

TORS FOR PROVISION OF HOTEL ACCOMMODATION, CONFERENCE HIRE & CATERING SERVICE FACILITIES

1. IDENTIFICATION

Anticipated start date	February 2025
Anticipated completion date	LTA for accommodation, conference facilities hire and provision of catering services for period of two (2) years, with possibility to extend for additional one (1) year based on performance and mutual agreement
Contract Supervisor	Administrative Officer / Specialist
	This will be a time-bound LTA

2. BACKGROUND AND OBJECTIVES:

UNICEF Nigeria from time to time requires hotel accommodation, conference services and catering services for staff, consultants, implementing partners and counterpart workshops and meetings. For this reason, UNICEF Nigeria wish to establish a Long-Term Arrangement (LTA) for the provision of accommodation, conference facility and catering service provision. The LTAs may be utilised by other UN Agencies in Nigeria. It would therefore be anticipated that the Hotels will extend the same rates to UN Sister Agencies on the request of the relevant UN agency.

3. LONG TERM AGREEMENT:

UNICEF Nigeria is looking to establish Long Term Agreements (LTAs) for Hotel Services. The LTAs will be established for an initial period of 2 years, with the option to extend for further one year upon good performance of the contractor and mutual agreement.

The LTAs do not give any obligation of work to the supplier but sets out the terms of the relationship. When there is a specific requirement, a separate contract will be raised by the UN agency that requires the service, in accordance with the specifications and costings as included in the LTAs.

4. SCOPE OF WORK:

The scope of service is to offer hotel accommodation, catering and conference services to UNICEF, other UN Agencies, or visitors as and when required. The following services required are as follows:

1. Accommodation to include:
 - Standard Room
 - No Advance Payment for Reservation
 - No Smoking rooms
 - Bed and breakfast
 - Wi-Fi access included
2. Half Day Conference Packages to include the following:
 - Provision of conference facilities services for workshop or meeting including breakout and secretariat room;
 - Seating and room-layout has been arranged and set up in Round tables/cabaret, U shape or Theatre set up as required;

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- Provision of audio-visual equipment in all meeting rooms, lecture stand, projection equipment and screen, TV monitor or screen in the rooms where the main screen is not visible to all participants, stage light and sound system.
 - Provision of technical personnel for operation of all technical equipment, including audio-sound system, project equipment as well as lighting.
 - Conference room hire (to include Projector as complimentary)
 - Public Address Systems (PAS), and flip charts, Stationary (1 pad and pen per person)
 - Sweets on each table and water dispensers and glass cups (please note that bottled water and plastics are not allowed in all UNICEF functions/meetings as part of the greening initiatives.)
 - Morning Tea break (snacks, coffee, tea, 1 soft drink per person) Tea break is once a day
 - Internet connectivity for use by the presenters
 - Ensure timely delivery of requested services in the shortest time available.
 - Ensure high quality of services as per the requested details.
3. Full Day Conference Packages to include the following:
- Provision of conference facilities services for workshop or meeting including breakout and secretariat room.
 - Seating and room-layout has been arranged and set up in round tables/cabaret, U shape or Theatre set up as required.
 - Provision of audio-visual equipment in all meeting rooms, lecture stand, projection equipment and screen, TV monitor or screen in the rooms where the main screen is not visible to all participants, stage light and sound system.
 - Provision of technical personnel for operation of all technical equipment, including audio-sound system, project equipment as well as lighting.
 - Conference room hire (to include projector as complimentary)
 - Public Address Systems (PAS), and flip charts
 - Stationary (1 pad and pen per person)
 - Sweets on each table (water dispenser with glass cups) – please note that plastic bottles are not allowed.
 - Morning Tea break (snacks, coffee, tea, 1 soft drink per person)
 - Buffet lunch (2 course lunch, 1 soft drink per person)
 - Internet connectivity for use by the presenters
 - Ensure timely delivery of requested services in the shortest time available.
 - Ensure high quality of services as per the requested details.
4. Break out rooms for use during conferences!
5. No Takeaway Service to any participant or UNICEF staff
6. Service Provider to avoid standard Cancellation Policy to UNICEF in consideration of Humanitarian Services given by UNICEF.
7. The service provider shall provide the services as per described in Price Proposal Format when requested through a Formal Work Order (Purchase Order or Work Order) signed by the United Nations Officials.
8. The Service Provider shall provide Event Management Services from 8.00 am to 5.00 p.m. during working days. In addition, Service Provider shall provide support service 24 hours / 7

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days a week after working hours, including weekends and holidays as required. One of the Service Provider's employees shall always be reachable by phone and email.

