REQUEST FOR QUOTATION (RFQ)

RFQ Reference: RFQ/016/IND-2022  Date: February 16, 2022

Subject: Provision of Catering Services – UN House, India.

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for the provision of works as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

   Section 1: This request letter
   Section 2: RFQ Instructions and Data
           Annex 1: Terms of Reference
           Annex 2: Quotation Submission Form
           Annex 3: Financial Offer Submission Form

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Issued by:

Signature: ________________________________
Name: Arun Arumughan
Title: Procurement Analyst
Date: February 16, 2022
SECTION 2: RFQ INSTRUCTIONS AND DATA

<table>
<thead>
<tr>
<th>Introduction</th>
<th>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement. Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ. UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</th>
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<tbody>
<tr>
<td>Deadline for the Submission of Quotation</td>
<td><strong>March 03, 2022</strong>  If any doubt exists as to the time zone in which the quotation should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a>.  For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.  PLEASE NOTE: -  1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system.  2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.</td>
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<td>Method of Submission</td>
<td>Quotations must be submitted as follows:  ☒ E-tendering  Bid submission address: Online UNDP E-tendering Portal  ▪ File Format: PDF files only  ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.  ▪ All files must be free of viruses and not corrupted.  ▪ Max. File Size per transmission: 10 MB  ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible.  ▪ The bidder should receive an email acknowledging email receipt.  [For eTendering method, click the link <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org </a>](<a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>)  Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurementnotices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurementnotices/resources/</a></td>
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<tr>
<td><strong>Cost of preparation of quotation</strong></td>
<td>UNDP shall not be responsible for any costs associated with a Supplier’s preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</td>
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| **Supplier Code of Conduct, Fraud, Corruption,** | All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: [https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct](https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct)  
Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP’s Anti-Fraud Policy can be found at [http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti](http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti) |
| **Gifts and Hospitality** | Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract. |
| **Conflict of Interest** | UNDP requires every prospective Supplier to avoid and prevent 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, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.  
Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.  
The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP’s further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid. |
| **General Conditions of Contract** | Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract  
- [General Terms and Conditions for Works](#)  

Applicable Terms and Conditions and other provisions are available at [UNDP/How-we-buy](#) |
| **Special Conditions of Contract** | ☒ N.A. |
| Eligibility                                                                 | A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.  
It is the Bidder’s responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP. |
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<td>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.</td>
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| Currency of Quotation | Quotations shall be quoted in:  
Preferred Currency of Bid: Indian Rupees (INR)  
Bids in other currency also allowed.  
Reference date for determining UN Operational Exchange Rate: Date of bid submission. |
| Pre-proposal conference | **Date and Time:** February 24, 2022 11:00 AM  
**Venue:** ZOOM Meeting.  
The UNDP focal point for the arrangement is:  
[Ms. Deepti Handa]  
E-mail: [deepti.handa@undp.org]  
NOTE: Interested bidders are advised to share the details of meeting participants to focal point by 23rd February, 2022 so that meeting link can be shared with them. |
| Joint Venture, Consortium or Association | If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that: (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.  
Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association. |
| Only one Bid | The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association. Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:

a) they have at least one controlling partner, director or shareholder in common; or
b) any one of them receive or have received any direct or indirect subsidy from the other/s; or
c) they have the same legal representative for purposes of this RFQ; or
d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process;
e) they are subcontractors to each other’s Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or
f) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid. |
| Duties and taxes | Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below: All prices must: ☒ be inclusive of GST and other applicable indirect taxes |
| Language of quotation | English Including documentation including catalogues, instructions and operating manuals. |
| Documents to be submitted | Bidders shall include the following documents in their quotation:

☒ Duly Accomplished Supplier’s Quotation Form as provided in Annex 2;
☒ Company Profile.
☒ Copy of Latest Business Registration Certificate;
☒ Quality Certificates (ISO etc.), if any;
☒ Written Self-Declaration of not being included in the UN Security Council 1267 / 1989 list, UN Procurement Division List of other UN Ineligibility List.
☒ Technical Capacity (Please provide CVs of the Staff that will be preparing and managing food for the Catering Services);
☒ Information/evidence on recently provided catering services: list of recent events/ customers (number of guests, nature of events) with references, photo (if available).
☒ List of previous at least 2 contracts on similar services during the last five years with the contract value and client names. (Please provide copies of contract).
☒ Statement of satisfactory completion (Certificates) from the top two clients in terms of Contract value in similar field.
☒ Documents requested as per Annex-3 (Financial Offer). |
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<tr>
<th><strong>Quotation validity period</strong></th>
<th>Quotations shall remain valid for 120 days from the deadline for the Submission of Quotation.</th>
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<tr>
<td><strong>Price variation</strong></td>
<td>No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.</td>
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<tr>
<td><strong>Partial Quotes</strong></td>
<td>☒ Not permitted</td>
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<tr>
<td><strong>Alternative Quotes</strong></td>
<td>☒ Not permitted</td>
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<tr>
<td><strong>Payment Terms</strong></td>
<td>Within 30 days upon UNDP’s acceptance and receipt of invoice. (to be settled by the concerned staff or unit/agency).</td>
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| **Conditions for Release of Payment** | ☒ 100% within 30 days of submission of following documentation to UNDP: i) Original Invoice; ii) signed delivery receipt.  
The contractor will submit monthly complete and high-quality MIS reports along with monthly bills. |
| **Contact Person for correspondence, notifications and clarifications** | **E-mail address:** manikandan.srinivasan@undp.org  
Attention: Quotations shall not be submitted to this address but to the address for quotation submission above (through e-tendering portal only). Otherwise, offer shall be disqualified.  
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. |
| **Clarifications**            | Requests for clarification from bidders will not be accepted any later than 3 days before the submission deadline. Responses to request for clarification will be communicated thru email/ Posted directly to eTendering portal. |
| **Evaluation method**         | ☒ The LTA will be entered into with top three lowest priced substantially compliant offerors. |
| **Minimum Eligibility Criteria** | a) Legal registration of the Business, including for Tax purposes.  
b) Service Provider should have minimum of 5 years of experience in rendering catering services, including to UN agencies/ INGO’s/ multinational organizations or in a multicultural setting.  
c) Service Provider should also have experience rendering outdoor catering services. |
### Evaluation criteria

- ☒ Full compliance with all requirements as specified in Annex 1.
- ☒ Technical responsiveness/Full compliance to requirements and lowest price.
- ☒ Full acceptance of LTA General Terms and Conditions.

#### Compliance on the following requirements

- ☒ Registration certificate (Certificate of Incorporation of the agency).
- ☒ Statement of satisfactory completion (Certificates) from the top two clients in terms of Contract value in similar field.

### Financial Evaluation:

**Catering Services:** the unit price of the menu for the event types will be multiplied by the estimated total participant days involved.

### Price Validity

<table>
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<tr>
<th>Minimum Quantity Levels</th>
<th>Long term price agreement is a non-exclusive arrangement and UNDP has the right to procure the services from other vendors at its sole discretion and as the situation may warrant.</th>
</tr>
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<tr>
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<td>The one-year price arrangement under bidding will not represent a contract nor oblige UNDP to spend any monies.</td>
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<tr>
<td></td>
<td>The LTA to be established by UNDP is in accordance with its Financial Rules and Regulations and Procurement Policies and subject to review by its Contracts Committee. Any other UN Agency wishing to use the LTA should contact the Vendor to obtain confirmation of supply/delivery of goods/services as needed. UNDP will neither be responsible for any deficiency of goods/services by the Vendor nor be a party to any resulting disputes.</td>
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</table>

### Right not to accept any quotation

- UNDP is not bound to accept any quotation, nor award a contract or Purchase Order

### Right to vary requirement at time of award

- 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.

### Type of Contract to be awarded

- ☒ Long Term Agreement for maximum of two (2) years. The successful vendors shall sign a Long-Term Agreement with UNDP for a period of 1 (one) year initially, renewable thereafter for one more year upon satisfactory evaluation of performance.

### Expected date for contract award.

- March 2022

### Publication of Contract Award

- UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.

### Policies and procedures

- This RFQ is conducted in accordance with **UNDP Programme and Operations Policies and Procedures**

### UNGM registration

- Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at [www.ungm.org](http://www.ungm.org).

The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to contract signature.
ANNEX 1: TERMS OF REFERENCE

“Provision of Catering Services”

1. BACKGROUND

1.1 Number of staff: UN House at 55 Lodhi Estate has 350 staff members and UNICEF at 73 Lodhi Estate has 200 staff members apart from the short-term consultants and facility management staff.

