

ANNEX 4 - TERMS OF REFERENCE (TOR) FOR THE PROVISION OF CANTEEN AND CATERING SERVICES

1. BACKGROUND

1.1 Number of staffs: UN Timor-Leste employs approximately 200 staff members. It is estimated that approximately 12.5% staff members regularly purchase breakfast and up to 17.5% staff buy lunch items. Approximately 10% staff purchase a range of good quality coffees daily. These numbers fluctuate daily due to staff travelling commitments and visitors attending conferences and meetings.

1.2 Nationalities Present: UN Timor-Leste employs various nationalities and religions. Tenders therefore, should reflect this diversity and the special demands placed on the canteen to provide as varied and acceptable menu as possible.

1.3 Languages spoken: English, Tetum, Portuguese and Indonesian. The serving staff somehow required to understand basic English for communication means, and other languages would be advantageous.

1.4 Premises: A provision of canteen service is required for UN Timor-Leste at the UN Compound located in Caicoli Street, Dili, Timor-Leste.

1.5 UN Timor-Leste Compound facilities comprise one separate kitchen within adjacent proximity from the canteen serving area. Located in the building alongside the UN Conference Room D.

1.6 The food is to be prepared in the Kitchen. The timely carriage of the food, in a safe and hygienic manner is the responsibility of the Canteen service provider.

1.7 The Canteen area is fully equipped and hosts up to 30 people seated in a total surface of 150 square meters.

2. OBJECTIVES

2.1 UN Timor-Leste seeks to establish a contract for the provision of canteen service at the UN Compound, located at Caicoli St., Dili, Timor-Leste.

2.2 The scope of the contract is to provide balanced, healthy and appetizing meals (breakfast, lunch, hot and cold beverages, and snacks) to UN Timor-Leste staff and its visitors within the premises.

3. ADDITIONAL INFORMATION

3.1 A varying number of external visitors occasionally use the canteen and its facilities.

3.2 During the last 12 months, the number of visitors was approx. 500, of whom approximately 80% received at the canteen. Service ranging from a cup of coffee to a full lunch.

3.3 In addition, UN Timor-Leste hosts some big number of workshops which require specific hospitality requirements. Such events are preplanned, and requests made in advance for special requirements.

3.4 The Compound of UN Timor-Leste are smoke free environments and smoking is not permitted on the premises. Accordingly, it is not permitted to sell tobacco products in the canteen.

3.5. The UN House has committed to no single-use plastics, accordingly the use of non-plastic plates, glasses, cups, forks, spoons, straws are a must when providing foods and beverages.

4. SCOPE OF WORK

4.1 Opening hours:

The recommended opening hours are:

07.30 hours to 17.30 hours (Monday to Friday), whereby;

- 08.00 to 10.00 breakfast

- 11.30 to 14.00 lunch
- 13.30 to 14.00 for any last-minute requests (late lunch), including coffee and snacks
- 15:00 to 17.00 afternoon snack

4.2 Breakfast and lunch must be available in the Kitchen in time for the breaks of the staff for breakfast and at 11:30 (30 minutes) for lunch.

4.3 Food must be provided every day of the year, except Saturdays, Sundays and any UN specific holidays. The list of UN Timor-Leste holidays will be provided to the canteen service provider at the beginning of the year.

4.4 Payment at the canteen: To facilitate payments, the contractor must provide a cash. Additional alternative suggestions are also welcomed (e.g. CHQ, EFT or pre-paid voucher systems).

4.5 The cash shall be provided by the canteen service provider. The Contractor should state which technical requirements would be needed in connection with the CHQ payment method or EFT.

4.6 Menu and price list: The contractor shall submit latest one week in advance the menu for the following week with information about the nutritional values, written in English to be published on the menu sets. The menu and price list should be posted visibly in the canteen area.

