

INVITATION TO TENDER

Zambia Country Office

29/09/2026

ITT 202614

Accommodation and Conference Services

SUBMISSION DEADLINE : **07 October 2026**

PRE-SUBMISSION CLARIFICATION MEETING: 09:00 to 17:00 HRS ON 02/10/2026

QUESTIONS / CLARIFICATIONS : Zambia.Procurement@savethechildren.org

FORMAT FOR SUBMISSION : PDF/WORD

PART 1: INVITATION TO TENDER

- Introduction to SCI
- Project Overview and Requirements
 - Award Criteria
- Instructions & Key Information

PART 2: CORE REQUIREMENTS AND SPECIFICATION

Detailed description of SCI's specific requirements (e.g. volumes, delivery dates / locations, product specifications etc).

PART 3: BIDDER RESPONSE DOCUMENT

Template to be used to submit response to this Invitation to Tender.

PART 1 – INVITATION TO TENDER

1. INTRODUCTION TO SAVE THE CHILDREN

SCI is the world's leading independent organisation for children. We save children's lives; we fight for their rights; we help them fulfil their potential. We work together, with our partners, to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

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.

We do this through a range of initiatives and programmes, to:

- Provide lifesaving supplies & emotional support for children caught up in disasters (e.g. floods, famine & wars).
- Campaign for long term change to improve children's lives.
- Improve children's access to the food and healthcare they need to survive.
- Secure a good quality education for the children who need it most.
- Protect the world's most vulnerable children, including those separated from their families because of war, natural disasters, extreme poverty or exploitation.
- Work with families to help them out of the poverty cycle so they can feed and support their children.

For more information on the work we undertake and recent achievements, visit our [website](#).

2. PROJECT OVERVIEW

Item	Description
Description of Goods / Services	Accommodation and Conference Services
Outcome of Tender	Framework Agreement (Fixed Price or Non-Fixed Price) – the successful supplier(s) will be awarded a 'Framework Agreement'. Within the Framework Agreement the terms of supply (e.g. indemnities, liabilities, warranties etc.) shall be agreed, as will the conditions of 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.
Duration of Award	3 Years

Further detail on the specific requirements of the project (e.g. volumes, dates, specifications etc.) can be found in [Part 2 \(Core Requirements & Specifications\)](#) of this Tender Pack.

3. AWARD CRITERIA

SCI is committed to running a fair and transparent tender process, and ensuring that all bidders are treated and assessed equally during this tender process. Bidder responses will be evaluated against four weighted categories of criteria: Essential Criteria, Sustainability Criteria, Capability and Innovation Criteria, and Commercial Criteria.

3.1 ESSENTIAL CRITERIA

Criteria which bidders **must** meet in order to progress to the next round of evaluation. If a bidder does not meet any of the Essential Criteria, they will be excluded from the tender process. These criteria are scored as 'Pass' / 'Fail'.

3.2 SUSTAINABILITY CRITERIA (10%)

Criteria used to evaluate a supplier's approach to labour practices, human rights, environment, ethical conduct, safeguarding and community impact. Bids will be evaluated against the same pre-agreed Criteria of which 2% will relate to Greenhouse Gas (GHG) emissions reporting and reduction.

3.3 CAPABILITY CRITERIA (50%)

Criteria used to evaluate the bidder's ability, skill, innovation capacity and experience in relation to the requirements. Bids will be evaluated against the same pre-agreed Criteria.

3.4 COMMERCIAL CRITERIA (40%)

Criteria used to evaluate the commercial competitiveness of a bid. Bids will be evaluated against the same pre-agreed Criteria.

4. VETTING

Successful bidders must be successfully vetted. This involves checking bidders and key personnel against Global Watch Lists and Enhanced Due Diligence Lists.

The vetting of bidders will be completed after the award decision and prior to any contract being signed, or orders placed. If any information provided by the Bidder throughout the tender process is proved to be incorrect during the vetting process (or at any other point), SCI may withdraw their award decision.

5. BIDDER INSTRUCTIONS

5.1 TIMESCALES

Activity	Date
Issue Invitation to Tender	29 September 2026
Pre-Submission Clarification Meeting	02 October 2026
Deadline for questions from Bidders	02 October 2026

Deadline for Bid Submission	07 October 2026
Bid Clarifications	08 October 2026
Award Contact	12 October 2026

The above dates are for indicative purposes only and are subject to change.

