



## **REQUEST FOR PROPOSAL (RFP)**

From firms/institutes/organizations

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Provision of Canteen & Catering Services to the Green One UN House (GOUNH) in Hanoi, Vietnam.**

Please be guided by the form attached hereto as Annex 2a, in preparing your Proposal.

Proposals may be submitted on or before **Monday, June 16, 2014** and via email, courier mail or fax to the address below:

**United Nations Development Programme Viet Nam**  
**72 Ly Thuong Kiet Street, Hanoi, Viet Nam**  
**Ms. Nguyen Thuy Nga, Procurement Assistant**  
Email: bidding.vn@undp.org

*Maximum size per email: 7 MB.*

*Bidders can split proposal into several emails if the file size is larger than 7MB.*

Your Proposal must be expressed in the English language, and valid for a minimum period of 120 days from the date of bid submission.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or

Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/procurement/protest.shtml>.

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

## Description of Requirements

Context of the Requirement	Please see information in the TOR
Implementing Partner of UNDP	Please see information in the TOR
Brief Description of the Required Services	<b>Provision of Canteen &amp; Catering Services</b>
List and Description of Expected Outputs to be Delivered	Please see information in the TOR
Person to Supervise the Work/Performance of the Service Provider	Please see information in the TOR
Frequency of Reporting	See frequency reporting requirements in the TOR
Progress Reporting Requirements	See progress reporting requirements in the TOR
Location of work	<input checked="" type="checkbox"/> Exact Address/es: <b>Green One UN House – 304 Kim Ma Street, Ba Dinh District, Hanoi</b>
Expected duration of work	<b>Possible three year period.</b>
Target start date	<b>01 October 2014</b>
Latest completion date	<b>Three years after the contract starting date</b>
Travels Expected	See requirements in the TOR
Special Security Requirements	See security requirements in the TOR
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> <b>Office space and facilities as specified in the TOR</b>
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Not Required

Currency of Proposal	<input checked="" type="checkbox"/> <b>Local Currency (Vietnam Dong)</b> Reference date for determining UN Operational Exchange Rate: Submission deadline.
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 120 days  In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	Contractor will sell foodstuff to individual staff members who will pay the contractor directly (ref. point 4.3 in the TOR)
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	See detailed information in the TOR
Type of Contract to be Signed	<input checked="" type="checkbox"/> <b>Contract for Professional Services :</b> Minimum of two (2) years period and may be extended up to another 01 year subject to satisfactory performance of the Contractor and requirements from UNDP
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Technical Score <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	Technically qualified proposal achieving the highest score will be selected. See detailed evaluation criteria in the below table.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2a: Technical proposal; Annex 2b: Submission check-list) <input checked="" type="checkbox"/> <a href="#">General Terms and Conditions</a> (Annex 3), downloadable by accessing this hyperlink <input checked="" type="checkbox"/> Detailed TOR (Annex 4a) <input checked="" type="checkbox"/> The floor plans of the facilities and joinery/ equipment lists (Annex 4b) <input checked="" type="checkbox"/> <a href="#">Contract for Professional Service</a> (Annex 5), downloadable by accessing this Hyperlink
	<b>Ms. Nguyen Thuy Nga</b>