Catering events: UN Agencies hosts a large number of workshops, meetings and conferences which require specific hospitality arrangements. Such events are pre-planned and requests made for special requirements. For the purpose of this Terms of Reference, the services related to these events are referred to as “Catering services”

We expect volume of services during the LTA period as under: -
- 12-20 big events (lunch/dinner/Hi tea) for around 300-400 people
- 100-200 events (lunch/Hi Tea) for 50 - 100 people (approx.)
- 6-8 offsite catering

This is just an estimated volume based on historical data, and not guaranteed volume. This should not be considered as promise to do the business with selected proposer. The figure is provided to reflect the volume of the business and scope of work.

1.2 Nationalities present: UN is an international organization and employs up to 20-30 different nationalities. Proposals should reflect this diversity and the special demands this place on the service provider to provide as varied and acceptable a menu as possible.

1.3 Languages spoken: The serving staff must be able to communicate in English and Hindi and other languages would be advantageous.

1.4 Premises: UN House is located at 55 Lodi Estate, New Delhi -110003.
UNICEF is located at 73 Lodi Estate, New Delhi -110003

1.5 Bidders will be provided the opportunity to visit the premises and the kitchen.

2. OBJECTIVES

2.1 UN seeks to establish a contract for the provision of catering services at the two UN compounds.

2.2 The scope of the contract is to provide balanced, nutritious and healthy food to UN staff and its visitors during events/meetings taking place at these UN premises.

Catering for official events, seminars, meetings and receptions of good-to-high quality. Catering may be requested in meeting rooms, conference halls and on the grounds.
3. ADDITIONAL INFORMATION

Catering for official functions/meetings/special events:

3.1 UN frequently hosts conferences and meetings requiring catering services for tea/coffee breaks, lunches and dinners/receptions within the office premises. Special arrangement may be required to cater at the residence of senior management.

3.2 Successful contractors will be required to demonstrate capacity and expertise to accommodate these requirements. Most catering for meetings, workshops, conferences are for groups between 10-50 pax, with some conferences for 50-100 pax. Occasional catering for receptions and events for up to 300-400 pax may be required.

3.3 Generally, events and the number of pax are planned well in advance, flexibility will be required from service provider occasionally, to provide catering services on relatively short notice and in adapting to changing number of pax as needed. Service may include light alcohol (beer and wine) while others may be alcohol free. UN can procure alcohol directly.

   Note: Some events can take place partially outside regular office hours and sometimes late evenings. In these cases, the additional costs for labour involved will have to be agreed upon in good faith between both parties.

3.4 Contractors will be required to indicate separately the cost per pax (as per financial template given below), including preparing, cleaning and serving where indicated, for the provision of the following catering services in connection with official UN functions. This is an indicative list of services. The service items used should be reusable/eco-friendly disposable:

1) Breakfast Type 1: Cold and hot Beverages, assorted pastries

2) Breakfast Type 2: Cold and hot Beverages, assorted pastries; bread/ rolls, butter, cheese, yogurt, muesli, granola, cereal bars, fruit; Upma, idli, or other Indian and Continental options

3) Lunch type 1: Packed cold lunch, typically consisting of sandwiches, rolls etc. and natural juices, smoothies, soft drinks.

4) Lunch type 2: Cold buffet style, typically consisting of sandwiches, vol-au-vou, croissant, quiche, salads etc. and juices, smoothies, soft drinks. Includes preparation and cleaning of buffet table. This should also be available as a packed lunch as and when required, without additional charges.

5) Lunch type 3: Buffet style (Indian/Asian/Chinese/Continental), typically consisting of three courses (veg & non-veg), composition at the discretion of the chef and the requesting unit with beverages. Includes preparation and cleaning of buffet table. This should also be available as a packed lunch as and when required, without additional charges.

6) Evening snacks: Hot and cold beverages and cold and hot snacks.

The successful Contractor will also be required to prepare, serve and clear tea/coffee requested for meetings. The Contractor will be required to identify the cost of this service per pax.
3.5 Orders for UN official functions will be placed in writing and the service provider will be responsible for clarifying any uncertainties with UN. Such orders must be signed and clearly dated by UN Agency. The service provider 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 to the agreed point of contact in each section of an UN Agency. A copy of all the signed orders for that month must be attached to the invoice and should bear the UN Identification number (UIN Number).

3.6 Service standard: Proper cutlery and bone china crockery or similar shall be the norm except for snacks and vending machine food.

Contractor to bring and maintain all the equipment required to cook food and other associated equipment. This equipment will remain the property of the Contractor.