5.2 SUBMISSION FORMAT & BIDDER RESPONSE DOCUMENT

Bidders wishing to submit a bid **must use the Bidder Response Document in [Part 3](#) of this Invitation to Tender Pack**. Any bids received using different formats, or incomplete bids, will not be accepted.

This document allows bidders to submit all the required information and be evaluated fairly and equally against the Essential, Capability and Innovation, Sustainability and Commercial Criteria. Bidders may also be required to submit supporting documentation. Further instructions can be found within the document in Part 3 of this pack.

Bids can be submitted by either:

Electronic Submission via Ariba Network (preferred method of submission)

- Submit your response in accordance with the guidance provided in the below document:



Bidding on a
Sourcing Event v2_fr

- If you plan to submit a bid via Ariba Network but haven't received an email from Ariba with your RFP invitation, notify the tender contact (see Sec 5.4) at least three days before the closing date to ensure registration and receipt of the invitation.
- For any issues preventing submission through Ariba, reach out to the same contact for assistance.

Electronic Submission via Email

- Email should be addressed to The Supply Chain Team at Zambia.Tenders@savethechildren.org
- Note – this is a sealed tender box which will not be opened until the tender has closed. Therefore, do not send tender related questions to this email address as they will not be answered.
- The subject of the email should be “**ITT Accommodation and Conference Services** Bidder Response – ‘Bidder Name’, ‘Date’”.
- All attached documents should be clearly labelled so it is clear to understand what each file relates to.
- Emails should not exceed 15mb – if the file sizes are large, please split the submission into two emails.
- Do not copy other SCI email addresses into the email when you submit it as this will invalidate your bid.

Paper Submission

- Two paper copies submitted on headed paper to Zambia.Tenders@savethechildren.org
- Bids should be submitted in a single sealed envelope addressed to Supply Chain Team

- The envelope should clearly indicate the Invitation to tender reference number 202614 but contain no other details relating to the bid or the bidder's name.
- All supporting documentation should be labelled and grouped together (individual envelopes, stapled etc), and then included in a single sealed envelope as per the above.

5.3 CLOSING DATE FOR BID SUBMISSION

Your bid must be received, no later than **18:00hrs 07/10/2026**

Bids must remain valid and open for consideration for a period of no less than 60 days.

5.4 KEY CONTACTS

All questions relating to the tender should be sent via email to:

Name	Email Address
Supply Chain	Zambia.Procurement@savethechildren.org

Please be advised local working hours are 0800hrs – 1700hrs Monday to Thursday and 0800hrs – 1330hrs on Friday. Please allow up to 2 days for a response.

Where the enquiry may have an impact on other bidders within the process, Save the Children will notify all other Bidders to maintain a fair and transparent process.

PART 2 – CORE REQUIREMENTS & SPECIFICATIONS

1. SPECIFIC REQUIREMENTS

- To support the successful delivery of programmes and operations, Save the Children International (SCI) Zambia may establish Framework Agreements with one or more Accommodation and Conference Facility Service Providers. The number of suppliers selected and the allocation of business among successful suppliers will be at SCI's sole discretion. During the RFP process, existing service providers are expected to maintain agreed service standards, rates, and service delivery levels. The objectives of this RFP are to identify accommodation and conference facility providers that offer professional customer service, timely response to requests, consistent reporting, competitive pricing, high-quality facilities, and measurable performance standards. SCI Zambia is also committed to environmental sustainability and encourages suppliers to adopt environmentally responsible practices.

- **3. Description of Service**

Title: Accommodation and Conference Facility Services

Objective: To provide accommodation, conference, meeting, and catering services to Save the Children International Zambia.

Recipient: Save the Children International Zambia.

