

TERMS OF REFERENCE _ Annex A

HOTEL ACCOMMODATION, CONFERENCE FACILITIES AND CATERING SERVICES

1. Purpose of this tender

UNHCR issues this Invitation to Bid (ITB) for the purpose of soliciting bids from UN approved hotel facilities for the provision of Hotel Accommodation, Conference Facilities Services and Catering Services as per the schedule below for UNHCR's Meetings, Conferences, Trainings and other Events scheduled in Abuja.

2. Requirement

In this respect, the specific requirement from UNHCR covers:

Lot A Hotel Accommodation facilities

Lot B Meetings, Conferences, Trainings, and other Events facilities

Lot C Catering Services

The Minimum Requirement for the provision of Hotel Accommodation facilities

- Single/double bedroom on a Bed and Breakfast basis with Internet access (internet cable or Wi-Fi) in the room (included in the per night price).
- Late Check in/Check out subject
- Tea/Coffee making facility with no extra charges in the rooms
- Extra services or upgrades requested by the guests will be paid directly by the guest. UNHCR will not be responsible to settle any invoices.

The Minimum Requirement for the provision of Meetings, Conferences, Trainings and other Events facilities

- A "Welcome Area" sufficient to place minimum of one table for Participants Administrative/Registration purposes and another table for refreshments

- Rooms with Natural Day Light

- **Conference Rooms:**

CR1 Can accommodate up to 20 participants + 2 Breakout Rooms per main Conference Room.

CR2 Can accommodate up to 50 participants + 2 Breakout Rooms per main Conference Room.

CR3 Can accommodate up to 100 participants + 2 Breakout Rooms per main Conference Room.

CR4 Can accommodate up to 20 participants

CR5 Can accommodate up to 50 participants

CR6 Can accommodate up to 100 participants

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- Screen/projector per Conference Room per day including Remote Control, Laser Pointer and 2 Speakers
- Stationery (Notepads and Pen) for participants
- A minimum of 4 Flipcharts per Conference Room per day with block of Recycled Paper and a set of Markers for each Flipchart
- Free Wi-Fi Internet Connection for all participants
- Still or Sparkling Water 1 Litre per person per day placed on the tables in the Conference Room in glass containers (no single use plastics)
- One dedicated event manager during the event (contact details to be provided during Booking)

The Minimum Requirement for Catering Services

- Welcome Refreshments: Instant Coffee, Brewed Coffee, Tea, Milk, Lactose Free Milk, Sugar and Sugar Substitute
- Coffee Breaks
 - a) Instant Coffee, Brewed Coffee, Tea, Milk, Lactose Free Milk, Sugar and Sugar Substitute/Artificial Sweetener, two types of juice, two types of soft drinks, Still Water
 - b) Two types of biscuits, two types of snacks (pastries, muffins, mini sandwiches) and two types of fruits
- Buffet Lunch/ Dinner – Two/Three or Four Courses Meal, including non-alcoholic beverages, still and sparkling water.
- Cocktail
 - a) Finger food/Canapes/Appetizers – Six types
 - b) Cold non-alcoholic beverages – Three types
 - c) Still and Sparkling Water

3. Condition of the Framework Agreement(s)

- A.** This ITB is expected to result in Framework Agreement(s) with one or several successful Service Providers.
- B.** A Framework Agreement is a type of agreement with its terms and conditions under which procurement of goods or services can be implemented over a specified period, but which places no obligation on UNHCR to order any minimum or maximum quantity. All terms and conditions including the prices will remain unchanged during the period of the Framework Agreement(s).
- C.** The Framework Agreement will be signed for a period of up to 12 months with the possibility of another 12 months extension subject to satisfactory performance, funding, and agreement by both

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parties by amending the Framework Agreement. The overall duration of the Framework Agreement shall not exceed 24 months.

D. Each Framework Agreement will have its specified list of services, indicating the upper ceiling price agreed at the Invitation to Bid stage. The upper ceiling price list (as well as discounted rates, if applicable) are provisional and are intended solely for the purposes of evaluation and comparison of Bids and to determine the upper ceiling limit in the Framework Agreement. The Service Providers cannot go beyond the upper ceiling price.

E. After entering into a Framework Agreement, UNHCR shall place bookings on a “need basis”.

F. UNHCR shall initiate a Secondary Tender to request confirmation from the Service Provider on its availability and prices on the required dates/days by email. The Service Provider shall confirm by return email within 48 hours (including any applicable discounts).

G. UNHCR shall make award decision based on “lowest priced, most technically acceptable/compliant offer”.

H. The confirmed award shall be in the form of a duly authorized Work Order. The Work Order shall include the number/s of persons/participants, services required, and corresponding amounts shall be indicated for the specific booking / event in each case. Bookings are made with specific venues and may not be transferrable or sub-contracted to other venue.

I. By signing the Work Order, the Service Provider is confirming that UNHCR may modify the number of participants within $\pm 20\%$ tolerance and that there is a Free Cancellation Policy within seven days of event.

J. The Service Provider shall return the sign copy of the Work Order within 24 hours of receipt by email.

K. UNHCR will review the quality of services and deliverables prior to the end of the first 12 months of the agreement. Subject to satisfactory performance and agreement by both parties, a 12-month extension may be agreed to at the same upper ceiling price, terms and conditions. The maximum overall duration of the Framework Agreement will not exceed 24 months. The upper ceiling price will remain unchanged during the period of Framework Agreement.

L. UNHCR is seeking bids by Lots. Hotel Accommodation and Conference Facilities Services Providers may bid for all lots or selected/partial lots. However, the minimum requirements per lot must be fully met.