TERMS OF REFERENCE (ToR)

RFP-2026-EA-006-TOR-004-HOTEL ACCOMMODATION, CONFERENCE AND EVENT VENUE SERVICES

Document information	Details
Procuring entity	Médecins Sans Frontières – Eastern Africa (MSF EA), Nairobi, Kenya
Requesting unit	Deployment & Events Management Unit
Procurement arrangement	Multi-supplier, non-exclusive framework agreements
Framework duration	24 months from the effective date of the framework agreement
Geographic coverage	Nairobi and Naivasha, Kenya
Eligible facilities	Hotels, conference centres and event venues; residential and non-residential capabilities assessed separately

1. Background

Médecins Sans Frontières (MSF) is an international, independent medical humanitarian organisation. MSF Eastern Africa (MSF EA), based in Nairobi, hosts regional and movement-wide functions and is a hub for training, meetings and exchange for MSF staff from across the region and beyond.

The Deployment & Events Management Unit organises meetings, trainings, workshops, conferences and residential events, including concurrent activities. MSF EA intends to identify qualified hotels and venues through a competitive process and establish agreed service standards, pricing structures and commercial conditions for future bookings.

2. Purpose and objectives

The purpose of this ToR is to define the services, minimum requirements and evaluation approach for establishing a panel of qualified venues under non-exclusive framework agreements for MSF EA bookings. Inclusion in the panel does not guarantee reservations or a minimum purchase volume.

1. Identify suitable facilities by size, service type and location, including for events held at the same time.
2. Agree transparent rates and terms for accommodation, conference facilities, catering and additional services.
3. Verify safety, security, health, accessibility, ICT, confidentiality, safeguarding and data-protection requirements.
4. Make quotations, bookings, service acceptance, invoicing and supplier performance review consistent across events.

3. Scope, lots and eligibility

Suppliers may submit bids for one or more of the capacities below and for one or both service tracks. Each property must be identified individually and assessed on the capacity and services it can provide. Multiple properties owned by one bidder must have separate property-specific technical and price schedules.

Lot	Event size	Indicative events	Permitted tracks
1	1–30 participants	Small meetings, workshops and trainings	N and/or R
2	31–50 participants	Medium meetings, workshops and trainings	N and/or R
3	51–100 participants	Conferences, assemblies and larger trainings	N and/or R
4	101 participants and above	Large conferences, assemblies and events	N and/or R

Service track N (non-residential): meeting/conference space, catering and event-support services without overnight accommodation. Service track R (residential): the relevant meeting/catering services together with accommodation. Providers applying for R must state the number of available single and twin rooms, maximum residential group size and any room-block constraints; meeting-seat capacity alone does not establish residential capacity.

Declared capacity must be supported by room dimensions, safe occupancy, suggested seating layouts, accommodation inventory where applicable, and availability for the proposed lot. Bidders must identify any limitations, subcontracted elements or facilities that are not owned or operated directly by the bidder.

4. Required services

4.1 Meeting and conference facilities

- Suitable plenary space for the lot at the stated occupancy, with theatre, classroom, U-shape and cluster layouts as applicable; provide room dimensions, capacity by layout and clear photographs/floor plans.
- Breakout rooms, registration space, signage, secure temporary storage and reasonable venue access for set-up; state which services are included or priced separately.
- Appropriate lighting, ventilation/air conditioning, washrooms, accessible circulation and sufficient power points for the event format.

4.2 Accommodation – residential bids only

- Single and twin accommodation with separately stated bed-and-breakfast, half-board and full-board rates; specify room inventory, inclusions, occupancy rules and any limits for group blocks.
- Provision for facilitators, same-gender sharing if requested, functional work desk, reliable Wi-Fi, and clear early check-in/late check-out and laundry charges.
- A confirmed rooming list and room block for each accepted booking, including arrangements when MSF EA has concurrent events; any permitted substitutions require MSF EA's prior approval.

4.3 Catering

- Full-day and half-day conference packages with precise inclusions: tea/coffee breaks, lunch, drinking water and associated service charges.
- Meal plans for residential participants, with a sample menu, safe food handling, vegetarian/vegan/halal options, dietary adjustments and allergen information.
- Agreed catering times, final-guarantee deadline, attrition tolerance and clear rules for charging the confirmed versus actual number served.

4.4 Event management and ancillary services

- Single event focal point able to coordinate planning, room set-up, accommodation, catering, technical support and issue resolution.

- On-request services priced separately, including printing, photocopying, additional interpretation, hybrid-meeting equipment, special AV and transfers if offered.
- No substitution, outsourcing or material change to the confirmed services without written agreement from the MSF event organiser.

