

**RFQ/GRC/2024/008**

**Provision of Conference Facilities Services in Orestiada for 6-day training and/or Alexandroupoli for 5-day training (Venue and Catering Services).**

**Annex A –Terms of Reference**

**1. Background**

The UNHCR Representation in Greece intends to invite qualified vendors to make an offer for the provision of venue including catering services for:

- a) **Venue Location:** Orestiada city. Venue should be located within walking distance from the city centre.

**Requested Dates for the conference and catering:** 17, 20, 21, 22, 23, 24/05/2024 for the conference facility and the catering (6 days)

**Time of the training:** 09:00am to 17:00 pm daily (8 hours)

**Daily number of participants for the Conference Venue and for the Catering:** approx. 30 persons

- a) **Venue Location:** Alexandroupoli city. Venue should be located within walking distance from the city centre.

**Requested Dates for the conference and catering:** 27-31/05/2024 for the conference facility and the catering (5 days)

**Time of the training:** 09:00am to 17:00 pm daily (8 hours)

**Daily number of participants for the Conference Venue and for the Catering:** approx. 30 persons

**Service providers may bid to either Orestiada or Alexandroupoli but must cover all the necessary services for the location they bid.**

**2. Required Services:**

**2.1. Equipment**

The conference room facilities shall be equipped with:  
projector and HDMI cable, screen, wireless microphone, flipcharts, wireless internet connection, access to windows.

The participants need to be provided with:

- notebook
- pen/pencil
- markers
- water/glass bottles

**2.2. Seating arrangements**

The Bidders should advise on the possible seating arrangements of the proposed venue and

provide photos, as well as the maximum capacity for each seating arrangement per venue. Preferred seating arrangement is: U shape seating arrangements

### **2.3. Coffee Break & Lunch**

- Continuous Coffee Break with refill in all items. Coffee break should include filter coffee, decaf, tea, juice, cake, cookies, mineral water.
- Lunch:
  - One Lunch (buffet). To include variety of two (2) salads, variety of four appetizers (two hot and two cold), 4 main dishes two of which with meat and chicken and one of which vegan or vegetarian with an indicative label, two dessert options (individual desserts in shots) and beverages (refreshments, juices, mineral water). Bidder should provide details of the proposed venue for the lunch break.

Requirement for Vegetarian and Meat dishes: all these dishes should have an indicative label in Greek with the exact content.

Lunch should be served at the correct temperature, ready for consumption, be appealing to the eye and sufficient in quantity for the number of participants.

### **3. Personnel Requirements**

- Staff should be competent to facilitate the UNHCR event
- Qualified personnel to assist on IT set-up, lighting, sound and other requirements during conferencing

### **4. Notification Lead Time, Cancellation Policy and Penalty Fees**

The Bidder should provide details of:

- the notification lead time in order for UNHCR to provide the exact number of participants for each day
- cancellation policy and any fees applied
- penalty fees in case of request for amending the dates of the training and lead time for changes

### **5. Health & Hygiene Requirements**

- The contractor is liable to hold all necessary health and hygiene certificates and/or licenses for all the requested services
- To provide hand sanitizer for the participants of the venue

### **6. Payment Terms & Process**

Issuance of an invoice will take place at the end of the service delivery, in an amount not exceeding the Agreed Price indicated in the respective UNHCR purchase order and supplier's offer, and upon issuance of an Acceptance Report signed by both parties. The Supplier's invoice shall contain the purchase order number to which the invoice relates. Payment shall

be made within 30 working days from the day of receipt of the Invoice to the Supplier`s bank account.

UNHCR payments are processed through UNHCR Headquarters accounts, and as such, will be received by the Contractor`s designated local bank account as an international incoming transfer. UNHCR is not liable/responsible for any commission charges, depending upon the agreement the Contractor has with its bank. This should be taken into consideration and be included in the financial quote of each bidder.

Upon receipt of the invoice, UNHCR will process it for VAT and tax exemptions according to the applicable regulations. Indicatively (not exhaustively) the currently applicable circulars are "ΠΟΛ" 1268/2011 (ΦΕΚ Β'39/ 20-01-2012) or 1180/2016 (ΦΕΚ 4086 Β'/20-12-2016) and its amendment Decision No. Α. Govt. Gazette 1094/12-07-2022. Upon confirmation of receipt of Services/Goods as per Contract Terms, UNHCR will settle the amounts due. Should the VAT exemption be issued after UNHCR has settled the VAT amount to the supplier, the supplier undertakes to promptly refund the VAT amount to the UNHCR bank account within 30 days of the VAT exemption issuance date, as per applicable provisions/ Circulars. Should the supplier fail to do so within the specified timeframe, UNHCR reserves the right to offset the VAT owed against the net amount of future invoices issued by the supplier and record such as a performance matter for consideration in the event of future awards to the same supplier.