



## REQUEST FOR PROPOSAL (RFP)

To: All Proposers	DATE: December 18, 2018
	REFERENCE: UNDP/SOM/RFP/014/2018

Dear Sir/Madam:

UNDP Somalia on behalf of the Banaadir Regional Administration (BRA) kindly request you to submit your Proposal for **Kitchen and Cafeteria Management Services at the Social Enterprise Startup Incubator in Mogadishu**. Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **15<sup>th</sup> January 2018, 13:00H Somali Time (GMT+3)** via email to the following designated email address: [bids.so@undp.org](mailto:bids.so@undp.org) with the subject line **“RFP Ref: UNDP/SOM/RFP/014/2018: Kitchen and Cafeteria Management Services at the Social Enterprise Startup Incubator in Mogadishu”**

Your Proposal must be expressed in the English language and valid for a minimum period of **90 days** from the submission deadline

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the email 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. Kindly ensure that your proposal is signed and in the **PDF acrobat format**, and free from any virus or corrupted files. **Zip, RAR and JPEG files must not be used.**

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 which can be accessed through following link; <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html><sup>1</sup>

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/content/undp/en/home/operations/procurement/protestandsanctions/>

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.

Sincerely yours,

*Iryna Malykh  
Procurement Specialist  
UNDP Somalia Country Office*

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<sup>1</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

## Description of Requirements

Context of the Requirement	<b>Kitchen and Cafeteria Management Services at the Social Enterprise Startup Incubator in Mogadishu.</b>
Implementing Partner of UNDP	Benaadir Regional Administration (BRA)
Brief Description of the Required Services	Please refer to the Terms of Reference Attached hereto in Annex 3
List and Description of Expected Outputs to be Delivered	Catering and cleaning services
Person to Supervise the Work/Performance of the Service Provider	UNDP RE-INTEG Project Manager
Frequency of Reporting	<i>Please refer to reporting requirements specified in the Terms of Reference.</i>
Progress Reporting Requirements	<i>Please refer to reporting requirements specified in the Terms of Reference.</i>
Location of work	<input checked="" type="checkbox"/> The Start Up Incubator located in the Gold Market in Mogadishu's Hamar Weyne area
Expected duration of work	UNDP envisages to enter into contract for one year with the possibility to renew for a second term of similar period. Prices will remain firm for the entire contract period or extension thereafter.
Target start date	February 2019
Latest completion date	February 2020, renewable for a second year upon positive performance review
Travels Expected	N/A
Special Security Requirements	N/A
Facilities to be Provided (i.e., must be excluded from Price Proposal)	<i>Please refer to Section H of the reporting requirements specified in the Terms of Reference</i>
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"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollar (USD)
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals ( <i>Counting for the last day of submission of quotes</i> )	<input checked="" type="checkbox"/> 90 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	This is a self-financing project. The Contractor shall keep any revenue generated by the cafeteria business, must rely on the turn over from the services rendered to cover all incurred costs, and shall pay a monthly the rent BRA for the use of the premises.  Rent must be paid before the 5th Day of the next month.

