

Annex 4 - Terms of Reference for Hotel Services

Date of issue:	02/03/2026
Invitation to tender reference no	FCA/SSUCO002/2026
Project title:	PROVISION OF HOTEL SERVICES
Deadline for submission of offers:	03/04/2026 at 4:00 PM
Contracting authority:	Finn Church Aid (FCA), South Sudan Country Office Contact Person: Rita Gire E-mail: Procurement.Ssuco@kua.fi

Please see the tender dossier for more information on submission requirements and full list of annexes.

1. Introduction

Finn Church Aid (FCA) is Finland's largest international aid organisation with more than 70 years of experience. We specialise in the world's most fragile contexts and work with the most vulnerable people, regardless of their religious beliefs, ethnic background or political convictions.

FCA South Sudan Country Office implements humanitarian and development project in throughout South Sudan, working in right to quality education, right to livelihoods and right to peace.

For more information in FCA, please visit www.kua.fi.

2. Purpose

The purpose of this tender is to solicit offers/ bids for Hotel Services for FCA South Sudan Country Office.

FCA South Sudan is seeking reliable hotel service providers that reliable and quality services within South Sudan. The successful companies/service providers will enter into a one (1) year framework agreement with FCA and renewable up to a maximum of three additional years, subject to satisfactory service provision and performance.

3. Scope of Service, Eligibility and Contract Award Criteria

The subject of the contract is the provision hotel services within South Sudan. Bidders may choose for a single lot but must quote for all the items in the selected lot or quote for all the lots.

Item/Lot	Description	Contract Duration
Lot 1	Hotel Accommodation Services in Juba	12 months
Lot 2	Conference Service in Juba	12 months
Lot 3	Out Catering Services in Juba	12 months
Lot 4	Hotel Accommodation Services in Wau	12 months
Lot 5	Conference Service in Wau	12 months
Lot 6	Out Catering Services in Wau	12 months
		12 months

Eligibility Criteria imposed on the Tenderer

Tenderers must provide the documents listed below. Tenderers that do not provide the documents listed below will not be qualified for evaluation.

#	Eligibility Criteria	Means of verification and required documentation
1.	The Tenderer (including members of consortium and subcontractors, if any) is registered in the Trade Register in its country of domicile. The tenderer must also be operationally present in South Sudan with relevant registration in order. (YES/NO)	Tenderer shall confirm its registration by providing a valid Trade Register certificate. Certificate of Incorporation from the Ministry of Justice including the renewal stamps at the back page of the certificate.
2.	The Tenderer (including members of consortium and subcontractors, if any) has paid all taxes and pension contributions as well as other payments required by the applicable laws. (YES/NO)	Tenderer shall confirm this by providing a valid Tax certificate.
3.	The tenderer confirms by answering "YES" that it is not operating under a sanction or asset freeze that has been imposed on the tenderer by the European Union (EU), the United Nations (UN), or the Finnish authorities. This requirement concerns the following: - Members of the administrative, management or supervisory body of the Tenderer or persons exercising control, representation or supervision power of the Tenderer; -The Tenderer's direct or indirect owners; - Subcontractors participating in producing the goods or providing the services under this contract; - Members of the administrative, management or supervisory body of such subcontractors or persons exercising control, representation or supervision power of such subcontractors; (YES/NO)	Confirm "YES"
4.	In case of a joint tender submitted by a group of tenderers, the group will be regarded as partners (consortium). If awarded the contract, they will have an equal responsibility towards the contracting authority in the execution of the contract. All partners shall be considered as tenderers and assume joint and several liability towards the Contracting Authority for the performance of the contract. (YES/NO)	Tenderer shall answer "YES" or "NO" to confirm if the tender is submitted as a consortium. If "YES", the tenderer commits to share required documentation for the Contracting Authority to verify the partners' eligibility ahead of contract signing.
5.	The tenderer shall confirm whether in its capacity as the Service Provider it is aiming to utilise sub-contracting in performing tasks foreseen in the contract (YES/NO)	Tenderer shall answer "YES" or "NO" to confirm if the tenderer is planning to use sub-contractors as part of delivering the service. If "YES", the tenderer commits to share required documentation for the Contracting Authority to verify the sub-contractor's eligibility ahead of contract signing.
6.	Valid Membership Certificate	Membership Certificate from Ministry of Chambers and Commerce
7.	Valid Operation License	Operation License from the State Ministry of Finance & Economic Development

