



REQUEST FOR PROPOSALS
PROVISION OF MEALS, ACCOMMODATION SERVICES
AND CONFERENCING FACILITIES – NAROK TOWN

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PART 1:

INSTRUCTIONS AND CONDITIONS TO BIDDERS

1.1. INTRODUCTION

The Maasai Mara Wildlife Conservancies Association (MMWCA) is a membership organization of all the Mara conservancies, open to any existing or upcoming wildlife conservancy whose land is part of or integral to the greater Maasai Mara ecosystem. The MMWCA is one of the 12 regional associations forming the Kenya Wildlife Conservancies Association (KWCA) as envisaged in the Wildlife Conservation and Management Act 2013.

MMWCA's Mission is: 'conserving the greater Maasai Mara ecosystem for the prosperity of all: biodiversity and wildlife, the regional Maasai population, recreation and tourism for the nation of Kenya'.

The MMWCA has three key objectives:

1. Provide a space for open discussions, a hub for knowledge sharing and coordination across conservancies, a voice for advocacy, lobbying county and national government and driving policy in the interest of conservancies and conservation related issues.
2. Support the creation and development of conservancies and their neighboring areas across the greater Mara ecosystem, as a sustainable form of land-use and to provide mechanisms for equitable and value-based benefit sharing to sustain land under conservation.
3. Lead or/and implement development and conservation programs across member conservancies to facilitate coordination, collaboration and synergetic action.

1.2. SUMMARY

MMWCA invites your organisation to submit a proposal for the provision of meals, accommodation services and conferencing facilities. The detailed description of the requirement can be found in Part 2 of this Request for Proposal (RFP).

1.3. PROCUREMENT PROCESS

The following key dates apply to this procurement process:

- RFP issue date: 23rd October 2019
- RFP closing date and time: 6th November 2019, 17:00 EAT
- Estimated contract award date: 8th November 2019

1.4. CONDITIONS

MMWCA is not bound in any way to enter into any contractual or other arrangement with any proposer as a result of issuing this RFP. MMWCA is under no obligation to accept the lowest financials proposal or any proposal. MMWCA reserves the right to terminate the

procurement process at any time prior to contract award. By participating in this RFP, proposers accept the conditions set out in this RFP.

1.5. QUERIES AND QUESTIONS DURING THE RFP PERIOD

Proposers are to direct any questions regarding the RFP to the MMWCA contact Patrick Waringa patrick@maraconservancies.org. No other MMWCA personnel are to be contacted in relation to this RFP. Proposers must submit questions no later than 6th November 2019, 17:00 EAT.

As far as possible, MMWCA will share the responses to any questions, suitably anonymized, with all invited proposers. If you consider the content of your question confidential, you must state this at the time the question is posed.

1.6. AMENDMENTS TO RFP DOCUMENTS

MMWCA may amend the RFP document by issuing notices to that effect to all invited proposers and may extend the RFP closing date and time if deemed necessary.

1.7. PROPOSAL LODGEMENT METHODS AND REQUIREMENTS

Proposers must submit their proposal to MMWCA no later than 6th November 2019, 17:00 EAT by email to: procurement@maraconservancies.org. The subject heading of the email should be 'RFP for the provision of meals, accommodation services and conferencing facilities by [organizational name].' Electronic copies are to be submitted in PDF, or MS Word, formats. Proposals must be in English.

1.8. LATE AND INCOMPLETE PROPOSALS

Any proposal received by MMWCA later than the stipulated RFP closing date and time, and any proposal that is incomplete, will not be considered. There will be no allowance made by MMWCA for any delays in transmission of the proposal from proposer to MMWCA.

1.9. WITHDRAWALS AND CHANGES TO THE PROPOSAL

Proposals may be withdrawn or changed at any time prior to the RFP closing date and time by written notice to the MMWCA contact. No changes or withdrawals will be accepted after the RFP closing date and time.

1.10. VALIDITY OF PROPOSALS

Proposals submitted in response to this RFP are to remain valid for a period of 90 calendar days from the RFP closing date.

1.11. EVALUATION OF PROPOSALS

The evaluation of proposals shall be carried out exclusively with regards to the evaluation criteria and their relative weights specified in Part 3 of this RFP.

1.12. CONFIDENTIALITY

Any data, documentation or other business information furnished by or disclosed to the contractor shall be deemed the property of MMWCA and must be returned to MMWCA upon request.

