



Terms of Reference

Service:	Hotel 4 Stars Services for Norwegian People's Aid (NPA) in Erbil City
Office:	NPA - DHC
Immediate Superior:	NPA Operation Coordinator
Based in:	Erbil, Iraq
Contract Starting Date:	01 st of March 2023 – 28 th of Feb.2024

Scope of Work

The selected company shall perform:

1. Ensure the venue is clean and well prepared for business work.
2. Ensure all premises and rooms are arranged according to specifications and ready for the meetings as required (might include seating name plates at the main table).
3. Ensure that the necessary audio-visual equipment is available and operational in all rooms, as required.
4. Ensure service maintenance is promptly available as would be required for all equipment/services and facilities in and around the meeting rooms.
5. Provide high speed internet services (internet cable and Wi-Fi)
6. Ensure the meeting and rooms are well equipped with all the necessary items for business work,
7. Arrange for provision of catering services, when required
8. Ensure the safety and the security process and procedures are in place.

Rates and fees

Financial Proposal 40 %

Items	Description	Quantity	Rates including all applicable taxes
1	Single Room	1	
2	Double Room	1	
3	Meeting hall up to 20 persons, equipped with standard stationery and data projection system	Hall	
4	Meeting hall up to 30 persons, equipped with standard stationery and data projection system	Hall	
5	Meeting hall up to 50 persons, equipped with standard stationery and data projection system	Hall	
6	Set menu lunch per person	1	
7	Buffet lunch per person	1	

8	Set menu Dinner per person	1	
9	Buffet Dinner per person	1	
10	Coffee break per person	1	

Technical Offer 60 %:

Description	Answer (Yes/No)	Comments
Deducted Parking Space for hotel		
Does the access to hotel is controlled? and do you have a contract with security company?		
Work with local / international NGOs in Erbil		
Do you have CCTV camera system in place?		
Does the hotel have an emergency exits?		
Are there any entertainment facilities in the hotel? (sauna – night club – Spa)		

Payment:

Upon submission of final invoice, monthly detailed report of all transactions and after verification by NPA authorized staff, NPA will then pay the hotel in full amount via bank transfer or bank cheque.

Requirements:

Hotel should provide with tender dossier the following documents:

- Providing the registration of the hotel with KRG.
- Check in/out policy.
- List of all local & international NGOs that hotel worked with them in 2022 & currently.

How to Apply:

Interested 4 stars Hotels (ONLY) in Erbil City can submit their applications.

Applications should be submitted to NPA office in (Ainkawa – 4 Towers building C – Floor 5 – Flat 27) as hard copy in sealed envelope with mentioning in the subject line (Hotel 4 Stars Services for Norwegian People's Aid (NPA) in Erbil City – 234 – 22000191) no later than February 15, 2023. AT 4:00 PM local time.