



## **TERMS OF REFERENCE (TOR)**

**REF: HIHEA/06-2026/PROC**

### **Call for Proposals for Provision of Event Logistics and Refreshment Services**

#### **For Coastal Region Operations – Mombasa, Kwale and Kilifi Counties**

##### **1. Organizational Background**

Hand in Hand Eastern Africa (HIH EA) is registered in Kenya as a Non-Governmental Organization (NGO). The organization started its operations in 2010 and it boasts 25 operative field offices in 33 counties out of 47 counties in Kenya. HIH EA is a member of the Hand in Hand Global Network that comprises affiliated organizations that mutually pursue the shared goal of poverty alleviation while supporting poorer communities to develop sustainable enterprises and jobs.

The organization strives to work with the marginalized communities in the areas of economic and social empowerment using a participatory approach aimed at supporting people to overcome poverty and vulnerability through development of sustainable enterprises.

##### **2. Purpose of the Assignment**

The purpose of this assignment is to identify and establish a pool of competent and reliable service providers capable of delivering logistical support services for program activities implemented by Hand in Hand Eastern Africa within Mombasa and Kilifi Counties.

The engagement aims to ensure the timely, efficient, and cost-effective provision of essential logistical services, including the supply of refreshments and sundries, venue hire, tent hire, and chair hire, to support the successful planning and implementation of trainings, workshops, meetings, community engagements, and other project-related events.

Through this process, Hand in Hand Eastern Africa seeks to partner with vendors who can consistently provide cost effective and quality services, responding promptly to program needs, thus contributing to the smooth execution of activities across the Coastal Region.

##### **3. Duration**

The service provider shall be engaged for an initial period of one (1) year, renewable subject to satisfactory performance evaluation and continued project implementation.

##### **4. Scope of Services**

Interested vendors are invited to share a comprehensive proposal providing rates for the following services.

- Sundries (e.g., Soda, Drinking Water, Bread, Milk, Snacks, and Related Refreshments).
- Hall hire services
- Tent hire services
- Chair hire services

##### **A. Supply of Sundries**

This includes but is not limited to:

- Drinking water 500ml & 1lr
- Soda 300ml
- Bread 400g

- Milk 500ml
- Delivery of supplies to activity venues-standard delivery rates that apply for delivery services

#### **Service Level Expectations:**

- Supply a variety of fresh and safe consumables, including drinking water, beverages (soda), bread, milk and tea.
- Ensure all items meet acceptable health, safety, and hygiene standards.
- Guarantee consistent availability and reliability of supplies as per event requirements.
- Provide timely and efficient delivery directly to designated activity venues.
- Demonstrate flexibility and responsiveness to varying quantities and short-notice requests.
- Maintain professional service standards, including proper packaging, handling, and customer service.

#### **B. Provision of Hall Hire Services**

The halls should preferably:

- Accommodate varying participant capacities -50, 100, 300, 500pax
- Be accessible and secure
- Have adequate seating arrangements
- Have clean washroom facilities
- Provide reliable power supply and ventilation
- Be located within Mombasa and Kilifi Counties

Additionally, Accessories such as projectors, sound systems, Wi-Fi, and parking will be an added advantage and if there are applicable fees please indicate on the proposal.

#### **Service Level Expectations:**

- Provide suitable venue capacity to accommodate small to large groups (50–500 participants).
- Ensure easy accessibility and adequate security for all attendees.
- Deliver comfortable seating and appropriate room setup based on event requirements.
- Maintain high standards of cleanliness, especially for washroom facilities.
- Guarantee consistent power supply and proper ventilation to support a conducive environment.
- Offer value-added amenities such as audio-visual equipment, internet connectivity, and parking where available.
- Demonstrate professional service delivery, including timely readiness, on-site support, and responsiveness.

#### **C. Provision of Tent and Chair Hire Services**

Tent services should include:

- Supply and setup of tents of varying capacities; 50, 100, 300, 500pax
- Clean and well-maintained tents
- Timely setup and dismantling
- Ability to support both indoor and outdoor events Supply of clean and well-maintained chairs/ rate per chair
- Delivery, arrangement, and collection
- Availability of sufficient quantities for large events

#### **Service Level Expectations:**

- Provide tents of appropriate sizes and capacities, suitable for different event requirements.

