

Accommodation & Conference Service Framework Agreement

Terms of Reference (ToR)

Background on Save the Children:

Save the Children (SCI) is the leading global independent organisation for children. Save the Children believes every child deserves a future. Around the world, we work every day to give children a healthy start in life, the opportunity to learn and protection from harm. When crisis strikes, and children are most vulnerable, we are always among the first to respond and the last to leave. We ensure children's unique needs are met and their voices are heard. We deliver lasting results for millions of children, including those hardest to reach.

We do whatever it takes for children – every day and in times of crisis – transforming their lives and the future we share.

Our vision: A world in which every child attains the right to survival, protection, development, and participation.

Our mission: To inspire breakthroughs in the way the world treats children, and to achieve immediate and lasting change in their lives.

Our values: Accountability, ambition, collaboration, creativity, and integrity.

We are committed to ensuring our resources are used as efficiently as possible, in order to focus them on achieving maximum impact for children.

Background information/context:

Save the Children is dedicated to promoting continuous improvement of Education Systems and creating a supportive operating environment on Child Protection, Health and Nutrition, and WASH sectors to improve the living conditions of children in need along the Thailand-Myanmar borders and in Bangkok. We are seeking offers for provision of accommodation and conference facilities to accommodate our participants with professional coordination and timely manner arrangement.

In the last year Save the Children organized around 68 national and international events. The number of participants varied between 10 and 200 depending on the type of the event. The average number of participants is about 31-50 persons. Save the Children's personnel travelled around the working areas and needed accommodation for 296 times for a total budget of 5.437 million THB and managed about 5.234 million THB on conference and meeting events.

Objective:

- Save the Children is seeking to partner and contract with Hotel Accommodation and Conference Services Provider
- Save the Children is looking to achieve the most competitive rates possible, whilst receiving the highest-level quality. We are committed to reducing the charity's operating costs so that maximum resource can be spent on programmes, which directly benefit children.
- Due to the environment SCI operates within, and the changing nature of the programmes SCI delivers, the demand for Accommodation and Conference / Meeting services fluctuates and can change at very short notice when responding to emergencies. Save the Children are therefore seeking a Supplier, which has the flexibility and capacity to cater for Save the Children's requirements.

- In the year 2023 Save the Children International ASRO and Save the Children (Thailand) Foundation have expenses for Accommodation and Conference / Meeting Services with a value of approximately 10 million THB, then about 5.437 million THB for Accommodations mainly in Bangkok, Mae Sot, and Chaing Mai details in the table below:

Accommodation	Total Value (THB)	Conference package	Total Value (THB)
Bangkok	4,449,146.75	Bangkok	3,727,482.00
Chaing Mai	287,940.00	Cha-Am	70,730.00
Chaing Rai	54,500.00	Chaing Mai	133,200.00
Kanchanaburi	70,800.00	Kanchanaburi	20,724.00
Mae Hong Son	83,120.00	Mae Hong Son	1,350.00
Mae Sarieng	130,900.00	Mae Sarieng	57,960.62
Mae Sot	361,364.25	Mae Sot	1,223,241.50
Total	5,437,771.00	Total	5,234,688.12

- The projection for Save the Children activities for another two years is about **15-20 million THB** for accommodation and conference services.
- It is SCI's intention to enter into **an exclusive fixed price Framework Agreements (FWA)** with successful bidders for a period of **Two (2) years** with a possible extension of a further **One (1) year** to provide Accommodation and Conference/Meeting Services to SCI.
- Within the Framework Agreement the terms of service & supply (e.g. indemnities, liabilities, warranties etc.) shall be agreed, as will the conditions of service & supply (e.g. specifications, lead times etc.). The Framework Agreement does not commit SCI to any purchases or specific volumes. Any future purchases which will be completed under separate Purchase Orders which will be governed and linked to the original Framework Agreement.

Locations of the services:

The Contract is referring to the Provision of Hotel Services for Accommodation and Conference facilities in the areas of Save the Children activities such as Bangkok, Chiang Rai, Chiang Mai, Mae Hong Son, Mae Sarieng, Mae Sod, and Sangklaburi.

Services requirements:

The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement (s).

- The Service Provider shall apply national/international standards in providing the services with an average level of comfort and well-equipped room design, and services. The standard amenities typically include a single/twin cozy bed, a private bathroom with toiletries, a television, phone, air conditioning, a mini fridge, a safe for valuables, and a coffee maker. Daily housekeeping services are included in the price, as are essential toiletries, towels, and water.
- The Service Provider as Guest Houses are welcome to submit their interest.
- Save the Children reserves the right to request the successful bidder and their staff to undergo a security and supplier vetting process.
- Save the Children reserves the right to approve all Accommodation and Conference/Meeting services.
- The successful bidders must ensure that all relevant documentation (Receipts and Invoices) are presented to Save the Children in good condition and time without alteration to facilitate timely payment.
- The successful bidder will be provided as and when requested by Save the Children (signed PO linked to the FWA)
- The successful bidder's staff must ensure cleanliness and dress appropriately when serving Save the Children guests,