Scope of Work

- The successful supplier shall provide quality accommodation, conference, and catering services for SCI staff, consultants, partners, and guests as required. Services will be provided only upon receipt of an approved Purchase Order (PO) or written instruction from SCI. The supplier shall maintain high standards of professionalism, cleanliness, safety, security, customer service, and compliance with SCI policies, including supplier vetting, safeguarding, and sustainability requirements. SCI reserves the right to approve accommodation, conference, and catering arrangements and may conduct supplier vetting and security assessments when necessary. All invoices, receipts, and supporting documentation must be submitted accurately and on time to facilitate payment processing. The supplier shall be responsible for the conduct and welfare of its employees and for any loss or damage arising from its operations. The contract shall be governed by the signed Framework Agreement and Service Level Agreement.

Expected Output

- Provision of quality, safe, reliable, and satisfactory accommodation, conference, and catering services that meet SCI requirements.

Specific Requirements

Accommodation Services

- The service provider shall provide clean, safe, secure, and comfortable accommodation with self-contained rooms equipped with private bathrooms, working toilets, toiletries, wardrobe space, drinking water, and hot shower facilities. Rooms must be well maintained, properly ventilated, and furnished with clean bedding, carpets, and furniture. Accommodation facilities shall provide reliable Wi-Fi, television services, air conditioning where available, and both smoking and non-smoking room options. The facility must provide adequate security measures and secure arrangements for guests' valuables, such as lockable safes or similar facilities. Quality meal options, including vegetarian, non-vegetarian, and halal meals, must be available upon request. The facility should be easily

accessible, disability friendly, and conveniently located near key amenities such as hospitals, shopping centres, banks, and foreign exchange services. Flexibility in check-in and check-out arrangements is desirable where operational needs require it.

Conference and Meeting Services

- The service provider shall provide conference rooms and meeting facilities that can accommodate the number of participants specified in the Purchase Order. Conference rooms should be well ventilated, comfortable, accessible, and preferably have natural lighting. The conference package shall include meeting room hire, projector and screen, flipcharts with stands and markers, writing materials such as pens and notepads, sound system, and reliable wired and wireless internet connectivity. Suppliers shall provide buffet lunch accompanied by a beverage option, including fresh juice, soft drink, yoghurt, or drinking water. Two tea or coffee breaks with snacks shall be provided each day. Fresh fruits should be available during meetings, and suppliers are encouraged to avoid sweets and candy where possible. Drinking water should be provided using environmentally friendly options such as reusable bottles, water dispensers, or pitchers instead of single-use plastic bottles. The service provider shall ensure cleanliness, professionalism, and support throughout the event and maintain backup power arrangements where necessary.

Sustainability and Compliance Requirements

- The supplier shall comply with SCI's Supplier Sustainability Policy, safeguarding requirements, and all applicable legal and regulatory requirements. Suppliers are encouraged to minimise the use of single-use plastics, implement waste reduction measures, promote efficient use of water and energy, and adopt environmentally sustainable business practices. All suppliers and their personnel shall cooperate with SCI's supplier vetting, safeguarding, security, and compliance requirements throughout the contract period.

OTHER COMMERCIAL CONSIDERATIONS	
Duration for which pricing can be fixed	

PART 3 – BIDDER RESPONSE DOCUMENT

1. INTRODUCTION

This document **MUST BE USED** by Bidders wishing to submit a bid. Bidders must complete all of the 5 sections linked below:

- [Section 1 – Essential Criteria](#)
- [Section 2 – Capability & Innovation Questions](#)
- [Section 3 – Sustainability Questions](#)
- [Section 4 – Commercial Questions](#)
- [Section 5 – Bidder Submission Checklist](#)

The Bidder is required to sign a copy of the Check list in Section 5 as part of their submission.

2. INSTRUCTIONS

Within each section there are instructions providing guidance to the bidder on what information is required. This guidance details the **MINIMUM** requirements expected by SCI.

For your bid response please complete all the sections in this Part 3 below.

Where you believe there is an alternative specification or solution to the requirements in Part 2 above you may submit an additional bid response. For avoidance of doubt this will require you to submit two (2) separate bid response documents. Both bids shall be evaluated following the same process as outlined in Part 1 above.

If a Bidder wishes to add further information, this is acceptable, but the additional information should be limited to only items that are relevant to the tender.

- ☐ For the avoidance of doubt, bidders are required to complete all items within the Bidder Response Document unless clear instruction is provided otherwise.
- ☐ If a Bidder does not complete the entire Bidder Response document, their submission may be declared void.
- ☐ If a Bidder is unable to complete any element of the Bidder Response Document, they should contact Save the Children using the contact details provided for guidance.