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8.	Valid Tax identification	Tax Identification Certificate from Ministry of Finance and Taxation or the South Sudan Revenue Authority
9.	For Lot 1_ Hotel accommodation services in Juba must be on the UNDSS approved list	For Lot 1_ For your hotel to be considered in Juba for provision of accommodation services it must be on the UNDSS approved list. Please provide evidence by attaching the UNDSS approved list.
10.	Bids Validity	The bid must be valid for a minimum of 12 months

Contract Award Criteria

Eligible offers will be evaluated according to the evaluation criteria below.

#	Evaluation Criteria	Weight %	Scoring method & required documentation
1.	Price	60%	<p>Comparison between the total values of each offer. The lowest bidder receives the full score (60). The score of other candidates is calculated in relation to the lowest bid amount.</p> <p>Formula: (lowest entered/tendered value) * maximum points</p>
2.	Previous Experience – evidence of hotel service contracts or Purchase Orders or recommendation letters for the last six years	40%	<p>Recommendation letter or service contracts or Purchase Orders for hotel services from at least four (4) clients who have received Hotel Services from your company. At least two (2) of the clients must be an INGO operating in South Sudan.</p> <p>Recommendation letters or service contracts or Purchase Orders must be dated within the last 6 years between 2020 - 2026.</p> <p>By submitting recommendation letters or service contracts, the tenderer gives authorization to Finn Church Aid to contact the clients for verification.</p> <p>Maximum of 4 signed service agreements/contracts/ Purchase Orders</p> <p>10 points for each delivery note/waybill. Full score 40.</p>

Please remember to provide all the required documentation under eligibility and contract award criteria in your tender submission.

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Annex 3: Tender submission form

Instruction to Tenderers: Tenderers must fill in all **yellow fields**.

Submitted by (name of company):	
Contact Person:	

Hotel Services – Financial Proposal

The prices quoted will be fixed for a period of 12 months without adjustments. Any proposals for price changes or adjustments must be submitted to the contracting Authority in written at least four months before the contract expiry. Price revisions request shall be made only once per contract performance year after the initial one year.

The Price quoted must include all costs related to the delivery of the services and no supplementary invoicing or other costs are accepted. The contract will be split and awarded to various suppliers/ service providers according to the best price offers.

Lot 1	Description	Quantity	Unit	Unit Price (USD)
Lot 1	Hotel Accommodation Services in Juba			
1.1	Accommodation services on bed and breakfast, self-contained room, standard room	1	Night	
1.2	Accommodation services on Half Board, self-contained room, standard room	1	Night	
1.3	Accommodation services on Full Board, self-contained room, standard room	1	Night	
Lot 2	Conference Service and Out Catering Services in Juba. For out catering services please refer to (Tea/ coffee with snacks, Lunch buffet, drinking water and assorted sodas as listed in item numbers 2.6 - 2.13)	N/A	N/A	N/A
2.1	Meeting room with capacity to accommodate 10-15 participants	1	Day	
2.2	Conference hall with the capacity to accommodate 25-30 participants. The hall must have a functioning audio system and WiFi	1	Day	
2.3	Conference hall with the capacity to accommodate 30 – 50 participants. The hall must have a functioning audio system and WiFi	1	Day	
2.4	Conference hall with the capacity to accommodate 50 – 80 participants. The hall must have a functioning audio system and WiFi	1	Day	
2.5	Conference hall with the capacity to accommodate 80 – 100 participants. The hall must have a functioning audio system and WiFi	1	Day	
2.6	Morning tea break served with snacks (coffee, assorted tea bags, cold/hot milk and assorted snacks – minimum of 5 different snacks e.g. from a selection of the following. <ul style="list-style-type: none"> - Beef/chicken sausages - Chicken drumsticks, - Vegetable Pizza - Potatoes - Bread rolls - Boiled eggs - Beef Samosas - Vegetable Samosas 	1	Pax	
2.7	Evening Tea break served with snacks (coffee, assorted tea bags, cold/hot milk and assorted	1	Pax	