<p>Contact Person for Inquiries (Written inquiries only)<sup>1</sup></p>	<p><b>Procurement Assistant, UNDP Vietnam</b>  Email: <a href="mailto:nguyen.thuy.nga@undp.org">nguyen.thuy.nga@undp.org</a></p> <p>Addendums (if any) shall be posted on UNDP website (under the same tender notice):  <a href="http://www.vn.undp.org/content/vietnam/en/home/operations/procurement/procurement_notices.html">http://www.vn.undp.org/content/vietnam/en/home/operations/procurement/procurement_notices.html</a></p> <p><b>Bidders are responsible to check for Addendums by themselves before submitting proposals.</b></p> <p>Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is Necessary and communicates a new deadline to the Proposers.</p>
<p><b>Pre-proposal and Site visit to be conducted in English Participation by Bidders in this pre-proposal conference and site visit is strongly recommended</b></p>	<p>A pre-proposal conference and site visit will be held on:</p> <p><b>Date and Time:</b> to be informed in due course  <b>Venue: Green One UN House, 304 Kim Ma Street, Ba Dinh, Ha Noi (2E Van Phuc Diplomatic Compound)</b></p> <p><b><u>Agenda of pre-proposal meeting</u></b></p> <ul style="list-style-type: none"> <li>- A brief introduction on UNDP bidding rules</li> <li>- A brief introduction of UN office building</li> <li>- Clarifications to questions relating to the bidding process (RFP), the scope of work (TOR) and other issues that may be unclear to bidders</li> <li>- Minutes will be taken and subsequently posted on:  <a href="http://www.vn.undp.org/content/vietnam/en/home/operations/procurement/procurement_notices.html">http://www.vn.undp.org/content/vietnam/en/home/operations/procurement/procurement_notices.html</a></li> </ul> <p>The UNDP focal point for the arrangement of the pre-proposal meeting and site visit is:</p> <p><b>Ms. Nguyen Thuy Nga, Procurement Assistant</b>  <b>Telephone: 0439421495 ext. 276</b>  <b>E-mail: <a href="mailto:nguyen.thuy.nga@undp.org">nguyen.thuy.nga@undp.org</a></b></p> <p><b><u>Important Notes :</u></b></p> <ol style="list-style-type: none"> <li>1. Bidders are <u>strongly encouraged</u> to participate in the pre-proposal meeting and site visit.</li> <li>2. If bidders intend to attend the site visit and pre-proposal meeting, please send email to <a href="mailto:nguyen.thuy.nga@undp.org">nguyen.thuy.nga@undp.org</a> confirming their intention to attend and listing the names of personnel who will attend on behalf of their firm (maximum 3 attendees per firm).</li> <li>3. The pre-proposal meeting and site visit will be conducted <b><u>in English</u></b> hence participants are required to communicate in English.</li> </ol>
<p>Required documents that</p>	<ol style="list-style-type: none"> <li>1. Company profile – describing the nature of business, licenses, certifications/accreditations (if any), including printed brochures relevant to</li> </ol>

<sup>1</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

<p>must be submitted to Establish Eligibility of Proposers</p>	<p>services procured, size of the firm (staff capacity, revenue, number of venues)</p> <ol style="list-style-type: none"> <li>2. Business license</li> <li>3. Copy of Accounts receivable and payable report for 2012 and 2013 with current and quick RATIO</li> <li>4. Track Record – list of clients for similar services indicating description of contract service, contract duration, contract value, contact references following template in the RFP</li> <li>5. Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value within the past 5 years</li> <li>6. Menus with associated prices as listed under section 2 of the evaluation criteria from 2.1 to 2.7</li> <li>7. Proposal on an efficient and smooth turnover of the guests in the Cafeteria.</li> <li>8. Plan for maintaining health and hygiene standards and quality control of served foods.</li> <li>9. Plan for sustainable and environmental friendly waste management and for running “green” cafeteria.</li> <li>10. Proposal on how to meet the level of service under section 9 of the TOR</li> <li>11. Information on Corporate Social Responsibility commitment demonstrated</li> <li>12. Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List</li> </ol>
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## EVALUATION CRITERIA

**Mandatory requirement: Minimum three years of experience in providing similar services. Bidders who do not meet this mandatory requirement will be disqualified for further evaluation.**