4. We further expect the service provider to adapt its standard products and presentation as necessary on the occasion of special visitors, in close consultation with UN’s event/meeting organizers, while still maintaining pricing levels agreed in the contract. When additional services/products are required that clearly fall outside the product range defined in this ToR (and when these cannot be regarded as substitution of other elements) the service provider and event organisers will consult and agree on additional pricing in good faith.

5. PRICES

a) All prices shall be in local currency (INR)
b) 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 (if not already present), maintenance of equipment.

6. REPORTING REQUIREMENTS

6.1 The successful service provider will be requested to provide a complete statement of earnings and expenses on a quarterly basis, including daily/monthly statistical information on number of customers, number of types of meals/items sold, etc.

6.2 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’s representative, the timing of such meetings shall be agreed between the contractor and the UN’s representative shortly after signing of the contract;

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

S/he shall organize, supervise, guide and monitor the work of the other employees of the contractor;
S/he shall act as the main point of contact between the contractor’s staff and the UN’s representative in practical day-to-day issues;
S/he shall train the contractor’s newly recruited staff and familiarize them with the UN’s premises and procedures;
Waiters inside the main buildings for delivery, clean-up, quick coffee/tea service, etc.

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 to implement the assignment. This must include their educational and professional experience working on similar assignment, and information of similar assignment where they had worked and the roles/designation on such assignment.

The catering staff must meet the minimum requirements of the Indian Ministry of Health and family Welfare i.e. must hold a certificate from a recognized course in hygiene and food preparation. Proposers must provide a copy of the certificate with their proposal. Additional statements to attest to any required periodic check-ups should also be submitted, as necessary to ensure ongoing compliance.

7.3 Proposed Methodology:

Please provide your proposed methodology to implement the assignment, this may include but not be limited to how you will implement this assignment if selected as well as your standard operating procedure and how you will use it in implementing the assignment etc.

7.3.1 Experience and evidence of implementing similar assignments in the past 3 years:

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

7.3.2 References

List the names of 3 clients with a similar number of staff and set-up as UN. Please provide the names, contact details including the address, phone numbers and e-mail address of reference focal persons, approximate annual volume of business for each reference.

7.3.3 Health Safety and Environment

Please provide the details of your HSE policy. Please provide the detailed information of how you intend to use your HSE policy in the implementation of the contract. Please provide your environmental sustainability policy/statement if available.
7.3.4 Quality Control, Hygiene & Risk Assessment and mitigations

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 food and kitchen waste, cleaning of the, equipment, cold storage etc. The proposers will also be expected to identify various risks that may be associated with the implementation of the contract and their proposed mitigation measures.

7.3.5 Cleaning and hygiene

The cleaning and associated costs of cooking, preparation and serving area is the sole responsibility of the Contractor. The UN insists that the successful Contractor implements a well-documented self-system control.

7.3.6 Quality assurance System

The Contractor 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.

7.3.7 Catering Personnel

Personnel employed by the service provider for providing catering services at UN premises are in every respect regarded as employees of the Contractor. The selected 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. The Contractor shall be responsible for making the appropriate salary payments, social expenditures and insurance arrangements for staff working with them. 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. Please note that UN is committed to diversity and inclusion of its staff members.

Only personnel with a clean criminal record can obtain access to UN premises and the service provider is responsible for ensuring that this is the case for all personnel assigned to UN.

7.3.8 Health Status of Catering personnel

At all times, all catering personnel must be healthy and be free from all viral and bacterial infection, all types of infectious diseases. The contractor must be able to provide the certificate of health status of all their staff.

There will be no requirement to take over staff when starting a contract for catering services at UN, nor will this be considered when the contract ends.

**Following COVID Safety Measures should be observed by the service provider:**

1. All Staff assigned should be fully vaccinated and should undertake half yearly medical checkup and submit the certification.
2. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (doorknobs, switch buttons, handrails, benches, fixtures, etc.) to be made mandatory in all guest service area and common areas.

3. Proper disposal of face covers / masks / gloves left over by patrons and/or staff in covered bins should be ensured.

4. Deep cleaning of all kitchen equipment, shelves shall be ensured at regular intervals.

5. Staff / waiters should wear mask and hand gloves and take other required precautionary measures.

6. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.