Person(s) to review/inspect/ approve outputs/completed services	UNDP RE-INTEG Project Manager																																																														
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Goods and Services for UNDP A model contract can be accessed using the below link <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>																																																														
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) Only Financial Proposals of Proposers who achieve the minimum technical score of 700 marks will proceed to comparison and review. <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC) for Contract for Goods and Services for UNDP																																																														
Criteria for the Assessment of Proposal	<p><b>Preliminary Evaluation:</b> Proposers must satisfy the following eligibility criteria to be admitted for technical evaluation; -</p> <table><tr><th rowspan="2">No.</th><th rowspan="2">Basic Criteria (Pass/Fail)</th><th colspan="2">Provided</th></tr><tr><th>Y</th><th>N</th></tr><tr><td>1</td><td>Bid sent to the correct designated secure Bid submission email address stipulated in the RFP</td><td>✓</td><td>X</td></tr><tr><td>2</td><td>Timely receipt of Proposal <b>(date and time)</b>.</td><td>✓</td><td>X</td></tr><tr><td>3</td><td>Proposal Bid validity for minimum of 90 days from the bid submission deadline</td><td>✓</td><td></td></tr><tr><td>4</td><td>completed, signed, stamped and submission of all eligibility documents/information requested in Annex 2, Sections A to D.</td><td>✓</td><td>X</td></tr><tr><td>5</td><td>Language of proposal is English</td><td>✓</td><td>X</td></tr><tr><td>6</td><td>Currency of proposal is United States Dollar (USD)</td><td>✓</td><td>X</td></tr><tr><td>7</td><td>Acceptance of UNDP General Terms &amp; Conditions</td><td>✓</td><td>X</td></tr><tr><td>8</td><td>Screening against UN Security Council 1267/1989, UNPD or other UN ineligibility lists</td><td>✓</td><td>X</td></tr><tr><td colspan="2"><b>Passed for Technical Evaluation</b></td><td>✓</td><td>X</td></tr></table> <p><b>Technical Evaluation Criteria (70%)</b></p> <table><tr><th colspan="2">Summary of Technical Proposal Evaluation Forms</th><th>Score Weight</th><th>Points Obtainable</th></tr><tr><td>1.</td><td>Proposer’s qualification, capacity and experience</td><td>30%</td><td>300</td></tr><tr><td>2.</td><td>Proposed methodology, approach and implementation plan</td><td>40%</td><td>400</td></tr><tr><td>3</td><td>Management structure and key personnel</td><td>30%</td><td>300</td></tr><tr><td colspan="2"><b>Total</b></td><td><b>100%</b></td><td><b>1000</b></td></tr></table>	No.	Basic Criteria (Pass/Fail)	Provided		Y	N	1	Bid sent to the correct designated secure Bid submission email address stipulated in the RFP	✓	X	2	Timely receipt of Proposal <b>(date and time)</b> .	✓	X	3	Proposal Bid validity for minimum of 90 days from the bid submission deadline	✓		4	completed, signed, stamped and submission of all eligibility documents/information requested in Annex 2, Sections A to D.	✓	X	5	Language of proposal is English	✓	X	6	Currency of proposal is United States Dollar (USD)	✓	X	7	Acceptance of UNDP General Terms & Conditions	✓	X	8	Screening against UN Security Council 1267/1989, UNPD or other UN ineligibility lists	✓	X	<b>Passed for Technical Evaluation</b>		✓	X	Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	1.	Proposer’s qualification, capacity and experience	30%	300	2.	Proposed methodology, approach and implementation plan	40%	400	3	Management structure and key personnel	30%	300	<b>Total</b>		<b>100%</b>	<b>1000</b>
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	Proposal Evaluation Form 1		Points obtainable
	<b>Proposer's Qualification, Capacity and Experience</b>		
	1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	100
	1.2	General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted	95
	1.3	Relevance of specialized knowledge and experience on similar engagements done in the region/country	50
		Quality assurance procedures and risk mitigation measures	50
	1.4	Organization demonstrates 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	5
	<b>Total Part 1</b>		<b>300</b>
	Technical Proposal Evaluation Form 2		Points Obtainable
	<b>Proposed Methodology, Approach and Implementation Plan</b>		
	2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?	100
	2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	100
	2.3	Details on how the different service elements shall be organized, controlled and delivered	30
	2.3	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement	30
	2.4	Is the adopted conceptual framework appropriate for the proposed assignment?	50
		Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic	50
		Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	40
	<b>Total Part 2</b>		<b>400</b>

Technical Proposal Evaluation Form 3		Points Obtainable
<b>Management Structure and Key Personnel.</b>		
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?	
3.2	<b>Qualifications of key personnel proposed</b>	
3.2(a)	<b>Project/Cafeteria Manager</b>	
	Education and professional training	60
	Specific Experience relevant to the assignment	40
	Language Qualifications (Fluent in spoken and Written English and Somali languages)	10
<b>Sub-Total</b>		<b>110</b>
3.2 (b)	<b>Chef</b>	
	Education and professional training	40
	Specific Experience relevant to the assignment	60
<b>Sub-Total</b>		<b>100</b>
3.2 (c)	<b>Procurement Assistant/Cashier</b>	
	Education and professional training	40
	Specific Experience relevant to the assignment	50
		<b>90</b>
<b>Total Part 3</b>		<b>300</b>
<b>Financial Proposal (30%)</b> To be computed as a ratio of the Proposal's offer to the lowest cumulative/Grand Total price (see Annex 2, Section D) among the proposals received by UNDP. The maximum number of points will be allotted to the lowest price proposal among those technical qualifies who have attained a minimum of 70% score in the technical evaluation. All other proposals will receive points in inverse proportion to the lowest price.		
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 2) <input checked="" type="checkbox"/> General Terms and Conditions which can be accessed through following link; <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a> <sup>2</sup> <input checked="" type="checkbox"/> Detailed TOR (Annex3)	
Contact Person for Inquiries (Written inquiries only) <sup>3</sup>	<b>Att: Procurement Unit</b> Email: <a href="mailto:Procurement.so@undp.org">Procurement.so@undp.org</a> 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.	
Other Information [pls. specify]	N/A	

<sup>2</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

<sup>3</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.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>4</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>5</sup>)*

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

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, i.e. demonstration of Proposer suitability and capacity to deliver by indicating the following:*

- a)** Company profile which should not exceed fifteen (15) pages:
  - *The nature of business, field of expertise:*
  - *certification and accreditations (if any);*
- b) Business Licenses:**
  - i.* Certificate of valid registration of the business, along with evidence of registration for the past Three (03) years
  - ii.* Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Proposer is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Proposer,
- c)** Audited financial statements (including Auditor's and management report, income statement and balance sheet) audited by a Certified Public Accountant (CPA) for the last three years (2015, 2016 and 2017).
- d)** Statement of satisfactory performance from not less than three (3) different clients within the past three to five (03-05) years
- e)** *Track Record* – Experience in running a cafeteria/kitchen management for at least 3 years.
- f)**