By submitting a response, the bidder confirms that all information provided can be relied upon for validity and accuracy.

SECTION 1 - ESSENTIAL CRITERIA

INSTRUCTIONS – Bidders are required to complete all sections of the below table.

Item	Question	Bidder Response	
		Yes / No	Comments / Attachments
1	Bidder accepts Save the Children's 'Terms and Conditions of Purchase' and that any business awarded to the bidder will be completed under the Terms and Conditions included in Section 5 of this pack.		
2	The Bidder and its staff (and any sub-contractors used) agree to comply with SCI's Supplier Sustainability Policy [set out under Section 5 of this document] and the included Mandatory Policies.	Yes / No	Comments
3	The bidder confirms it is not linked directly or indirectly to any terrorism related activity and does not sell any Dual-Purpose goods /	Yes / No	Comments

	services that may be used in a terror related activity		
4	The bidder will provide details for and be vetted against global sanctions lists. The bidder confirms they are not a prohibited party under applicable sanctions laws or anti-terrorism laws or provide goods under sanction by the United States of America or the European Union.	Yes / No	Comments
5	The Bidder confirms it is fully qualified, licensed and registered to trade with Save the Children (including compliance with all relevant local Country legislation). This includes the Bidder submitting the following requirements (where applicable): - Legitimate business address - Tax registration number & certificate / proof of tax payment - Business registration certificate - Trading license	Yes / No	Comments
		Requirement (add/delete as required)	Bidder Response / Attachments
		Legitimate Business Address	
		Tax Registration Number & Certificate / proof of tax payment	
		Business Registration Certificate	
		Trading License	
6	The bidder confirms it is not linked directly or indirectly to any terrorism related activity and does not sell any Dual-Purpose goods / services that may be used in a terror related activity.	Yes / No	Comments
7	The Bidder confirms that the quoted items meet the required specifications, quality standards, and delivery requirements stated in this RFQ.	Yes / No	Comments / Attachments
8	The Bidder agrees to be audited by SCI's donors, or their authorised auditing agencies.	Yes / No	Comments / Attachments
9	The Bidder agrees to due diligence visit by SCI.	Yes / No	Comments / Attachments

SECTION 2 – CAPABILITY & INNOVATION QUESTIONS

INSTRUCTIONS – Bidders are required to complete all sections of the below table.

Item	Question	Bidder Response
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1	REFERENCES Bidder shares two (2) examples of their experience in providing services similar to those included within the scope of this tender. Examples provided must be for similar projects within a similar environment / context to that in which Save the Children operates, and within the last two (2) years. <i>(Note – the Bidder must ensure that for any client references shared, the nominated client is happy to be contacted / visit by Save the Children)</i>	Client Name	Contact Details (Name & Email)	Project Description
		1)		
		2)		
2	Bidder has demonstrated previous experience in offering and implementing innovative solutions which delivered new value to clients Bidder to attach/provide evidence or reference to validate this capability and experience. 10 points	Bidder Response		Attachment(s)
3	5 Copies of Framework Agreements / Contracts/Purchase Orders from other organisations received within the past 2 Years (10 points)	Bidder Response		Attachment(s)
4	Service Delivery Capacity and Facility Capability Bidder demonstrates capacity to provide quality accommodation, conference, and catering services. Provide details of room inventory, conference room capacities, catering capacity, internet availability, backup power systems, security arrangements, accessibility features, and staffing structure. Supporting evidence such as brochures, photographs, or facility profiles should be attached. (15 Points)	Bidder Response		Comments
5	Health, Safety, Security and Safeguarding Measures Bidder demonstrates that adequate health, safety, security, and safeguarding measures are in place for guests, conference participants, and staff. Please	Bidder Response		Comments

	provide details of fire safety systems, emergency exits, first aid arrangements, security personnel, child safeguarding measures, and compliance with relevant statutory requirements. (5 Points)		
	Quality Assurance and Customer Service Systems Describe procedures in place to ensure customer satisfaction, service quality monitoring, complaint handling, booking management, response times, and continuous improvement of services. (5 Points)		
6	Business Continuity and Reliability Describe contingency measures in place to ensure uninterrupted service delivery, including backup electricity, water supply, internet connectivity, security arrangements, and emergency response procedures. (5 Points)	Bidder Response	Attachment(s)

