



TERMS OF REFERENCE

PROVISION OF HOTEL AND CONFERENCE SERVICES

Introduction

1. About Fairtrade Africa

Fairtrade is an alternative approach to conventional trade based on a partnership between producers and traders, businesses and consumers. Established in 2005, Fairtrade Africa (FTA) is the independent non-profit umbrella organization representing all Fairtrade certified producers in Africa. Fairtrade Africa is owned by its members, who are African producer organisations certified against international Fairtrade standards producing traditional export commodities such as coffee, flowers, cocoa, bananas, mango and non-traditional commodities including shea butter and roibos tea. The organisation represents over 1 million producers across 33 countries in Africa to promote fair trade in the global value chain system.

FTA directs policy and strategic development of the organization's four (4) regional networks – Eastern and Central, Southern, Western and the Middle East and North Africa supporting producer activities.

2. Objective

Long term agreement with hotels for accommodation and conferencing services.

3. Scope of work

As per Bill of Quantities. (BoQ) for all FTA Stakeholders.

4. Deliverables:

General

- i. Shall apply international standards in providing conferencing and accommodation services and shall have rating of either 3, 4 or 5 stars.
- ii. Shall have all the necessary equipment and facilities as well as experienced and professionally trained staff to handle minimum requirements of FTA.
- iii. Shall have a conference room(s) and related services available in hotel or at neighbouring partner located at a walking distance from accommodation.
- iv. Shall have discount rates available.
- v. Shall have parking space for vehicles.
- vi. Shall have reliable internet connection in the hotel conference facilities and guest rooms.
- vii. The hotels must have 24 hour uninterrupted electricity system.



- viii. The hotel should assign a contract manager as focal point to deal with FTA on all matters concerning the management of the contract.
- ix. The name of the contact person must be stated in the response to this TOR.

Accommodation

- Have basic facilities in the rooms such as single or double bed, tea/coffee facilities, A/C, , telephone for emergency, hot and cold water
- Apart from the above hotels are expected to have internet connection and safe deposits in rooms and washing/ironing provisions
- Secured parking facility
- Non-smoking rooms available

Conference Facilities

- Ability to facilitate meeting participants, staff and other delegates.
- Ability to set-up multiple styles for sitting arrangements in meeting rooms e.g. conference, theatre etc.
- Meeting room with adequate lighting.
- Good internet connections to be available in the conference and secretariat rooms
- Secured parking facility.
- Audio visual (such as projector, screen, laptop, mike etc.) to be organized as requested.
- Breakout rooms as requested for high and medium band
- Secretariat room for organizers with printing, photocopier/scanner facilities for high and medium bands or access to the business center.
- Sound system (indicate if outsourced)
- A proper cooling/heating system
- Ability to provide meeting packages as follow with the minimum requirements:
 - Half day meeting package (1 coffee/tea break inclusive of bottled water and mints, lunch)
 - Full day meeting package (2 coffee/tea breaks inclusive of bottled water and mints, lunch)

Catering

- The catering should contain vegetarian dishes
- Ability to provide catering for AM/PM tea/coffee, snacks, lunch, dinner.
- Inclusive of beverages and drinks package

Personnel

- To have competent staff to facilitate FTA workshops and events.
- Qualified IT personnel to assist IT set-up and requirements during conferencing.



- A security guards specifically for the equipment in the conference room

Service Quality

The awarded contract service provider is expected to provide high quality services in an efficient manner. FTA trainings, workshops and meetings organized are critical events for its partners and stakeholders thus expect to have the following service quality:

- The meeting facilities and all meeting rooms must be ready and available to accommodate all participants.
- The accommodation rooms must be clean, safe and readily available to accommodate all participants.
- The service provider must assign sufficient supporting staffs to accommodate the organizers and respond to organizers requests.
- The service provider must assign technical staffs on lighting, cooling/heating system, sound and IT to support on any technical logistics at any and all times during the conference/meeting/training and at the request of organizers.

5. Submission of proposal to offer services

This will include:

- i. The organisations detailed profile
- ii. Valid Certificate of Registration
- iii. Tax compliance certificate

6. Financial proposal

1. Clear breakdown of the financial proposal including all the chargeable taxes.
2. Terms of payment

7. Duration

The duration of the contract is anticipated to run for a period of one year.
A Service Level Agreement will be signed