#	<u>Evaluation criteria</u>	<u>Scores</u>
<b>1</b>	<b><u>Firm expertise</u></b>	<b>200</b>
1.1	Size of the firm (staff capacity, revenue, number of venues)	50
1.2	Relevant experience in providing similar service	50
1.3	Financial stability	50
1.4	Reference on bidders' service quality	50
<b>2</b>	<b><u>Menu</u></b>	<b>350</b>
2.1	Varied breakfast and lunch menu with associated pricing for multi-national, vegetarians and healthy meals as required in section 8.3 of the TOR	50
2.2	Good hot food service menu as per requirements under 8.4 of the TOR	50
2.3	Good cold food service menu as per requirements under 8.5 of the TOR	50
2.4	Good menu for snack, dessert items as per requirements under 8.6 of the TOR	50
2.5	Good menu for beverage as per requirements under 8.7 of the TOR	50
2.6	Good tea/coffee service menu as per requirements under 8.8 of the TOR	50
2.7	Suggested menu for catering services as per requirements under 4.3 and 7.4 of the TOR	50
<b>3</b>	<b><u>Proposed methodology and implementation plan</u></b>	<b>450</b>
3.1	Proposal on an efficient and smooth turnover of the guests in the Cafeteria	50
3.2	Plan for maintaining health and hygiene standards and quality control of served foods	100
3.3	Proposal on how to meet the level of service under section 9 of the TOR	100
3.4	Plan for sustainable and environmental friendly waste management and for running "green" cafeteria	100
3.5	Corporate Social Responsibility commitment demonstrated	100
	<b>Total scores</b>	<b>1000</b>
	<b>Threshold for technically qualified bid <math>\geq</math> 700 marks/1000</b>	

## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>2</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>3</sup>)*

[insert: Location].

[insert: Date]

**To: UNDP Vietnam**

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

### A. Qualifications of the Service Provider

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating among others the following with appropriate supporting documents. Please provide information/documents which respond to the specific requirements under Form 1 "Firm Expertise" in the above evaluation criteria table of the RFP.*

1. *Company profile – describing the nature of business, licenses, certifications/accreditations (if any), including printed brochures relevant to services procured, size of the firm (staff capacity, revenue, number of venues)*
2. *Business license:*
3. *Copy of Accounts receivable and payable report for 2012 and 2013 with current and quick RATIO*
4. *Track Record – list of clients for similar services indicating description of contract service, contract duration, contract value, contact references following template in the RFP*
5. *Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value within the past 5 years*
6. *Information on Corporate Social Responsibility commitment demonstrated*
7. *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List*

**Track Records and Experiences:** Provide the following information regarding corporate experience within the last five (5) years which are related or relevant to those required for this Contract.

Service Name	Client names	Contract Value (USD)	Contract period	Status or Date Completed	References Contact Details (Name, Title, Phone, Email, Tel)

<sup>2</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>3</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes



**B. Proposed Methodology for the Completion of Services**

*The Service Provider must describe how it will address/deliver the demands of the RFP, demonstrating ability to provide services in the TOR at Green One UN House by providing the following information, documents:*

- 1. Menus with associated prices as listed under section 2 of the above evaluation criteria table from 2.1 to 2.7*
- 2. Proposal on an efficient and smooth turnover of the guests in the Cafeteria.*
- 3. Plan for maintaining health and hygiene standards and quality control of served foods.*
- 4. Plan for sustainable and environmental friendly waste management and for running “green” cafeteria.*
- 5. Proposal on how to meet the level of service under section 9 of the TOR.*

## Annex 4

# Terms of Reference (TOR)

## PROVISION OF CANTEEN & CATERING SERVICES TO THE GREEN ONE UN HOUSE (GOUNH) IN HA NOI, VIET NAM

### 1. BACKGROUND

- 1.1. The UN in Viet Nam is soliciting proposals from duly qualified and certified companies for the provision of canteen and catering services to the Green One UN House located on 304 Kim Ma, Ba Dinh District, Ha Noi, Viet Nam (referred to as the GOUNH). Existing conditions are as follows:

Address	304 Kim Ma, Ha Noi, Viet Nam
Common name	Green One UN House (GOUNH)
Overall size of the Cafeteria	Approx. 200m <sup>2</sup> ; kitchen size is approx. 45m <sup>2</sup> ; kitchen 'back of house' is approx. 35m <sup>2</sup> (for cold/dry storage and clean-up)
Cafeteria capacity	Approx. 156 seats across the different dining areas
UN Staff and visitors*	350 + visitors
Meals to be provided (per day)*	Breakfast, lunch and snacks (including drinks)
Cooking facilities on premises	Yes**
Normal hours building occupied by UN staff	08.00 to 18.00h Monday to Friday (excluding UN Official Holidays of 10 days/year)

\* Note that this is an estimate only. Contractor to adjust based on trends to ensure level of service specified is achieved.

