



Request for Quotation (RFQ)
Ushering Services
Inclusive Africa Conference 2026

1. Introduction

The Inclusive Africa Conference is an annual convening that brings together government representatives, private sector leaders, innovators, disability inclusion advocates, and development partners to advance digital accessibility across the continent. The 2026 edition will take place in Nairobi, Kenya, at the JW Marriott Hotel, from 2nd – 4th June 2026.

inABLE seeks a qualified and experienced service provider to deliver Ushering Services for the Inclusive Africa Conference 2026.

The selected vendor will play a critical role in ensuring a professional, organized, inclusive, and seamless experience for all participants, including VIP guests and persons with disabilities.

2. Scope of Work

2.1 Pre-Event Preparation

- Attend briefing sessions with the inABLE team.
- Participate in mandatory training sessions, including Event flow, delegate registration and check in, disability etiquette & inclusion, and emergency procedures
- Develop a deployment plan for ushering officers across key areas.

2.2 Ushering Services (2nd – 4th June 2026)

(Please refer to the [Draft Agenda Here](#))

Provide trained ushers to support:

- Delegate registration, check-in, and reception areas
- Conference plenary and breakout sessions
- Exhibition and networking areas

Responsibilities include:

- Welcoming and directing participants upon arrival
- Managing registration flow and attendee movement
- Guiding guests to designated rooms and seating areas
- Managing entry and exit during sessions
- Providing information on schedules, venues, and facilities



- Supporting accessibility compliance for all delegates
- Ensure stage readiness (seating arrangements, podium setup as required).

3. Deliverables

Category	Description	Specifications
Ushers	Provision of trained and professional ushers to support all conference activities	Adequate number of ushers deployed across registration, plenary, breakout sessions, and exhibition areas for the full event duration (2nd – 4th June 2026)
Registration & Reception Support	Management of delegate check-in, registration flow, and reception areas	Real-time support during peak and non-peak hours to ensure smooth and efficient attendee processing
Session & Venue Support	Coordination of participant movement across plenary and breakout sessions	Continuous guidance of attendees to rooms, seating, and facilities; management of entry and exit during sessions
Guest Engagement & Information	Welcoming, directing, and providing information to participants	Ushers to be knowledgeable on conference schedule, venue layout, and key touchpoints throughout the event
Exhibition & Networking Support	Assistance in managing attendee flow within exhibition and networking spaces	Active presence to guide participants and support seamless interaction within these areas
Accessibility Support	Support to ensure inclusive participation for persons with disabilities	Ushers trained to provide assistance aligned with accessibility needs (e.g., guiding, communication support, coordination with accessibility services) throughout the event
Stage & Room Readiness	Support in maintaining readiness of session spaces	Ensure proper seating arrangements, podium setup, and general room organization before and during sessions
On-site Coordination	Collaboration with event team for smooth operations	Continuous coordination with organizers and vendors to address real-time needs and issues



4. Service and Operational Requirements

The vendor must ensure:

- Adequate number of ushering officers to cover all event areas.
- All personnel are well-trained, professional, and presentable.
- Personnel demonstrate excellent communication and interpersonal skills.
- Strong understanding of event operations and guest management.
- Presentable dress code and appearance

Accessibility and Inclusion

- All ushers must be trained in disability etiquette. (To be facilitated by inABLE)

Coordination and Reporting

- Team lead will report directly to the designated Event Coordinator.
- Maintain clear communication with the organizing team.

5. Timelines

Task	Timeline
Pre-event briefings and training	May 2026
Deployment and rehearsals	Before 1st June 2026
Event service delivery	2nd – 4th June 2026

6. Qualification Requirements

Interested vendors must demonstrate:

- Proven experience providing ushering services for conferences or large events
- Availability of trained and professional personnel
- Strong coordination and communication capacity



Tenderer Eligibility: Tenderers must submit:

- Company Profile
- Minimum of 3 clients' references of similar assignments
- Certificate of Registration/Incorporation
- KRA PIN Certificate
- Current Business Permit
- Financial proposal with itemized costs (KES)

7. Submission Process

Send submissions to: vendors@inable.org

Email Subject: *RFQ – Ushering Services for Inclusive Africa Conference 2026*

Submission Deadline: April 29, 2026, at 5.00 PM EAT

8. Safeguarding & Inclusion

inABLE has zero tolerance for Sexual Exploitation and Abuse. All offers are subject to background checks and adherence to PSEA and Child/Adult Safeguarding policies. inABLE is an equal opportunity employer committed to diversity and inclusion in the workplace. Women and persons with disabilities are strongly encouraged to apply.

9. Rights and Responsibilities

The selected vendor shall ensure delivery of all services as outlined in this RFQ. inABLE reserves the right to request replacement of personnel or make adjustments to ensure service quality, professionalism, and inclusivity standards are met.