9. The service provider shall with due care and diligence perform the services and provide the required manpower, materials, equipment, and other facilities necessary to complete the services in accordance with the scope of the agreement.
10. The service provider shall accord the same terms and conditions to any other entity within the United Nations system that wishes to avail of such terms upon a written consent from Procurement Group, UNICEF as a procurement leading agency.
11. Buffet Meal – 1 Course to include:
 Buffet 1 course meal
 1 soft drink per person/ fruit drink
12. Buffet Meal – 2 Course to include:
 Buffet 2 course meal
 1 soft drink per person/ fruit drink
13. Buffet Meal – 3 Course to include:
 Buffet 3 course meal
 1 soft drink per person/ fruit drink

5. **USE OF PLASTIC BOTTLES:**

As part of the greening initiatives, UNICEF requests that no plastic bottles are used in any conference booked by UNICEF. It is requested instead to have water dispensers available. Glass bottles can be refilled with purified water, and available on all conference tables.

It is the responsibility of the Hotel to ensure that purified water is available and under no circumstances should tap water be used.

6. **RECYCLING:**

UNICEF is strongly encouraging recycling of all waste within Nigeria. Recycling of paper, plastic, glass, and tin is possible in Nigeria. It is therefore requested that any recycling policy that is in place is provided to UNICEF with the response to this tender.

7. **PROPOSED TERMS OF PAYMENT:**

Payment of services

Full payment will be made following completion of all services. No advance payments will be made.

Government taxes

Following establishment of any LTA, when a quotation is requested for services the levy charges and VAT should be shown as separate line items at the bottom of the quotation as UNICEF and the UN are exempt from paying VAT.

Cancellation Policy for Accommodation and Conference Packages

The cancellation policies for both Accommodation and conferencing packages must be provided by the hotel. The cancellation policy should be as flexible as possible, to reflect the volume of bookings that the UN agencies collectively can make for such hotel services.

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8. MANAGEMENT OVERSIGHT:

Management oversight will be provided by UNICEF which is establishing the contract related to the LTAs.

9. FACILITY REQUIREMENTS:

Hotel must have the following to be considered for an LTA with UNICEF

- Be cleared by UNDSS from MOSS compliance perspective.
- Have functioning standby generator or other source of power supply (e. Solar Inverter etc), which is always available if power outages occur.
- Have adequate water storage facilities in the event of city water not being available.
- Provide reliable internet connectivity with sufficient bandwidth for guests and conference facilities.
- Maintain clean, hygienic rooms and common areas that meet UNICEF's health and safety standards.
- Where applicable, the hotel should offer accessible facilities for persons with disabilities, including ramps, elevators, and specially equipped rooms, in line with international accessible standards.

10. INCLUDE THE DISABILITY INCLUSION REQUIREMENT TO CATER FOR PWD

As a joint effort of the UN organizations in Nigeria, UN Agencies are promoting the Disability Inclusion in procurement policies and practices. Disability Inclusion refers to promoting and ensuring the participation of people with disabilities in education, training and employment and all aspects of society and providing the necessary support and reasonable accommodation so that they can fully participate.

Disability Inclusion Strategy and Action Plan provided by the service provider will be taken into high consideration in procurement of external venues, goods and services.

The company Disability Inclusion Strategy is guided by the following principles:

- Non-discrimination
- Equality of opportunity
- Accessibility
- Respect for disability as part of human diversity.
- Gender equality
- Involvement of persons with disabilities through their representative organizations

Establishment of Disability Inclusion Action Plan to effective implementation of the strategy to:

- Enhance promotion of international standards relevant to persons with disabilities
- Disability perspective reflected in all company key activities and reporting.
- Increased attention to people with disabilities in company's work.
- Disability inclusive company internal practices promoted.
- Strengthened strategic cooperation within the business partnership and its networking.

Key Performance Indicators are given below

No.	Description	Indicator
1.	Response to Received Requests	Confirmation e-mail on receipt of event request immediately upon receipt

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2.	Ability to arrange events per scheduled time	Arrangement of event on the agreed dates and confirmation of availability of services within 48hrs of receipt of requests.
3.	Ability to provide competitive prices and negotiate price with Hotels.	Regular spot checks on received quotations from Hotels and comparing quotes with the given market rate.
4.	Availability of prompt support	Calls should be answered promptly. Hot line support 24/7
5.	submissions of Invoices	Invoices are correctly issued with minimum verification required.
6.	Quality of the services rendered	The implementation plan and methodology are properly followed and communicated with the event requester. A monitoring system is followed by the service provider to ensure quality services and participant satisfaction.