\*\* A Kitchen space is provided with basic joinery and utility supplies to the design of a 're-heat' or 'finishing' kitchen able to also prepare 'short-order' menu items. It is required that bulk cooking and preparation will be undertaken off-site in a proper kitchen, and transferred to site for finishing. Equipment will need to be supplied by the contractor. The Contractor will be required to submit an equipment list for approval prior to installing any equipment requiring electrical or plumbing connection.

- 1.2. Site visits to the premises will be arranged so interested Contractors can see the facilities prior to preparation of their proposals. The floor plans of the facilities and joinery/ equipment lists are provided in **Annexes 1 and 4b** attached.
- 1.3. The number of staff will vary daily due to staff travel commitments and visitors attending conferences and meetings. From internal surveys conducted, Contractors can assume that approx. 200 - 250 persons daily will use the canteen for meals or drinks/snacks.
- 1.4. UN Agencies to be located in the Green One UN House (GOUNH):
- FAO
  - IOM
  - Office of the Resident Coordinator
  - UNAIDS
  - UNDP + UNV
  - UNDSS
  - UNFPA
  - UNHABITAT

- UNICEF
- UNIDO
- UNODC
- UNWOMEN
- WHO

## 2. EXPECTED DELIVERABLES

The successful contractor will be required to demonstrate the ability to provide the following, but not limited to, activities relating to the canteen and catering service delivery:

- 2.1. Quality controlled, varied and healthy menus prepared in accordance with industry best practice.
- 2.2. A kitchen environment consistent with industry recognized best practice for health and safety and food hygiene.
- 2.3. A flexible and friendly service with a customer oriented focus on the UN staff and guests.
- 2.4. Creation of agreeable and relaxed atmosphere that also provides for an efficient and smooth turnover of the guests in the Cafeteria.
- 2.5. Ability to provide a selection of healthy food
- 2.6. Ability to provide a plan for sustainable and environmental friendly waste management.
- 2.7. Ensure good communication to staff and visitors on assigned website and/or notice boards in the Cafeteria.

## 3. DURATION OF CONTRACT

Contract start and duration: The successful Contractor will be required to take over the Cafeteria, located at the GOUNH, 304 Kim Ma, Ba Dinh District, Ha Noi, Viet Nam, on **1<sup>st</sup> October 2014**. **The first contract will be of 2 years duration with a possible extension of another one year period upon satisfactory performance of the contractor.**

## 4. PRICING OF FOODSTUFF

- 4.1. 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, extraction equipment, ventilation system, cooling/heating free of charge to Contractor and provides electricity at below discounted rates (currently approximately 1500 VND per Kwh).
- 4.2. 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 GOUNH and invoice these agencies directly.
- 4.3. 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.
- 4.4. The UN does not guarantee minimum number of meals be served.
- 4.5. The Contractor shall be entitled to retain all proceeds of sales.
- 4.6. The Contractor shall provide all the services described in the TOR at no charge to the UN.

## **5. MATERIALS TO BE PROVIDED BY CONTRACTOR**

- 5.1. Contractor to provide equipment required to operate the kitchen, storage, cooking etc. All joinery named JO will be provided by the UN (**Annex 1**). All equipment named EQ in the drawings will NOT be provided by the UN, and if such equipment is needed by the contractor the contractor must provide this equipment.
- 5.2. Contractor provides all condiments, cups, plates, cutlery, napkins, napkin holders and all other items required to run the canteen and catering services at no cost to the UN.
- 5.3. Use of disposable cutlery and plates is not promoted by the UN except for takeout services. When use of disposable material such as for take-away services, the UN will evaluate the Contractor's proposal on its use of material that has been recycled and/or is biodegradable.
- 5.4. Contractor provides all foodstuffs, utensils and equipment required to run the canteen and possible catering services
- 5.5. Contractor provides packaging for take-away.
- 5.6. Contractor gets approval of UN prior to installing any additional equipment. All equipment and supplies provided or used by the Contractor will be fit for purpose intended and suitable for commercial food service industry.

