

## **Terms of Reference**

### **Provision of Hotel Accommodation Services**

#### **1. Project Description**

The International Organization for Migration, by a field office in Mae Sot, Thailand, required hotel accommodation for IOM beneficiaries during their transit in Mae Sot before travel to Bangkok or other destinations. Having observed the opportunity to leverage available expertise and facilities, IOM has decided to establish LTAs to facilitate the efficient handling of hotel accommodation and obtain the best rates and quality services from the hospitality and hotel providers.

Providers chosen under this LTA will accommodate IOM beneficiaries where necessary and will be selected based on established standard rates and acceptance of IOM's requirements.

#### **2. Scope of Services, Expected Outputs and Target Completion**

This arrangement will facilitate the implementation of IOM Programme activities by ensuring the timely engagement of providers and the provision of quality services.

##### **Scope of Services**

- Coordinate with the IOM Focal point for room reservation, feedback, and invoicing.
- Ensure that all rooms and hotel facilities are clean and well-prepared.
- Ensure that bedding equipment is clean.
- Ensure that maintenance services are promptly available.
- Ensure that common areas are available.
- Ensure that hotel staff are available 24 hours a day.
- Ensure that nighttime transportation is available in case of emergency, such as transporting a sick or injured person to the hospital.
- Ensure that the canteen/cafeteria is available.
- If the hotel does not have a catering service, it allows outside caterers to deliver ready-to-eat food or meal boxes to the hotel.

##### **Expected Outputs**

- Access to the hotel accommodation and other services which meet the requirements.
- Sufficient capacity to accommodate IOM booking.
- Regular cleaning of rooms, hotel facilities, and bedding equipment is required to ensure refugees' well-being.
- Security services are provided to ensure safety and security.
- Meals are provided sufficiently.
- A cafeteria or eating area is available.

### **3. Institutional Arrangement**

The Service Provider shall work independently but with consistent communication, reporting to and seeking approval from IOM through the IOM Mae Sot Operation Team or focal point.

### **4. Duration of the Work**

The service providers are expected to commence from 1<sup>st</sup> of October 2024 to 30 September 2026

### **5. Location of Work**

Mae Sot, Tak, Thailand

### **6. Qualifications of the Successful Service Provider**

- a) Registered and duly licensed to operate the hotel and located in the Mae Sot area.
- b) Have sufficient qualified personnel.
- c) Having capacity and standard hotel facilities to accommodate requests from the IOM.
- d) Experience working with NGOs and UN agencies is a strong asset; experience working with IOM will also be considered favorably.

### **7. Scope of Proposal Price and Schedule of Payments**

- a) The quotation should include a fixed all-inclusive service fee.
- b) Prices quoted by the bidder shall be fixed during the bidder's contract performance.
- c) IOM standard credit term is 30 days.
- d) The service provider shall invoice monthly, using the official invoice, statement of account, and/or summary form of the Service Provider with the following details: dates of service, description of services provided in detail, cost breakdown, and total cost for IOM, including IOM request forms unless otherwise instructed by IOM.

### **8. Recommended Presentation of Offer**

The quotation should be organized according to the templates of the RFQ or service provider's form with equivalent information to the templates of the RFQ.

### **9. Annexes**

- a) LTA Agreement Template