

Terms of Reference

For the Provision of Hotel Accommodation Services and Conference Facilities.

Project Objective

The UNHCR office in Erbil wish to establish a Frame Agreement with potential Hotels (hereby ref. as Contractor) for the provision of Conference and Accommodations services. The frame agreement will cover the period from June 2018 to May 2020, with a possible extension for a third year, subject to the satisfactory performance and mutual agreement.

The purpose of this document is to give guidance for bidders on the way to respond to UNHCR request for Proposal (RFP) to fulfil the objectives for the project.

1. Background

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 9,600 people in more than 110 countries continues to help about 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>

2. General Requirements

The Contractor shall have in its current premises all necessary equipment and facilities, and shall have sufficient number of experienced and professionally trained experts and staff to handle minimum requirements of the UNHCR. The successful Contractor that will be contracted to serve the needs of the UNHCR shall have the following minimum qualifications:

1. Be duly licensed by the Government, for Event and Conference Organizing Services.
2. Maintain a good track record in serving international organizations, embassies and multinational Corporations.
3. Employ competent and experienced staff.
4. Be financially capable of rendering services to UNHCR Erbil.
5. The Contractor shall agree in advance with UNHCR an option of seating plan at the conference hall: a round table, class, conference, U-shaped, or other options;
6. The Contractor guarantees the availability of the equipment specified in the written order of UNHCR (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); a specialist in setting up the equipment of Contractor provides operation of the requested equipment before and during the event.
7. In case of lack of equipment, the Contractor shall invite subcontractor/s in order to meet the conditions of the order.

8. In case of equipment failure, the Contractor ensures the replacement of equipment before the start of the event. In this case, the price for rental equipment remains the same, according to the rates specified in the specification (price list) of the agreement;
9. The Contractor, according to a written order of UNHCR, provides timely and qualitative catering for participants (coffee breaks, lunch, dinner, water (with/without gas) for all participants of the event);
10. The Contractor, according to a written order from UNHCR, shall provide timely transfer to/from the airport to the hotel, depending on the size of groups with availability to provide services at any time of the day;
11. The Contractor, according to a written order of UNHCR, shall reserve the venue, as well as, if necessary, single room or equivalent for the accommodation of staff of UNHCR and /or the arriving guests, and shall provide a written confirmation of the booking to UNHCR within 1 day (24 hours) from order receipt. UNHCR, in turn, shall inform the Contractor about all the current changes in the status of the order;
12. The Contractor shall appoint a personal manager to work with clients (as well as backup manager during the absence of the personal one), responsible for the organization and execution of all orders received from UNHCR.

3. Scope of Services and key deliverables

i. Accommodation of UNHCR Staff and Guests

- The Contractor should provide a conducive self-contained accommodation free from all forms of interferences.
- The Contractor should have flexibility of cancellation and last minute booking.
- The Contractor should have flexibility of early checked-in as most flights are in the early morning hours.
- The Contractor should provide complimentary breakfast.
- Guest Services:
 1. 24 hour concierge services
 2. 24 hour room services
 3. IT concierge service
 4. Basic wireless internet connection in the rooms and public areas free of charge.
- The contractor shall make sure and use their best effort to host and facilitate the accommodation of the UNHCR participants.
- The Contractor shall ensure the rooms / accommodation availability over the contractual year, covered by the frame agreement, to be offered to the UNHCR participants within the offered rate to UNHCR.

ii. Conference room facilities:

Conference Facilities based on 3 capacity options depending on the number of participants

A1. Lower capacity	9-20 participants
A2. Middle capacity	21- 50 participants
A3. High capacity	51+ participants

- The Contractor should possess conferences facilities as to accommodate 51+ persons, (preferably with high ceiling)
- Average duration of workshop between 1 - 7 days
- The Contractor should have conference facilities with flexible sitting arrangements
- The Contractor should be able to provide (if required) interpreters + translation booth for conferences: English, Kurdish & Arabic
- The Contractor should provide Audio Visual Equipment (Projector & screen, wireless microphone) with interactive voice system.
- The Contractor should provide Stationery (writing pads, flip chart, notebooks, markers, pens, pencils, mineral water & mints on table... etc.),
- The Contractor should provide two coffee breaks and one lunch (buffet) am/pm snacks: 2-5 kinds of snack items with coffee or tea
- Buffet lunch consisting of: soup, at least 2 salad selections, at least 5 main courses, including vegetable menu, 2 desserts assorted seasonal fruits and cake/pastry item)
- Free flowing coffee for the duration of the meeting (especially for a whole day workshop (s))
- Provide separate room for buffet lunch
- Provision of dedicated operator/technician

4. Facilities Provided by UNHCR

The contractor shall work closely with UNHCR Hotel Management focal persons. All queries shall be directed to the UNHCR focal person for the respective event.

5. Reporting

The Contractor shall provide UNHCR with a detailed Act of rendered services in accordance with the specification (price-list) to a contract for each event within one (1) week after its completion;

Contractor at the end of the year provides an annual report on all orders carried out for UNHCR, indicating the duration, cost of events, and the number of participants in each event for UN Agencies.

6. Quality control

The Contractor shall, on a regular and ongoing basis to ensure and control the quality of services provided to UNHCR. Control for quality of the services should include an internal control system, covering the entire range of services under the contract, as well as methods of monitoring, identification and correction of deficiencies of service quality, provided to UNHCR. UNHCR shall be informed of any identified deficiencies and actions taken to correct them;

UNHCR reserves the right to evaluate quality control of provided services, and if necessary, propose possible improvements during the quarterly meetings with the Contractor. Contractor shall attract professional personnel to work with UNHCR for timely and effective implementation of the volume of work and its obligations under the contract with UNHCR.

The Contractor shall guarantee that the personnel, supporting the activities of UNHCR, has experience in organizing similar events, as well as good administrative and communication skills.

UNHCR will evaluate the quality of provided services in accordance with key performance indicators.

7. Security:

The Contractor should be cleared by UN Security (UNDSS).

The premises should be guarded with armed security personnel.

The premises should have a secured parking lot for at least 15 vehicles.

8. Payment Options:

The Contractor should have a valid bank accounts in the name of the Hotel and be willing to accept payments through bank transfer.

The Contractor should accept payments through Visa Cards

The Contractor shall provide a detailed report of services rendered for each activity within one (1) week after its completion. UNHCR, after receiving the report, within 5 business days shall check the submitted documents and pay for the services rendered within 30 days; In case of questions on the report, UNHCR shall send by e-mail the comments within 3 working days after the receipt of the report from the Contractor.