5. ICT and audio-visual standards

The following are minimum requirements. Internet and equipment capabilities may be verified through documentation and live demonstrations during a site inspection. Services identified as “on request” must be disclosed and priced separately if offered.

Requirement	Minimum standard / evidence	Applies to
Meeting-room connectivity	Stable connection: at least 20 Mbps per room or 1 Mbps per participant, whichever is higher. Declare ISPs, bandwidth and room coverage.	All lots/tracks
Connectivity continuity	Two independent connections or equivalent working backup with failover; powered network equipment, UPS and generator arrangements.	All lots/tracks
Wi-Fi in bedrooms	Reliable Wi-Fi in guest rooms, dining and common areas without additional per-user charges.	R only
Presenter connection	Wired network point and accessible power at the presentation area, with suitable device adapters.	All lots/tracks
Standard visuals	Projector of at least 3,000 lumens and screen or equivalent display; HDMI/USB-C adapters, flipcharts, markers and extension leads.	All lots/tracks
Audio	PA system and microphones appropriate for the confirmed participant count and room. For lots 2–4: at least two wireless microphones and a lectern/presenter microphone where needed.	Lots 2–4; lot 1 on request
Hybrid and interpretation	Meeting camera, room microphones/speaker and suitable Teams/Zoom capability; simultaneous interpretation solutions and headsets where requested.	On request
ICT-specific trainings	Dedicated bandwidth allocation and the ability for authorised MSF ICT staff to use agreed equipment.	On request
Power and support	Sufficient safe outlets; generator/changeover for meeting-room operation; on-site technician with 15-minute response and full test at least 30 minutes before session start.	All lots/tracks

MSF EA may verify guest Wi-Fi security, user access arrangements and hybrid-meeting capabilities during technical due diligence.

6. Safety, security, health and accessibility

Bidders must comply with applicable legal requirements and meet MSF EA’s venue suitability, safety and security requirements. Locations and premises may be subject to an MSF EA site assessment applied consistently to comparable offers.

Area	Minimum requirement / evidence
Location and access	Provide exact property address, map, safe vehicle access, drop-off/coach areas, parking where applicable, and a description of access controls and staff deployment.
Security and CCTV	Appropriate security coverage and CCTV in relevant public areas, with signage, restricted footage access, documented operating procedures, and no cameras in private spaces. Retain CCTV records for at least 90 days where permitted by applicable law, with documented access and retention controls.
Guest-room privacy	Do not announce room numbers or disclose guest names/rooming lists to unauthorised persons. Apply controlled key/room access and confidential housekeeping and maintenance procedures.
Fire and evacuation	Valid applicable fire-safety evidence, functioning alarms/extinguishers, marked exits, evacuation plan, assembly point and trained personnel.
Emergency response	Written incident-response and escalation procedures, identified responsible staff, first-aid kits and trained personnel, and local medical referral arrangements.
Food and public health	Valid relevant permits and food-handler certificates; safe kitchens, hygienic preparation/service and reliable drinking-water arrangements.
Accessibility	Usable access to meeting rooms, washrooms and emergency exits; document lifts/ramps and mobility-support arrangements. Where MedEvac participants are expected, MSF will confirm any additional accommodation and accessibility needs before booking.
Safeguarding	Staff conduct and reporting arrangements that protect MSF participants; guest lists and room allocations must not be posted publicly or shared without authorisation.

7. Confidentiality and data protection

- Provide the property's privacy notice, the designated privacy/data-protection contact and proof of ODPC registration where legally required; explain any claimed exemption or non-applicability for review by MSF EA.
- Collect only information needed for reservation, check-in, security, lawful guest registration, billing and event delivery. Avoid unnecessary identity-document copies and do not use MSF participant information for unrelated promotion.
- Restrict access to rooming lists, guest data, recordings, event content and payment information; apply written retention, secure deletion and incident-handling procedures.
- Do not publish photographs, names, programme details or images from MSF events without MSF EA's express written consent.
- Notify the designated MSF event contact promptly upon learning of a security, privacy or data incident affecting MSF participants or information; provide a written report within 24 hours.

8. Bidder qualifications and documentary requirements

Requirement	Evidence / rule
Legal standing	Company registration/incorporation; valid operating/business permit applicable to the property; relevant tax compliance documentation.

