

Terms of Reference (TOR) Operations of the UN Cafeteria (Long term agreement)

I. INTRODUCTION :

The Joint Office of UNDP, UNFPA and UNICEF in Cabo Verde, on behalf of UN agencies in Cabo Verde, is soliciting proposals from duly qualified and certified companies for the provision of canteen and catering services to the UN House located on Avenida OUA, Achada Santo Antonio, Praia (Canteen is on the ground floor).

For the UN Agencies in Cabo Verde it is imperative to maintain an image of professionalism and prestige in all its operational activities including also the proper running of a cafeteria which provides an essential service to the UN staff, as well as their clients and guests.

II. BACKGROUND :

UN Agencies which are located in the UN building:

The Joint office of UNDP, UNFPA and UNICEF, WHO, FAO, UNODC, UNIDO, OIM, OIT, UNWOMEN, UNV, UNHABITAT, WORLD BANK, and Projects.

The UN agencies have a diversified work force in terms of nationalities, cultures and religions. It is assumed that the bidder will follow the holiday scheme applied by the UN Agencies. It is worth mentioning that the UN Agencies do not observe all public holidays in Cabo Verde.

UN Cabo Verde employs approximately 100 personnel. It is estimated that currently approximately half of the personnel regularly purchase a range of good quality coffees, sometimes combined with breakfast/pastry items and around 30 personnel/visitors buy lunch. These numbers fluctuate daily due to personnel travelling commitments and visitors attending conferences and meetings.

Catering events: In addition to the regular canteen services to staff and individual visitors, UN Cabo Verde hosts several workshops, meetings and conferences which require specific hospitality arrangements. Such events are pre-planned, and requests made in advance for special requirements. For this Terms of References, the services related to these events are referred to as “catering services”

A Kitchen space is provided with basic joinery and utility supplies. The Contractor will be required to submit the interior fitting out plan and an equipment list for approval prior to installing any equipment requiring electrical or plumbing connection.

III. PURPOSE :

The Joint office of UNDP, UNFPA and UNICEF seeks to establish a contract, under a long-term agreement, for the provision of canteen and catering services at the UN premise, located at Av. OUA, Achada Santo Antonio, Praia.

The scope of the contract is to provide balanced, nutritious, healthy and tasty food (breakfast, lunch, hot and cold beverages, and snacks) to UN staff and its visitors within the premises on a daily basis as well as on the frequent occasion of specific events/meetings taking place at its premises.

The serving staff must have good communication skills in Portuguese. Other languages would be advantageous.

The UN building is a smoke free environment and smoking is not permitted on the premise. Accordingly, it is not permitted to sell tobacco products in the canteen. In addition, it is not permitted to sell alcohol in the canteen.

IV. SCOPE OF WORK :

The awarded bidder will be required to demonstrate the ability to provide the following, but not limited to, activities relating to the service delivery:

1. Quality controlled, varied and healthy menus prepared in accordance with industry recognized best practice. Furthermore, quality should be in accordance with ISO standard or Cabo Verdean equivalent.
2. Adherence to most recent dietary guidelines by the World Health Organization and a menu plan consistent with the WHO dietary guidelines (attached). Menus must also include items for people with dietary restrictions and offer "low fat", "low sodium", "low calorie" and "reduced sugar" menu items. The Contractor shall offer food that provides wide variety to customers, including vegetarian, vegan, organic, healthy, and "light eater".
3. An environment consistent with industry recognized best practice for health and safety and food hygiene.
4. A flexible and friendly service with a customer-oriented focus on the Clients' staff and guests.
5. Ensure good communication to staff and visitors on assigned platform (notice boards in the canteen, etc...)
6. Ability to provide a selection of food where the use of organic products is predominant and a plan for sustainable and environmentally friendly waste management. making sure that the products and services the organization buys are as sustainable as possible, with the lowest environmental and most positive social impact.

Bidders should submit proposals that meet or exceed the requirements stated in this ToR.

Note that some events can take place partially outside regular office hours and sometimes late evenings.

Duration of the contract:

Contract start and duration: The successful Contractor will be required to take over the Cafeteria in February 2019. The contract will be for 1 year with possible extension of 2 more years, upon satisfactory performance of the contractor and UN's requirement.

V. CONDITIONS :

The contractor is expected to provide foodstuff, snacks, beverages etc at prices that reflect the market price with an appropriate deduction reflecting that UN provides premises, furniture, Kitchen equipment, ventilation system and cooling at a fee to the Contractor, with the exception of small kitchen appliances.

UN will make no direct payment for provision of food services, materials, or equipment except for additional catering services for meetings and official functions, which may require catering services for drinks/coffees, lunches and receptions etc. Contractor will then provide the additional catering services directly to agencies located in the UN House and invoice these agencies directly.

Contractor will sell foodstuff to individual staff members who will pay the contractor directly. The UN will not be involved nor be a party to these transactions or take part in the resolution of outstanding payments.