11. CONDITIONS OF BIDS:

- a) Bids should be submitted by completing the attached 'Costing Template' as provided in this tender.
- b) All items included on the 'Costing Template' should be quoted for
- c) VAT and levy charge should be included in the quotation though UNICEF is exempt from tax.
- d) Additional services offered can be added if not included in the above list.
- e) Rack rate should be included for all items quoted for.
- f) Financial Proposals should be provided in NGN. In the event that the bidder prefers to quote in USD, contracts will be issued in Nigerian Naira at the time that services are required using the United Nations Operational Rate of Exchange (UNORE) as Central Bank of Nigeria regulations do not permit payment to be made to local companies in United States dollars for locally provided services.
- g) If any items are not costed for, then it will not be included into the LTA.
- h) UNICEF reserves the right to make a spot check of the hotel prior to award or any time during the period of the LTA.

12. APPLICATION AND EVALUATION PROCESS:

Following should be submitted to UNICEF in response to this tender:

- **UNGM Registration Number**

United Nations Global Marketplace (UNGM) Registration Number for your organisation should be included in the technical proposal.

To register, follow the instructions available in the UNGM website that can be found at the following link.
<https://www.ungm.org/Public/Pages/RegistrationProcess>.

Your company is requested to register in UNGM at 'Basic Level' in order to obtain the Registration Number, however, you are also encouraged to register at 'Level 1' in order to provide the certificate of registration/incorporation.

Please note that UNICEF does not charge for UNGM registration.

13. **Technical Offer document(s) consisting of the following should be submitted:**

- Presentation of hotel facilities, indicating the year of the latest interior renovation of the hotel
- At least one photo of the following guest rooms: single room, double room, superior room and guest rooms with kitchenette, or link to website where such photos can be found.

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- At least 3 references
- Quality assurance certificates obtained by the company, if available
- Description of the proposed event venues with photos

Each vendor must be able to provide a relevant information on the following parameters:

a. Location

- Proximity to key UNICEF offices and key government partners, facilities, and transportation hubs.
- Safety and accessibility of the location.

b. Accommodation Quality

- Condition and cleanliness of rooms and common areas.
- Comfort and quality of furnishings and amenities.
- Availability of different room types and configurations.
- Number and type of rooms.
- Number and size of conference rooms.
- Number and size of restaurants.
- Capacity of conferences that can be provided.
- Backup power available
- Backup water facilities available
- Regional or National Hotel Rating of facility (2-star, 3-star, 4-star or 5-star)

c. Facilities and Services

- Accessibility for People with Disability
- Availability and responsiveness of concierge and room service.
- Quality and variety of food and beverage offerings.
- Range and quality of facilities, such as restaurants, bars, pools, gyms, and spas.

d. Meeting and Conference Facilities

- Adequacy and suitability of meeting rooms and conference spaces.
- Availability and functionality of audiovisual equipment and technical support.

e. Customer Service

- Friendliness, professionalism, and responsiveness of staff.
- Efficiency of check-in and check-out processes.
- Handling of special requests and complaints.

f. Health and Safety Measures

- Protection of guests and staff from sexual abuse and exploitation is in place and practiced.
- Adherence to health and safety regulations, including cleanliness, hygiene, and COVID-19 protocols.
- Availability of hand sanitizing stations and protective equipment.
- Emergency preparedness and response procedures.

g. Sustainability and Environmental Practices

- Implementation of environmentally friendly practices, such as waste reduction / any overview of how waste management is undertaken energy conservation, and use of eco-friendly products.
- Recycling policy (if available)

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- Certification or recognition for sustainable tourism initiatives.

h. **Compliance and Licensing**

- Compliance with local regulations and licensing requirements for operating a hotel.
- Accreditation or certification from relevant industry associations or governing bodies
- Corporate Affairs Commission Certificate (CAC)
- VAT registration with the Federal Inland Revenue Services (FIRS)

i. **Cancellation Policy**

Any cancellation policy that is applicable should be clearly articulated as follows:

Accommodation

- Days/hours when cancellation of accommodation can be undertaken with no penalty.
- Once within the cancellation period, what penalty will be applied.

Conference Package:

Days/hours when cancellation of conference package can be undertaken with no penalty.