- Ensure tents are clean, well-maintained, and structurally sound for safe use.
- Guarantee timely setup and dismantling, with readiness prior to event start times.
- Demonstrate the capacity to support both indoor and outdoor events in diverse environments.
- Supply clean, durable, and well-maintained chairs in sufficient quantities for small to large gatherings.
- Offer efficient delivery, proper arrangement, and timely collection of chairs and tents.
- Maintain professional service standards, including responsiveness, organization, and adherence to schedules.

#### **D. Logistics and Delivery Services**

- Transportation and delivery
- Coordination with HIH EA teams
- On-site support

#### **Service Level Expectation:**

- Provide reliable transportation and delivery services for supplies to designated event venues.
- Ensure timely delivery and collection, aligned with event schedules and organizational requirements.
- Maintain effective coordination with HIH EA teams, ensuring clear communication, planning, and responsiveness.
- Demonstrate flexibility and adaptability to accommodate changes in schedules, locations, and quantities.
- Uphold professional standards, including safe handling of items, accountability, and efficient service delivery.

#### **4. Geographic Coverage**

The services shall be provided within the Coastal Region, specifically covering:

- Mombasa
- Kilifi
- Kwale

##### **4.1 Indicative Areas of Service Delivery**

The successful service provider may be required to deliver services in the following locations. This list is indicative and not exhaustive, and may be adjusted based on project needs:

No.	Kwale County	No.	Mombasa County	No.	Kilifi County
1	Ukunda	1	Likoni	1	Takaungu
2	Lungalunga	2	Mishomoroni	2	Matsangoni
3	Shimoni	3	Bamburi	3	Kibarani
4	Funzi	4	Changamwe	4	Watamu
5	Msabweni	5	Jomvu	5	Mtwapa
6	Kinago	6	Mvita		
7	Mazeras	7	Shanzu		
8	Tsunza				
9	Bonje				
10	Magogoni				
11	Kwale town				

## 5. Eligibility Requirements

Interested firms must meet the following minimum requirements:

### Mandatory Requirements

Applicants must submit copies of:

1. Statutory documents; Certificate of Incorporation/Business Registration , Valid KRA PIN Certificate, Valid Tax Compliance Certificate, Business Permit/Trade License
2. A profile detailing experience and services offered
3. Evidence of capacity to deliver services within Mombasa and Kilifi Counties. Capacity statement (equipment, personnel, logistics capability)
4. Audited financial statement for the immediate past 1 year.
5. CR12 (for registered companies, where applicable)
6. Valid identification documents for directors/proprietors
7. Evidence of physical business location and contacts
8. Applicable references from organizations previously served of similar assignments undertaken

## 7. Proposal Requirements

Applicants should submit a detailed financial proposal indicating:

- Statement of capacity to handle the assignments
- Unit rates/pricing for the services offered
- Transportation/delivery costs where applicable
- Any applicable taxes
- Validity period of the quotation/pricing

Pricing should be presented clearly and in Kenya Shillings (KES).

## 8. Evaluation Criteria

Applications will be evaluated based on:

No.	Requirement	Weight%
1	Compliance with mandatory requirements	20%
2	Capacity to deliver services	20%
3	Competitive pricing	30%
4	Relevant experience and past performance	15%
5	Geographic coverage within the Coastal Region	15%

Only shortlisted vendors will be contacted.

## 9. Ethical Considerations and Compliance

The selected vendors shall be expected to uphold high standards of integrity, professionalism, and ethical conduct in all engagements. Vendors must comply with all applicable statutory and regulatory requirements and shall not engage in any form of fraud, corruption, conflict of interest, discrimination, or unethical business practices during the execution of services.

## **10. Submission Instructions**

Interested vendors should submit:

- Technical Proposal
- Financial Proposal
- All mandatory documents

Submissions should be sent via email to [procurement@handinhand-ea.org](mailto:procurement@handinhand-ea.org), indicating the Ref. Number as the subject line of the email.

## **11. Submission Deadline**

All proposals must be submitted on or before: **3<sup>rd</sup> July, 2026.**