To facilitate payments, the contractor must provide a cash register and a POS terminal as an alternative to non-cash payment.

The contractor shall submit latest one week in advance the menu for the following week with information about the nutritional values, written in Portuguese and in electronic format to be shared with staff. The menu and price list should be posted visibly in the canteen area.

The UN does not guarantee minimum number of meals be served. The Contractor shall be entitled to retain all proceeds of sales.

No outside visitors can be allowed to the cafeteria other than the UN staff, their guests, or participants of events organized at the UN House.

It will not be allowed production for external clients/services.

Damaged caused to equipment through misuse or negligence will be charged to the awarded bidder.

The awarded bidder shall not use the premises, equipment and materials made available for the needs of UN House or events authorized by the latter, and in any case for purposes other than those specified in this ToR.

Site visits to the premises will be arranged so interested Contractors can see the facilities prior to preparation of their proposals.

VI. THE CONTRACTOR SHALL :

1. Regularly supply, store, prepare and serve safe and nutritious food during working days (Monday to Friday) from 8.30 a.m. to 5:00 p.m.
2. Provide all items necessary for the functioning of the cafeteria, including but not limited to equipment, utensils, cookware and tableware.
3. Cater for the meetings and other social activities taking place in the UN House, organized by the UN agencies or their projects. Prepare, serve and clear coffee, lunch, receptions requested for the meetings. No equipment or utensils will be provided by the UN, the bidder is required to bring all the necessary materials. Ordering takes place by requisition.
4. Provide CVs of the staff that will be preparing, managing, and serving food at the cafeteria.
5. Provide medical certificates for the staff that they are fit to work in catering.
6. Maintain neat, clean and attractive appearance of the Cafeteria always and ensure that a very high standard of hygiene is maintained. Cleaning services and related supplies are the contractor's responsibility. The kitchen must be maintained in accordance with recognized best practice and to the standards laid down by the Cabo Verde authorities. The UN may organize unannounced spot checks.
7. The Contractor shall provide all the services described in the TOR at no charge to the UN.

VII. REQUIREMENTS :

1. Pay for the public utilities (e.g. electricity, water, waste removal, etc.) pertaining to the operation of the Cafeteria (including lighting, stoves, refrigerators, ventilation, air conditioning, water boilers, and all other equipment). This will directly be invoiced Operations services. Invoices must be paid within 5 days working from receiving the notification.
2. Pay a caution of 150.000,00 CVE before starting operating to cover a guarantee of any outstanding expenses and repairs at the end of the contact. The amount may be reimbursed upon termination/ cessation of contract, provided that no outstanding costs and balances are due.
3. Contractor shall report to operations services all anomalies in writing. Arrangements and repairs shall be made with an agreement.

Special References :

1. Pay all remuneration due to contractor's employees, as well as the social security charges (INPS);
2. Contractor is solely responsible for the payment of income taxes due to the Government;
3. Under no circumstances the contractor or its employees are covered by the Convention the privileges and immunities granted to UN staff.

The bidder is encouraged to consider the following environmental attributes:

1. Using permanent tableware and stainless-steel service-ware minimizes generation of waste.
2. Privileging those who bring their own re-usable coffee mugs, further reducing the general waste stream. Using 100% recycled unbleached napkins that are compostable. No plastic cups or straws.
3. Recycling plastic and glass bottles and aluminum cans.

VIII. EXPERIENCE AND REQUIREMENTS OF CONTRACTOR

1. Bidder must be legally authorized to carry out business in Cabo Verde and should submit a copy of their business registration certificate and IVA registration certificate.
2. Minimum 3-years’ experience in the canteen, restaurant, or catering business.
3. Bidder shall prepare and implement a plan to ensure health and hygiene requirements are met for commercial food service facility.

IX. STAFF QUALIFICATIONS

1. Staff able to provide the required services in a polite, friendly and efficient manner. All staff dealing with cooking, particularly the chef, must have a minimum of 1 (one) year experience.
2. Staff shall be qualified to perform intended duties and meet all professional standards applicable in Cabo Verde necessary to perform that work and those duties to the satisfaction of UN.

The UN will revoke access to members of bidder’s staff if repeated instances of poor performance occur or if UN conduct or life and fire safety rules are breached.

The bidder will ensure exemplary treatment towards its personnel while espousing the UN values. Any misunderstanding or conflict related to personal management should be swiftly addressed and should not impact the UN image, nor compromise the UN values.

The below table is an indicative menu, which will be used only to evaluate the financial proposal of the bidders. The food served by the awarded bidder can differ from this menu by its diversity, yet the prices shall be comparable to those in this financial proposal.

