT and the SERVICE PROVIDER waives all claims against the CLIENT related thereto.

### IV. TERMS OF PAYMENT

#### 4.1 INVOICING

The SERVICE PROVIDER shall send an invoice based on services made during each training session. The invoicing based on the above approved statement shall be detailed and clearly show the details of the services performed by SERVICE PROVIDER and comply with all legal aspects and limited to VAT regulations.

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## VOLUME I: CONTRACT – ACCOMMODATION SERVICES

### 4.2 PAYMENT

The payment shall be made according to the accounting rules of the CLIENT.

The invoices for payment shall be made in one original copy containing the following information:

- The name and address of the SERVICE PROVIDER,
- The bank account IBAN number,
- The performed service,
- The amount of the service excluding the tax,
- The applicable VAT,
- The price of ancillary benefits
- The invoice date

In case of renewal of the CONTRACT, the evolution of the rates may intervene and shall be made according to the evolution of the prices in the sector and with the CLIENT's formal agreement. It cannot be higher than 5% per year. It must be notified in writing 15 days before the end of contract.

The CLIENT shall have 30 days to pay. All payments will be made by bank transfer.

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## VOLUME I: CONTRACT – ACCOMMODATION SERVICES

### V. VALIDITY OF THE SERVICE DELEGATION CONTRACT AND SAFEGUARD CLAUSES

The CONTRACT shall remain effect for the agreed period. The SERVICE SUPPLIER shall not delegate or subcontract any part of the services without prior written approval from the CLIENT.

The CONTRACT may be interrupted and / or terminated at any time by the CLIENT by formal letter (with acknowledgment of receipt from SERVICE PROVIDER) in case of SERVICE PROVIDER's non-compliance with the specifications clauses. This case will not entitle SERVICE PROVIDER to any compensation.

The SERVICE PROVIDER informs the CLIENT by registered letter with acknowledgment of receipt if it considers affected, due to changes made by the CLIENT with respect to its services (change of calendar, etc...).

The CONTRACT shall enter into force upon its signature.

The CONTRACT may be interrupted and / or terminated at any time and for any reason (including Force Majeure) by the CLIENT by formal letter (with acknowledgment of receipt from SERVICE PROVIDER).

### VI. SERVICE PROVIDER / CLIENT RELATIONS

Any claims made by either party shall be settled by the SERVICE PROVIDER's and the CLIENT's representatives.

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## VOLUME I: CONTRACT – ACCOMMODATION SERVICES

### VII. DISPUTES

Before seeking the jurisdiction of the Emirati law and the courts of the UAE of Abu Dhabi, the parties undertake to amicably negotiate, as soon as practicable, all the problems arising between them in relation with the execution hereof.

### VIII. TRANSITIONAL MEASURES:

For three (03) months from the date of entry into force, the parties may agree to make amendments hereto, except on financial conditions.

Made on..... in Abu Dhabi (UAE).

#### On behalf of the CLIENT

Full Name : **Anne-Sophie GOUIX**  
Position : **The Head of school**  
Signature :

#### On behalf of the SERVICE PROVIDER

Full Name :  
Position :  
Signature :

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## VOLUME II – SCOPE OF SERVICES & SPECIFICATIONS – ACCOMMODATION SERVICES

### 1. OBJECTIVE OF THE SERVICES

The Institut Régional de Formation, middle east area (CLIENT), based at Lycée Louis Massignon, organizes training sessions for teachers from October to June. The Tender is related to the accommodation of teacher training sessions (the SERVICES). The selected provider will be responsible for providing comfortable, convenient, and cost-effective lodging services within proximity to the training venue at Lycée Louis Massignon, French school, in Abu Dhabi.

### 2. DESCRIPTION OF SERVICES

The Institut Régional de Formation distributes 85 sessions from October to June, with an average of 25 participants per session, totaling 1300 overnight stays annually. The average duration of stay is 2 - 3 days. The Institut Régional de Formation needs to receive proposals to accommodate its teachers under the specified conditions as described on Article 3.