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	snacks – minimum of 5 different snacks a selection from the list provided in 2.6 above			
2.8	<p>Lunch Buffet, minimum of five (5) types of sauce e.g. a selection of; -</p> <ul style="list-style-type: none"> - Beef stew - Mixed fried vegetables - Paprika chicken - Grilled chicken - Grilled fish fillet - Fried garden peas - Doro Wat - Naturally Grilled Goat Choma - Goat stew/wet fry - Matumbo - Fried Greens <p>Selection of starch foods (Minimum of five (5) different types).</p> <ul style="list-style-type: none"> - Vegetable fried rice or white rice - Steamed Ugali - Bread rolls - Vegetable Rice - Roast potato wedges - injera - Chapatti <p>Starters</p> <ul style="list-style-type: none"> - Cream of soup e.g. vegetable soup, chicken soup, mushroom soup, pumpkin soup etc. - Assorted garden vegetable salads <p>Desserts</p> <ul style="list-style-type: none"> - Assorted fruit cuts - Kachumbari salads 	1	Pax	
2.9	Refreshment (Drinking water -600ml)	1	Bottle	
2.10	Soda, 300ml	1	Bottle	
2.11	Soda, 500ml	1	Bottle	
2.12	Fresh Juice, big glass	1	Glass	
2.13	Cocktail Fresh Juice, big glass	1	Glass	
Lot 3	Hotel Accommodation Services in Wau	N/A	N/A	N/A
4.1	Accommodation services on bed and breakfast, self-contained room, standard room	1	Night	
4.3	Accommodation services on Half Board, self-contained room, standard room	1	Night	
4.5	Accommodation services on Full Board, self-contained room, standard room	1	Night	
Lot 4 Wau	Conference Service and Out Catering Services in Wau. For out catering services please refer to (Tea/ coffee with snacks, Lunch buffet, drinking water and assorted sodas as listed in item numbers 2.6 - 2.12)			
5.1	Meeting room with capacity to accommodate 10-15 participants	1	Day	
5.2	Conference hall with the capacity to accommodate 25-30 participants.	1	Day	
5.3	Conference hall with the capacity to accommodate 30 – 50 participants.	1	Day	

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5.4	Conference hall with the capacity to accommodate 50 – 80 participants.	1	Day	
5.5	Conference hall with the capacity to accommodate 80 – 100 participants.	1	Day	
5.6	Morning tea break served with snacks (coffee, assorted tea bags, cold/hot milk and assorted snacks – minimum of 5 different snacks	1	Pax	
5.7	Evening Tea break served with snacks (coffee, assorted tea bags, cold/hot milk and assorted snacks – minimum of 5 different snacks	1	Pax	
5.8	Basic Lunch Buffet style, minimum of five (5) types of sauce and starch foods	1	Pax	
5.9	Refreshment (Drinking water -600ml)	1	Bottle	
5.10	Soda, 300ml	1	Bottle	
5.11	Soda, 500ml	1	Bottle	
5.12	Fresh Juice, big glass	1	Glass	
5.13	Cocktail Fresh Juice, big glass	1	Glass	
Additional Package/ Offers: Please confirm if there are additional services offered covered in the price offers in Lot 1 e.g. Free Laundry services, Free Gym services, Free Sauna services etc				

Eligibility Criteria imposed on Tenderer

#	Criteria	Tenderer's response (yes/no, additional information, reference to annex)
1.	The Tenderer (including members of consortium and subcontractors, if any) is registered in the Trade Register in its country of domicile. The tenderer must also be operationally present in South Sudan with relevant registration in order. (YES/NO)	
2.	The Tenderer (including members of consortium and subcontractors, if any) has paid all taxes and pension contributions as well as other payments required by the applicable laws. (YES/NO)	
3.	The tenderer confirms by answering "YES" that it is not operating under a sanction or asset freeze that has been imposed on the tenderer by the European Union (EU), the United Nations (UN), or the Finnish authorities. This requirement concerns the following: - Members of the administrative, management or supervisory body of the Tenderer or persons exercising control, representation or supervision power of the Tenderer; -The Tenderer's direct or indirect owners; - Subcontractors participating in producing the goods or providing the services under this contract; - Members of the administrative, management or supervisory body of such subcontractors or persons exercising control, representation or supervision power of such subcontractors; (YES/NO)	
4.	In case of a joint tender submitted by a group of tenderers, the group will be regarded as partners (consortium). If awarded the contract, they will have an equal responsibility towards the contracting authority in the execution of the contract. All partners shall be considered as tenderers and assume joint and several liability towards the Contracting Authority for the performance of the contract. (YES/NO)	
5.	The tenderer shall confirm whether in its capacity as the Service Provider it is aiming to utilise sub-contracting in performing tasks foreseen in the contract (YES/NO)	