Services for Workshops/meetings	
Coffee Station option 1 at meetings (per person),	Serving must include Coffee/tea/water/Juices and biscuits/cookies or cut fruit
Coffee Station option 2 at meetings (per person)	Serving must include Coffee/tea/water
Water	Mineral water, bottled
Coffee break at meetings (per person) - option 1	Serving must include Coffee/tea/water/milk/Juices and biscuits/cookies or cut fruit, plus finger food
Coffee Break at meetings (per person) - option 2	Serving must include Coffee/tea/water/milk/natural juices and finger food
Coffee beak at meetings (per person) - option 3	Serving must include Coffee/tea/water/milk/natural Juices, yogurt, fresh fruits, and finger foods,
Lunch	

Lunch option 1)	Cold buffet style, typically consisting of sandwiches, soft drinks, water, tea and coffee. Includes serving of drinks and preparation and cleaning of reception table.
Lunch option 2	Buffet style typically consisting of 2-3 warm dishes (variation of meat, fish and vegetarian), rice, vegetables, salad, fruits, desert, soft drinks, coffee, water, tea. Includes serving of food and drinks and preparation and cleaning of reception table.
Lunch option 3	Typically consisting of three courses, composition of the chef and the requesting unit, with soft drinks, wine and coffee. Includes serving of food and drinks and preparation and cleaning of reception table.

Cafeteria self service

Food	
SANDWICHES AND DOUGH DISHES	MAIN COURSES
Sandwiches cheese/ham /tuna /chicken /chorizo	Fish
Quiches	Chicken
Pasteis, rissois, croquets	Grilled chicken
Crepes	Stroganoff
Cakes	Pork chop (with a bone)
Others	Veal chop with bone
	Escalope
	Other
SIDE DISHES	FRUITS
Mashed potatoes	Apples (green)
French fries	Apples (red)
Rice (white)	Oranges
Pasta	Bananas
Omelets single	Other
Omelets mixed	Yogurts and similar products
Others	
SALADS	SOFT DRINKS
Caesar Salad	Freshly squeezed apple juice
Greek Salad	Freshly squeezed orange juice
Tuna Salad	Bottled apple juice
Olivier Salad	Bottled orange juice
Vegetable salad	Bottled multi-fruit juice
Tabbouleh	Mineral water with gas
Hummus	Mineral water natural 500 ml
Cabbage Salad	Mineral water natural 1L
Others	Tea (black)

DESSERTS	Tea (green)
Bakery varied	Tea (herbal)
Cakes	Coffee (Americana)
	Coca Cola, Fanta, Sprite, others
	a cup of 250ml
	a cup of 250ml
	330 ml

X. EVALATION CRITERIA

All received proposals will first be reviewed for meeting the mandatory requirements, namely:

- a) Meet the minimum experience requirements;
- b) Registered/Authorized to do canteen/related business in Cabo Verde.

Technical Evaluation

Proposals that are fully compliant with mandatory requirement will be considered for technical proposal evaluation with the following criteria and weighting:

Technical Criteria	Maximum points
Overall Response	
Understanding of the requirements, suggested approach, responsiveness of the proposal. Completeness of the proposal (supporting documentation provided).	20
Experience and Expertise	
Experience and expertise in providing canteen and catering services, including to UN agencies, Government, multinational organizations or in a multicultural setting.	5
Quality management system in place. Health safety and environmental sustainability policy/statement.	5
Canteen services, compliance with UN requirements	
Proposed menu options for one-week, detailing list of ingredients per dish (preferably specifying nutritional content).	10
Plan for maintaining health and hygiene standards and quality control of served foods	5
Plan for sustainable and environmental friendly waste management and for running "green" cafeteria	5
Catering services, compliance with UN requirements	
Flexibility in provision catering services: short notice, outside of working hours, variety of options, menus for various levels of receptions, etc. Information/evidence on recently provided catering services: list of recent events/customers (number of guests, nature of events) with references, photos (if available).	20
Total Maximum score for Technical Evaluation <i>Minimum passing score for technical evaluation – 49 points</i>	70

Financial Evaluation:

All the proposals that scored the minimum 70% (49 points) and above in the technical evaluation shall be considered for the financial evaluation.

The financial proposals shall be done separately for (i) the canteen services and (ii) the catering services. The maximum points for each of the financial evaluation will be 15 and the total points for the overall financial evaluation will be 30 points.

For the purpose of evaluation, the service providers will be requested to provide prices in the format as per Annex II to the ToR. Prices are required separately for canteen and catering services.

For each part of the financial evaluation, proposals that offer the lowest price shall be awarded 15 points and the remaining financial proposals shall have the score calculated as:

$$\text{Lowest price/Price being considered} \times 30$$

The points obtained by the technically acceptable bidder for both parts of the financial evaluation shall be combined to determine the overall scores.

Selection and Award Criteria:

On completion of the technical and financial evaluations, the two scores as per the 70/30 criteria for each product group will be combined and award will be made to the bidder with the overall highest combined scores.