### 3. SCOPE OF THE SERVICES

The **SERVICE PROVIDER** must provide the following SERVICES:

1. **Accommodation capacity.** The provider must be able to host groups of approximately 25 teachers per sessions, ensuring enough rooms base on session dates and projected attendance.
2. **Location proximity.** The establishment must be within a 15 minutes travel time from Lycée Louis Massignon to facilitate easy daily transport to and from the training venue.
3. **Services quality.** The provider must maintain a high standard of service, ensuring clean, safe and comfortable rooms, as well as basic amenities including WIFI, breakfast included, dining options nearby or on-site (lunch and dinner) and housekeeping services.

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## VOLUME II – SCOPE OF SERVICES & SPECIFICATIONS – ACCOMMODATION SERVICES

4. **Booking flexibility.** The provider should offer flexible booking options to accommodate possible changes in the number of participants or session dates, with reasonable terms for modifications or cancellations, preferably without charge.
5. **Pricing.** Competitive pricing per night is required, with clear, detailed quotes based on anticipated volumes and periods from October to June (4 periods). Group discounts or packages rates should be included where available.
6. **French-speaking language.** The staff representative for the Institut Régional de Formation must speak French to facilitate communication with the trainees.
7. **Single point of contact.** A single designated representative will be required to simplify communication with the Institut Régional de Formation and maintain a record of requests to be able to anticipate needs.
8. **Additional amenities,** customer service available as needed. Provide options for late and early checkout, subject to availability. Offer attractive rates for individual services, with the option of a discounted lunch or dinner. Also offer preferential rates for room rentals within the establishment for organizing meetings.

This scope ensures that all potential providers understand the expectations and requirements, allowing for clear and comprehensive proposals.

### 3.1. THE STAFF

The SERVICE PROVIDER undertakes to independently hire, pay and manage its employees, by keeping the CLIENT free of all social, fiscal and legal charges and obligations.

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## VOLUME II – SCOPE OF SERVICES & SPECIFICATIONS – ACCOMMODATION SERVICES

The SERVICE SUPPLIER undertakes particularly to

1. The person in charge of the SERVICE PROVIDER on the CLIENT's site shall ensure the relations with the CLIENT. The French language is required.
2. The staff shall be required to inform the CLIENT of any safety hazards of which they are aware.

### **4. RIGHTS AND OBLIGATIONS OF THE CLIENT**

The CLIENT commits to informing the SERVICE PROVIDER of accommodation needs by providing the number of participants, exact dates, and any specific accommodation requests at least two weeks in advance to each session.

The CLIENT must confirm final bookings for each session and notify the provider of any changes or cancellations within the agreed timeframe.

The CLIENT makes payments for services rendered according to the services and invoice settlement deadlines.

Provide feedback to the PROVIDER on service quality, gathering participant feedback and sharing it as necessary to improve future stays.

The CLIENT ensures smooth coordination between the provider and participants, including arrival details, personal information, specific needs, and all necessary information for a seamless stay.

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## VOLUME II – SCOPE OF SERVICES & SPECIFICATIONS – ACCOMMODATION SERVICES

### 5. RIGHTS AND OBLIGATIONS OF THE SERVICE PROVIDER

The SERVICE PROVIDER must guarantee the availability of rooms, should offer sufficient accommodations with flexibility to adjust the number of rooms according to each session's specific needs.

The SERVICE PROVIDER shall ensure a high level of comfort, safety, and cleanliness in the rooms. Rooms should be equipped with comfortable beds, a private bathroom, free and high-performing Wi-Fi access, as well as basic amenities such as air conditioning, television, and desks. Daily housekeeping of rooms and common areas must be provided, along with access to hotel facilities and shared amenities like fitness centers, restaurants, and workspaces, if available.

The SERVICE PROVIDER must send detailed invoices and all supporting service documents to the CLIENT for each session, including the cost per night and additional services, according to the agreed payment terms within specified deadlines.

The SERVICE PROVIDER allows modifications to bookings based on cancellations, date changes, or fluctuations in the number of participants with reasonable cancellation terms.