Accommodation Services

The successful bidder will be expected to provide high quality accommodation services for Save the Children staff and guests, meeting the below **minimum specifications:**

- Minimum room space between 18-30sq.m
- Self-contained standard rooms with amenities e.g., bathroom, working toilet, wardrobe, toiletries, drinking water, hot shower.
- Rooms cleaned and maintained to a high standard with proper aeration.
- Safe and secure environment
- Fire exit/fire extinguisher and smoke detectors fitted in all required areas.
- Smoking and non-smoking rooms
- Air conditioning
- A lockable safe or in house arrangement to secure the safety of valuables.
- Breakfast (vegetarian, non-vegetarian and Halal options should be available)
- Easily accessible and disability friendly
- Refundable up to day of arrival with flexible cancellation policy

The successful bidder will also be expected to provide a high quality of accommodation service in relation to the below:

- Extras of value to Save the Children – TV in room with DSTV connection, Air Conditioning
- Ability to assist SCI when responding to an emergency e.g. to accept a high volume of bookings at short notice.
- A good quality of service relating to the following:
 - experienced hotel staff and managers
 - customer service (dedicated account manager is desirable)
 - Flexible check in and check out times.
 - Close to key facilities and amenities e.g. SCI offices, shops, hospitals, forex bureaus
 - Airport transfer service if applicable
 - Ambulance if applicable
 - Parking space
 - First Aid kit available

Conference/Meeting Services

The Supplier will be expected to provide high quality conference / meeting services for use by Save the Children Staff and guests, meeting the below **minimum specifications:**

- Main Room/Hall of a minimum 40-50sq.m., able to host 10-20 participants.
- Main Room/Hall of a minimum 100-150sq.m., able to host 21-50 participants.
- Main Room/Hall of a minimum 150-250sq.m., able to host 51-100 participants.
- Main Room/Hall of a minimum 250-350sq.m., able to host 101-150 participants.
- Main Room/Hall of a maximum 350-550sq.m., able to host 200 participants.
- Safe and secure environment
- Fire and smoke detectors fitted in all required areas.
- Fire exit/fire extinguisher.
- First Aid Kit
- Easily accessible and disability friendly
- A named contact for SCI to liaise with before and during the event.
- Adequate parking space for at least 5-20 attendees depending on the size of activity event.
- Natural lighting
- Wired and wireless reliable internet with a high bandwidth
- Free Wi-Fi access available in conference/meeting and breakout rooms
- Main room able to cater for the following layouts theatre style, U shape style, classroom, cabaret style.

- Audiovisual equipment
- High resolution, colour projector from ceiling in main room
- All required connecting cables and extension cords for equipment.
- Flipcharts, stands, appropriate writing materials and replacement flipchart paper if needed all available
- Pen and notepad for all attendees
- IT assistance available for entirety of meeting/conference/workshop
- Warm Buffet Lunch/Set Lunch Menu/A la Carte with vegetarian, non-vegetarian and halal options. The lunch should be designed to cater for a diverse audience.
- Water dispenser and glasses
- Morning and afternoon coffee/tea breaks with soft drinks and juices also available.
- Biscuits/ Sweets /Mints available
- Fresh fruit available
- Food ingredients must be highlighted for all food served.

Restaurants

Hotels and Restaurants that provide Breakfast, Lunch, and Group Dinner services with a wide variety of Menus with vegetarian, non-vegetarian and halal options. The successful bidder will also be expected to provide a high quality of conference / meeting service in relation to the below:

- Natural lighting
- Safe and secure environment
- Fire exit/fire extinguisher and smoke detectors fitted in all required areas.
- First Aid Kit
- Easily accessible and disability friendly
- Other meeting room options in addition to the main room
- A good quality of service relating to the following.
- Experienced hotel staff and managers
- Customer service (dedicated account manager is desirable)
- Close to key facilities and amenities
- Extras of value to Save the Children

Key Contacts

All questions relating to the tender should be sent via email to: Pariyaporn Lertvanichsutha, Supply Chain Officer – ASRO at +66818680427, Email: pariyaporn.lertvanichsutha@savethechildren.org

Expected Deliverables:

SCI expects the following deliverables to be provided:

Deliverable number	Deliverable title	Descriptions	Format and style
1. Accommodation			
		Standard room, King size bed, minimum 18-30sq.m. with breakfast	Rooms are cleaned, safe & secure, eco-friendly, and maintained to a high standard with proper lighting & aeration. Fire protection system with evacuation map. Disability friendly is an asset.
		Standard room, King size bed, minimum 18-30sq.m. without breakfast	Rooms are cleaned, safe & secure, eco-friendly, and maintained to a high standard with proper lighting & aeration.

