



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Annex A
RFP/SC/NIGMA/2024/001 - Terms of Reference

For the Establishment of Frame Agreements for the Provision of Conference Facilities and Catering Services for UNHCR Sub Office Maiduguri at Maiduguri, Damaturu and Yola, Northeast-Nigeria

1. Background

The Office of the United Nations High Commissioner for Refugees (UNHCR) is a United Nations Agency mandated to lead and co-ordinate international action to protect refugees and resolve refugee related issues worldwide. Primary objective of the agency is to safeguard the rights and well-being of refugees. UNHCR strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another State, with the option to return home voluntarily, integrate locally or to resettle in a third country. In this context, UNHCR SO Maiduguri supports forcibly displaced persons in Northeast, Nigeria.

In relation to this work, UNHCR Sub Office Maiduguri, requires the provision of conference facilities and catering services in Maiduguri, Damaturu and Yola to ensure better training environments for all UNHCR staff members and partners to cater for outdoor meetings, workshops, seminars etc. Therefore, the purpose of this Request for proposal is to award Services contracts for the Provision of Conference Facilities and Catering Services at Maiduguri, Damaturu and Yola. UNHCR intends to sign a two (2) years contracts for the provision of conference facilities and catering services, which may be extended at the approval of both parties to an additional one year.

2. Scope of Work

A. General Scope of Services

1. To undertake the provision of conference facilities of various hall capacities/sizes, and catering services during external and in-door trainings hosted by UNHCR in the following locations:

- a) Maiduguri
- b) Damaturu
- c) Yola

3. Responsibilities of the Supplier/Contractor

B. For the provision of Catering Services:

The selected supplier(s) would carry out the following tasks during UNHCR external and in-door trainings:

- a) The contractor is responsible for the provision of food and beverages for catering purposes including hot drinks (tea, coffee, chocolate etc.), soft drinks (fresh fruit juice, sodas, etc.), desserts (biscuits, culinary etc.), hot & cold snacks as well as lunch meals for UNHCR staff and partners as well as provision of food during in-doors and outdoors meetings, trainings and workshop sessions organized in their facilities and/or UNHCR premises in Maiduguri, Damaturu or Yola.

- b) The contractor is requested to set-up, serve, dismantle, and clean the catering serving stations after each services provision.
- c) The proposed time of the required services are: First tea break: from 10am to 11.30am Lunch: from 12.00pm to 1.30pm and Second tea break: from 3:30pm to 4:30 pm for Services during indoor/outdoor meetings, trainings and workshop sessions.
- d) Services may be required from Mondays to Saturdays between 8.00am to 5.00pm when the need arises.
- e) The contractor's personnel must keep the service area very clean and tidy at all times.
- f) The required minimum hygiene standards are listed below as per ISO:2202 standard.
- g) The contractor is also responsible for the general solid waste collection and disposal to allocated areas outside.
- h) The contractor is responsible to provide clean commercial drinking water for tea, standby coffee, etc. and cooking purposes.

C. Conference/ Meeting/Workshop/Event

The selected supplier(s) would carry out the following tasks during UNHCR trainings, workshops, seminars, meetings:

- a) High Speed Internet connection (Wi-Fi) should be provided in the conference facilities for all participants (to be included in the price).
- b) 120" Projector Screen should be provided in the conference facilities.
- c) Projector Machine should be provided in the conference facilities with UPS in case of power outage.
- d) Size of conference facilities ranging from – Hall that can accommodate 30 participants, 50 participants, 100 participants and 250 participants (to be included in the price)
- e) Free valet parking for participants.
- f) Availability of break-out rooms if required.
- g) Flip chart board, paper and markers – at least 3 (to be included in the price).
- h) Complementary stationaries (to be included in the price).
- i) Steady power supply or UPS for the projector in case of power failure or outage.

4. Key Requirements

D. Conference Packages – General Requirements:

- 1.) Pens and pads (for each participant);
- 2.) White board (minimum one (1));
- 3.) Flipcharts (minimum three (3));
- 4.) Desk Tissues.
- 5.) Refreshing candy.
- 6.) Mineral water.
- 7.) Audio-visual equipment (projector, LCD Monitor, minimum of two (2) wireless microphones, sound system, etc.) shall be part of the package.
- 8.) Morning welcome coffee/tea or ongoing tea and coffee based on the advance agreed upon arrangements.
- 9.) Lunch served with soft drinks, or fresh juice, and water.

- 10.) Morning and evening coffee/tea breaks.
- 11.) Special meals for Vegetarian guests or vegans to be available.
- 12.) Internet Connection (Wi-Fi) high speed in the rented facilities and accommodations.
- 13.) Adapters, sockets and extension cords for laptop & mobile chargers.
- 14.) Presenter with laser pointer;
- 15.) Break-out rooms when required (at least 2) in addition to the main facility hall;
- 16.) Rental of equipment for simultaneous translation, if required.
- 17.) Daylight conference rooms availability.