Requirement	Evidence / rule
Financial / tax invoicing	Ability to issue compliant itemised invoices and the documents required under MSF's applicable VAT exemption or refund arrangements. Bidders must identify tax treatment explicitly; State the tax treatment applicable to each charge.
Experience	At least three years of relevant hotel or event-service experience and evidence of three comparable events in the last two years.
Health and fire documentation	Relevant current fire safety, public health, food handler, and other property permits/certificates as applicable.
Security	Details of any contracted security provider and evidence of PSRA licensing where applicable; disclose any security subcontractors.
Insurance	Valid public liability insurance certificate and policy limits.
Data protection	ODPC registration evidence where legally required; privacy notice and data-protection contact.
Operational capability	Named event focal point, escalation contact and details of availability of ICT/AV support and subcontractors.

9. Framework agreement and booking mechanism

9.1 Contracting approach

MSF EA intends to award one or more non-exclusive framework agreements per lot and service track to venues that meet the mandatory and technical requirements and offer commercially acceptable rates and conditions. Agreements will run for 24 months from their effective date. The framework does not guarantee bookings, exclusivity or a minimum volume.

9.2 Booking / call-off procedure

1. The MSF event organiser sends the event brief, location, dates, delegate count, residential needs, catering/AV specifications and any security constraints to Procurement or the designated booking contact in line with MSF procedures.
2. MSF EA identifies eligible framework suppliers for the applicable lot and track. Suppliers confirm capacity/availability and the total price against contracted rates, including permissible extras.
3. For each event, MSF EA will compare eligible, available framework suppliers using the complete estimated event cost and the stated operational requirements. Where more than one supplier can meet the need, Procurement or the authorised booking team will obtain competing event-specific quotations when required by the published call-off rules. Any direct selection will require an objective, documented justification and the applicable approval. Availability, accessibility, security clearance, service performance and location may affect the decision.
4. Only the authorised MSF representative may issue the written booking approval, purchase order or other contractually specified call-off document. Supplier action before written approval is at the supplier's risk.
5. The organiser confirms final rooming lists, participant guarantees and changes by the applicable deadlines. The supplier issues one complete final confirmation and the agreed event account after delivery.

9.3 Minimum commercial and service terms to agree before award

Term	Requirement to include in supplier offer / agreement
Rate validity	State validity period, currency, weekday/weekend and seasonal rates, blackout dates and agreed mechanisms for any price changes.
Price inclusions	All compulsory service charges and applicable taxes shown clearly, with inclusive/exclusive treatment; no undisclosed costs.
Availability	Response to an event enquiry within 24 hours.
Change/cancellation	Transparent schedule for date changes, room reductions, cancellation fees and no-show charges , with documented approval before any charges.
Deposits/payment	Any advance or deposit to be separately declared and subject to MSF approval and contractual conditions; payment terms.
Non-performance	Procedure for reporting service failure, corrective action and any agreed remedies or price adjustments.
Substitution	Equivalent substitute property/room or subcontractor only after MSF EA written approval and subject to applicable security/technical checks.

10. Deliverables, reporting and acceptance

Deliverable	Minimum content	Timing
Signed agreement and rate schedule	Executed agreement identifying property, eligible lots/tracks, agreed price list and commercial terms.	Target: within 2 weeks of award
Booking response and confirmation	Written availability and quote; confirmed room allocation, meeting set-up, menus, IT/AV and itemised total.	Response within 24 hours; final confirmation as agreed
Event set-up and delivery	All agreed rooms, facilities, catering and technical arrangements ready and tested.	Set-up target: previous day, where access is agreed; AV/ICT test at least 30 minutes prior
Incident report	Immediate notification / escalation, with facts, actions taken and contacts.	Verbal notification within 2 hours of an incident; written report within 24 hours
Final event account	Consolidated itemised invoice, supported by accommodation usage, confirmed attendance/guarantees, approved extras and any credit notes. Personal costs billed to guests.	Within 7 days after event
Performance report	Summary of bookings, service issues, responsiveness, cancellations, corrective actions and any disputes.	Quarterly, if included in the agreement

The Deployment & Events Management Unit will confirm operational acceptance of services, supported by participant feedback where appropriate. Procurement will manage contractual matters and supplier performance follow-up. Finance will review payment supporting documents. An invoice alone is not proof of service acceptance.

Any deviation from confirmed delivery should be recorded promptly and resolved against the agreed booking and applicable framework conditions before payment approval.

11. Proposal submission requirements

Each bid must be identifiable by property, lot and service track. All bidders must use the same published price template and provide supporting evidence requested in the RFP.