			Fire protection system with evacuation map. Disability friendly is an asset.
		Standard room, twin beds, minimum 18-35sq.m. with breakfast	Rooms are cleaned, safe & secure, eco-friendly, and maintained to a high standard with proper lighting & aeration. Fire protection system with evacuation map. Disability friendly is an asset.
		Standard room, twin beds, minimum 18-35sq.m. without breakfast	Rooms are cleaned, safe & secure, eco-friendly, and maintained to a high standard with proper lighting & aeration. Fire protection system with evacuation map. Disability friendly is an asset.
		Deluxe room, King beds, minimum 25-35sq.m. with breakfast	Rooms are cleaned, safe & secure, eco-friendly, and maintained to a high standard with proper lighting & aeration. Fire protection system with evacuation map. Disability friendly is an asset.
		Deluxe room, King bed, minimum 25-35sq.m. without breakfast	Rooms are cleaned, safe & secure, eco-friendly, and maintained to a high standard with proper lighting & aeration. Fire protection system with evacuation map. Disability friendly is an asset.
		Deluxe room, Twin beds, minimum 25-35sq.m. with breakfast	Rooms are cleaned, safe & secure, eco-friendly, and maintained to a high standard with proper lighting & aeration. Fire protection system with evacuation map. Disability friendly is an asset.
		Deluxe room, Twin beds, minimum 25-35sq.m. without breakfast	Rooms are cleaned, safe & secure, eco-friendly, and maintained to a high standard with proper lighting & aeration. Fire protection system with evacuation map. Disability friendly is an asset.
		Deluxe, Triple bedrooms, minimum 40-45sq.m. with breakfast	Rooms are cleaned, safe & secure, eco-friendly, and maintained to a high standard with proper lighting & aeration. Fire protection system with evacuation map. Disability friendly is an asset.
		Deluxe, Triple bedrooms, minimum 40-45sq.m. without breakfast	Rooms are cleaned, safe & secure, eco-friendly, and maintained to a high standard with proper lighting & aeration. Fire protection system with evacuation map. Disability friendly is an asset.
		Family room: 4-6 person, minimum 80sq.m. with breakfast	Rooms are cleaned, safe & secure, eco-friendly, and maintained to a high standard with proper lighting & aeration. Fire protection system with evacuation map. Disability friendly is an asset.

		Family room: 4-6 person, minimum 80sq.m. without breakfast	Rooms are cleaned, safe & secure, eco-friendly, and maintained to a high standard with proper lighting & aeration. Fire protection system with evacuation map. Disability friendly is an asset.
		Extra bed	Portable bed that is used to accommodate extra guests.
2. Conference/Meeting/workshop			
		Full day conference/meeting service with one lunch and two coffee/tea breaks for 10-30 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Half day (morning or afternoon) conference/meeting service with one lunch and one coffee/tea break for 10-30 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Full day conference/meeting rental for separated workshop, without lunch nor coffee/tea breaks for 10-30 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Half day conference/meeting rental for separated workshop without lunch nor coffee/tea breaks for 10-30 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Full day conference/meeting service with one lunch and two coffee/tea breaks for 31-50 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Half day (morning or afternoon) conference/meeting service with one lunch and one coffee/tea break for 31-50 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Half day (morning or afternoon) conference/meeting service with one coffee/tea break for 31-50 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Full day conference/meeting room rental for separated workshop without lunch nor coffee/tea breaks for 31-50 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Half day conference/meeting room rental for separated workshop without lunch nor coffee/tea breaks for 31-50 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Full day conference service with one lunch and two coffee/tea breaks for 51-100 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Half day (morning or afternoon) conference/meeting service with one lunch and one coffee/tea break for 51-100 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Half day (morning or afternoon) conference/meeting service with one coffee/tea break for 51-100 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.

		Full day conference/meeting service with one lunch and two coffee/tea breaks for 101-150 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Half day (morning or afternoon) conference/meeting service with one lunch and one coffee/tea break for 101-150 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Full day conference/meeting service with one lunch and two coffee/tea breaks for 150-200 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
		Half day (morning or afternoon) conference/meeting service with one lunch and one coffee/tea break for 150-200 pax	Natural light, eco-friendly, audio-visual equipment, stationery, safe & secure environment. Disability friendly is an asset.
3. Restaurants			
		<ul style="list-style-type: none"> • Warm Buffet Lunch/Set Lunch Menu/A la Carte/Dinner (with vegetarian, non-vegetarian, and halal options). The buffet lunch should be designed to cater for a diverse audience. • Food ingredients must be highlighted for all food served. • Morning and afternoon coffee/tea breaks with soft drinks and juices also available. • Water dispenser and glasses • Biscuits/Bakery/Sweets/Mints available • Fresh fruit available 	Natural light, eco-friendly, equipped & clean kitchen utensils, safe & secure environment. Disability friendly is an asset.

Timeline:

The Framework Agreement will dure for **Two (2) years** with a possible extension of a further **One (1) year**.

Any future purchases which will be completed under separate Purchase Orders which will be governed and linked to the original Framework Agreement.

Payment information

- The Fees are inclusive of all costs.
- The payment shall be made according to the service provider's invoice, and approval of invoice by the Designated Manager
- The SCI shall make the payment by bank transfer, within a specified timeframe, which is **14-21 days** upon the acceptance of the service provider's invoice and successful completion of service by the service provider and acceptance by the SCI.