4.7 Deliverables: The main task is to offer to UN Timor-Leste staff breakfast, coffee/tea, lunches, fruit, drinks and sweets etc. Menus are at the discretion of the bidder but must reflect the mix of nationalities and religions referred to above. For the purposes of this tender Contractors are encouraged to consider a la carte style arrangement consisting of for example:

a) **Hot beverages:** a full range of coffee, black, decaffeinate, espresso, American, cafe latte, and cappuccino made of freshly grounded coffee beans as well as a full range of flavors for tea (black, green, red, and any herbal tea) and hot chocolate, sugar and milk.

b) **Cold beverages:** a full range of smoothies, bottled and canned fizzy drinks. A range of fresh fruit juices shall also be offered, together with both still and sparkling water.

c) **Breakfast:** Hot drinks (good quality coffee machines offering a range of different options, tea), cold drinks (milk, juices, etc.), bread, butter, cheese, cold cuts (e.g. ham), marmalade/jam, pastry, fresh fruit, yogurt, etc.

d) **Lunch:** Warm dishes of the day: at least two hot dishes shall be provided daily, one of them a vegetarian alternative. At least ones a week, fish dish to be provided.

e) **Sandwiches/salads/soups:** a variety of fresh sandwiches, salads and soups including a vegetarian alternative shall be provided, to give the option of having a small lunch in the building.

f) **Snacks:** Salty snacks, Sweet snacks.

g) **Fruit:** a selection of local organic fruits shall be offered on a seasonal basis.

h) **Pastries:** a selection of pastries and biscuits shall be proposed; local specialties would be particularly welcome.

Note:

- Information on Gluten or Lactose content in the products would be welcome as well as alternatives without Gluten or Lactose. During the implementation of the contract, the awarded contractor may provide additional suggestions and propose a sample menu, as necessary, along with a pricing structure.
- Food consumption: contractor is strongly recommended to provide organic food serving (local production). Exertions as to reduce the use of frozen (imported) food are appreciated in this regard.

4.8 Catering for official functions/meetings/special events:

4.8.1 The Contractor should be aware that the UN Timor-Leste occasionally hosts conferences and meetings requiring catering services for coffees, lunches and dinners/receptions both on and off the main UN Timor-Leste premises.

4.8.2 Successful Contractor will be required to demonstrate the capacity and expertise to accommodate these requirements. Catering for meetings, workshops, conferences for 10-50 persons might be requested occasionally including receptions and gatherings for up to 100 persons.

a) Breakfast Type 1: Coffee, tea, water, milk, sugar & sweetener; pastry; including service & disposable service items.

b) Breakfast Type 2: Coffee, tea, juice, water, milk, sugar & sweetener; pastry, bread/ rolls, rye bread, butter, jam, cheese, fruit; including service & disposable service items.

c) Lunch type 1: Packed lunch, typically consisting of rice with five various side dishes and soft drinks.

d) Lunch type 2: Cold buffet style, typically consisting of sandwiches and soft drinks.

e) Lunch type 3: Buffet style, typically consisting of three courses (incl. vegetarian), composition at the discretion of the chef and the requesting unit, with water and soft drinks.

4.8.4 The successful Contractor will also be required to prepare, serve and clear coffees requested for meetings. Bidders will be required to identify the cost of this service (per person).

a) Coffee Type 1: Coffee, tea, milk, sugar, sweetener, jugs of water; pastry, fruit

b) Coffee Type 2: Coffee, tea, milk, sugar, sweetener, jugs of water, smoothie; pastry, fruit cut, vegetable sticks

c) Coffee Type 3: Coffee, tea, milk, sugar, sweetener, jugs of water, smoothie; quiche, wrap, pizza; vegetable sticks w/dip or pastry.

4.8.5 Orders for UN Timor-Leste Agencies official functions will be placed in writing and the canteen service provider will be responsible for clarifying any uncertainties with UN Timor-Leste Agencies. Such orders must be signed and clearly dated by UN Timor-Leste Agencies. The contractor shall be responsible for delivering orders in accordance with the written request/order and for issuing a consolidated invoice at the end of every calendar month. A copy of all the orders for that month must be attached to the invoice.