Name of Project	Client	Contract value (USD)	Period of activity	Type of activity undertaken	Status or date completed	References contact details (name, phone, email)

- g)** *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.*

<sup>4</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>5</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; providing a detailed description of the essential performance characteristics, reporting conditions, risk mitigation and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.; The proposal must demonstrate:*

- *Clear understanding of the assignment/interpretation of the ToRs*
- *Methodology to be used in undertaking the assignment*

**C. Qualifications of Key Personnel**

- Name(s) and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- Attach CVS for cafeteria/project manager, chef and procurement assistant/cashier positions to demonstrate specific experience relevant to the assignment and, provide details of similar assignment(s) undertaken in the past in order to determine their technical capacity in terms of qualifications and competencies for the assignment.*
- Written confirmation from each personnel that they are available for the entire contract duration*

**D. Cost Breakdown by Cost Component**

All bidders must attach a six-day four-week rotational menu with prices for each item. UNDP shall use the cost breakdown for the price reasonability (Value for Money) assessment purposes.

In addition, all bidders must also provide the cost of items based on the below format. No deletion or modification may be made. Any such deletion or modification may lead to the rejection of the Proposal. The format shall be used as a basis to evaluate financial offers. The Technically qualified bidder who offers the lowest Grand total price will receive maximum points for their financial proposal.

All costs associated with facilities to be provided (See Annex 2; Article H) must be excluded from the financial proposals

CANTEEN SERVICES	COST PER PORTION (USD)
<b>HOT MEALS</b>	
<b>Chicken</b> with option of rice or pasta or other starch accompanied by vegetables in season	
<b>Goat meat</b> with option of rice or pasta or other starch accompanied by vegetables in season	
<b>Camel meat</b> with option of rice or pasta or other starch accompanied by vegetables in season	
<b>Fish</b> with option of rice or pasta or other starch accompanied by vegetables in season	
<b>Sea Food</b> with option of rice or pasta or other starch accompanied by vegetables in season	
<b>Beef</b> with option of rice or pasta or other starch accompanied by vegetables in season	
Vegetarian hot dish	
<b>SIDE DISHES</b>	<b>COST PER PORTION (USD)</b>
Vegetable Salad	
Fruit Salad	
1 Banana	
Chicken Sandwich	
Beef Sandwich	



<i>Samosa</i>	
<i>Mandaazi</i>	
Soup	
2 Eggs	
Breakfast cereal	
Muffin	
2 slices of Bread (Option of white or Brown)	
Croissant	
Pancakes	
Slice of Plain vanilla cake/fruit Cake/Chocolate cake of any other type of cake	

<b>HOT AND COLD BEVERAGES</b>	<b>COST PER PORTION (USD)</b>
Plain coffee White/Black	
Espresso	
Café Latte	
Cappuccino	
Tea White/Black	
Drinking Chocolate	
Porridge	
Soda options	
Diet Soda options	
Half Litre Bottled water	
1 Litre Bottled water	
Fresh Juice	
Yogurt	
Ice-Cream (assorted Flavors)	
<b>CATERING SERVICES FOR OFFICIAL FUNCTIONS – MEETING/RECEPTIONS/LUNCHESES (refer to the TOR)</b>	<b>PRICE PER PERSON</b>
Coffee/tea at meetings Type 1	
Coffee/tea at meetings Type 2	
Lunch Type 1	
Lunch Type 2	
Lunch Type 3	
Service price per hour	
<b>GRAND TOTAL</b>	

**Notes**

- All costs associated with facilities to be provided as described in Section H of the terms of reference must be excluded from the financial proposals**
- In case of discrepancy between unit price and total price, the unit price shall prevail, and the total price shall be corrected. If the Bidder does not accept the correction of errors, its Proposal will be rejected.
- All prices/rates quoted must be exclusive of all taxes, since the United Nations, including its subsidiary organs, is exempt from taxes as detailed in Clause 18 of the UNDP General Conditions for Contract.

\_\_\_\_\_  
Name and Signature of the Service Provider's Authorized Person

\_\_\_\_\_  
Designation

\_\_\_\_\_  
Date

## **CAFETERIA MANAGEMENT SERVICES AT THE SOCIAL ENTERPRISE STARTUP INCUBATOR IN MOGADISHU**

### **A. BACKGROUND INFORMATION AND RATIONALE, PROJECT DESCRIPTION**

Within the framework of the European Union (EU) Emergency Trust Fund for Africa, UNDP Somalia through its RE-INTEG Project in collaboration with UN-Habitat, United Nations High Commission for Refugees (UNHCR) and the Banaadir Regional Administration (BRA) works at multiple levels to respond to specific needs of internally displaced Persons (IDPs) and returnees to Mogadishu with a focus on durable solutions through enhanced governance, employment opportunities and access to basic and protective services. The Project's overall objective is to contribute to Somalia's transition out of fragility by strengthening stability and security and creating a favorable economic social development that enhances capacities of areas of return or displaced populations and improved livelihood conditions in areas of return and departure. The specific objective is to support a sustainable and durable reintegration of refugees and returnees from various locations of departure, IDPs in Somalia and to anchor populations within Somalia

