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United Nations Development Programme

Empowered lives.
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REQUEST FOR PROPOSAL

PROVISION OF MANAGEMENT OF THE UN LESOTHO CAFETERIA AND CATERING SERVICES, ON A LONG-TERM AGREEMENT (LTA)

RFP No.: RFP_LTA_LSO10/2021_001
Project: Common Services
Country: Lesotho

Issued on: 6 August 2021

UNITED NATIONS
LESOTHO

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REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: August 6, 2021
	REFERENCE: RFP_LTA_LSO10/2021_001

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Provision of Management of The UN Cafeteria and Catering Services, on a Long-Term Agreement (LTA)**.

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

Proposals may be submitted on or before **Friday, August 20, 2021 12 noon, GMT** via email or Courier or hand deliver to the address below:

Resident Representative
United Nations Development Programme
Ref: DDP-: RFP_LTA_LSO10/2021_001
UN House, United Nations Road
P.O. Box 301
Maseru, Lesotho
Tel: +266 2222 8000
lesotho.common.services@one.un.org

Your Proposal must be expressed in the English and valid for a minimum period of 120 days

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

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

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

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

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

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

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

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

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 :
https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,
Pheea Mafethe
Pheea Mafethe
Operations Analyst
8/6/2021

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Annex 1

Description of Requirements

Context of the Requirement	Provision of Management of The Un Cafeteria and Catering Services as per the TOR hereby attached
Implementing Partner of UNDP	UNFPA, UNICEF, WHO, UNAIDS, FAO, IOM, UNRCO, WFP
Brief Description of the Required Services[1]	Provision of Catering Services as per the TOR hereby attached
List and Description of Expected Outputs to be Delivered	Satisfactory services provided within the time frame and the categories of the contract as per the TOR hereby attached
Person to Supervise the Work/Performance of the Service Provider	*OMT and Common Services*
Frequency of Reporting	*Quarterly*
Location of work	☒ Cafeteria in UN House ☒ Any service station catering for the workshops, events, and meetings
Expected duration of work	*An initial Long-Term Agreement (LTA) will be issued for a period of one year and may be extended for an additional two years by mutual agreement of the parties and subject to satisfactory performance of the Contractor.*
Target start date	01 October 2021
Latest completion date	30 September 2024
Special Security Requirements	N/A
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Facilities such as furniture, equipment, and space will be provided by the UN. Electricity will be provided to the Contractor and to be paid by the Contractor. Other equipment for the canteen and kitchen utensils and appliances to be provided by the contractor
Names and curriculum vitae of individuals who will be involved in	☒ Required

[1] *A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.*

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<table>
<tr><td>completing the services</td><td></td></tr>
<tr><td>Currency of Proposal</td><td>☒ Local Currency –Maloti</td></tr>
<tr><td>Value Added Tax on Price Proposal[2]</td><td>☒ must be inclusive of VAT and other applicable indirect taxes</td></tr>
<tr><td>Validity Period of Proposals
(Counting for the last day of submission of quotes)</td><td>☒ 120 days

In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.</td></tr>
<tr><td>Partial Quotes</td><td>☒ permitted
LOT 1 Cafeteria & Catering Services
LOT 2 Catering Services only</td></tr>
<tr><td>Payment Terms[3]</td><td><table>
<tr><th>Outputs</th><th>Percentage</th><th>Timing</th><th>Condition for Payment Release</th></tr>
<tr><td></td><td></td><td></td><td rowspan="5">Within thirty (30) days from the date of meeting the following conditions:
a) UNDP’s written acceptance (i.e., not mere receipt) of the quality of the outputs; and
b) Receipt of invoice from the Service Provider.</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
</table></td></tr>
<tr><td>Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment</td><td>Relevant agencies</td></tr>
</table>

[2] *VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.*

[3] *UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding $30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.*

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Type of Contract to be Signed	☒ Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilised for Long-Term Agreement and if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)
Criteria for Contract Award	**☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)** ☒ Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	**Technical Proposal (70%)** ☒ Expertise of the Firm 30 points ☒ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40 points ☒ Management Structure and Qualification of Key Personnel 30 points **Financial Proposal (30%)** To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	☒ One Service provider managing UN Cafeteria and catering for agencies' meetings, events, workshops within and outside UN House ☒ Two service providers catering for Meetings, events, workshops within and outside UN House UNDP shall as well rank top 3 Service providers as per evaluation method. In case, Services performed by First Service provider are not satisfactory, UNDP will move to second ranked Service provider and the same shall apply to third ranked service provider in case of unsatisfactory service from second bidder.
Contract General Terms and Conditions[4]	☒ General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html

[4] *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.*

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Annexes to this RFP[5]	☒ Detailed TOR (Annex 1) ☒ Form for Submission of Proposal (Annex 2) ☒ Financial Proposal Form - Cafeteria Management (Annex 2(i)) ☒Financial Proposal Form - Catering Services For Official Fnctions/Meetings/Receptions/ Lunches (Annex 2 (ii)) ☒ Mandatory Requirements Compliance Sheet (Annex 3) ☒ References List (Annex 4)
Contact Person for Inquiries (Written inquiries only)[6]	***tumeliso.ramaili@undp.org*** 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.
Pre-proposal and Site visit to be conducted in English Participation by Bidders in this pre-proposal conference and site visit is strongly recommended	**A pre-proposal conference:** Venue: Online teams meeting Date and time: 12 August 2021 15:30hrs Meeting ID: 881 5759 9869 Passcode: 621809 Registration link: https://undp.zoom.us/meeting/register/tZwscu6tpzIiHN2KKkQ33o9UNdPgXXvnD_KX Agenda of pre-proposal meeting - A brief introduction on UNDP bidding rules - A brief introduction of UN office building and Cafeteria - Clarifications to questions relating to the bidding process (RFP), the scope of work (TOR) and other issues that may be unclear to bidders **Site Visit** Date & time: 16 August 2021 (Between 10am and 12 noon) Arrange with vocal point person (below) by Friday 13th August 2021 Venue: UN House, 13 UN Road, Maseru, Lesotho The UNDP focal point for the arrangement is: Tumeliso Ramaili E-mail: tumeliso.ramaili@undp.org Important Notes: 1. Bidders are strongly encouraged to participate in the pre-proposal meeting and site visit. 2. The pre-proposal meeting and site visit will be conducted in English hence participants are required to communicate in English.

[5] *Where the information is available in the web, a URL for the information may simply be provided.*
[6] *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.*

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Required documents that must be submitted to Establish Eligibility of Proposers	1. Company profile – describing the nature of business, licenses, certifications/accreditations (if any), including printed brochures relevant to services procured, size of the firm (staff capacity, revenue, number of venues) 2. Following valid documents i. Traders license ii. Certificate of incorporation (Company) iii. Certified copy of passport (Sole Proprietor) iv. VAT Certificate and Valid Tax Clearance Certificate 3. Audited Financial Statement or certified by Lesotho Revenue Authority (LRA) for the past three years 4. Track Record – list of clients for similar services indicating description of contract service, contract duration, contract value, contact references following template in the RFP 5. Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value within the past 3 years 6. Proposal on how to meet the level of service under as per TORs **7.** Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List
Submission of proposal	The Proposer shall prepare the Proposal in two parts: The Technical Proposal and the Financial Proposal. Below are number of copies to be submitted: i. One hard copy market "Original Technical Proposal" and one copy ii. One hard copy marked "Original Financial Proposal" and one copy Both envelopes with technical and financial proposals must be included into one outer envelope clearly indicating the name of the Proposer and reference RFP_LTA_LSO10/2021_001. **Electronic submission (email) requirements:** ▪ Format: PDF files only ▪ Subject of the email should have reference number and LOT number ▪ 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. ▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP ▪ Max. File Size per transmission: 20MB
Other Information [pls. specify]	**Use of high quality (genuine preferred) UNDP preapproved parts on all works with a guarantee period issued**

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Annex 1

TERMS OF REFERENCE FOR UN CAFETERIA MANAGEMENT AND CATERING SERVICES

Project Title: PROVISION OF CATERING SERVICES TO UN AGENCIES AND STAFF

1. BACKGROUND

The United Nations (UN) Lesotho, located at the UN House, 13 United Nations Road, Maseru houses about nine (9) UN Agencies with an approximate, 200 staff contingent. Approximately 50 utilise cafeteria daily. Within the UN House, there is also a fully equipped cafeteria / canteen (for rental) to provide catering services to staff and visiting personnel on week-days and during work hours only.

The United Nations Development Programme (UNDP) on behalf of UN Lesotho and representing the 9 participating UN Agencies mentioned below, is soliciting proposals from duly qualified and registered companies for the provision of catering services. The services are, but not limited to Meetings/Workshops, Special Events such as 'High Tea', Breakfast Meetings, etc.

Participating UN Agencies are

- Joint United Nations Programme on HIV/AIDS UNAIDS
- World Health Organisation (WHO)
- Food and Agricultural Organization (FAO)
- United Nations Fund for Population Activities (UNFPA)
- United Nations International Children's Emergency Fund UNICEF
- United Nations Development Programme (UNDP)
- International Organization for Migration (IOM)
- World Food Programme (WFP)

2. ADDITIONAL INFORMATION

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

2.2 UN Lesotho hosts meetings and /or workshops which require specific hospitality requirements.

2.3 UN House is a smoke free environments (smoking is not permitted on the premises). Accordingly, it is not permitted to sell tobacco products in the canteen.

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

3. SCOPE OF WORK

The successful bidder(s) will be required to demonstrate the ability to provide the following, but not limited to, activities relating to catering service delivery to the UN

3.1 provide balanced, healthy and appetizing meals (breakfast, lunch, hot and cold beverages, and snacks) to UN Lesotho staff and its visitors within the premises.

3.2 **Opening hours:**

The recommended opening hours are:

- 08:00 hours to 17.00 hours (Monday to Friday), whereby;
- 08.30 to 10.00 breakfast
- 11.30 to 14.00 lunch
- 13.30 to 14.00 for any last-minute requests (late lunch), including coffee and snacks
- 15:00 to 17.00 afternoon snack

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

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

3.5 **Menu and price list**: The contractor shall submit latest one week in advance the menu for the following week with information about the nutritional values, written in English to be shared with staff. The menu and price list should be posted visibly in the cafeteria area.

3.6 **Deliverables**: The main task is to offer to UN Lesotho staff breakfast, coffee/tea, lunches, fruit, drinks and sweets etc. The UN agencies have a diversified work force in terms of nationalities and religions, with an 80:20 national/international staff structure. Therefore, this calls for diversity and flexibility of the bidder and an ability to propose as varied and acceptable breakfast/lunch menus as possible. For the purposes of this tender, contractors are encouraged to consider a la carte style arrangement consisting of for example:

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

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

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

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

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

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

g) **Fruit**: Fresh fruits, Fruit platter

3.7 Catering for official functions/meetings/special events:

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

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

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

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

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

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

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

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

- Coffee Type 1: Coffee, tea, milk, sugar, sweetener, jugs of water; pastry, fruit etc
- Coffee Type 2: Coffee, tea, milk, sugar, sweetener, jugs of water, smoothie; vegetable sticks, pastry, fruit cut etc
- Coffee Type 3: Coffee, tea, milk, sugar, sweetener, jugs of water, smoothie; quiche, wrap, pizza; vegetable sticks w/dip or pastry etc

IV) Orders for UN Lesotho Agencies official functions will be placed in writing and the contractor will be responsible for clarifying any uncertainties with UN Lesotho Agencies. Such orders must be signed and clearly dated by UN Lesotho Agencies. The contractor shall be responsible for delivering orders in accordance with the written request/order and for issuing a consolidated monthly statement at the end of every calendar month. A copy of all the orders for that month must be attached to the monthly statement.

4. PRICES

(a) The contractor is expected to provide foodstuff, snacks, beverages etc at prices that reflect the market price

(b) For the cafeteria service mentioned above, the customers will make payments directly at the counter. Thus, the contractor will sell foodstuff to individual staff members who will pay the contractor directly. UN will not be involved nor be a party to these transactions.

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

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

(e) The UN does not guarantee minimum number of meals be served.

(f) The Contractor shall be entitled to retain all proceeds of sales.

5. REPORTING REQUIREMENTS

5.1 The contractor will in addition be required:

a) To monitor and report the quality of the work carried out by his staff by means of regular quarterly meetings with the Common Services, the intervals of such meetings shall be agreed between the contractor and the Common Services shortly after signing of the contract;

b) To nominate a team leader to perform the same tasks as the other contractor's staff members with the following additions; S/he shall organize, supervise, guide and monitor the work of the other employees of the contractor

6. QUALIFICATION REQUIREMENTS/STRUCTURE FOR PROPOSAL

6.1 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 or 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.

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

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

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

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

6.4.1 References: List the names of at least 3 clients with a similar number of staff and set-up as UN Staff. Please provide the names, full contacts including the address, phone numbers and e-mail address of your reference focal person, approximate annual volume of business for each reference. For ease of comparison, please use the structure on the table provided in Annex 4.

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

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

6.4.4 Cleaning and hygiene. The cleaning and associated costs of the cooking, preparation and serving area is the sole responsibility of the Contractor. The kitchen must be maintained in accordance with recognized best practice and to the standards laid down by the respective food hygiene and safety regulations of Lesotho (Public Health order No. 12/1970 Section 65 to 71. The UN Lesotho insists that the successful Contractor implements a well-documented self-system control.

6.4.5 COVID 19 Protocol ; According to COVID-19 and Food Safety: Guidance for Food Businesses: interim guidance, WHO, FAO (2020), to avoid spread of virus high standards of the public health measures for handwashing and respiratory etiquette need to be maintained in canteens. Operational standards staff canteens should include:

- Setting indelible marks on the floor, 1 metre apart to maintain physical distance between canteen occupants.
- Seating arrangement should be at least 2 people per table with considerable physical distance, otherwise takeaway meals are strongly encouraged. Instal clear counter shields or screens separating staff and customers
- Limit to minimum possible, number of staff working at one time to reduce foot-print.
- Visible notices promoting hand hygiene and physical distancing.
- Cleaning and disinfection procedures for equipment, premises, contact surfaces/ high touch points, e.g. counter tops//service utensils/open self-service displays/door handles.

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

6.4.7 Cafeteria Personnel. Personnel employed by the canteen service provider for work in canteen at UN Lesotho premises are in every respect regarded as employees of the Contractor. The selected cafeteria service provider shall be responsible for assuming all employer related responsibilities for the personnel engaged by him/her, and for fulfilling all obligations and commitments in relation to all relevant Lesotho authorities. The Contractor shall be responsible for making the appropriate salary payments, social expenditures and insurance arrangements for staff working in the cafeteria.

6.4.8 The Contractor will assume total responsibility for contracted staff behaviour and performance

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as well as to take care of the training of the staff, their substitute, and back up in cases of unavailability such as illness and annual leave. Only personnel with a clean criminal record can obtain access to UN Lesotho premises and the cafeteria service provider is responsible for ensuring that this is the case for all personnel assigned to UN Lesotho. Note: staff under age of 18 must not be accepted to work.
6.4.9 Health Status of Cafeteria personnel. At all times, all cafeteria personnel must be healthy and be free from all viral and bacterial infection all types of infectious diseases and the contractor must be able to provide the certificate of health status of all their staff upon UN Lesotho request. There will be no requirement to take over staff when starting a contract for cafeteria services at the UN Lesotho, nor will this be considered when the contract ends.
6.5 The following will be provided / arranged by the Contractors:

a) Equipment and utensils

i. All kitchen apparatus;
ii. Repair and servicing of kitchen apparatus;
iii. Cutlery and crockery will be provided by contractor.
iv. Tables and chairs are provided for the internal cafeteria area; however, it is anticipated that the Contractor will keep the surface of the tables clean and tidy on a constant basis;
v. Cleaning of the cafeteria sitting area will be part of the daily general cleaning routine of the cleaning company contracted by UN Lesotho

Note:
The cash register must be provided by the Contractor. The Contractor will be required to manage this stock and complete an inventory return on an annual basis. Damage caused to equipment through misuse or negligence will be charged to the Contractor.
Consumables: All condiments (sugar, salt, pepper, mustard, ketchup, etc.), cleaning agents, napkins, etc. necessary for the operation of the canteen facility will be provided by the
Contractor.

b) Electricity

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

d) Waste removal

UN Lesotho will be responsible for the removal of the waste once it has been sorted and put into containers by the contractor.
6.6 Usage of UN Lesotho premises: The UN Lesotho Cafeteria shall be used only for the contract i.e. to prepare and service food meant for UN Lesotho only, any unauthorized use of the UN Lesotho premises or resources by the service provider shall be considered as breach of contract and may be considered a sufficient ground for contract termination.
6.7 Inspection of the Kitchen and cafeteria: At any point in time, UN Lesotho reserves the right to conduct a schedule or an unscheduled inspection of the cafeteria and the kitchen. UN Lesotho also reserves the right to invite the local Health Authority to come for inspection of the cafeteria
and may organize unannounced spot checks by external consultant. Contractor must uphold international standards for hygiene.
6.8 Survey and Performance Evaluation: It is expected that at least every six months, the service provider shall conduct a general survey with the UN Lesotho staff, all the survey questions

7. EVALUATION AND SELECTION OF BIDS RECEIVED:

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

7.2 Mandatory Requirement:

a) Registered/Authorized to do cafeteria and related business in Lesotho

Technical Proposal evaluation **Form 1**		**Scores**
Firm Expertise of a firm / individual entrepreneur submitting the proposal		
1.1	Size of the firm (staff capacity, revenue, Organisational structure, number of venues)	50
1.2	Relevant experience in providing similar service (Provision of information regarding corporate experience within the last 3 years, is similar to those required. Annex 3	75
1.3	Legal standing of the offeror (Availability of latest business registration certificates, patent/license for provision of required services, Required Health certificates- firm and employees)	100
1.4	**Financial Capacity:** Audited Financial Statements or certified by Lesotho Revenue Authority (LRA) for the past three years. Income Statement and Balance Sheet for past 3 years, to indicate liquidity, credit rating. Proven financial stability (Organization capacity which is likely to affect implementation including the ability to pre-finance the project).	50
1.5	Provision of Projected Financial Cashflows, Proforma Balance Sheet & Income Statement for the next 3 years).	25
Total Score		**300**
Technical Proposal Evaluation **Form 2**		
Proposed methodology and implantation plan		
2.1	**To what degree does the offeror understand the task**	
2.1	Catering services package offered: quality logistics, variety of menu as follows **List of Assets and Equipment (10)** **Range of Offered Menu (45)** Proposers are required to provide proposed menus: Lunch type 1 (15 points) Lunch type 2 (15 points) Lunch type 3 (15 points)	50
2.2	Plan to maintain and ensure that health and hygiene requirements are met for commercial food service facility	100
2.3	Quality assurance/mechanism, risk assessment and mitigation measures, HSE standards.	100
2.4	Proposal on how to make sure COVID 19 Protocol are compiled /adhered to	100
2.5	Compliance with UN Terms of payment and flexibility to making last minute adjustments and or modifications with no extra cost to UNDP	25
2.6	Plan for sustainable and environment friendly waste management and for running "green" cafeteria	50
Total Scores		**400**
Technical Proposal Evaluation **Form 3**		
Management Structure and key personnel (Please attach resume of key personnel)		
3.1	**Team Leader / Coordinator**	
	- Relevant qualification – 50 (sub-score)	**150**

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	- Professional experience in the area of catering – 20 (sub-score) - Provision (minimum 3 years' experience) – 50 (sub-score) - Professional experience of working with the UN, embassies or other international organizations – 30 (sub-score)	
3.2	**Support Staff**	
	- Relevant qualification – 50 (sub-score) - Professional experience in the area of catering services provision – 70 (sub-score) - Professional experience of working with the UN or international organization	**150**
Total Score		**300**
	Threshold for technical qualified bid >- 700 marks/1000	**1000**

7.4 Financial Proposal Evaluation

7.4.1 All the proposals that scored the minimum 70% and above in the technical evaluation shall be considered for the financial evaluation.
7.4.2 For the purpose of evaluation, the service providers will be requested to provide the prices per sample menu as per the TOR on the financial proposal evaluation schedule on Annex 1 A and 1 B.
7.4.3 The unit price per sample menu will be multiplied by the estimated quantity per menu type and multiplied by the total number of estimated working days per annum to get an estimated annual total price proposal per menu category. The total estimated annual amount will be used for the financial proposal evaluation.
7.4.4 The proposals that offers the lowest price shall be awarded 40 points and the remaining financial proposals shall have the score calculated thus:
7.5 Selection and Award Criteria:
On completion of the technical and financial evaluations, value for money based on combined score method will be used. The technical proposal carries 70% and financial carries 30%. Therefore, the highest three bidders with the overall highest combined scores will be awarded as follows;

- The Service provider, with the highest combined score, will manage UN Cafeteria and catering for agencies' meetings, events, workshops within and outside UN House
- The following service providers, scoring second and third combined, will provide catering service for Meetings, events, workshops within and outside UN House
- Meetings/workshops will be given first to company that will manage the UN House Cafeteria and when it has many orders/activities then second company will be considered. If the second company is not able to provide service, then the third company

8. ADMINISTRATIVE REQUIREMENTS

8.1. Management:

8.1.1 UN Lesotho will provide a single point of contact for the Cafeteria service provider for the duration of the contract
8.1.2 For Cafeteria management, the successful Bidder will report to the Common Services Associate on any issues regarding the cafeteria
8.1.3 Staff Satisfaction surveys on the services provided by the cafeteria will be conducted on quarterly basis and the results shared with the Cafeteria management.
8.1.4 The cafeteria Management and Common Services will have meetings quarterly to discuss issues

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and recommendations on how to improve the cafeteria services
8.1.5 UN will make available for use by Contractor the tables and chairs for the cafeteria.
8.1.6 UN will perform corrective maintenance on equipment provided by UN
8.1.7 For All Successful Bidder(s) there will be a performance evaluation will be carried out twice a year and only the contracts for those who provided satisfactory services will be renewed.

8.2 Payment and invoicing:
8.2.1 The canteen service provider shall register all sales in the sales register and collect the money paid by the canteen users.
8.2.2 For catering services for UN Lesotho official functions, the canteen service provider shall submit an invoice and statement of account at the end of each month. All invoices must have the approved orders attached and if the invoice does not conform to the orders issued by UN Lesotho during the period covered by the invoice, Lesotho shall only pay for the authorized orders.
8.2.3 Where applicable, vendors must produce VAT inclusive invoices as expected by law. Where services are provided by non-VAT vendor, they will produce such evidence along with their VAT excl. invoices.

9. Performance Standards and Service Level Guarantee
The company shall perform services in accordance with the herein prescribed minimum performance standards set by United Nations:

Product/Service	Performance Attribute	Definition	Standard/Service Level
1) Catering services which include coffee breaks, water, lunch and reception. This service shall include delivery to the venues and all associated facilities	Accuracy	Ability to perform task completely and without error	Zero error catering arrangements
	Timeliness of delivery	Ability to deliver services on promised date and time without delay.	Menu agreed and catering confirmation is made at the latest one (1) week before the event takes place
	Quality	Ability to deliver excellent product and service	Product or service is delivered with minimum 95% of the required quality
2) Catering services which include provision of services for organization of banquet/official reception	Accuracy	Ability to perform task completely and without error	Zero-error arrangements
	Timeliness of delivery	Ability to deliver service on promised date and time without delay	Menu agreed and confirmation is made at the latest two (2) weeks before the event takes place
	Quality	Ability to deliver excellent product or services	Product or services is delivered with minimum 95% of the required quality
3) Capability to provide catering services for several events at the same date and time	Accuracy	Ability to perform task completely and without error	Zero-error arrangements
	Timeliness of delivery	Ability to deliver services on promised date and time without delay.	Menu agreed and catering confirmation is made at the

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			latest two (2) weeks before the event takes place
	Quality	Ability to deliver excellent product and service	Product or service is delivered with minimum 95% of the required quality
	Sufficient number of required service personnel and relevant logistics support	a) Ability to provide required number of services staff at different venues/facilities b) Ability to provide relevant logistics support (dishware, kittle, napkins transport etc)	Zero-error arrangements at several venues at the same time
4) Quality Control	Accuracy	Ability to provide service without error	Log maintained to compare error rate with total transactions
	Speed and efficiency	Ability to deliver service promptly and with the minimum use of resources	Inadequate quality of services is mended within forty-eight (48) hours.
5) Provide experienced personnel for provision of catering services	Competence	Required experience	a) Designated Manager has a minimum of three (3) years relevant experience b) Support staff to provide catering services. Good knowledge of English and Sesotho
6) Provide quotations	Speed and efficiency	Ability to quickly and accurately provide quotations by understanding client's needs	Quotation received within one working day upon receipt of request
7) Bills	Accuracy	Ability to generate billing	Zero-Error or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	Zero-Returns for clarification/explanation
8) Service quality	Accessibility	Ability to access or approach service provider	Telephone: Focal point or alternate contactable on landline and/or mobile when required. Emergency: 24 hours Emails: emails responded to within 1 working day

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10. Material to be provided by successful Bidders

The bidder is expected to provide good quality/presentable equipment.

i) Table clothes
ii) Trays
iii) Dinner plates
iv) Soup plates
v) Desert plates
vi) Cutlery
vii) Wall clock
viii) Water flasks
ix) Tea Urn
x) Music system
xi) Service dishes
xii) Salt cellars/pepper cellars
xiii) Water glasses
xiv) Sauce Pans
xv) Salamander – for grilling
xvi) Chaffing Dishes
xvii) Servicing Spoons
xviii) Mixing Bowls
xix) Graters – for carrots
xx) Chopping Boards
xxi) Serviettes
xxii) Tilt pan (1)
xxiii) Steaming pots
xxiv) Mixer (1)
xxv) Kitchen Utensils
xxvi) Variety of spices
xxvii) Any other Equipment a Bidder may deem necessary for provision of the services
xxviii) Contractor gets approval of UN prior to installing any additional equipment. All equipment and supplies provided or used by the Contractor will be fit for purpose intended and suitable for commercial food service industry.

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Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[7]

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[8])

[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 7/27/2021 , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

[Name and Signature of the Service Provider's Authorized Person]
[Designation]
[Date]

[7] *This serves as a guide to the Service Provider in preparing the Proposal.*
[8] *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

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CAFETRIA and CATERING SERVICES

ANNEX 2 (i) - FINANCIAL PROPOSAL FORM (CAFETERIA MANAGEMENT)

COMPANY NAME:

Signature Date: Date:

Prices should be quoted free of all duties, taxes and other charges, as the United Nations is exempted from such charges under UN General Terms and Conditions for Institutional/Corporate Contracts Article 5 TAX EXEMPTION.

S/N	**Cafeteria services for staff and visitors**	**Unit Price (TOR)**
1	Black coffee, tea/cup (cup = 350ml)	
2	Cappuccino, café latte/cup (cup = 350ml)	
3	Breakfast – bread, fried and boiled banana, cake roll, cakes, excl. coffee/tea	
4	Main course/hot meal	

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

S/N	**Cafeteria services for staff and visitors**	**Unit Price (TOR)**
1	Black coffee, tea/cup (cup = 350ml)	
2	Cappuccino, café latte (cup = 350ml)	
3	Fresh juice/cup (cup = 350 ml)	
4	Smoothie /cup (cup = 350 ml)	
5	Bottled and canned drink	
6	Breakfast – bread, fried or boiled egg, cake roll, cakes, excl. coffee/tea	
7	Sandwich, sausage rolls	
8	Main course/hot meal	
9	Fruit	
10	Soup	
11	Salad	
12	Lunch menu-proposal 1 (Main course + side dishes + salad)	
13	Lunch menu-proposal 2 (Main course + side dishes + soup)	
14	Lunch menu-proposal 3 (Main course + side dishes + soup + salad)	
15		
16		

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CAFETERIA and CATERING SERVICES
ANNEX 2 (ii) - FINANCIAL PROPOSAL FORM (CATERING SERVICES for OFFICIAL FNCTIONS/MEETINGS/RECEPTIONS/ LUNCHES

COMPANY

SIGNATURE **DATE:**

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

CATERING SERVICES for OFFICIAL FUNCTIONS/MEETINGS/RECEPTIONS/LUNCHES					
S/N	**Item**	**Unit Price (per person) in LSL (incl. VAT)***			
		For up to 10 persons	**For 10 to 30 persons**	**For 30 to 50 persons**	**For above 50 persons**
1	**Breakfast Type 1**				
2	**Breakfast Type 2**				
3	**Lunch type 1**				
4	**Lunch type 2**				
5	**Lunch type 3**				
6	**Coffee type 1**				
7	**Coffee type 2**				
8	**Coffee type 3**				

***Delivery terms: within Maseru, Lesotho as per the order**

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Annex 3 - Mandatory Requirements Compliance Sheet

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

S/N	Mandatory requirement	Yes	No
1	The catering staff meet the minimum requirements of expertise (i.e. cooking & serving and certificate from a recognized course in hygiene and food preparation would be an advantage). Please provide the following documents: • A copy of the certificate • Additional statements to attest to any required periodic check-ups may also be required, as necessary to ensure ongoing compliance • Written Confirmation from each personnel that they are available for the entire duration of the contract		
2	Registered/Authorized to do cafeteria/related business in Lesotho		
3	Additional statement to commit to adhere to COVID19 Protocol		
4	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		

Annex 4 - References List

List the names of 3 clients with a similar Catering Services and or number of staff and set-up as UN Lesotho. Please provide the names, full contacts including the address, phone numbers and e-mail address of your reference focal person, approximate annual volume of business for each reference. For ease of comparison, please use the structure on the table below:

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

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