7. Tables to be sanitized each time customer leaves.

8. In the kitchen, the staff should follow physical distancing norms at workplace.

7.4 The following will be provided / arranged by the **Service Provider**

1) The service provider will need to maintain sufficient levels of cutlery and crockery;

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

**NOTE:**

a) Damage caused to equipment or property through misuse or negligence will be charged to the Contractor.

b) The Service provider will be responsible for the removal of the waste.

7.4.1 **The following will be provided / arranged by UN**

1) **Tables and chairs** are provided for the indoor and outdoor meetings; however, it is expected that the Contractor will keep the surface of the tables clean and tidy on a constant basis;

2) **Electricity & water:** Utilities will be provided to the Contractor free of charge. The Contractor will be required to manage these facilities to ensure the efficient and responsible use of these resources.

7.5 Branding/Advert materials: No branding will be allowed on furniture, within the kitchen or cafeteria areas or the wider (entire) UN premises.

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

7.7 Certification by the Indian food Authority: The service provider at their cost must have necessary approvals and certifications from the relevant Indian Govt. Authority.

7.9 Survey and performance evaluation: It is expected that at least every six months, the service provider shall conduct a general survey with the UN staff, the survey questions (cleared by UN) and overall feedback must be shared with the UN focal person managing the contract. UN also reserves the right to conduct a survey with the staff members about the Catering services.
7.10 Uniform; provision of clean Uniform to the kitchen and serving staff should be responsibility of the contractor.

8  DURATION OF THE LTA

8.1 LTA with the top three successful service providers will be signed initially for a period of 12 months with possibility of extension for additional period of 24 months subject to satisfactory performance of the service provider. The service provider shall be subject to performance evaluation at the end of each year.

8.2 After signature of the contract, a kick-off meeting will be held at UN premises in order to agree on all the details. It is expected that the team leader of the contractor, responsible for the services, will be present at the meeting.
ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder’s Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

<table>
<thead>
<tr>
<th>Name of Bidder:</th>
<th>Click or tap here to enter text.</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFQ reference:</td>
<td>RFQ/016/IND 2022</td>
</tr>
<tr>
<td>Date:</td>
<td>Click or tap to enter a date.</td>
</tr>
</tbody>
</table>

Company Profile

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal name of bidder or Lead entity for JVs</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Legal Address, City, Country</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Website</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Year of Registration</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Legal structure</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>Are you a UNGM registered vendor?</td>
<td>☐ Yes ☐ No</td>
</tr>
<tr>
<td>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</td>
<td>☐ Yes ☐ No</td>
</tr>
<tr>
<td>Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):</td>
<td>☒ Yes ☐ No</td>
</tr>
<tr>
<td>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</td>
<td>☐ Yes ☐ No</td>
</tr>
</tbody>
</table>
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues (If yes, provide a Copy)

| ☐ Yes | ☐ No |

Is your company a member of the UN Global Compact

| ☐ Yes | ☐ No |

Bank Information

- Bank Name: Click or tap here to enter text.
- Bank Address: Click or tap here to enter text.
- IBAN: Click or tap here to enter text.
- SWIFT/BIC: Click or tap here to enter text.
- Account Currency: Click or tap here to enter text.
- Bank Account Number: Click or tap here to enter text.

Previous relevant experience

<table>
<thead>
<tr>
<th>Name of previous contracts</th>
<th>Client &amp; Reference Contact Details including e-mail</th>
<th>Contract Value</th>
<th>Period of activity</th>
<th>Types of activities undertaken</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Bidder’s Declaration

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

- ☐ ☐ Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.

- ☐ ☐ I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.

- ☐ ☐ Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.

- ☐ ☐ I/We confirm to undertake not to engage in proscribed practices, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct: [https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct](https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct) and acknowledge that it provides the minimum standards expected of suppliers to the UN.
| ☐ | ☐ | Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation’s Point of Contact. |
| ☐ | ☐ | Prohibitions, Sanctions: I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. |
| ☐ | ☐ | Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future. |
| ☐ | ☐ | Yes | No |
| ☐ | ☐ | Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity. |
| ☐ | ☐ | I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused. |
| ☐ | ☐ | By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf. |

Signature: ________________________________
Name: Click or tap here to enter text.
Title: Click or tap here to enter text.
Date: Click or tap to enter a date.
FINANCIAL OFFER SUBMISSION FORM

(This Form must be submitted only using the Supplier’s Official Letterhead/Stationery)

Bidders must complete this form and sign/stamp.

The offered products comply with the Terms of Reference set forth in RFQ Annex 1.