Somalia remains the epicenter of one of the world's largest displacement crises. With over 1.1 million people (approximately 10% of Somalia's population) living in protracted internal displacement and another one (1) million in displacement in neighboring countries, the total displaced population represents 20% of Somalia's population. A survey conducted by the RE-INTEG project among IDPs in Mogadishu to establish their preferred approach towards securing sustainable employment and working their way out of poverty revealed that 67% of IDPs interviewed identified 'starting their own business' as their preferred strategy. Consequently, UNDP in collaboration with BRA is implementing a series of activities that propose social enterprise startups as a possible solution. The potential of social enterprises is to address the so-called 'bottom of the pyramid' market opportunities and to reduce income inequality – including disparities between IDPs and their host communities as well recognized globally and evidenced in Mogadishu by a recent IDP profiling exercise. In this regard, the Project aims to strengthen the voice and capabilities of displacement affected communities to enable them to actively participate in development of Somalia by responding to urgent needs with long term support.

Within this context, UNDPs RE-INTEG Project on behalf of the Banaadir Regional Administration (BRA) requires services of a qualified company to provide kitchen/ cafeteria management services at the start-up social enterprise incubator as described in these Terms of Reference.

### **B. SPECIFIC OBJECTIVE**

To provide an effective and efficient kitchen and cafeteria management service based on a self-supporting model to ensure successful takeover by the Incubator Management Committee at the end of the proposed contract.

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

1. Quality controlled, varied and healthy menus prepared in accordance with industry recognized best practice.
2. Adherence to most recent dietary guidelines by the World Health Organization and a menu plan consistent with the WHO Dietary Guidelines (attached).
3. A kitchen environment consistent with industry recognized best practice for health and safety and food hygiene.
4. A flexible and friendly service with a customer orientated focus.
5. Creation of an agreeable and relaxed atmosphere that also provides for an efficient and smooth turnover of the guests in the cafeteria.
6. Ability to provide a selection of food where the use of organic products is predominant and a plan for sustainable and environmentally friendly waste management system.
7. Ensure good communication to staff and visitors on assigned website and/or notice boards in the cafeteria.

### **C. SCOPE**

To provide an effective and efficient kitchen and cafeteria service six days a week and will serve at least 50 people in a day. The scope of works shall cover catering and cleaning of the kitchen/cafeteria area of the

incubator. Services will be provided six days a week and will be rendered in accordance with the TOR, UNDP General Terms & Conditions and national Labour Laws. Services will be provided by a team of full-time Contractor personnel.

The contractor may also be requested to cater for conferences/meetings and social events held at the Incubator on prior reservation based an ad-hoc basis. Invoices for coffees served at meetings, official lunches and receptions should be invoiced separately directly to the relevant entity. Successful contractors will be required to demonstrate the capacity and expertise to accommodate these requirements.

# **1. Catering service**

Meal types will include breakfast, lunch, snacks and beverages. Breakfast and lunch options will be served once daily. Breakfast will be served between 08:00H and 09:30H. Hot and cold beverages, e.g., coffee/tea, juices, bottled water, canned/bottled soft drinks; sandwiches, salads, pastries, savory and un-savory snacks, vegetable/fruit salads will be served throughout the day.

It is also assumed that the Contractor will follow the holiday scheme applied by the incubator.

The Contractor chef will prepare a six day four-week rotational menu that provides a variety of reasonably priced food items for approval by UNDPs RE-INTEG Project manager. Any changes to the menu will require approval from UNDPs Project Manager. The chef shall ensure that meals will at a minimum include offerings in each of the following categories: -

<b>Categories of food items</b>	<b>Description of food stuff</b>
	Brand to be specified in the offer and any changes to be approved by UNDP
<b>Beverages and snacks</b>	Tea, Coffee, Sugar; Milk (long Life); Eggs; Cheese; Butter (including peanut butter); Jams (different kinds); Breakfast Cereals (different kinds); Bread; Cocoa; drinking chocolate; Milk (powder); Porridge; Yoghurt (different kind-low fat), ice-cream Marmalade; Sultanas, Raisins, Honey, Muffins; croissants; pancakes; cakes.
<b>Meat Products</b>	Chicken; Goat meat; Camel meat; Fish (Fresh); Beef; Sea food e.g. lobster and prawns (fresh), Tuna fish (canned)
<b>Non-Meat Food Stuff</b>	Pasta (different kinds); Flour (high quality); Rice (Basmati); Noodles; Beans (canned)
<b>Vegetables</b>	Onion; Tomatoes; Garlic, Potatoes; Green pepper; Carrot; Cabbage; Green Beans; Okra; Spinach; Salad; Lemon; Zucchini, Lentils; Pumpkin
<b>Fruits</b>	Papaya; Mango; Banana; Apple; Orange; Grapefruit; Water-melon; Guava
<b>Different kind of Spices</b>	Soy sauce; Ketchup (different kinds); Barbeque sauce; Salt; Black Pepper; Chilli; Garlic; Mixture of curry spices; Cooking oil (sun flower and / or olive oil) and any other ingredients for cooking
<b>Water / Soft drinks / Juice</b>	Bottled Mineral water; Soda options; Fresh fruit juice

This is an indicative menu only and the Contractor is encouraged to be creative and provide variation with menu planning.