- Once within the cancellation period, what penalty will be applied.
- Any policy with regards to change of conference package

Evaluation Criteria	Maximum Score
<ul style="list-style-type: none"> • Hotel overall presentation and services i.e., location, renovation, style – 10 points. • Certifications, company qualifications, international chain – 5 points. 	15 Points
<ul style="list-style-type: none"> • Detailed report/description of guest rooms with amenities to be provided – 5 points. • Detailed report on conference rooms – 5 points • Accessibility for people with disability – 10 points • Availability of 24-hour back-up power service & water tank back-up – 10 points. 	30 Points
<ul style="list-style-type: none"> • Implementation of environmentally friendly practices, such as waste reduction / any overview of how waste management is undertaken energy conservation, and use of eco-friendly products – 10 points. • Recycling policy (if available) – 5 points. • Certification or recognition for sustainable tourism initiatives – 5 points. 	20 Points
<ul style="list-style-type: none"> • Detailed proposal to be provided for in house catering and catering to be delivered to other locations – 10 points. • Sample catering menus to be provided – 5 points. • Catering options for vegetarians and vegans – 5 points. 	20 Points
<ul style="list-style-type: none"> • Previous or ongoing arrangements with UN organization, or similar organization (5 points per contract up to 10 points). • Reference letters to be provided. 	10 Points
<ul style="list-style-type: none"> • Free parking facility for at least 10 vehicles 	5 - Points
Total	100 Points
<i>Only bidders obtaining the minimum pass mark in the technical evaluation (70 points) will be considered for the financial evaluation</i>	

Special instructions - important:

- No alcohol will be paid by UNICEF.

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- Any request from any UNICEF/UN individual to be treated personal. Only request from the recognized UNICEF/UN Focal Point to be treated officially.
- Concession and discounted UN price to be given to UNICEF/UN staff/guest in case applying directly upon provision of proof of UNICEF/UN identity. Bills to be settled directly by the requester.
- Please advise if you can accommodate special dietary restrictions like vegetarian, halal, vegan, other.
- Mini bar, laundry services and any other services not specified in final contract will be covered by individual/guest and not UNICEF.
- Please state reservation cancelation policy.
- Please state if there is a free shuttle service to/from hotel/airport for all participants.
- Transfers are to be paid as per actual occupancy.
- Dinner and lunch outside conference package to be considered same price range.
- Please indicate if business center available at hotel (room with computers and Wi-Fi that can be used by guests/participants). Please indicate if this is offered free of charge.
- Please indicate if printing service available at the hotel

14. Financial Quotation

Completed 'Costing Template'

Each proposal will be assessed first on its technical merits and subsequently on its price. In making the final decision, UNICEF considers both technical and financial aspects. The Evaluation Team first reviews the technical aspects of the offer, followed by a review of the financial offers of the technically compliant vendors. The proposal that offers the best value for money will be recommended for award of an LTA.

UNICEF & the UN reserves the right to negotiate any proposal provided.

The lowest priced technically compliant proposals will be awarded a Long-Term Arrangement for Services for an initial period of 24 months with the possibility of extension for an additional 12 months subject to mutual agreement of all parties.

UNICEF reserves the right to establish multiple LTAs with various service providers for the same service. UNICEF may also rank the hotels according to their star ratings.

RFP SUBMISSION INSTRUCTIONS:

- a. All proposals should be submitted via email to: ngrsupply@unicef.org ONLY
- b. **No other UNICEF address should be copied when sending the proposals. Failure to comply will result in your proposals being disqualified**
- c. **The Technical and Financial proposals should be sent in 2 separate emails.**
- d. **The Technical proposal email should be sent separate from the financial proposal and the Technical Proposal subject line should read: XXXX (name of organization) TECHNICAL PROPOSAL FOR LTA HOTEL SERVICES. The email subject must clearly note the RFP reference document number. We will not be held responsible if an offer is sent without a reference number**
- e. **The Financial proposal email should be sent separate from the technical proposal and the Financial Proposal subject line should read: XXXX (name of organization) FINANCIAL PROPOSAL FOR LTA HOTEL SERVICES. The email subject must clearly note the RFP reference document number. We will not be held responsible if an offer is sent without a reference number.**
- f. **To be eligible, financial proposals Must: Provide** full, accurate and complete information as required by this solicitation and its attachments, and be submitted on Bidder's company letterhead and signed by the authorized company officer. It is recommended that the price schedules be copied on Bidder's letterhead which includes the bidder's registration number, VAT or fiscal #, address, capital (as applicable), etc.

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ATTACHED:

Annex A – Costing template.