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to provide the services listed below in conformity with the Terms of Reference of UNDP as per RFQ Reference No. RFQ-016-IND-2022.

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ. Prices quoted below must be inclusive of all costs necessary to provide the required services.

Table # Catering Services and Office Meetings

<table>
<thead>
<tr>
<th>Occasion</th>
<th>Price (lump-sum)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BREAKFAST</strong></td>
<td></td>
</tr>
<tr>
<td>Breakfast Type 1: Cold and hot Beverages, assorted pastries</td>
<td></td>
</tr>
<tr>
<td>Breakfast Type 2: Cold and hot Beverages, assorted pastries; bread/ rolls, butter cheese, yogurt, muesli, granola, cereal bars, fruit; Upma, idli, or other Indian and Continental options</td>
<td></td>
</tr>
<tr>
<td><strong>LUNCH</strong></td>
<td></td>
</tr>
<tr>
<td>Lunch type 1: Packed cold lunch, typically consisting of sandwiches, rolls etc. and natural juices, smoothies, soft drinks.</td>
<td></td>
</tr>
<tr>
<td>Lunch type 2: Cold buffet style, typically consisting of sandwiches, vol-au-vou, croissant, quiche, salads etc and juices, smoothies, soft drinks. Includes preparation and cleaning of buffet table. This should also be available as a packed lunch as and when required, without additional charges.</td>
<td></td>
</tr>
<tr>
<td>Lunch type 3: Buffet style (Indian/Asian/Chinese/Continental), typically consisting of three courses (veg &amp; non-veg), composition at the discretion of the chef and the requesting unit with beverages. Includes preparation and cleaning of buffet table. This should also be available as a packed lunch as and when required, without additional charges.</td>
<td></td>
</tr>
</tbody>
</table>
### Reception

#### High Tea

Evening snacks: Hot and cold beverages and cold and hot snacks.

- Veg Snacks
- non-veg snacks
- Bakery items

<table>
<thead>
<tr>
<th>Occasion</th>
<th>Price (lump-sum)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reception</td>
<td></td>
</tr>
<tr>
<td>- 4 veg snacks</td>
<td></td>
</tr>
<tr>
<td>- 4 non-veg snacks</td>
<td></td>
</tr>
</tbody>
</table>

#### Lunch / Dinner (3 options)

**Option-1: Indian Menu:**
- 2 Non-Veg dishes
- 3 veg dishes
- Raita
- Rice
- Roti/breads (3 types)
- Salads (2 types)
- Soup
- Desserts (2 types)

**Option-2: Combination of Indian and Asian Menu:**
- 2 Non-Veg dishes
- 3 veg dishes
- Raita
- Rice
- Roti/breads (3 types)
- Salads (2 types)
- Soup
- Desserts (2 types)

**Option-3: Combination of Indian and Continental Menu:**
- 2 Non-Veg dishes
- 3 veg dishes
- Raita
- Rice
- Roti/breads (3 types)
- Salads (2 types)
- Soup
- Desserts (2 types)
- 3 Veg Snacks
- 1 non-veg snack
- 2 Bakery items

**Tea/Coffee with cookies for Office Meetings**

- Coffee Type 1: Coffee, tea, milk, sugar, sugar substitute, jugs of water; small portion pastry, fruit.
- Coffee Type 2: Coffee, tea, milk, sugar, sugar substitute, jugs of water, smoothie; small portion pastry, fruit cut, vegetable sticks
- Coffee Type 3: Coffee, tea, milk, sugar, sugar substitute, jugs of water, smoothie; quiche, wrap, pizza; vegetable sticks w/dip or small portion pastry
- Tea/Coffee
- Tea/Coffee with one plate of healthy wholegrain cookies (oats, Atta, other)
- Tea/Coffee with one plate each of cookies, cake and savory
- Cut fresh fruit (seasonal) – per plate

Name of Bidder: ________________________________________________

Authorised signature: ____________________________________________

Name of authorised signatory: ____________________________________

Functional Title: _______________________________________________

**Instructions to prepare financial proposal:**

1. Proposers must adhere to the format above and quote under all heads

2. For Catering services, there will be various options under each segment with different price of each item. Proposers are required to quote for minimum (for lowest priced item) and maximum price (for highest priced item). Proposers are required to submit list of all items (quoted for) with price and quantity, as a separate document. It’s compulsory to submit financial proposal, using format.

3. Water, cold drink and other packaged beverages will be supplied at MRP.