SECTION 3 – SUSTAINABILITY QUESTIONS

- Sustainability is an increasingly important topic within the Humanitarian Sector, and it is critical that bidders understand its importance. SCI expects bidders to act in a Sustainable way and make continuous progress.
- The [SCI Supplier Sustainability Policy](#) sets the expectation with bidders on what is important to us and our donors. All bidders must comply to it.
- Answering the Sustainability Questions in this section is part of the bidders' Sustainability commitment.
- To help you succeed, we provide [Guidance Notes](#) and on demand e-learning on [Environment](#), [Ethical Conduct](#) and [Safeguarding](#), designed specifically for bidders who operate in the Humanitarian sector, so you understand what is expected and how to improve.

INSTRUCTIONS – Select up to 5 Sustainability Sub-Standards from the provided list in the second column of the table below and rank in order of priority in the third column. For each selected Sub-Standard, detail both the 'Current Actions' and 'Future Actions Planned' in the table. We expect evidence to be attached where applicable.

We will then score/evaluate your current Sustainability credentials and ambition for future improvements. As part of our due diligence processes we may request clarification or supporting information and, if awarded, review progress of planned actions.

SUSTAINABILITY STANDARDS	SUSTAINABILITY SUB-STANDARDS	TOP IMPACT SUB-STANDARDS	CURRENT ACTIONS	FUTURE ACTIONS PLANNED	TARGET DUE DATE FOR FUTURE ACTIONS
		Select maximum 5 sustainability sub-standards from the list in column 2 that have most impact on your organisation (e.g. areas of most risk for your organisation) and rank them in order of importance (1=highest priority, and so on)	Only complete for sub-standards identified as a priority in column 3. Detail existing activities which you have or are currently implementing in this area. Please attach evidence where applicable	Only complete for sub-standards identified as a priority in column 3. Detail new activities you plan to implement in the future (see Sustainability Standards Guidance Notes for suggested actions). Please attach evidence where applicable	
Human Rights & Labour	Discrimination, Harassment, Intimidation & Bullying	Example: 1	Example: Our company enforces a strict Code of Conduct that addresses all forms of discrimination, harassment, intimidation and bullying. Every new joiner is required to read and sign this Code as it forms an integral of the employment contract.	Example: The Human Resources department is planning to conduct an awareness training session next year covering this topic. All employees will be required to join. This initiative aims to reinforce our commitment to a respectful and inclusive work environment.	Example: October 2026
	Discrimination, Harassment, Intimidation & Bullying				
	Child Labour & Minimum Working Age				
	Modern Slavery, Human Trafficking & Forced Labour				
	Fair Wages & Working Hours				
	Health & Safety				
Environment	Emissions Production				
	Waste Generation				
	Resource Consumption				
Ethical Conduct	Corruption				

		TOP IMPACT SUB-STANDARDS	CURRENT ACTIONS	FUTURE ACTIONS PLANNED	
Safeguarding STANDARDS Community Impact	Conflicts of Interest				
	Gifts & Hospitality				
	Child Safeguarding				
	Adult Safeguarding				
	Community Strengthening / Cultural Heritage / Indigenous People				
Other	General				

INSTRUCTIONS – Bidders are required to complete all sections of the below table.

- ❑ SCI is committed to cutting CO₂e emissions by over 50% by 2030. Most of these emissions come from purchased goods and services, therefore reducing our Supply Chain footprint is our top priority.
- ❑ GHG (greenhouse gas) emissions performance reporting will be part of the bid evaluation.
- ❑ Bidders will not be disqualified if they do not track yet but must commit to start tracking and implementing reduction measures over time.