The approved menu shall be posted on the internet café's noticeboard. It shall also be published on the Incubator's web-page to advertise menus daily.

a) Perishable foods such as meat viands (fish, beef, poultry) will at a maximum be procured on a weekly basis for storage in line with industry practices;

b) Perishables foods such as fruits and vegetable viands will preferably be procured daily or at most weekly based on seasonal supply;

Contractors are required to complete the Financial Proposal Form in annex 2 indicating the cost, per person, including serving where indicated, for the provision of the following services in connection with social events and official functions such as meetings and conferences at the incubator:

- Coffee/tea at meetings Type 1 (per cup): Serving must include coffee/tea/water Cakes and *Mandazi*
- Coffee/tea at meetings Type 2 (per cup): Serving must include coffee/tea/water Cakes, *Mandazi*, *Samosas* and sliced fruit

Lunch Type 1: Cold buffet style, typically consisting of sandwiches, soft drink, water and coffee/tea. Includes serving of drinks and preparation and cleaning of reception table.

Lunch Type 2: Buffet style typically consisting of 2-3 warm dishes (variation of meat and fish) green salad, cheese, fruits, desert, soft drink, water, coffee. Includes serving of food and drinks and preparation and cleaning of reception table.

Lunch Type 3: Typically consisting of three courses, composition at the discretion of the chef and the requesting unit, with a soft drink, water and coffee/tea. Includes serving of food and drinks and preparation and cleaning of reception table.

## **2. Cleaning of Kitchen and Dining Room Areas**

Under supervision of the Contrator chef , cooks and kitchen hands will be responsible for a high standard of hygiene in the kitchen, dining room and the immediate surrounds.

- 2.1. The kitchen will be cleaned using approved detergents once a day and will be damp mopped and kept dry all times. The dining areas will be scrubbed once a week and damp mopped at least 3 times a day.
- 2.2 Work tops will be washed with hot water and detergent before and after every stage of food preparation.
- 2.3. Utensils, crockery and cutlery will be washed in hot water and detergent after each use, dried, and stored in clean cupboards. Cupboards will be cleaned every week using a suitable cleansing agent.
- 2.4. Separate chopping boards will be used for meat and vegetables. Separate utensils will be used to handle raw food (including meats) and cooked/ready-to-eat food. Cracked or chipped crockery will not be used.
- 2.5. Store food at safe temperature, wrap food well for the freezer to avoid cross-contamination, and separate raw and cooked food in the refrigerator.
- 2.6. Wash dish clothes and kitchen towels in hot water and detergent, and air dry.
- 2.7. Food handlers must keep their fingernails short and clean and wash their hands after Every activity. They must wear clean, neat uniforms, aprons and heads shall be covered with a chef's hat or hair net at all times. They shall use gloves and tongs and observe a personal cleaning regime in carrying out multiple tasks.
- 2.8. Garbage must be removed from the kitchen at least 3 times a day or more often depending on the volume of garbage;
- 2.9. Fumigation/pest control against rodents, lizards, flies, termites, cockroaches, other crawling insects at regular intervals or as and when required;
- 2.10. Kitchen sink drains will be kept clear. Used cooking oil must not be dumped in sinks or the drainage system;
- 2.11. Cigarette urns and dustbins should be emptied twice a day and washed daily.

## **3. Management of Cafeteria Income**

This is a self-financing project. The Contractor will be responsible for the provision of the needed equipment not provided by BRA and all other things required to provide suitable catering services as well as the profits or

losses attained. The Contractor shall keep any revenue generated by the cafeteria business, must rely on the turn over from the services rendered to cover all incurred costs, and will pay the rent to the incubator for the use of the premises. The rent will be negotiated among the selected Contractor, BRA and UNDP and shall be in line with local prices. The rent will be banked by the incubator in its bank account, as part of the transition sustainability plan after contract phase-out.

The UNDP reserves the right to inspect the kitchen/cafeteria at any time without notice to ascertain the cleanliness and hygiene of premises, food, equipment and utensils are satisfactory. UNDP may issue written instructions regarding cleaning arrangements and any other matters of hygiene which the contractor shall implement.

#### **D. APPROACH AND METHODOLOGY**

Proposers will be expected to propose the most appropriate methodology to meet contract objectives. This may include but not limited to how Proposers will implement assignment if selected, Proposers' standard operating procedure and how this will be applied in contract implementation. Proposers will be expected to provide;

**Health Safety and Environment (HSE):** detailed information on how to (a) prepare and serve food (b) dispose kitchen and cafeteria waste and (c) cleaning of the kitchen, cafeteria and equipment in line with the best industry practices.