## **6. USE OF GOUNH**

- 6.1. Contractor is responsible for arranging delivery of foodstuffs to kitchen via the Logistics Building and according to Security protocols. Contractor is responsible for meeting and escorting delivery personnel with security.
- 6.2. The Contractor may, with the prior written agreement of the UN, purchase and bring on site, at its own cost and expense, additional equipment. The additional equipment would remain the property of the Contractor who shall be responsible for its maintenance and repair. Maintenance to be in accordance with manufacturer's recommendations with documentation kept on-site showing maintenance is up to date.
- 6.3. On the expiration or termination of the Contract, the Contractor shall return the Service area in the same condition as it was on the commencement date of the Contract, reasonable wear and tear excepted.
- 6.4. Contractor will be required to remove material, equipment and inventory provided by contractor, including foodstuffs, upon termination of contract and patch to make good any damage or modifications made to premises beyond normal wear and tear.
- 6.5. Contractor is advised that the seating area is for the use of staff members regardless of whether they purchased food at the restaurant or not. Area will also be used from time to time for gatherings, meetings etc. but not during peak meal hours.

## **7. SERVICE TO BE PROVIDED BY CONTRACTOR**

- 7.1. Contractor provides meal services for breakfast and lunch:
  - Breakfast: 08.00h to 10.00h (hot and cold meals)
  - Lunch: 11.30h to 14.00h (hot and cold meals)

- 7.2. Contractor provides snacks, coffee, tea, juices and (non-alcoholic) beverages:
- From 08.00h to 18.00 h (as minimum).
- 7.3. In addition to snack and meal services, Contractor may provide catering services from time to time for meetings and functions by the UN. Meetings/functions may be held outside normal building hours and at locations in the buildings other than normal kitchen/restaurant areas. Service may include bringing service to offices and cleanup afterwards. Contractor provides price list of typical food and beverage items provided as snacks and beverages for morning, afternoon and evening functions. For more substantial catering full meal or other catering services a quote will be requested.
- 7.4. The contractor is expected to provide foodstuff, snacks, beverages etc at prices that reflect the market price with an appropriate deduction reflecting the free rent, climate control, reduced power unit price.
- 7.5. Provision of Service: Service to be provided year round Monday to Friday with the exception of the UN holidays. Dates are similar for subsequent years and Contractor will be notified in advance:
- 01 January - New Year's Day
  - 30 January to 3 February – National Tet Holidays
  - 30 April - Liberation Day
  - 1 May – Labour Day
  - 28 July - Eid Al-Fitr
  - 2 September – Independence Day
  - 06 October - Eid Al-Adha
  - 25 December - Christmas Day

## **8. SELECTION AND HANDLING OF FOODSTUFFS**

- 8.1. All foodstuffs should be of highest quality available. Food and beverages are to be procured in conformity with the food hygiene and safety regulations of Viet Nam (Decision 42/2005/QD-BYT of the MOH dated 8 December 2005 (“Decision 42”) and the relevant provision of the Vietnam Food Safety Law promulgated by Order No.06/2010/L-CTN.
- 8.2. The Contractor will handle, store and use all supplies in conformity with best restaurant and commercial practices in Viet Nam, and subject always to the inspection and approval of the UN.
- 8.3. UN has a multinational staff with a variety of ethnic backgrounds. Meal choices to be varied accordingly. The UN agencies have a diversified work force in terms of nationalities and religions, with a 80:20 national/international staff structure. This therefore calls for diversity and flexibility of the contractor and an ability to propose as varied and acceptable breakfast/lunch menus as possible (hot/cold Vietnamese, continental, halal, vegetarian options, among others).
- 8.4. Hot food service includes at a minimum 3 entrée selections per day, three starches, 2 hot vegetable selections. Service to accommodate vegetarians. One entrée, vegetable and starch to suit healthy diets.
- 8.5. Cold service includes at least three choices each of soups, sandwiches, breads, cheeses, yoghurts, mix-your-own salads, and salad dressing selections.

