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**Title:** MSA for hotel services at Lviv  
**Location(s):** Lviv - Ukraine

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**Background:**

Mercy Corps is on the ground in Ukraine, Romania, and Poland, working quickly to understand the evolving humanitarian needs as we respond. We are currently funding local organizations that know their community needs best and are already working quickly to provide assistance to refugees and Ukrainians inside the country. Local organizations we're supporting are distributing items like medical supplies and food staples, including into eastern Ukraine, and supporting marginalized groups like third-country nationals and members of Ukraine's Roma community crossing into neighboring countries.

**Purpose Description:**

Mercy Corps Ukraine required to provide safe spaces to the staff, partners and other that consider needed.

**Objectives:**

Provide accommodation service with comfortable, quiet, and safe spaces for the people that the organization requires to accommodate

**Activities:**

- To provide quiet, clean, safe, comfortable rooms that allow the guest to have a pleasant stay.
- To provide good service to our team.
- To include the basic services required:
  - Infrastructure that has good lighting, signage, security elements (minimum: first aid kit, stretcher, fire extinguishers), trained personnel to handle them and good condition in green areas (if any).
  - If the hotel is five stories or more, have elevators.
  - Have a reception area for the attention of guests.
  - Independent bathrooms, clean and in good condition.
  - Standard, safe, clean rooms, equipped with a properly functioning bathroom, floors in good condition, beds and mattresses in good condition, clean towels, toiletries (toilet paper), trash can, showers in good working order.
  - Include a indoor place to serve breakfast / lunch / dinner.
  - To have social bathrooms in good condition and complying with all disinfection protocols.
- To be able to respond to any guest requirement 24 hours a day, 7 days a week.
- To have staff available to book.
- To track the reservations at the moment that the request is received and must be confirmed according to the availability of the hotel.
- To guarantee that the confirmed reservation is respected.
- To control the reservation capacity and predict capacity to take the appropriate measures to guarantee the lodging to our team.
- To provide information on arrival times and check in time, during the booking.
- To track number of accommodations provided.
- To present the detailed and clear account of the lodging to our guest
- To guarantee access control to the hotel and rooms.
- To promote security actions

**Deliverables:**



### Attachment 3: Scope of Work

- Hotel Single or double accommodation
- Conference room according with the capacity needed
  - Conference supplies: screen, video beam/projector, Microphone, flipchart – markers
  - Coffee break
  - Lunch
  - Dinner
- Suite/aparthotel single accommodation

#### **Timeframe / Schedule:**

The successful tender will be contracted for 12 months with option to extend for 12 months more according with the performance evaluation, for a total 24 months. Commencing November 2022 with services provided.

**The hotel will report to:** Administrative officer

#### **The hotel will work closely with:**

- Administrative officer
- Delegated staff to coordinate the logistics of the event

#### **Required Experience & Skills:**

1. Hosting service experience
2. Event management experience
3. Good customer service
4. Capacity to host in isolation due to covid (desirable)

#### **Payment:**

High recommends that the hotel present Mercy Corps the invoice once or twice per month

#### **Others:**

- Provider can apply for one, two of three of services require in this tender, and in it proposal must indicate which services is available to provide
- As a part of the due diligence, Security team should visit provider(s) which comply the technical criteria to validate safety and security conditions, before to sign the agreement