



TERMS OF REFERENCE

Tender Reference Number: 2022-02-013

Project Name: Supporting Sudan's Democratic Transition (SDN)

Assignment Name: Engagement of Hotels for Sudan Programme

I. Background

The International Institute for Democracy and Electoral Assistance (International IDEA) is an intergovernmental organization that works to support and strengthen democratic institutions and processes around the world, to develop sustainable, effective, and legitimate democracies. The International IDEA Sudan Programme has a country office based in Khartoum, Sudan, with main objective of supporting Sudan's Democratic Transition. Activities being implemented includes Dialogue and Consensus Building on the Transitional Processes, Support to National Election Commission, Gender Equality and Women's Political Empowerment, and Civic education which involves organising events.

The Country office in Khartoum has the responsibility of Organising these events in Sudan including the selection of Hotels which can provide these services. The Procurement Policy of International IDEA is the governing document which outlines the procedures and guidelines to be followed by all staff when hiring hotels for events.

The Sudan Programme frequently organises events/workshops mainly in Khartoum but also outside Khartoum. These events are attended by participants, staff, experts which requires hotel services including accommodation, Venue for the meetings/Workshops and catering services.

2. Objective of the Service

The main objective of the service is to provide Accommodation, Venues for meeting/Workshops including conference services like simultaneous translations and Catering services in a timely and efficient manner with due regard for best value for money whilst maintaining a quality standard.

3. Scope of Services:

The following is the list of services which will be required under the framework of the contract.

- Provision of Accommodation
- Venues for meeting/Workshops including conference services like simultaneous translations
- Catering services (Break teas, Lunch, Evening, Water/ beverages during the session)
- Provision for transport (Booking of car rental, Provision of a meet and drop off service at airports,)
- Any other services.

4. Working methodology, processes, and quality of services

The company will work closely with the relevant staff of Sudan Programme. To carry out the required services as outlined above it is expected that the following level of service will need to be guaranteed:

- For each event, provide a quotation for services to be provided
- Appoint a dedicated account manager to the Institute and ensure that regular meetings take place to discuss the account and any other issues.

5. Deliverables and Reporting Requirements

Deliverables:

- Provision accommodation/catering/venues for events with auxiliary services/Transport where applicable in a timely and efficient manner based on approved quotation and signed service order/Contract.

Reports:

The service provider may provide Sudan Programme with analysis reports. The content and type of reports will be agreed between Sudan Country office and the service provider when agreeing the Framework Contract.

6. Management and administration:

- a. Management oversight for the framework contract/s will be provided by Sudan Office in Khartoum.
- b. Both parties will be responsible for cooperating in the scheduling and setting up of regular briefing meetings.
- c. All deliverables shall be submitted to the designated staff of Sudan Programme.
- d. Submission and Evaluation Process as outlined in the Tender Notice.