- Company profile, legal and compliance documents, and property-specific contact information.
- Technical response against Sections 3–8, with occupancy by layout, bedroom inventory (R bids), menus, IT/AV specifications, security and accessibility information, and disclosure of subcontractors.
- Evidence of experience and references for comparable events, including the number of participants and dates.
- Completed pricing schedule (Annex A), stating currency, all rate conditions, applicable taxes and separate optional charges.
- Proposed conditions on cancellation, modifications, provisional holds, deposits, reservation cut-offs and invoice documentation.
- Written declaration of any exceptions to the ToR; silence should not be treated as acceptance of an unstated contract term.

12. Evaluation and award methodology

12.1 Stages and controls

1. Administrative and mandatory screening (pass/fail) by property and each lot/track applied for.
2. Technical evaluation using the relevant non-residential (N) or residential (R) scoring matrix, supported by documentation and, where required, a site inspection.
3. Non-scored financial and commercial assessment of technically qualified properties for each eligible lot and track, using Annex A and like-for-like price comparisons.
4. Final determination of eligible suppliers and award of one or more framework agreements per lot and service track, subject to verification and applicable approvals.

Technical scores will be used for qualification only. No additional financial points or combined technical/financial score will be calculated. Commercial assessment will compare the same scope, inclusions and representative booking assumptions for eligible offers; material exclusions, charges or differences in package composition will be identified.

12.2 Mandatory screening criteria

No.	Criterion	Evidence / verification
1	Legal capacity and current operating licence	Business registration and applicable permit for the proposed property.
2	Tax and insurance compliance	Current relevant tax evidence and public liability cover; provide evidence of compliant invoicing capability.
3	Fire, public-health and security requirements	Applicable licences/certificates; PSRA evidence when relevant; subject to an MSF EA site review.
4	Minimum capacity for each proposed lot and track	Meeting space and, for R bids, sufficient declared room capacity; verify at inspection.
5	ICT and continuity baseline	Declared connectivity, back-up power, AV and support; live tests/site verification as required.
6	Data protection	Privacy policy/contact and legally applicable registration evidence; indicate the responsible privacy contact.

Each mandatory requirement is assessed on a pass/fail basis. Failure to meet an applicable and disclosed mandatory requirement may result in rejection for the affected lot and service track.

12.3 Technical qualification scoring – residential (R; maximum 80 points)

Criterion	Maximum points	Assessment basis
Meeting facilities and capacity	15	Usable rooms, layouts, storage, breakout capability.
Accommodation quality and availability	15	Room stock, confirmed group blocks, room standards, concurrent bookings.
Catering	15	Packages, menus, dietary needs and flexibility.
ICT / AV	10	Connectivity test, AV, backup and technicians.
Safety, security and health	10	Site inspection, access, fire, first aid, safeguarding and accessibility.
Service management	5	Bookings, escalation, responsiveness, flexibility and billing.
Experience and references	5	Comparable events, evidence and feedback.
Location and logistics	5	Convenience, travel access and parking as relevant.
TOTAL	80	

12.4 Technical qualification scoring – non-residential (N; maximum 80 points)

Criterion	Maximum points	Assessment basis
Meeting facilities and capacity	20	Usable rooms, layouts, breakout space and access.
Catering	20	Packages, food standards and dietary arrangements.
ICT / AV	15	Connectivity, AV suitability, backup and technicians.
Safety, security and health	10	Site inspection, access, fire and emergency procedures.
Service management	5	Responsiveness, set-up, flexibility and invoicing.
Experience and references	5	Comparable event evidence and feedback.
Location and logistics	5	Location, access and parking as relevant.
TOTAL	80	

The minimum technical qualification score is 56/80 (70%) for each lot and service track. The 80-point technical assessment is a qualification test only, not an 80% weighting of an overall score. Mandatory requirements apply regardless of the technical score.

12.5 Financial assessment and framework award methodology

Financial assessment is comparative and carries no numerical score. Only bids that pass mandatory screening and the minimum technical qualification score will proceed. Each property will be assessed by lot and service track using Annex A, taking account of meeting and accommodation package inclusions, compulsory service charges, applicable taxes, seasonal pricing and commercial conditions.

Prices will be compared on a like-for-like basis using representative event scenarios and identical service assumptions for comparable offers. MSF EA may also use other compliant quotations or available market references to assess commercial reasonableness. Comparison scenarios do not represent a guaranteed purchase volume. No automatic lowest-price rule or combined technical/financial ranking will apply.

All mandatory prices and charges must be disclosed. MSF EA may request clarifications on missing, inconsistent or unusually high or low prices in accordance with the RFP. Bids must provide commercially acceptable rates and terms to be eligible for framework inclusion.

