

TERMS OF REFERENCE

Provision of Accommodation and Food Services for IOM Beneficiaries

1. Background

The International Organization for Migration (IOM) is dedicated to promoting humane and orderly migration for the benefit of all. As part of its mandate, IOM provides various forms of assistance to migrants, refugees, and other vulnerable individuals (hereinafter referred to as 'beneficiaries').

IOM requires temporary accommodation and food services for beneficiaries who are awaiting further assistance. These services are essential to ensure the safety, dignity, and well-being of individuals under IOM's care.

2. Objective

The objective of this Terms of Reference is to procure accommodation and food services from qualified service providers capable of delivering high-quality, safe, and culturally appropriate services to IOM beneficiaries for short-term stays.

3. Scope of Services

The selected service provider(s) shall provide the following services:

3.1 Accommodation Services

The service provider shall provide clean, safe, and comfortable accommodation facilities with the following room configurations:

- Single rooms (for individual beneficiaries)
- Twin rooms (two separate beds for two individuals)
- Double rooms (for couples)
- Triple rooms (for three individuals or small families)
- Family-type rooms (for families with children, with capacity for 4-6 persons)

All rooms must be equipped with:

- Appropriate bedding (beds, mattresses, pillows, clean linens, blankets)
- Climate control (heating/air conditioning as appropriate)
- Private or shared bathroom facilities with hot water
- Basic furniture (wardrobe or storage space, table, chairs)
- Adequate lighting and electrical outlets
- Security features (functioning locks on doors)
- Daily cleaning and housekeeping services

3.2 Food Services

The service provider shall provide three (3) meals per day to beneficiaries:

- Breakfast
- Lunch
- Dinner

3.3 Duration of Stay

Services shall be provided for stays of up to a maximum of

two (2) nights / three (3) days per beneficiary or beneficiary group.

3.4 Estimated Volume of Services

The service provider should be able to accommodate up to

130 individuals per month. The actual number of beneficiaries and duration may vary based on operational needs. IOM will provide advance notice whenever possible, though emergency situations may require immediate accommodation.

4. Service Provider Requirements

4.1 Minimum Qualifications

The service provider must:

- Be a legally registered entity with valid business registration and licenses
- Have at least three (3) years of experience in providing accommodation and food services
- Hold all necessary permits and certifications for operating accommodation facilities and food service establishments (including health and safety certifications)
- Have facilities that comply with local building codes, fire safety regulations, and health standards
- Demonstrate experience working with international organizations, NGOs, or vulnerable populations (preferred)
- Have capacity to provide services on short notice

4.2 Facility Standards

The accommodation facility must:

- Be in a safe location with accessible transportation
- Provide 24-hour security
- Be accessible for persons with disabilities (wheelchair accessible entrances, accessible bathrooms, etc.)
- Have emergency exits and fire safety equipment (fire extinguishers, smoke detectors, emergency lighting)
- Provide adequate ventilation and natural light

- Have basic communication facilities (telephone, internet connection if possible)
- Include common areas where beneficiaries can gather

4.3 Staff Requirements

The service provider's staff must:

- Be trained in customer service and sensitivity when working with vulnerable populations
- Respect beneficiaries' dignity, privacy, and cultural differences
- Maintain confidentiality regarding beneficiary information
- Have completed health and safety training
- Include staff capable of basic communication in English (preferably)

5. IOM Responsibilities

IOM will:

- Provide advance notification to the service provider regarding the number of beneficiaries, expected arrival date/time, and any special requirements (dietary needs, accessibility needs, etc.) whenever possible
- Coordinate logistics for beneficiary arrival and departure
- Be the primary contact point for beneficiaries and the service provider during the stay
- Process payments according to the agreed terms and conditions
- Monitor service quality and address any issues promptly

6. Reporting and Monitoring

The service provider shall:

- Maintain accurate records of all beneficiaries accommodated, including check-in/check-out dates and services provided
- Immediately report any incidents, emergencies, or concerns to IOM
- Allow IOM staff to conduct monitoring visits to the facility

7. Contract Duration and Renewal

The initial contract period shall be for twelve (12) months from the date of contract signature, with the possibility of extension based on satisfactory performance and operational requirements.

8. Payment Terms

Payment will be made on a per-person, per-night basis, including all meals. Invoices shall be submitted with supporting documentation (guest register, meal records). Payment will be processed within fifteen (15) days of receipt of complete and accurate invoices.

9. Proposal Requirements

Interested service providers must submit a comprehensive proposal including:

9.1 Technical Proposal

1. Company profile and registration documents
2. Relevant licenses and certifications (business license, health permits, food service permits, etc.)
3. Details of available room types and their features
4. Sample menu for breakfast, lunch, and dinner
5. Information on accessibility features
6. References from previous clients (at least three, preferably from international organizations or NGOs)
7. Statement of capacity to accommodate up to 130 individuals per month

9.2 Financial Proposal

8. Detailed pricing per person per night for each room type (single, twin, double, triple, family), including all three meals
9. Breakdown of costs (accommodation, meals, taxes, service charges)
10. Payment terms and conditions

We look forward to receiving your proposal and potentially working together to provide quality services to IOM beneficiaries.