5. PRICES

a) For the canteen service mentioned above, the customers will make payments directly at the counter.

b) The prices in the canteen shall be included in TOR (Please refer to ANNEX 1 A - FINANCIAL PROPOSAL FORM).

c) Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the contract (e.g. to include delivery, supply and installation, maintenance of equipment).

6. REPORTING REQUIREMENTS

6.1 The contractor will in addition be required:

a) To monitor and report the quality of the work carried out by his staff by means of regular quarterly meetings with the UN representative, the intervals of such meetings shall be agreed between the contractor and the UN Timor-Leste's representative shortly after signing of the contract;

b) To nominate a team leader to perform the same tasks as the other contractor's staff members with the following additions:

c) S/he shall organize, supervise, guide and monitor the work of the other employees of the contractor;

- d) S/he shall act as the main point of contact between the contractor's staff and the UN Timor-Leste Staff representative in practical day-to-day issues;
- e) S/he shall train the contractor's newly recruited staff and familiarize them with the UN Timor-Leste's premises and procedures;

7. QUALIFICATION REQUIREMENTS/STRUCTURE FOR PROPOSAL

7.1 Description of the company: Please include the following information in your proposal:

Name of company and contact person, address, telephone & fax numbers, e-mail address, website (if any), date of establishment of company, name of owner and number of employees.

Include information about the service you provide now; i.e. number of corporate customers (if applicable) and data on yearly turnover/income/profit for the past 3 years.

7.2 Profile of your Key Personnel for the assignment: Please provide the detailed profile of your key personnel. This must include their basic professional working experience relevant to this area, .

The catering staff must meet the minimum requirements of expertise, i.e. must hold a minimum skill on food hygiene, preparation and serving.

7.3. Experience and evidence of providing similar services in the past 3 years:

Descriptions of recent experience and business volumes with your largest clients with emphasis on customers of a comparable size to UN Timor-Leste must be provided as part of the proposal.

7.3.1 References: List the names of at least 1 client with a similar number of staff and set-up as UN Staff.

Please provide the names, full contacts including the address, phone numbers and e-mail address of your reference focal person, approximate annual volume of business for each reference. For ease of comparison, please use the structure on the table provided in **Annex 3**.

7.3.2 Health Safety and Environment: Please provide the details of your HSE policy technical proposal their statement and policy on HSE as well as provide detailed information on how to prepare and serve food as well as dispose waste and cleaning of the canteen and equipment in line with the best practices, in general, please provide the detailed information of how you intend to use your HSE policy in the implementation of the contract.

7.3.3 Quality Control, Hygiene & Risk Assessment and mitigations. Also, please provide detailed information about your quality control and hygiene mechanism put in place in the company and that will be put in place during the implementation of the contract including handling, storage and disposal of foods and wastages, cleaning of the canteen, equipment, cold storages etc. The bidders will also be expected to identify various risks that may be associated with the implementation of the contract and their proposed mitigation measures.

7.3.4 Cleaning and hygiene. The cleaning and associated costs of the cooking, preparation and serving area is the sole responsibility of the Contractor. The kitchen must be maintained in accordance with recognized best practice and to the standards laid down by the Timorese respective authorities. The UN Timor-Leste insists that the successful Contractor implements a well-documented self-system control.

7.3.5 Quality assurance System. The Canteen Committee will be required to provide an effective method of monitoring and managing quality. This should include details of customer satisfaction levels, quality standards, ingredients, quantities, preparation and service methods. The Contractor should also be able to demonstrate how catering staff have been trained in the implementation of the quality standards.

7.3.6 Canteen Personnel. Personnel employed by the canteen service provider for work in canteen at UN Timor-Leste premises are in every respect regarded as employees of the Contractor. The selected canteen service provider shall be responsible for assuming all employer related responsibilities

for the personnel engaged by him/her, and for fulfilling all obligations and commitments in relation to all relevant Timorese authorities. The Contractor shall be responsible for making the appropriate salary payments, social expenditures and insurance arrangements for staff working in the cafeteria. The Contractor will assume total responsibility for contracted staff behavior and performance as well as to take care of the training of the staff, their substitute, and back up in cases of unavailability such as illness and annual leave. Only personnel with a clean criminal record can obtain access to UN Timor-Leste premises and the canteen service provider is responsible for ensuring that this is the case for all personnel assigned to UN Timor-Leste. **Note:** staff under age of 17 must not be accepted to work.