E. Requests and Services to be performed:

- 1.) Organization of catering outside the hotel (includes but not limited to, coffee breaks, lunch, dinner);
- 2.) Each official request will be submitted through the UNHCR requesting focal point office covering the requirements for average number of participants, conference specs, required setup and type of package will be communicated. Upon final agreement UNHCR will sign an agreement for each event (without effecting advance payments) and cover it under periodic Purchase Orders in line with the established Frame-Agreement.
- 3.) Rent of facilities in the hotel (including the placement of furniture based on the seating plan a round table, class, conference, U-shaped, or other options);
- 4.) Rental of equipment needed for the event (if not covered in the package as stipulated in this document.
- 5.) Overhead projector with wireless switch slide presentation, screen, laptop, wireless microphone, microphone array for a round table, laser pointer, sound system, flip chart with paper-pad and a set of markers, extension, adaptors etc.,
- 6.) Provide IT specialist/Focal Point for each event for equipment setup and maintenance of the conference;
- 7.) Provide wireless internet (Wi-Fi) with high speed in the facilities;
- 8.) Hotel focal point who is responsible for the complete organization of the event;
- 9.) UNHCR selects between 3- and 5-stars hotels; depending on the planned number of people at the event, UNHCR studies the specifications and price lists of the hotels according to the approved ToR for the organization of event and awards the order to the hotel with a minimum price for a full range of services according to the approved rates (or discount rates, if applicable) in price list;
- 10.) Each request will be sent to hotels within one week to the hotel, depending on the budget, and level of the event.
- 11.) The request will be sent to confirm the upcoming event.
- 12.) If the request includes additional requirements which are not covered in the price list, then a request for quotation (RFQ) will be requested and the lowest price will be selected;
- 13.) The Hotel shall reserve the venue and shall provide a written confirmation of the reservation to UNHCR within 1 day (24 hours) from receiving the request. UNHCR, in turn, shall inform the hotel about all the current changes in the status of the request and/or regret letter for cancelation.

14.) The Hotel guarantees the availability of the equipment specified (overhead projector with wireless switch for slides presentation, screen, laptop, wireless microphone, a set of microphones for the round table, sound system, laser pointer, wireless Internet, flip chart with paper-pad and a set of markers, extender, simultaneous translation equipment);

5. Key Performance Indicators:

No.	Description	Indicator
1	Response time to received requests.	98% E-mail confirmation of receipt of the request from the Customer within 4 hours. Written confirmation of reservation services as per request of the Customer within 1 day (24 hours) from receipt of order.
2	Understanding of the UNHCR needs.	95% High quality communication, correct identification of what is required and provision of several options for arising issues. Hotel Staff providing the services should work quickly and quietly with no disturbance.
3	Ability to arrange events in scheduled time.	92% Arrangement of event on the agreed dates.
4	Provision of reports with detailed information for all arranged events including number of participants, duration and total amounts	95% Timely provision of monthly reports with detailed description of services for all arranged events, meetings or workshops as per UNHCR requests.
5	Ability to provide high quality services in terms of venue, food, equipment, and other related arrangements.	98% Venue(s) corresponds to the planned number of participants. Rented facilities are clean and prepared for the event: the tables and chairs are placed according to the approved seating position, all the equipment is prepared and set to work, and the water is placed on tables. Bathrooms/toilets/conveniences near the meeting room cleaned and prepared. 98% Timely organized catering. The presence of relevant personnel of the hotel during the event to coordinate the service delivery. Assessment of service quality by participants through surveys
6	Submission of invoices and related documents. Correctness and accuracy of provided documents.	99% delivery of all the reports with detailed information of the services provided in time and invoices presented do not contain errors. Each report contains a link to a specific event, the number and date of the event.
7	Customer Complaints	98% addressing of complaints in a timely manner. All claims/complaints should be addressed within maximum 24 hours from the time of receipt. Providing several options for resolving issues within the same day or at most the next day after the receipt of claim/complaint.
8	Hotel Atmosphere	The hotel should provide a professional atmosphere. Good ambience

9	Contract Compliance	98% Compliance with Contract requirement for Security, Health and Safety Regulations; and 95% Accurate reports submitted in accordance with Contract requirements
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6. Overall management of the service contract

- a) The Service Provider will work in close cooperation with UNHCR Contract Manager/Focal Point from Sub-Office Program Unit and or supply unit.
- b) Regular visits to conference facilities would be done by UNHCR and the Hotel would be duly notified of the visits and due reports shared afterwards indicating areas of improvement.
- c) Regular collection of feedback from staff and partners through surveys will be carried out by UNHCR, at least once in three months of contract implementation to ensure service delivery satisfaction.
- d) The Service Providers are required to have fixed staff for the provision of services, demonstrated in a detail in this **Annex A and minimum number of 3-4 qualified personnel**.

7. Reports

- 1) The selected Hotels at end of each month provide a monthly report on all events carried out for UNHCR, indicating event title, the duration – dates of events, cost of events, and the number of participants in each event and Invoice Number per event.
- 2) The selected Hotels shall submit a single invoice to cover each single event and to include the following details:
 - UNHCR Office:
 - Event Title:
 - Dates of events:
 - Invoice No.
 - Number of Participants

Breakdown of the invoice details based on Requirements.

- Conference Facilities unit price per day
- Equipment per unit price per day
- Stationaries per unit price per day

8. Payments

- a) UNHCR shall effect the payments by bank transfer to the bank account of the service provider after receipt of report and accompanying invoices and delivery notes.
- b) The Service Provider is obligated to present a detailed monthly invoice for services provided.
- c) All invoices will be paid within 30 days if sent in good order.
- d) Payments are subject to certification by the respective offices that the services have been satisfactorily performed on the days/time indicated.
- e) UNHCR undertakes no liability for taxes, duty or other contribution payable by the service provider.

9. General Conditions for the Provision of Services

Please note that UNHCR's General Conditions for the Provision of Services- (July 2018 version) will be strictly adhered to for the purposes of any future contract. Please refer Annex F for more information.