1.13. SUBMISSION REQUIREMENTS

All interested person(s)/firm should submit their proposals by the deadline.

Deadline: 17:00 EAT, November 6th 2019

Proposals should be emailed to: procurement@maraconservancies.org and copy to contact@maraconservancies.org.

Hard copies can also be dropped off at any of our offices.

PART 2:

REQUIREMENTS

1. OBJECTIVES

MMWCA is seeking to work with a hotel located in Narok town that will provide meals, accommodation and conference facilities for the organisation.

2. SCOPE OF THE WORK

MMWCA is seeking a service provider to:

- i. Partner with for meals, accommodation & conference facilities with highly trained and effective customer service representatives
- ii. Realize consistencies in reporting, by leveraging a preferred Service Provider
- iii. Partner with that is focused on the timely delivery of customer requests
- iv. Achieve the most competitive rates possible, while receiving the highest level of quality
- v. Agree, set, and manage the account through a series of standard Key Performance Indicators

MMWCA seeks a service provider that will provide quality services in the following sub-categories:

I. Accommodation

- Self-contained room with amenities e.g., bathroom, toilet, wardrobe, toiletries, drinking water, hot shower, and working toilet.
- Quality of service – meals (vegetarians, non-vegetarian and Halal), hotel staff
- Cleanliness of the rooms – beddings, carpets, furniture with proper aeration.
- Safe and secure environment
- Safety of valuables – should have a lockable safe or in house arrangement.
- Easily accessible
- Smoking and non-smoking rooms
- Reliable Wi-Fi
- Extras – TV in room, Air Conditioning
- Flexibility of hotel – check in and check out times
- Disability friendly
- Proximity to key facilities and amenities e.g. hospitals etc

II. Conference package that includes the following:

- Conference Room /Hall with natural lighting and facilities for the number of participants specified in the Purchase Order
- Buffet Lunch served with a soft drink (soda, fresh juice, half litre mineral water)
- Sweets /Mints
- Projector, Flip Charts + stands, Markers and Writing materials (Pens & Booklets /Notepads)
- Sound System
- Wired & Wireless Internet

- Two (2) Coffee /Tea break with snacks and 2 Mineral Water Bottles per PAX per day.

III. Accommodation with conference facility as per above details.

IV. Restaurants

Hotels and Restaurants that provide group lunch/dinner services with a wide variety of menus (buffet and a la carte).

The service provider will be expected to adhere to the following:

- MMWCA reserves the right to approve all accommodation, conference facility and catering services
- The successful contractor must ensure that all relevant documentation (Receipts and Invoices) are presented to MMWCA in good condition and time without alteration to facilitate timely payment.
- Meals, accommodation and conference facility services will be provided as and when requested (signed PO) by MMWCA
- The service provider's staff must ensure cleanliness and dress appropriately when serving MMWCA guests
- MMWCA will not be held responsible in any way for the damages, losses, theft of equipment or any valuables of the contractor or injury of his/her employees while in the execution of their duties.
- The contract will be entered into subject to the signing of the Service Level Agreement by both parties.

2.1. DELIVERABLES

Quality and satisfactory accommodation, catering and conference facility services.

2.2. PAYMENT TERMS

A contract of agreement will be issued between MMWCA and the contractor prior to commencing any job.

2.3. APPLICATION REQUIREMENTS

Based on these Terms of Reference, the consultant is expected to submit:

- a) A technical proposal that highlights:
 - i. Copy of KRA Tax compliance and PIN certificate
 - ii. Evidence of compliance with Statutory requirements/ deductions (NSSF, NHIF, Minimum wage, catering levy etc)
 - iii. Copy of the company's Certificate of Incorporation/Business Registration Certificate
 - iv. Experience in providing similar services in past 3 years (attach 5 reference letters from notable corporate clients)

- v. Hotel's Management structure and a copy of corporate brochure detailing all the features and facilities of the Hotel (Accommodation, Conferences and Hotel facilities)
- b) A financial proposal highlighting proposed charges for meals, accommodation services and conference facilities. The proposal should be inclusive of all taxes (VAT, catering levy, service levy etc). The lowest cost proposal will be awarded 50 marks. Other cost proposals will be awarded proportionate points as per formula: Financial Weight = (Lowest Cost/Proposal's Cost) X 50

PART 3: EVALUATION OF PROPOSALS

Evaluation of submitted proposals will use a merit-point scoring system and be selected based on technical expertise. The evaluation will be carried out exclusively based on the weights specified in the table below:

The primary and sub-criteria for the evaluation are:

1. Technical Proposal – 50 Marks

- i. Copy of KRA Tax compliance and PIN certificate - 7 marks
- ii. Evidence of compliance with Statutory requirements/ deductions (NSSF, NHIF, Minimum wage, catering levy etc) - 10 marks
- iii. Copy of the company's Certificate of Incorporation/Business Registration Certificate – 3 marks
- iv. Experience in providing similar services in past 3 years (attach 5 reference letters from notable corporate clients) – 20 marks
- v. Hotel's Management structure and a copy of corporate brochure detailing all the features and facilities of the Hotel (Accommodation, Conferences and Hotel facilities) – 10 marks

2. Financial Proposal – 50 Marks

A. Accommodation – 15 Marks

DESCRIPTION	PRICE
Double room (full board accommodation) - Resident	
Double room (full board accommodation) – Non resident	
Double room (half board accommodation) - Resident	
Double room (half board accommodation) – Non resident	
Double room (bed and breakfast) - Resident	
Double room (bed and breakfast) – Non resident	
Single room (full board accommodation) - Resident	
Single room (full board accommodation) - Non resident	
Single room (half board accommodation) - Resident	
Single room (half board accommodation) - Non resident	
Single room (bed and breakfast) - Resident	

ive single room (bed and breakfast) – Non resident	
ard double room (full board accommodation) - Resident	
ard double room (full board accommodation) – Non resident	
ard double room (half board accommodation) - Resident	
ard double room (half board accommodation) – Non resident	
ard double room (bed and breakfast) - Resident	
ard double room (bed and breakfast) – Non resident	
ard single room (full board accommodation) - Resident	
ard single room (full board accommodation) – Non resident	
ard single room (half board accommodation) - Resident	
ard single room (half board accommodation) – Non resident	
ard single room (bed and breakfast) - Resident	
ard single room (bed and breakfast) - Non resident	

B. Conferencing Facilities – 15 Marks

DESCRIPTION	MIN. CAPACITY	MAX. CAPACITY	UNIT COST PER PAX
Full day Meetings/Conference package inclusive of early morning, mid-morning and afternoon beverages with assorted snacks, one bottle of water in the morning and one in the afternoon, buffet lunch inclusive of one soft drink and meeting room provisions, pens, writing pads, flipcharts and marker pens			
Full board meetings conference package inclusive of full breakfast, mid-morning and afternoon beverages with assorted snacks, one bottle of water in the morning and one in the afternoon, buffet lunch inclusive of one soft drink and meeting room provisions, pens, writing pads, flipcharts and marker pens and buffet dinner inclusive of one soft drink			
Half day Meetings/Conference package inclusive of early morning, and mid-morning beverages with assorted snacks, a bottle of water in the morning and, buffet lunch inclusive of one soft drink and meeting room provisions, pens, writing pads, flipcharts and marker pens			
Meeting Room Hire			
Printing per page			
Photocopy per page			

C. Catering services – 20 Marks

MEALS	DESCRIPTION	UNIT COST PER PERSON
Served at hotel premises		
Breakfast	Menu 1	
	Menu 2	
	Menu 3	
Buffet Lunch inclusive of one soft drink	Menu 1	
	Menu 2	
	Menu 3	
A la carte lunch inclusive of one soft drink	Menu 1	
	Menu 2	
	Menu 3	
Buffet Dinner inclusive of one soft drink	Menu 1	
	Menu 2	
	Menu 3	
A la carte dinner inclusive of one soft drink	Menu 1	
	Menu 2	
	Menu 3	
Served outside hotel premises		
Breakfast	Menu 1	
	Menu 2	
	Menu 3	
Buffet Lunch inclusive of one soft drink	Menu 1	
	Menu 2	
	Menu 3	
A la carte lunch inclusive of one soft drink	Menu 1	
	Menu 2	
	Menu 3	
Buffet Dinner inclusive of one soft drink	Menu 1	
	Menu 2	
	Menu 3	
A la carte dinner inclusive of one soft drink	Menu 1	
	Menu 2	

	Menu 3	
Entertainment	DJ	
	Live Band	

The contract will be awarded to the proposal with the highest score.