7.3.8 Health Status of Canteen personnel. At all times, all canteen personnel must be healthy and be free from all viral and bacterial infection all types of infectious diseases and the contractor must be able to provide the certificate of health status of all their staff upon UN Timor-Leste request. There will be no requirement to take over staff when starting a contract for canteen services at UN Timor-Leste, nor will this be considered when the contract ends.

7.4 The following will be provided / arranged by the Contractors:

a) Equipment and utensils

- 1) All kitchen apparatus;
- 2) Repair and servicing of kitchen apparatus;
- 3) Cutlery and crockery will be provided, and the stock maintained;
- 4) Tables and chairs are provided for the internal cafeteria area; however, it is anticipated that the Contractor will keep the surface of the tables clean and tidy on a constant basis;
- 5) Cleaning of the cafeteria sitting area will be part of the daily general cleaning routine of the cleaning company contracted by UN Timor-Leste.
- 6) Air conditioner.

Note:

The cash register must be provided by the Contractor. The Contractor will be required to manage this stock and complete an inventory return on an annual basis. Damage caused to equipment through misuse or negligence will be charged to the Contractor.

Consumables: All condiments (sugar, salt, pepper, mustard, ketchup, etc.), cleaning agents, napkins, etc. necessary for the operation of the canteen facility will be provided by the Contractor.

b) Electricity and water

Utilities will be provided to the Contractor and to be paid by the Contractor. The Contractor will be required to manage these facilities to ensure the efficient and responsible use of the Customer's resources.

d) Waste removal

UN Timor-Leste will be responsible for the removal of the waste once it has been sorted and put into containers by the contractor.

7.5 Usage of UN Timor-Leste Premises: The canteen premises and the kitchen shall be used only for the contract i.e. to prepare and service food meant for UN Timor-Leste only, any unauthorized use of the UN Timor-Leste premises or resources by the service provider shall be considered as breach of contract and may be considered a sufficient ground for contract termination.

7.6 Certification by the Timor-Leste Authority.

7.7 Inspection of the Kitchen and the Canteen Premises: At any point in time, UN Timor-Leste reserves the right to conduct a schedule or an unscheduled inspection of the canteen and the kitchen premises, UN Timor-Leste also reserves the right to invite the Timor-Leste Authority to come for inspection of the canteen and the premises.

7.8 Survey and Performance Evaluation: It is expected that at least every six months, the service provider shall conduct a general survey with the UN Timor-Leste staff, all the survey questions

and overall feedback must be shared with the UN Timor-Leste focal person managing the Canteen contract. UN Timor-Leste also reserves the right to conduct a survey with the staff members about the canteen. All cost associated with the survey conducted by the canteen shall be borne by the canteen and UN Timor-Leste shall be responsible for all cost associated by the survey by UN Timor-Leste shall be borne by UN Timor-Leste.

7.9 Other: Working clothes for the staff, obtain new clothes as needed and arrange for the cleaning of working clothes, should be responsibility of the contractor.

8. EVALUATION AND SELECTION OF BIDS RECEIVED:

8.1 All received proposals will first be reviewed for 100% with the mandatory requirements and only those proposals that are fully compliant will be considered for technical proposal evaluation using the evaluation criteria listed below:

8.2 Mandatory Requirement:

a) Registered/Authorized to do canteen/related business in Timor-Leste.

8.3 Technical Evaluation Criteria:

Technical Criteria	Technical Sub-criteria	Maximum Points
Part A	Overall Response	24
Overall Response	Understanding of requirement and responsiveness of proposal to requirement – Completeness of response	8
	Quality assurance/mechanism, risk assessment and mitigation measures, HSE standards, etc.	8
	Sample proposed menu	8
Part B	Experience and Expertise of Company	21
Experience and Expertise of company	Relevant Experience and expertise of company in offering canteen services and in offering similar services to UN agencies, INGO's multinational organizations or in a multicultural settings	21
Part C	Experience and Expertise of Key Personnel	21
Experience and Expertise of Key Personnel	Key technical skills/expertise of personnel (Please attach resume of key personnel)	15
	Level of education and qualification of key personnel including working knowledge of English language	6
Total Maximum obtained for Technical Criteria	(Note: the total maximum score must be equivalent to the weight assigned to the technical score) Minimum score for technical compliance - 49	70

8.4 Financial Proposal Evaluation:

8.4.1 All the proposals that scored the minimum 70% (42 points) and above in the technical evaluation shall be considered for the financial evaluation.

8.4.2 For the purpose of evaluation, the service providers will be requested to provide the prices per sample menu as per the TOR on the financial proposal evaluation schedule on Annex 1 A and 1 B. The unit price per sample menu will be multiplied by the estimated quantity per menu type and multiplied by the total number of estimated working days per annum to get an estimated annual total price proposal per menu category. The total estimated annual amount will be used for the financial proposal evaluation.

8.4.3 The proposals that offers the lowest price shall be awarded 40 points and the remaining financial proposals shall have the score calculated thus:

8.5 Selection and Award Criteria:

On completion of the technical and financial evaluations, the two scores as per the 60/40 criteria for each product group (each lot) will be combined and award will be made to the bidder with the overall highest combined scores.

8.6 DURATION OF THE LTAs:

8.6.1 The successful service provider is expected to commence on the 01 November 2018 and the LTAs will be for an initial period of 12 months subject to extension for another 24-month subject with approbation of 6 months period to satisfactory performance of the service provider.

8.6.2 After signature of the contract, a kick-off meeting will be held at UN Timor-Leste premises to settle all the details. It is expected that the team leader of the contractor, responsible for the services, will be present at the meeting.

9. ADMINISTRATIVE REQUIREMENTS

9.1 Management: UN Timor-Leste will provide a single point of contact for the canteen service provider for the duration of the contract.

9.2 Payment and invoicing:

9.2.1 The canteen service provider shall register all sales in the sales register and collect the money paid by the canteen users.

9.2.2 For catering services for UN Timor-Leste official functions, the canteen service provider shall submit an invoice and statement of account at the end of each month. All invoices must have the approved orders attached and if the invoice does not conform to the orders issued by UN Timor-Leste during the period covered by the invoice, UN Timor-Leste shall only pay for the authorized orders.

9.2.3 UN Timor-Leste is a tax exempted organization as such, all invoices submitted for services shall be exclusive of VAT and all taxes. Kindly confirm that this is acceptable to your organization and all payment shall be made in Timor-Leste currency USD.

**CANTEEN and CATERING SERVICES
ANNEX 1 A - FINANCIAL PROPOSAL FORM**

COMPANY NAME:

Signature

Date:

Prices should be quoted free of all duties, taxes and other charges including VAT, as the UN Timor-Leste is exempt from such charges under UN General Terms and Conditions for Institutional/Corporate Contracts Article 5 TAX EXEMPTION

The total price must be fixed and include all costs (delivery, project management, quality control, support resources, etc.) and all expenditure (management of the firm, secretarial services, social security, salaries, etc.) incurred directly and indirectly by the contractor in performance of the tasks.

