

TERMS OF REFERENCE FOR ACCOMMODATION PROVISION

INTRODUCTION

Kigali Public Library is an open and public platform that inspires communities to read, discover, and learn. We provide access to educational, cultural, and inspirational materials in digital and physical formats. We host and create programs, workshops, and events that foster literacy, creativity, and innovation.

ADMINISTRATIVE INFORMATION

Purpose of the Service

Kigali Public Library is seeking a competent and experienced accommodation provider to deliver quality lodging services for its events and daily operations. The selected service provider must guarantee the quoted prices for the duration of the contract. Kigali Public Library, with the consent of the service provider, shall have the option for a one-year (1) contract with a possible extension based on the provider's performance. KPL reserves the right to terminate the contract at any time for reasons of violation of terms or conditions.

Scope of Work

- **Accommodation Services**

The service provider will supply and manage a variety of lodging options, including but not limited to:

- Guest rooms
- Conference and meeting room rentals
- Special accommodations for guests with disabilities

Work Details

1. **Room Planning**

The service provider shall collaborate with KPL to ensure room arrangements meet the needs of various events and the preferences of guests.

2. **Room Preparation and Presentation**

All accommodations must be maintained using high-quality standards, adhering to cleanliness and hygiene protocols. The presentation of rooms should be appealing and professional.

3. **Service Delivery**

The service provider shall ensure timely access to accommodations and provide necessary service staff for events as required.

4. **Equipment and Supplies**

The service provider should provide all necessary accommodation equipment, including linens, toiletries, and any other required items.

Time Frame

The contractor shall provide services based on the following priority basis:

- **Urgent** - 100% of accommodation requests for events with less than 48 hours' notice are to be addressed immediately.
- **Essential** - 100% of other accommodation requests are to be addressed within two working days.
- **Desirable** - To respond to all requests for information and assistance on non-urgent cases within three working days.

Health and Safety

All accommodations must adhere to standard health and safety regulations. The contractor shall be responsible for completing services to a high standard and within the required time frame. The contractor must provide clear, visible ID cards to their staff, to be always worn during service.

1) SELECTION CRITERIA

The selection criteria for the company are as follows:

- Must be a registered company in Rwanda with a good reputation and integrity.
- Should have experience providing accommodation services for reputable organizations or government institutions.
- Reasonable pricing for services and materials.
- Must have sufficient room availability to meet service demands



2) AWARD

The contract will be awarded to the service provider whose quotes are the lowest and best meet the selection criteria. All qualifying vendor submissions will be reviewed and scored based on the evaluation criteria. KPL will meet with the selected service provider to review procedures for monitoring contract performance.

3) PAYMENT

Kigali Public Library shall receive a monthly statement/report from the service provider. The statement shall identify all accommodation services provided during the month, with invoice details included. Each invoice will display the services provided and the date of service and will be paid within 30 days of the invoice date.

4) PRICE PROPOSAL

The Service Provider must provide its proposed unit price per room offered and the monthly payment amount. The service provider must complete the attached Price Proposal in Section III and return it with the proposal.

5) REFERENCES

The service provider must provide a list of at least three references from recognized institutions or organizations (all references should be current and specified). The vendor should expect that Kigali Public Library will contact the references.

6) TERM OF CONTRACT

The term of the contract shall be for one year, renewable if the KPL Procurement Committee agrees based on the performance of the service provider.

7) DUE DATE

Proposals must be submitted as hard copies at Kigali Public Library during working hours (9 AM - 5 PM). The proposer shall include the following information and documents with the RFQ package:

- Administrative documents
- Technical proposals for the provision of accommodation services
- Price proposals for monthly payment for accommodation services
- Price proposals for the attached list of accommodation options.

8) REJECTION OF PROPOSALS

KPL reserves the right to reject any or all proposals, to waive informalities and irregularities in the proposals received, and to accept any portion of any proposal or all items proposed if deemed to be in the best interest of KPL to do so. KPL will reject bids from any service provider for whom there is documented evidence of project delays, cost overruns, and/or documented inability to meet project performance requirements.

TECHNICAL SPECIFICATIONS

Accommodation Options

The service provider should provide a proposed list of accommodation options with unit prices, including:

Accommodation Item	UOM	QTY	Unit Price	VAT inclusive
---------------------------	------------	------------	-------------------	----------------------

Guest room	PC	1		
------------	----	---	--	--

Conference room	PC	1		
-----------------	----	---	--	--

Special accommodation	PC	1		
-----------------------	----	---	--	--

TECHNICAL AND FINANCIAL PROPOSALS

1) Administrative Documents

The submitted bid shall comprise the following:

1. Full address of the company, indicating:
 - o Country, Province, District, Sector, Cell, Village, Street number, Email, and Bank account details (a mandatory form to complete is provided at the end of the tender document).
2. Company registration certificate (RDB).
3. Tax clearance certificate from the Rwanda Revenue Authority (RRA).

2) Technical Proposal

The technical proposal must include:

- Detailed description of the accommodation services offered.
- Sample accommodation options and pricing.
- Staff qualifications and experience.

3) Financial Proposal

The financial proposal should detail all costs for the accommodation services described, including lodging, labour, and any other associated expenses. Prices shall remain in effect for the term of the contract.

EVALUATION CRITERIA

Evaluation will be based on **Administrative, Technical, and financial analysis** to establish the most economically advantageous bid. Companies failing in the administrative and technical evaluation will not be considered for financial evaluation.

1. Administrative Documents

- **RDB certificate:** Mandatory
- **Compliance with Tax clearance certificate (RRA):** Mandatory

2. Technical Proposal

- **Staff personnel:** Submit CVs and qualifications.
- **References:** Certificates of Good Completion for similar work.