- 8.6. Provision of selection of snack and dessert items including pies, selection of fruit, croissants, muffins, cinnamon rolls, cookies, cakes and pastries.
- 8.7. Beverages include milk, juice, soft drinks, selection of teas and coffees.
- 8.8. Contractor provides tea service that brings water to 100°C. Contractor provides coffee, cappuccino, espresso and latte service with real (not instant) coffee.
- 9.** The UN voluntarily permits inspections by the local Health Authority and may organize unannounced spot checks by external consultant. Contractor must uphold international standards for hygiene.
- 10.** The contractor should demonstrate its willingness to take initiatives to actively use and promote organic food and respect standards for production of fruit, vegetables and tea as defined by the VietGap initiative.

## **11. LEVEL OF SERVICE**

- 11.1. Contractor must not run out of hot food entrees or cold during meal service period.
- 11.2. Contractor must staff sufficiently that the queue for hot food service, beverage service and cold food services and cashier services does not exceed 5 minutes total.
- 11.3. All staff serving food should be able to have a conversation in English.
- 11.4. Contractor to protect against loss of perishable goods and/or profits during utilities interruptions or access restrictions, although it is noted that a back-up generator is on-site.
- 11.5. Whenever the Contractor has knowledge that any actual or potential labour dispute or other occurrence or event threatens to delay the proper and timely performance of services under the Contract, the Contractor shall immediately give notice thereof to the UN. Contractor must accordingly advise the UN of measures to be taken to mitigate impact.
- 11.6. The Contractor shall provide the food and beverage service consistent with this scope of work, except when provision of services is prevented by an act of nature, or interruption of utilities at the GOUNH.
- 11.7. The Contractor will partly be assessed based on UN staff satisfaction. Staff satisfaction surveys will be undertaken minimum once per year. The Contractor will be consulted in the preparation and in the analysis of the survey, which will be managed and paid for by the UN. The Contractor is welcome to survey staff needs and wishes throughout the year at the Contractor's own cost.

## **12. CLEANING AND SETUP**

- 12.1. Contractor shall provide all cleaning supplies, consumables, and equipment as needed to satisfy the requirements in the TOR. When possible, the cleaning practices should use environment-friendly products that meets the Vietnam Green Labels criteria provided in Circular No. 41/2013/TT-BTNMT dated December 02, 2013
- 12.2. Contractor shall be responsible for cleaning back-rooms, kitchen and areas immediately outside kitchen area. In addition, the Contractor will ensure that floors, tables and chairs in eating area is kept continuously clean during official office hours. The UN will conduct cleaning of the eating area outside working hours.

- 12.3. UN will clean internal and external windows and washrooms.
- 12.4. Kitchen and restaurant cleaning should be in accordance with prevailing industry practices and as required by the law.
- 12.5. Contractor ensures tables and chairs are made orderly throughout the day.
- 12.6. Contractor is responsible for putting garbage generated from kitchen, seating and staff change room areas into bins separated for recyclables, non-recyclables, and food at the day-holding point in the adjacent Technical Building, and transferring to the Recycling and Waste area in the Logistics Building at the end of each day. UN will remove garbage from washrooms.