For evaluation, the following table with the details will be used:

S/N	Canteen services for staff and visitors	Estimated Quantity per annum	Unit Price (TOR)	Total Price (TOR)	Note
1	Black coffee, tea/cup (cup = 350ml)	1000			
2	Cappuccino, café latte/cup (cup = 350ml)	1000			
3	Breakfast – bread, fried and boiled banana, cake roll, cakes, excl. coffee/tea	2000			
4	Main course/hot meal	2500			
TOTAL					

Also provide the prices of all the meals/drinks offered by your company on the table below:

S/N	Canteen services for staff and visitors	Unit Price (TOR)	Total Price (TOR)	Note
1	Black coffee, tea/cup (cup = 350ml)			
2	Cappuccino, café latte (cup = 350ml)			
3	Fresh juice/cup (cup = 350 ml)			
4	Smoothie /cup (cup = 350 ml)			
5	Bottled and canned drink			
6	Breakfast – bread, fried and boiled banana, cake roll, cakes, excl. coffee/tea			
7	Sandwich, sausage rolls			
8	Main course/hot meal			
9	Fruit			
10	Soup			
11	Salad			
12	Lunch menu-proposal 1 (Main course + side dishes + salad)			
13	Lunch menu-proposal 2 (Main course + side dishes + soup)			
14	Lunch menu-proposal 3 (Main course + side dishes + soup + salad)			
TOTAL				

CANTEEN and CATERING SERVICES

ANNEX 1 B - FINANCIAL PROPOSAL FORM (CATERING SERVICES for OFFICIAL FUNCTIONS/MEETINGS/RECEPTIONS/LUNCHES)

COMPANY NAME:

Signature

Date:

- a) Breakfast Type 1: Coffee, tea, water, milk, sugar & sweetener, fried banana, cake-roll, boiled banana/cassava/sweet potato with budu.
- b) Breakfast Type 2: Coffee, tea, juice, water, milk, sugar & sweetener; pastry, bread & egg, bread & butter/jam/cheese, fruit.
- c) Lunch type 1: Packed lunch, typically consisting rice and side dishes.
- d) Lunch type 2: Cold buffet style, typically consisting of sandwiches and soft drinks.
- e) Lunch type 3: Buffet style, typically consisting of three courses (incl. vegetarian), composition at the discretion of the chef and the requesting unit, with water and soft drinks.
- f) Coffee Type 1: Coffee, tea, milk, sugar, sweetener, jugs of water; pastry, fried banana, cake-roll, boiled banana/cassava/sweet potato with budu, fruit.
- g) Coffee Type 2: Coffee, tea, milk, sugar, sweetener, jugs of water, smoothie; pastry, fruit cut.
- h) Coffee Type 3: Coffee, tea, milk, sugar, sweetener, jugs of water, smoothie; pastry, pizza.

CATERING SERVICES for OFFICIAL FUNCTIONS/MEETINGS/RECEPTIONS/LUNCHES					
S/N	Items	Unit Price (per person) in DKK (excl. VAT)*			
		For up to 10 persons	For 10 to 30 persons	For 30 to 50 persons	For above 50 persons
	Estimated number of events per annum	50	40	10	10
1	Breakfast Type 1				
2	Breakfast Type 2				
3	Lunch type 1				
4	Lunch type 2				
5	Lunch type 3				
6	Coffee type 1				
7	Coffee type 2				
8	Coffee type 3				

*Delivery terms: within Dili, Timor-Leste as per the order

Annex 2 - Mandatory Requirements Compliance Sheet

Note: All bidder must complete this document and attached the relevant document to support the submission.

S/N	Mandatory requirement	YES	NO
1	The catering staff meet the minimum requirements of expertise (i.e. cooking & serving and certificate from a recognized course in hygiene and food preparation would be an advantage). Please provide the following documents: <ul style="list-style-type: none">• a copy of the certificate• Additional statements to attest to any required periodic check-ups may also be required, as necessary to ensure ongoing compliance		
2	Registered/Authorized to do canteen/related business in Timor-Leste		

Annex 3 - References List

List the names of 1-2 (preferably 1) clients with a similar number of staff and set-up as UN Timor-Leste. Please provide the names, full contacts including the address, phone numbers and e-mail address of your reference focal person, approximate annual volume of business for each reference. For ease of comparison, please use the structure on the table below:

S/N	Name of references (s)	Full Address	Detailed contact information	Number of years contract	Volume of business
1					
2					