

RFP for Canteen and Catering Service for Green One UN House (GOUNH).
(Date: 10 June 2014)

Addendum 1:

This addendum provides a revision in the Request for Proposal (RFP) under point 1 below and answers to one bidder's queries under point 2 below:

- 1. The deadline for submission is extended to **23 June 2014****
- 2. Minutes of pre-bid meeting:**

Minutes of pre-proposal meeting on RFP for Canteen and Catering service for Green One UN House (GOUNH)

Time and date: 2.10 p.m. 05 June 2014 (Ha Noi Time)

Venue: Diplomatic Compound – 298 Kim Ma street, Ba Dinh, Hanoi

Meeting method: face to face meeting

Participants:

- From UN side (UN Common Service Manager, GOUNH Project Manager, 02 UNDP Procurement Assistants, Federation of UN Staff Association (FUNSA) Representative).
- 14 bidder representatives

Introduction

UNDP Procurement Assistant welcomed all meeting participants and kicked off the meeting by introducing participants from UNDP side. The Common Services Manager briefed all bidders that the purpose of this meeting is to help bidders to fully understand the requirements from both procurement and technical aspects through 04 parts of the meeting:

1. Part 1: Brief introduction of UNDP Procurement procedures and requirements
2. Part 2: Brief introduction of GOUNH building to be conducted by GOUNH Project Manager
3. Part 3: Q&A session
4. Part 4: Site visit

Minutes of this meeting will be posted on UNDP website so that all bidders regardless whether or not they attend this meeting will receive all information, clarifications provided in this meeting.

PART 1: Brief introduction of key and important points bidders have to pay attention to when they prepare bidding documents.

UNDP Procurement Assistant brought to the attention of all bidders of the following important notes on this RFP:

1. Bidders should read carefully the “Request for Proposal” especially: bidding requirements, technical requirements to ensure their submitted proposals complete.

Business license must be submitted in copied only not original version. Bidders can ask questions during this meeting or at any time during preparing their proposal. Queries must be sent in writing to nguyen.thuy@undp.org. UNDP will respond all of them in writing and post them on UNDP website:

http://www.vn.undp.org/content/vietnam/en/home/operations/procurement/procurement_notices.html

2. Bidders must pay attention to “**Submission Check List**” in page 17 in RFP to ensure they submit all required information and documents for evaluation. They are advised to use all the templates provided in the RFP to prepare their proposals.

3. The Technically qualified bidder (obtaining from 70% of total technical scores upwards) with the highest technical score will be awarded the contract.
4. The duration of the contract is 3 years period, however, UN will sign contract on yearly basis basing on contractor's yearly performance. UNDP contract template with UNDP general terms and conditions, not Vietnamese contract template, will be used for signing the contract for this canteen and catering service. Bidders can download them from link provided in the RFP.

PART 2: Brief introduction GOUNH building

GOUNH Project Manager presented a slide presentation about the GOUNH model of the ground floor with focusing on kitchen area. He introduced every corner of the canteen area and its purpose so that the service providers can have an overview of the place where the services will be provided.

PART 3: Q&A session

#	Questions	Answer
1	Do we need to submit of our kitchen interior fitting out to the UN for prior approval?	Yes.
2	UN will have many meetings, small scale or big scale; we need to provide catering service for every single meeting, right?	It is envisaged that the Caterer will provide a menu selection for catering to meeting, conferences etc. This will be negotiated with the winning bidder. We do not yet know the extent of conferences that will be held at the UN office, so the catering aspect will not be used as a selection criteria for the award of contract.
3	Is there toilet in the kitchen area?	No. There are toilets in the proximity to the eating area for general access which the catering team may use. The UN will clean these. The Caterer staff also has access to a toilet and changing room in the Logistical building.
4	Do you have pest control and cleaning service in the kitchen area?	An out-sourced company will do pest control twice a year. Caterer will clean kitchen areas. The Caterer will clean eating areas during the day. The UN will clean the

		eating area during off-hours.
5	How can you secure our equipment during weekend? Can we lock the kitchen after use?	We have 24/7 security service on-site. The back-of-house area of the Kitchen is lockable and the Caterer will be provided with sub-master key for kitchen area. If the cater wish to have also the cooking area fully lockable, the fit-out should consider this (perhaps by way of roller-shutters).
7	Is there CCTV system in the kitchen area?	No. But the building has a CCTV system, and the Caterer may have cameras added to this system at their own costs if desired.
8	Do we have to bring away our waste every day?	The Kitchen must be cleaned including Waste-removal every day. There is a Day-storage area for waste in the Technical building at back of the Kitchen for use of the Caterer. This Waste is to be relocated to the Waste and Recycling area in the Logistical building at the end of the shift.
9	Is there an administrative office in the kitchen area?	No. But should it be required, we can discuss access to a work station.
10	Can we use wood fire?	No. Cooking is to be by electricity and gas only. Note that the electrical capacity of the Kitchen has been based on the conceptual Equipment List provided, and there is a permanent gas line installed to the Kitchen; the Caterer will be responsible for the gas-supply contract and changing of bottles etc.
11	As indicated in the RFP, bidders must propose menus for technical evaluation, can we change menus later?	Yes. It is encouraged that in order to make clients satisfied that the vendor interacts with staff to ensure their menu preferences are listened to and variety is provided.
12	How long does the lunch time last? What if they don't show up at the same time?	We will have flexible lunch hours. Normally, lunch time is from 12.00 to 13.00. But experience shows that staff will be flexible to ensure they go to the cafeteria when there is space.
13	Can we provide service for those who work late in the afternoon after 18.00 hours?	Yes, if the caterer is willing. It is not a requirement,
14	Can staff have lunch outside the kitchen area, on grass floor for example?	Yes, they can.
15	In RFP, expected starting date is 01 October	Yes, the sooner, the better. The expected

	2014, can we start installing equipment before this date?	go-live day is 1 December 2014
16	Are beer and wine restricted?	This has not been determined yet. Currently there is no ban on alcohol, but it is not normally part of the UN work culture to consume alcohol during the day. There may be receptions after hours where this would be different. There may be Friday afternoon get-togethers where this would be different.
17	Can we grow vegetable?	Yes. We have a dedicated vegetable growing area within the Landscape design and we encourage contractor to do it.
18	Is there shortlist for this RFP?	No, this Request for Proposal opens to all bidders and publically advertised on media. All bidders can submit proposals and after the evaluation process, the UN will initiate negotiations with the bidder who gets the highest technical score.
19	What is nationality of UN staff?	80% is national and 20% is international staff with different nationalities.
20	Is there drainage system on the kitchen floor?	To be confirmed later.
21	Is there a colour-scheme already decided for the Kitchen	There is a colour-scheme for the building/ground floor that the Caterer should be sympathetic to, although it is understood that some Caterers may like to incorporate branding in their fit-out proposal. The colour-scheme will be provided later.
22	Vendor Fee for vending machines – is there one?	There is currently no plan to contract vending machines; if at a later time there is a request from staff to install, then the Caterer will have first option to provide this service. Caterers may include in their proposal to place vending machines within the building areas if they choose to.

The Q& A session ended at 03.20PM and interested bidders had a site visit of GOUNH. UN representative expressed sincere thanks to participants and wish them good luck.