**Quality Control, Hygiene & Risk Assessment and Mitigation:** Detailed information on proposed quality control and hygiene mechanism that will be applied during contract implementation including handling, storage and disposal of foods and wastages, cleaning of the kitchen/cafeteria, equipment, cold storages etc.

**Quality Assurance System:** An effective method of monitoring and managing quality. This should include details of customer satisfaction levels, preparation and service methods.

#### **E. DELIVERABLES AND SCHEDULES/EXPECTED OUTPUTS**

- a) Catering services
- b) Cleaning of Kitchen/Cafeteria

#### **F. KEY PERFORMANCE INDICATORS AND SERVICE LEVEL**

<b>Performance attribute</b>	<b>Performance indicator</b>
Problem solving by senior management and key personnel	Availability of key personnel to handle complaints and ability to resolve complaints quickly (timeline; 1 week)
Service delivery	Ability of Contractor's staff to deliver service promptly and efficiently
Conduct of Contractor's staff	<ul style="list-style-type: none"> <li>• Punctuality</li> <li>• ability to take and adhere to instructions</li> <li>• respect for customers, colleagues, counterparts and UN staff.</li> </ul>
Service quality	<ul style="list-style-type: none"> <li>• Regular coordination meetings with the UNDP RE-INTEG Project Manager</li> <li>• Infrequent complaints from residents.</li> <li>• Positive performance reviews</li> <li>• Observance of high standards of hygiene</li> </ul>
Asset Management	Care and management of assets under the care of the Contractor. Regular update of inventory
Finance Management	Rent payments made on agreed-upon dates
Reporting and administrative requirements	Compliance to reporting requirements of the contract. <ul style="list-style-type: none"> <li>• Incident reporting</li> <li>• Monthly reports</li> </ul>

## **G. GOVERNANCE AND ACCOUNTABILITY**

The contract shall be under the overall supervision of the UNDP RE-INTEG Project Manager with input from the Incubator Management Committee. The Contractor shall identify a focal point who shall be the liaison and reporting person to UNDP. UNDP RE-INTEG Project Manager in liaison with the Contractor's Project/cafeteria manager shall be responsible for daily implementation of the contract. The Contractor's Cafeteria Manager shall remain contactable by UNDP at all times. Immediately after contract signature, the UNDP and the Contractor will hold a project start up meeting to review the implementation plan of the Contractor.

### **Duties and Responsibilities of the Contractor**

The Contractor will provide a pool of skilled/professional staff required to perform the Contract. Leave shall not be an acceptable reason for a break in operations, hence, it is the responsibility of the Contractor to identify the optimum number of staff required and quote accordingly.

#### **1. Contractor's Personnel**

The Contractor will have sole responsibility for all logistical, administrative and maintenance support necessary to its personnel for the duration of contract with no responsibility and liability on the part of the UNDP. This shall include; -

- a) Sole responsibility for general welfare and personnel matters for all Contractor staff including All charges related to its personnel including all incidental to the performance of its statutory obligations (where applicable) under this contract including taxes, workmen's compensation, leave and wages. The Contractor shall maintain records of payment and, upon UNDPs request shall present proof of compliance.
- b) The Contractor shall comply with all applicable laws, rules and regulation in force in Somalia which deal with or relate to the Contractor's performance and its personnel, particularly regarding discipline and security. The UNDP reserves the right to request for the removal or replacement of any of the Contractor's personnel if these standards are not observed.
- c) Contractor's personnel engaged on the contract must be above 18 years of age and of good health and must submit a certificate of good health issued by a medical doctor. The UN is a gender balanced organization therefore, in principle prefers deployment of staff (male/female) at a balanced ratio to the extent possible and their working hours may be adjusted based on socio-cultural climates and situations
- d) Supervision of Contractors' personnel in the conduct of their duties to ensure efficient and effective service delivery, including staff discipline and preparation of duty rosters. Staff shall report on duty on time and will not be under due influence of khat, drugs, alcohol or any other substances. They must be client oriented and display professionalism, cultural, gender, religious and race sensitivity whilst discharging duties. The UNDP reserves the right to request the removal or replacement of any of the Contractor's personnel if these standards are not observed.
- e) Provide uniforms for its staff and ensure that staff arrive at work well-groomed complete with photo ID. Uniforms shall be in respectable condition, fitted properly, cleaned and pressed to present a professional appearance. Clean uniforms must be worn daily, and the highest standards of personal cleanliness, hygiene and neatness observed always. Appropriate protective gear will be worn where necessary.
- f) Provision of basic first aid, security and fire-marshaling and any other training required for staff.
- g) Ensure a network of communications between the Contractor's staff UNDP which shall include mobile phone and email communication

#### **2. Collection, Removal, Disposal of Garbage and Waste Materials**

The Contractor shall on a daily basis collect, remove and dispose by means suitable all garbage and waste material to the designated garbage skip area within the Premises for subsequent disposal by BRA in an environmentally responsible manner.