Assessment area	Basis of comparison	Information bidders must provide
Price completeness and inclusions	Rates for the required lot/track, packages, meeting space and bedroom types; minimum counts, dates and exclusions.	Quote all required rates for each proposed lot/track. State minimum numbers, package inclusions and exclusions.
Conference and catering cost	Comparable half-day and full-day delegate packages, room rental and required catering, using common event assumptions.	Provide half-day and full-day delegate packages, meeting-room rental and catering inclusions on a comparable per-person or per-room basis.
Accommodation cost – R only	Comparable single/twin BB, HB or FB room-night rates, room blocks and associated delegate charges.	For residential bids, itemise single and twin accommodation on BB, HB and FB bases and state room block limits.
Taxes and additional costs	Applicable VAT/tax treatment verified with Finance, service charges, obligatory AV, breakout rooms and material add-ons.	Show VAT/tax treatment, compulsory charges and any additional AV, breakout-room or other unavoidable costs separately.
Commercial conditions	Rate validity, peak dates, minimum commitments, deposits, amendment/cancellation charges, no-shows and attrition.	State validity, seasonal restrictions, deposits, cancellation/no-show charges, attrition and amendment rules.
Commercial reasonableness	Compare equivalent compliant offers and, where available, verifiable recent MSF EA or market rates.	Provide a complete and transparent price proposal; explain exceptional conditions or material discounts.

MSF EA may appoint more than one qualified property per lot and service track, subject to the award arrangements stated in the RFP. Individual bookings will follow Section 9.2, based on availability, suitability, agreed rates and the applicable call-off procedure. No supplier is guaranteed a minimum number or value of bookings.

Annex A. Standard pricing schedule (bidder to complete)

Each bidder must complete the rate schedule for every property, lot and service track offered. Quote amounts in Kenya shillings (KES), with the applicable tax treatment and all compulsory charges clearly identified. Separate schedules may be submitted for different properties and for peak, off-peak, weekday or weekend rates, using the same item descriptions and units.

Property / venue: _____ Lot(s): _____ Track: N / R Location: _____

Rate validity: _____ Seasonal period (if applicable): _____

No.	Price item	Unit	Track	Unit rate (KES; indicate tax)
A1	Half-day conference package (specify room, breaks, water, AV inclusions)	KES per delegate/half-day	N, R	_____
A2	Full-day conference package (specify room, breaks, lunch, water, standard AV)	KES per delegate/day	N, R	_____
A3	Meeting-room rental without conference package, by room size	KES per room/day	N, R	_____
A4	Breakout-room rental	KES per room/day	N, R	_____
A5	Single room, bed and breakfast	KES per room/night	R	_____
A6	Twin room, bed and breakfast	KES per room/night	R	_____
A7	Single room, half-board / full-board (quote each separately)	KES per room/night	R	_____
A8	Twin room, half-board / full-board (quote each separately)	KES per room/night	R	_____
A9	Additional dinner / meal if not in package	KES per person	R / optional	_____
A10	Hybrid meeting equipment and technician	KES per event/day	Optional	_____
A11	Interpretation equipment and services	KES per event/day	Optional	_____
A12	Early check-in / late check-out / extra bed / laundry	Published unit rate	Optional	_____

No.	Price item	Unit	Track	Unit rate (KES; indicate tax)
A13	Printing, photocopying, transfers and other ancillary services	Unit rate specified	Optional	_____

Bidders must disclose: currency, VAT/tax status, mandatory charges, minimum delegate numbers, package inclusions, weekday/weekend or seasonal rates, blackout dates, free or discounted facilitator rooms (if offered), cancellation and no-show terms, deposit/payment conditions, rate validity and the booking escalation contact. Where a quoted item is included in another price, state “Included” and identify the relevant package. Mark unavailable services as “Not offered”.

Annex B. Site assessment and verification areas

MSF EA may conduct a property visit and check supporting documents as part of bidder verification. Bidders must permit reasonable access to the facilities offered, make relevant evidence available and demonstrate the advertised capabilities when requested. Comparable bids will be assessed using consistent requirements.

Checklist theme	Verification method
Actual capacity	Inspect plenary and breakout spaces; floor plans, maximum occupancy and seating layout.
Residential capacity	Check sample rooms, types, accessible rooms, declared block size and room standards.
Connectivity and AV	Live internet speed test in meeting space, Wi-Fi coverage, AV demonstration and backup.
Safety and emergency	Check applicable permits, exits, fire equipment, medical arrangements and staff response.
Security and privacy	Check access control, CCTV policy/signage, room confidentiality and privacy procedures.
Catering and accessibility	Check food safety evidence, menus/allergens, ramps/lifts/washrooms and circulation.
Operational readiness	Confirm focal points, incident reporting, set-up lead times and sample invoice.