

RFQ/GRC/2024/013
Provision of a Venue for a residential training
(Venue, Accommodation 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 a Venue/Conference Facility and respective services, accommodation and catering services/food in the same building for a 3-days residential training. The catering services/food will be provided in the same building with the Venue/Conference Facility while the accommodation may be provided within a 15 minutes walking distance.

Venue Location: Athens (Center)

Requested Dates:

- a) **11/12/2023-13/12/2024** for the conference facility and the catering (3 days) and;
- b) **10/12/2024-13/12/2024** for the accommodation (3 nights)

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. 50 persons

Number of single rooms: approx. 40 rooms for 3 nights (Check-in on the 10/12/2024 or earlier if there are no available routes and check-out on the 13/12/2024 or later if there are no available routes)

Parking slots: approx. 10 slots for 3 days (10/12/2024-13/12/2024). This fee will be paid directly by guests to the parking/hotel facility, with an additional cost per person. Parking may be provided at a nearby facility if onsite parking is unavailable.

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:

- markers
- notebook
- pen/pencil
- water 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: small rotondas of 5-8 persons.

2.3. Coffee Break & Lunch (11/12/2024-13/12-2024)

- 2 Coffee Breaks with refill in all items and coffee after lunch. Coffee breaks should include filter coffee, decaf, tea, juice, cake, cookies, mineral water while just coffee will be needed after lunch.
- One Lunch (buffet) per day. 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. Payment Terms & Process

UNHCR payments are processed through UNHCR Headquarters account (in Geneva), and as such, will be received by the Contractor's 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.

Payment shall take place within 30 days (via bank transfer) from invoice receipt date, after verification of services by responsible UNHCR staff.