### **13. EXPERIENCE AND REQUIREMENTS OF CONTRACTOR**

- 13.1. Contractor must be legally authorized to carry out business in Viet Nam, and should submit a copy of their business registration certificate and VAT registration certificate.
- 13.2. Contractor demonstrates a minimum 3 years experience in running restaurants seating 80 people or more for both national and international clients.
- 13.3. Contractor shall prepare and implement a plan to ensure health and hygiene requirements are met for commercial food service facility. The Plan includes regular health & sanitary inspections by independent 3<sup>rd</sup> party carried out at the contractor's own cost and expense.
- 13.4. Contractor is required to demonstrate:
  - Commitment to community service and social responsibility
  - Understanding of a "Green" cafeteria including sourcing of 'Green' products and materials, and sustainable waste management
  - Understanding of the UN Values and Principles
  - Application of the Vietnamese Labour Laws

### **14. STAFF QUALIFICATIONS**

- 14.1. The Contractor warrants that all of its employees and representatives shall be qualified to perform intended duties and meet all professional standards applicable in the Viet Nam necessary to perform that work and those duties to the satisfaction of UN.
- 14.2. The UN will revoke access to members of Contractor's staff if repeated instances of poor performance occur or if UN conduct or life and fire safety rules are breached.

### **15. ADDITIONAL REQUIREMENTS**

- 15.1. UN reserves right to install vending machines with snacks and drinks throughout the building. Should this happen, the Contractor will be given the first right of refusal for this service.
- 15.2. Premises of UN to be used by the Contractor only for provision of food services to UN facilities.
- 15.3. UN reserves the right to have other Contractors to service functions if desired.
- 15.4. No smoking is permitted inside the building by UN or catering staff, including kitchen and office areas and change room.

15.5. Contractor responsible for day to day general maintenance including changing and/or cleaning filters, cleaning.

15.6. Advise UN of trouble with equipment.

## **16. OBLIGATIONS OF UN**

16.1. UN will provide extraction and ventilation system, premises, and climate control free of charge to Contractor. UN will make available for use by Contractor the tables and chairs as per the.

16.2. UN will perform corrective maintenance on equipment provided by UN.

16.3. The inventory of furnishings and equipment to be provided by UN is attached in Annex 1. Joinery items named JO on the drawings will be provided by the UN. Equipment named EQ will not be provided by the UN.

## **17. PENALTIES**

17.1. Contractor will be fined VND 5.0Mln/day in the event service is not provided which is not the fault of UN.

17.2. Contractor will be fined VND 5.0Mln for each significant incidence of failure to meet specified level of service up to a maximum of VND 50Mln. Should this maximum ceiling is reached the contract may be terminated.

17.3. Repeated instances of failure to meet level of service or breaches of health and hygiene standards will be considered to be a breach of the licensing agreement. In this event UN has the right to terminate the agreement.

## **18. DELIVERABLES AND MEETINGS**

18.1. Contractor responds to written complaints within 48 hours in writing.

18.2. Contractor posts menu daily on electronic bulletin board.



**Annex 2-b**

**CHECK LIST OF DOCUMENTS SUBMITTED BY BIDDERS**

**Note:** Bidders are required to review carefully this checklist before submission to ensure complete submission

Item	Documents	To be completed by bidders		
		Doc submitted Y/N	Number of pages	Remarks
	<b>Fully filled Technical proposal (Following template in Annex 2-a) including:</b>			
1	Company profile – describing the nature of business, licenses, certifications/accreditations (if any), including printed brochures relevant to services procured, size of the firm (staff capacity, revenue, number of venues)			
2	Business Licenses			
3	Copy of Accounts receivable and payable report for 2012 and 2013 with current and quick RATIO			
4	Track Record – list of clients for similar services indicating description of contract service, contract duration, contract value, contact references following template in the RFP			
5	Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value within the past 5 years			
6	Menus with associated prices as listed under section 2 of the evaluation criteria from 2.1 to 2.7			
7	Proposal on an efficient and smooth turnover of the guests in the Cafeteria			
8	Plan for maintaining health and hygiene standards and quality control of served foods			
9	Plan for sustainable and environmental friendly waste management and for running “green” cafeteria			
10	Proposal on how to meet the level of service under section 9 of the TOR			
11	Information on Corporate Social Responsibility commitment demonstrated			
12	Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List			
<b>13</b>	<b>This duly filled, checked, certified submission checklist to be attached to the submission</b>			