

Terms of Reference (TOR)

CAI/RFQ/023/2022

BACKGROUND

The United Nations High Commissioner for Refugees (UNHCR) in Egypt invites qualified hotels to make a firm offer for the establishment of several Frame Agreements for the **Provision of Hotel Event Management and Accommodation Services**, valid for initial period of one (1) year with a possible extension for additional one (1) year, subject to the Hotel satisfactory performance.

In normal conditions before COVID-19, UNHCR holds an average of 25-50 events each lasting an average of 3-5 days, with an average of (20-50) participants to include accommodations requirements, and increasing to two hundred (200) participants in few occasions for event facility requests only. The hotels will be expected to deliver a set of services listed below (each event will be covered by the respective requester) based on individual requirements.

It is anticipated to award contracts to several qualified hotels as a result of this Request for Quotation (RFQ). UNHCR will conclude multiple Frame-Agreements for each hotel category in **Cairo, greater Cairo and Alexandria** based on the range of the services and facilities (5 Stars / 4 Stars). However, these Frame Agreements do not commit UNHCR to place any order.

SCOPE OF SERVICES

The requested scope of services includes but is not limited to:

1. In cooperation with UNHCR Focal Point(s), suggest and confirm the selected venue;
2. Ensure the venue is clean and well prepared;
3. Ensure all premises and rooms are arranged according to specifications and ready for the meetings as required (might include seating name plates at the main table);
4. Ensure that the necessary audio-visual equipment is available and operational in all rooms, as required;
5. Ensure service maintenance is promptly available as would be required for all equipment/services and facilities in and around the meeting rooms;
6. Provide high speed internet services (internet cable and Wi-Fi)
7. Provide adopters
8. Arrange for provision of catering services, when required.

Type A. Rooms (without Conference facilities)

For UNHCR staff who come on short mission from outside Egypt and may stay for a minimum of one (1) night up to two (2) weeks or more.

The key requirement is a single/double room on a bed and breakfast basis with internet access (internet cable and Wi-Fi) in the room (to be included in the price). Desirable facilities (which must be specified in the offer) include daily local newspaper, coffee/tea preparation facilities in the room and access to sports facilities/swimming pool.

(This service will be requested through UNHCR focal point or any UNHCR staff member directly for his/her personal use and will be paid directly by the staff member, UNHCR will not be responsible to settle any private invoices for the staff members).

Type B. Rooms (With Conference Event)

Same as described above but linked to a conference/training/workshop event, participants may come from abroad or from within the UNHCR national staff. Therefore, the number of rooms may not always be commensurate with the number of event participants.

Room charges might be included in the payment package by UNHCR or pay be paid directly by the participants (to be communicated in advance through UNHCR focal person).

Any additional expenses like telephone, minibar, or extra days including the upgrade of accommodation will be covered directly by staff member.

Internet connection (Internet cable/ Wi-Fi) in the rooms (to be included in the room price).

Free Valet parking for participants.

Type C. Conference/ Workshop/Event

Internet connection (Wi-Fi) in the conference facilities for all participants (to be included in the price).

Free Valet parking for participants.

Availability of break-outs.

KEY REQUIREMENTS

Conference Packages –General Requirements:

- 1- Pens and pads (for each participant);
- 2- White board (minimum two (2));
- 3- Flipcharts (minimum four (4));
- 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, fresh juice, water and coffee/tea
- 10- Morning and evening coffee/tea breaks;
- 11- Special meals for Vegetarian guests or vegans to be available.
- 12- ICT may require to hire laptops on daily basis;
- 13- Internet Connection (Wi-Fi) high speed in the rented facilities and accommodations.
- 14- Adapters, sockets and extension cords for laptop & mobile chargers;
- 15- Presenter with laser pointer;
- 16- Break-out rooms when required (at least 2) in addition to the main facility hall;
- 17- Rental of equipment for simultaneous translation, if required.
- 18- Daylight conference rooms availability.

Requests and Services to be performed:

- Organization of catering outside the hotel (includes but not limited to, coffee breaks, lunch, dinner);
- Each official request (Type B/C) will be submitted through the UNHCR requesting focal point office covering the requirements for average number of participants, accommodations, 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.
- 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);
- Rental of equipment needed for the event (if not covered in the package as stipulated in this document.
- 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.,
- Provide IT specialist/Focal Point for each event for equipment setup and maintenance of the conference;
- Provide wireless internet (Wi-Fi) with high speed in the facilities including the accommodations;
- Rental of equipment for simultaneous translation;
- Transfer from Hotel/to hotel to/from airport, if necessary;
- Hotel focal point who is responsible for the complete organization of the event;
- UNHCR selects between 5 and 4 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;
- Each request will be sent to hotels within the same category (stars), depending on the budget, and level of the event;
- The request will be sent to confirm the upcoming event;
- If the request includes additional requirements which are not covered in the price list, then a mini request for quotation (RFQ) will be requested and the lowest price will be selected;
- The Hotel shall reserve the venue, as well as, if necessary, single room or equivalent for the accommodation of staff and/or the arriving guests and shall provide a written confirmation of the booking 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.
- 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);

Reports:

- 1) The selected Hotel at the end of the year provides an annual report on all events carried out for UNHCR, indicating the duration, cost of events, and the number of participants in each event.

Invoices:

- 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:

Invoice No.

Breakdown of the invoice details based on Requirements

- Conference Facilities unit price per day
- Accommodation unit price per person per night
- Equipment per unit price per day

Key Performance Indicators:

No.	Description	Indicator
1	Response time to received requests.	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.	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. Availability of a standby hotel staff outside conference room at all times for any needs.
3	Ability to arrange events in scheduled time.	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 amount.	Timely provision of <u>annual reports</u> with detailed description of services for all arranged events as per inquiries.
5	Ability to provide high quality services in terms of venue, food, equipment, and other related arrangements.	Venue(s) corresponds to the planned number of participants. Accommodations for the guests of the event are promptly booked. Rented facilities are clean and prepared for the event: the tables and chairs are placed according to the approved seating, all the equipment is prepared and set to work, and the water is placed. Bathrooms near the meeting room cleaned and prepared. Timely organized catering. The presence of a personal manager of the hotel during the event to coordinate the personnel of the hotel.
6	Transportation services provided in time, as and when applicable.	Transfer is organized twelve (12) hours prior to arrival/departure of guests. Assessment of service quality by participants through surveys.
7	Submission of invoices and related documents. Correctness and accuracy of provided documents.	All the reports with detailed information of the services provided in time and do not contain errors. Each report contains a link to a specific event and UNHCR account, the number and date of the event.

11	Customer Complaints	All claims/complaints should be addressed within maximum 24 hours from the time of receipt. Providing several options for arising issued within the same day or at most the next day after the receipt of claim/complaint.
12	Hotel Atmosphere	The hotel should provide a professional atmosphere

Technical Evaluation Criteria:

The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The evaluation will be conducted as follows:

Hotel Classification please specify (5 Stars /4 Stars)

Minimum requirement to qualify the Hotel for the technical evaluation.

- Copy of Registration with Chamber of Commerce
- Copy of the certificate from Ministry of Tourism including its classification
- At least 3 years of proven record in providing hotel services and events,