

# **Expression of Interest for Hotel/Hostel Accommodation Services**

## **1. Background**

IOM occasionally arranges accommodation for its departure ready beneficiaries from Dzaleka refugee camp for presumptive treatments and surveillance, in case there is communicable disease outbreak and during early morning flight when it is difficult to move beneficiaries from the camp to the Airport. To increase efficiency in facilitating accommodation for IOM beneficiaries, IOM wishes to establish a Long-Term Agreements with hotels accommodation and conference service providers for a period minimum of two (2) years.

## **2. Objective, purposes and expected result**

This arrangement will facilitate the provision of full board or half board accommodation to IOM beneficiaries by ensuring the timely engagement of providers and provision of quality services. The service shall cover the provision of full board accommodation or half board accommodation.

The selected service provider shall provide the services for two years on a fixed price basis as agreed in the Long-Term Agreement (LTA) for the various categories of services, which shall be fixed for 24 months from the date of signature and may be extended for another 24 months subject to satisfactory performance..

## **3. Planned timelines (subject to confirmation)**

Start date: June 2025

End date: June 2027

Total duration: 24 months.

## **4. Scope of Service**

a): The Scope of Services Include, but not limited to:

- Reservations Full board accommodation when requested by the IOM focal person.
- 1 Office space room for IOM staff on duty (Day & Night) with sofa bed throughout the duration of stay for IOM clients.
- The Supplier shall ensure the rooms / accommodation availability over the contractual year, covered by the LTA, to be offered to the IOM clients within the offered rate to IOM. The rooms should be clean and must have all the necessities

required such as a hot shower, towel, soap, slippers, beds and mattresses, duvets or blankets etc.

- Hotel reservations for rooms (standard single, double, dormitories, or family rooms) for accommodation
- The facility should have an occupancy of up to 150 guests whenever possible.
- Catering services (breakfast, lunch, coffee breaks, and dinner) for resident clients.
- Provision of special meals for persons with special dietary needs such as diabetic persons and weaning babies.
- Ensure daily cleaning of the rooms and daily changing of the bedding.
- Fumigation of the rooms.
- Provision of safety and security of the guests.
- Adequate clean water and reservoir in case there is shortage of water.
- Provision of lights in case there is power outage.
- Ensure meals are balanced diet, of high quality and quantities, culturally and religious appropriate are available for residents as follows:
  - Breakfast menu package: starch, proteins, fruits, and beverage
  - Lunch menu package: starch, proteins, fruits, vegetables, water.
  - Dinner menu package: starch, proteins, vegetables, fruits, water.

***Each meal menu package should include at least two proteins, two starches, fruits, green vegetables, and drinking water. The menu should include Rice, Sima/Ugali, Chapati, Rice, Pasta/Macaroni, Tea, Coffee, drinking chocolate, bread, butter, jam, Sweet potatoes, arrow roots, etc.***

#### **b) Additional Services**

Provide the following services when requested:

- Internet access in the rooms for beneficiaries.
- Provision for accessibility amenities for people living with disabilities
- Name of Person in-charge of the event venue shall be informed to IOM. Bidder should specify the assigned person as per the requirement (training/meeting to be conducted).

#### **c) Quality Control:**

- Have in place internal quality control, workflow related to reservations, food, and beverages and hotel arrangements.

- The hostel/hotel should be able to provide/reconfirm hotel itinerary including arrival dates/event time.
- IOM reserves the right to conduct its own quality control surveys and audits to ensure conformance with the required standards.

**f) Sustainability Consideration/Requirements:**

- Hotel/Conference facility should have a waste management system i.e. waste recycling of paper, cardboard, plastics, metals, and organic waste. Bidder should attach a signed statement on how they manage waste.
- The bidder should show support to designate a no smoking zone except in designated areas of the premises. Bidder to confirm whether there are designated smoking zones.
- Hotel/Hostel/conference facility should have premises that are accessible to with disabilities. For example, doorways and WASH facilities should be wheelchair accessible. Information should be based on the below minimum requirements:
- Entrance to the building is accessible. Doorway has adequate width. If the entrance has steps, ramp is required to access the building. If the venue is located on the higher floor, an elevator should be available to allow person with disability to reach it etc.
- Unisex toilets are accessible. Ensure it is equipped with grab rails, maneuvering space, contain wash basin etc.
- The accommodation room is accessible and has sufficient maneuvering space including its toilet and bathroom.

**g) Interested Bidders Qualification And Evaluation Process**

Prospective bidders shall have a minimum of 3 to 5 years of experience in the hospitality and event management business.

The companies must be duly registered and submit the following mandatory documents:

- Certificate of Business Registration in Malawi.
- Tax Compliance
- Reference from at least three institutional customers
- Portfolio of the company's profile that will support the submission.
- Company's profile, including:
  - Business name and address in Malawi.
  - Number of years in operation (minimum 3 -5 years)

- List of key personnel with their qualifications and experience
- List of customers (including the UN, private sectors, and NGOs if any)
- List of partners and collaborators
- Approach and implementation plan to achieve the terms of reference
- Copies of professional certificate for the team personnel dedicated to IOM

#### **h) Administrative Issues**

- The LTA will only serve as an agreement that bound IOM and the hotel to procure accommodation services based on the project. The LTA shall not be seen as financial liability for any expenses incurred.
- A selected bidder will maintain the rate as agreed in the LTA for 2 years until the expiry date of the LTA. The LTA might be extended based on satisfactory performance provided by the vendor.
- Selected provider(s) shall provide requested full or half board accommodation services based on reservations issued by IOM based on the agreed rate in the LTA.
- The service provider will give priority to IOM reservations to ensure that IOM has room availability for its clients whenever possible hence the provider should notify IOM of any prior bookings that may affect accommodation capacity and room availability.

#### **5. Place of service**

The service provider shall be located in Lilongwe city limits of (Area 47, Area 9, area 6, area 13, area 10, area 12 and area 43).

#### **Submission Deadline**

Please submit your Expression of interest and all required documents by **19<sup>th</sup> May 2025** to the IOM Office at Golden Peacock Hotel, Area 13- Plot No 97. LILONGWE