### 3. Equipment/Furniture Accountability

- a) Handover: All equipment and appliances provided by BRA will be formally handed over to the Contractor at commencement of the contract and an inventory duly signed by representatives of both Parties. Each item duly signed by a representative of each Party. These items shall remain the property of the BRA and will be formally handed back to BRA at the end of the contract with inventory details of

If so required, the Contractor shall bring its own additional equipment at its own risk and cost with prior approval of UNDP. The cost of repair and maintenance of this equipment shall be borne by the Contractor. A Copy of the inventory of this equipment will be submitted to UNDP and BRA and prior to the commencement of the Contract and the same will be verified by UNDP and BRA within 5 days after the Contract commences.

- b) Damages and losses: The contractor will handle all items provided to him with utmost care. BRA will be responsible for damage arising from normal wear and tear, whereas the Contractor will be solely responsible for the repair or replacement of items damaged/lost due to the negligence of contractor's staff. Breakage up to 5 percent of the total cost shall be allowed for crockery. Breakage beyond this limit will be the responsibility of the contractor. Replacement of broken/lost items will be made after proper assessment by the designated BRA official or his/her delegate and the Contractor's representative and the cost will be determined by BRA at its sole discretion. In case the amount is not paid, BRA will deduct the amount from any payment due to the contractor.

The Contractor shall be responsible for the care and upkeep of items during the term of the contract until they are handed back to BRA. Malfunctioning equipment/appliances will be reported to BRA for rectification/replacement.

### 4. Records and Reporting

The Contractor shall prepare/maintain the following records. All reports will be submitted to the UNDP RE-INTEG Project Manager.

- i. Fortnightly Reports: Simple bullet point report outlining progress, challenges and achievements.
- ii. Monthly Reports: Will be submitted within five (5) working days of the next month and shall include a detailed narrative of activities undertaken during the month which at a minimum will contain the following information; -
  - a) Problems encountered and suggested solutions
  - b) Equipment performance and serviceability
  - c) Internal monitoring conducted
- iii. Final Report: Will be submitted within two (2) weeks of the end of the contract and will include the following information:
  - a) A detailed narrative of the duration of the contract, configured in a format similar to the monthly report showing a sequence of events during the life of the contract
  - b) Tables showing all relevant statistics covering the duration of the contract
  - c) Any comments or suggestions that may be relevant
- iv. Accident/Incident reports: Note all accidents/incidents that occur during delivery of services.

## **FACILITIES TO BE PROVIDED**

- a) All cleaning equipment/material/supplies required at the start of the service.
- b) and appliances including; refrigerators/freezers, ovens, micro-waves, stoves, coffee-makers and kitchen utensils (glassware, crockery, pots and pans, cutlery, etc.);
- c) Repair and servicing of kitchen equipment and appliances;
- d) All furniture required to set up the cafeteria (tables, chairs, counters etc.);
- e) All cleaning equipment/materials and supplies to start the activity (including kitchen cloths and towels including soap, disinfectants, dusters/mops, brooms, brushes, buckets and garbage bags);
- f) Non-hazardous, odorless pesticides at the start of the service approved by a recognized quality assurance body for fumigation purposes;
- g) Internet Connectivity: BRA will provide an internet connection at the disposal of the Contractor and bear all costs connected hereto;
- h) Water and electrical power at no cost. Nevertheless, the Contractor will be required to manage these facilities to ensure the efficient and responsible use of the Clients resources. UNDP may monitor the use of such utilities and in case of unreasonable use or high consumption as determined by UNDP, bill the Contractor for the cost of power consumed;
- i) External waste disposal. BRA will be responsible for the removal of the waste from the premises once it has been put by the contractor in the storage area prior to disposal;

## **H. EXPECTED DURATION OF THE CONTRACT/ASSIGNMENT**

The UNDP envisages to enter into contract for one year with the possibility to renew for a second term of similar period. Prices will remain firm for the entire contract period or extension thereafter.

## **I. DUTY STATION**

The Start Up Incubator located in the Gold Market in Mogadishu's Hamar Weyne area.

## **J. PROFESSIONAL QUALIFICATIONS OF THE SUCCESSFUL CONTRACTOR AND ITS KEY PERSONNEL**

### **1. Qualifications of the Organization**

The selected entity will: -

- a) Be a legally registered Company in its Country of Origin
- b) Demonstrate the ability to work in Somalia
- c) Have a minimum of Three (3) years' experience relevant post registration experience in providing catering and cafeteria facility management services and the Company's management structure must demonstrate availability of appropriate skills amongst staff who will be involved in the management of the contract as well as financial ability to perform all aspects of the Contract
- d) Not less than three similar contracts of a similar nature to three different clients implemented over the past three to five years
- e) Not have conflict of interest. The firm must not be associated or in the past directly or indirectly with any official of BRA. Failure to disclose any actual or potential conflicting interest will result in disqualification of the Firm.



## 2. Qualifications of Key Personnel

The contractor shall provide properly trained/skilled staff to provide a satisfactory service. The Contractor shall ensure that its employees are remunerated in accordance with its proposal but at the same time should comply with the prevailing Somalia labour laws. The contractor shall replace unsatisfactory staff within reasonable time after written request of UNDP expressing dissatisfaction with the services provided by the existing staffing arrangements. Changes in key staff such as project/cafeteria manager and chef shall be notified in advance to the UNDP. Proposers must submit curriculum vitae (CVs) of the three (3) key team members proposed for the assignment.

Services will be provided by a team of full-time paid contractor personnel and may be supplemented by volunteers identified by the Incubator Management Committee as part of the transition process to ensure sustainability. For the purposes of this contract, the contract shall provide services of the following personnel

- a) **Project/Cafeteria Manager x 1:** This will be the Contractor's focal point for contract management with UNDP and shall provide strategic and operational guidance to the team. The person shall be responsible for development of implementation schedule and quality assurance. Overall, he or she will coordinate daily cafeteria management operations including management of cafeteria's revenue, profitability, quality goals and cafeteria's good image. Specifically, the cafeteria manager will ensure high productivity and product quality, customer satisfaction and compliance with sanitation and safety regulations. The person will also manage the standard running costs float, research new vendors, estimate future kitchen needs, control operational costs by identifying waste cutting measures, preparation and submission of detailed reports on weekly, monthly and quarterly income and expenses and, promotion of the cafeteria in the local community through word of mouth, restaurant events and on the Incubator's web page.

**Qualifications:** A minimum of bachelor's degree in administration or hospitality management and not less than five years' experience in a similar position. Culinary training and experience is desirable. Good knowledge of guiding occupational health, hygiene and safety practices at the work place is also required. He or she must be fluent in spoken and written Somali and English languages and demonstrate strong leadership, motivational, people's and financial management skills with an ability to communicate effectively and to take decisive action particularly in emergency situations.

- b) **Chef x 1:** Overall, the chef will be responsible for ensuring cleanliness and hygiene in the kitchen/cafeteria and requisitioning of cleaning and food supplies based on rapidly shifting demand. Specifically, he or she will create schedules for kitchen staff and waiters to ensure adequate staffing to meet demand particularly during the lunch rush. Contractor staff levels may be supplemented by volunteer Incubator staff subject to discussion and agreement with UNDP. The person will also conduct full weekly inventory, manage inventory levels, reduction of wastages/spoilage and assist the cafeteria manager with menu changes and adjustments based on seasonal availability

**Qualification:** A minimum of a national diploma in catering/food and beverages. Recognized accreditation is desirable. The person must have at least five years culinary experience at established restaurants/cafeterias, demonstrate knowledge of food handling and kitchen/cafeteria hygiene and guiding occupational health, hygiene and safety practices at the work place. He or she must be fluent in spoken and written Somali and English languages, possess strong interpersonal skills and to work well under pressure in a fast-paced environment. Somalia experience is desirable.

- c) **Procurement Assistant/Cashierx1:** A minimum of high school and booking certification with at least five years relevant experience in providing similar services to established cafeterias/restaurants. The person must have a good command of spoken and written Somali and English languages and knowledge of office software packages (MS word and MS excel). In consultation with the Project/Cafeteria Manager, the person shall determine sufficient inventory levels, place orders and ensure timely delivery. He or she will also collect, and receipt cafeteria income paid directly at the counter, balance daily cash received against receipt books, mobile cash payments and pre-paid vouchers and, recording of all orders and invoices.

- d) **Waiters x 2:** Waiters will have a minimum of secondary school education and one-year experience in similar establishments. They must possess good communication and people skills, working knowledge of the Somali language and good command of English language and ability to multi-task in a fast-paced environment whilst remaining calm and flexible in the face of interpersonal conflict. Specifically, waiters will set up the dining room and tables, clear and clean tables, greet and seat customers, place and serve orders and wait on tables.
- e) **Versatile Kitchen hands x 2:** should be able to wash/peel and cut various ingredients required in food preparation. They must ensure cleanliness in the kitchen/cafeteria areas and serve in the cafeteria. They should display a thorough understanding of hygiene requirements when working with and around food and a high standard of personal hygiene. A minimum of one-year experience is required.
- f) **Desired Qualities for all Team Members**

All staff assigned to the proposed Contract will:

- i. Shall be friendly, helpful and service oriented.
- ii. Demonstrate flexibility and availability of time to the UNDP Focal Point to discuss progress made on the micro assessment process and submit regular updates;
- iii. Display professionalism, respect, cultural and gender sensitivity while engaging with IPs and UNDP. The UNDP reserves the right to request removal or replacement of contractor's staff at contractor's cost if these standards are not observed.
- iv. Achieving gender equality and gender mainstreaming are key principles of the UN system Organizations, thus, UNDP encourages the deployment of staff (male/female) at a balanced ratio based on the requirements defined in the TOR.