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6.	Valid Membership Certificate (YES/NO)	
7.	Valid Operation License (YES/NO)	
8.	Tax identification (YES/NO)	
9.	Bids Validity: The bid must be valid for a minimum of 12 months	

Company information	
Parent company (legal name)	
Street name and no.	
City	
Postal code	
Country	
Phone no.:	
Fax. no.:	
E-mail:	
web-site:	
Sales Manager (name)	
Director (Name)	
Other contact (Title & Name)	

General information	
Nature of business – please enclose complete product information in English.	
Year of Establishment	
Number of full-time employees	
Licensing Authority	
Licence number (VAT no./TAX I.D.)	
Does your company have a written statement of its environmental policy?	
Please state in which languages technical documents are available:	
Working language:	

Subsidiaries, Associates and/or Overseas Representative	
Countries with registered office:	
Countries with representation (agent):	
List of International quality assurance certification held by your company:	
List of local and national quality assurance certification held by your company	
International trade / professional organisations of which your company is a member:	
Local trade / professional organisations of which your company is a member:	

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After having read your letter of Invitation to Tender no. FCA/SSUCO002/2026 for provision of Hotel Services dated 02/03/2026 on behalf of my company/business, we hereby;

- Accept, without restrictions, all the provisions in the Invitation to Tender including General terms and Conditions for Service contracts with annexes.
- We hereby certify and attest that we meet the eligibility criteria of article stated in the Instructions to Tenderers.
- We further certify and attest that we, and/or our affiliates,
 - comply with the UN *Convention on the Rights of the Child* - UNGA Doc A/RES/44/25 (12 December 1989) with Annex
 - have not made or will not make use of forced or compulsory labor as described in the *Forced Labor Convention* and in the *Abolition of Forced Labor Convention 105* of the International Labor Organization.
 - respect and uphold basic social rights and working conditions for our employees.
 - are not engaged in any development, sale or manufacture of anti-personnel mines and/or cluster bombs or components utilized in the manufacture of anti-personnel mines and/or cluster bombs.
 - Agree to apply the highest reasonable standard of diligence to prevent Money Laundering and Terrorist financing. Compliance with this obligation will be ensured by implementing FCA AML /CFT policy.

The above declarations will become an integrated part of the contract and misrepresentation will be regarded as grounds for termination.

- Our company/business has the following **nationality** [insert], as evidenced in the enclosed Company Registration Certificate.
- In the event the contract is awarded to us, we request that payments under the contract be made to the following **account**: [provide bank account information].

Signature & stamp:

Signed by:

The Tenderer	:
Name of the company	:
Address	:
Telephone no.	:
Fax no.	:
E-mail:	:
Name of contact person	:
Date:	:

Note:

- *FCA has zero tolerance concerning aid diversion and illegal actions and may screen potential applicants, contractors, suppliers, consultants, etc. against international lists to ensure due diligence and compliance with Anti-money laundering and Combating the Financing of Terrorism requirements*

Disclaimer: *FCA South Sudan reserves the right to either amend or cancel this call without notice and shall accept no liability whatsoever as a result. The decision of the FCA South Sudan Procurement Review Committee shall be final.*

Note: Only the successful bidder will be notified. If you don't get a notification from FCA within two weeks after the closing date, consider your quotation unsuccessful.

NB. Attachments – Please check carefully before submitting your tender that you have prepared all the documents required in the instructions to Tenders article “Documents comprising the tender”.

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