Item	Question	Bidder Response
1	Please indicate whether your organisation measures or reports on greenhouse gas (GHG) emissions? Note: GHGs are levels of carbon dioxide, carbon monoxide, sulphur dioxide and other gaseous byproducts of the industrial processes a company emits in its business operations. ❑ <u>please share your decarbonisation plan</u> if you are reporting or tracking GHG emissions ❑ If you are not reporting or tracking GHG emissions, please indicate whether you plan to in future and the approximate timeline to report if it is planned	Bidder Response / Attachments
2	<<Project Specific Criteria>>	Bidder Response
3	<<Project Specific Criteria>>	Bidder Response

SECTION 4 – COMMERCIAL QUESTIONS

Accommodation and Conference Services Price Schedule

Service Description	Unit	Standard (ZMW)	Deluxe (ZMW)	Executive (ZMW)	Twin (ZMW)
Single Room with Breakfast Included	Per Night				
Double Room with Breakfast Included	Per Night				
Single Room on Half Board	Per Night				
Double Room on Half Board	Per Night				
Single Room on Full Board	Per Night				
Double Room on Full Board	Per Night				

Conference and Meeting Services Price Schedule

Service Description	Unit	Rate (ZMW)
Full-Day Conference/Meeting Package (Hall hire, one lunch, two tea/coffee breaks, buffet, soft drinks, juices, mineral water, projector hire)	Per Person/Day	
Half-Day Conference/Meeting Package (Hall hire, one lunch, one tea/coffee break)	Per Person/Half Day	
Break-Out Room	Per Room/Day	
Main Conference Hall Hire Only	Per Day	
Projector Hire	Per Day	
PA System / Sound System Hire	Per Day	
Flip Chart with Markers	Per Day	
LCD Screen / TV Display Hire	Per Day	

Catering and Refreshments

Service Description	Unit	Rate (ZMW)
Morning Tea/Coffee Break	Per Person	
Afternoon Tea/Coffee Break	Per Person	
Buffet Lunch	Per Person	
Buffet Dinner	Per Person	
Mineral Water	Per Bottle	
Soft Drinks	Per Bottle/Can	
Assorted Fruit Juice	Per Person	

Transport and Additional Services

Service Description	Unit	Rate (ZMW)
Airport Shuttle Service	One Way	
Airport Shuttle Service	Return Trip	
Local Shuttle Service within Town	Per Trip	

Vehicle Hire with Driver	Per Day	
Outside Catering Service	Per Person/Event	
Outside Catering Transportation Fee	Per Trip	
Equipment Transportation Fee	Per Trip	

Note to Bidders:

1. Bidders should provide rates in Zambia Kwacha (ZMW) inclusive of all applicable taxes.
2. Rates should remain valid for the duration of the Framework Agreement unless otherwise agreed.
3. Any additional services not listed above should be provided in a separate annex with corresponding rates.
4. Clearly indicate whether rates are inclusive or exclusive of VAT.

OTHER COMMERCIAL CONSIDERATIONS	
Duration for which pricing can be fixed	

SECTION 5 – BIDDER SUBMISSION CHECKLIST

We, the Bidder, hereby confirm we have completed all sections of the Bidder Response Document:		
No	Section	Please Tick
1.	Section 1 – Essential Criteria	
2.	Section 2 – Capability & Innovation Questions	
3.	Section 3 – Sustainability Questions	
4.	Section 4 – Commercial Questions	
We, the Bidder, confirm we have uploaded all of the required information and supporting evidence:		
Section	Required Document / Evidence	Please Tick
Essential Criteria Evidence	Proof of legitimate business address	
	Copy of tax registration number & certificate	
	Copy of business registration certificate	
Capability & Innovation	Completed Bidder Response Document	
	Supporting Financial Documents	

Criteria Evidence		
Sustainability Criteria Evidence	Completed Bidder Response Document	
	Decarbonisation Plan (if applicable)	
Commercial Criteria Evidence	Completed Bidder Response Document	
We, the Bidder, hereby confirm we compliance with the following policies and requirements:		
Policy	Policy / Document	Signature
Terms & Conditions of Bidding	 1. Terms & Conditions of Bidding	
Terms & Conditions of Purchase	temphttps://qualityframework.savethechildren.net/safeguarding/safeguarding-policylate	
Supplier Sustainability Policy and the included mandatory policies	Click Here to Access	

We confirm that Save the Children may in its consideration of our offer, and subsequently, rely on the statements made herein.

Signature:

Name:

Title:

Company:

Date: