

## TERMS OF REFERENCE

### Catering Services

#### 1. BACKGROUND

UNICEF Sierra Leone has its Country Office at CMS Compound in Freetown where approximately 120 staff members and consultants work from. UNICEF Management constructed a staff canteen where staff members normally get their meals/beverages from. In addition, UNICEF holds a lot of planning, monitoring and evaluation meetings with various stakeholders within the Country Office premises. During such meetings there is usually a need for the provision of refreshments, snacks, and meals. It is against this background that UNICEF would like to engage the services of independent catering firms to provide catering services to both staff members and consultants as well as catering for meetings upon request.

#### 2. OBJECTIVES, PURPOSE & EXPECTED RESULTS

The purpose of this service is to contract a service provider on a Long-Term Agreement (LTA) to provide catering and canteen services for UNICEF personnel in Sierra Leone Country Office,

This LTA will be for 2 years commencing 1<sup>st</sup> January 2022 and expiring on the 31<sup>st</sup> December 2023 to deliver the following services:

1. Provide high quality catering services at a reasonable price.
2. Professionally manage high quality catering services for UNICEF meetings.

The total duration of the LTA will stand for 2 years, with a possibility of additional 1 year upon positive evaluation. Depending on the economic situation price reviews can be done every 6 months.

#### 3. DESCRIPTION OF THE ASSIGNMENT

##### Specific Tasks

##### 3.1 The specific tasks are outlined below:

1. On site preparation and timely serving of hot meals, soft drinks, and snacks for UNICEF's personnel in the UNICEF Canteen at required periods and at reasonable prices without compromising the quality.
2. On site preparation and timely serving of hot and cold beverages such as tea, coffee, sodas / soft drinks for UNICEF meetings (upon request) during meetings.
3. On site preparation and timely serving of snacks and good standard lunch to meeting participants as may be required from time to time.
4. Other on-site preparation and timely serving of snacks and drinks for special events/activities such as "happy hour" which may be organized by the staff association

The prices of meals must be those quoted in Annex I and II of the Terms of Reference.

##### 3.2 Serving Times, Menu and UNICEF provisions.

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The Contractor shall ensure that there are sufficient personnel working at breakfast and lunch times in the Canteen for the provision of catering services. The service times shall be as follows:

**Breakfast:** from 7:00 hours to 11:00 hours Mondays through Friday.

**Lunch:** from 12:00 hours to 16:00 hours on Mondays through Thursdays and 12:00 hours to 14:00 hours on Fridays

**Food for meetings:** Meeting Organizers should give the canteen management at least three days advance notice of the dates and times food and drinks should be provided for office meetings.

Each bidder shall be required to give unit costs for items listed by UNICEF in Annex I. Bidders are also requested to propose additional menus and cost per unit in Annex II. Both Annexes I and II contain the following main categories.

1. Breakfast menu (a good mix of local and continental shall be preferred).
2. Hot and cold beverages / refreshments.
3. Hot and cold snacks / light meals.
4. Standard lunch (a good mix of local and international menus including vegetarian meals shall be preferred).
5. Desserts.

The commercial evaluation shall be done using Annex I. However, the LTA price list shall comprise prices quoted in Annexes I and II.

### 3.3. Inspection of the canteen

- The Staff Association canteen committee jointly with Administration Unit in Operations shall perform monthly hygiene inspection in the canteen.
- The joint signed report will be submitted to the Staff Association.
- If there is a negative outcome of the inspection, the Canteen Management will be given an opportunity to resolve any problem identified during the inspection/ assessment. Dissolution of contract should only happen when the management fails to act upon all the recommendations from assessments over one month.
- The Hygiene standard is provided as Annex III

## 4. DELIVERABLES

The service provider is requested to:

- ✓ deliver services on time as per agreed schedule
- ✓ make all preparation on site
- ✓ serve highest quality of fresh foods / hot foods,
- ✓ maintain the kitchen and canteen in a hygienic environment for all staff as well as for UNICEF internal meetings, staff employed are properly dressed and easily identified as canteen staff.

## 5. REPORTING REQUIREMENTS

1. The service provider shall submit monthly reports regarding catering services provided for UNICEF Internal Meetings indicating all services provided by invoice number, Local Purchase Order Number, date, and payment status to both the Admin Services Officer and the Staff Association Chairperson. These can be used whenever needed to investigate cases of unpaid invoices.
2. Regarding (1) above, the service provider shall submit all invoices and LPOs direct to the Receptionist for registration, tracking and submission to responsible Unit for payment. The Report mentioned in (1) above is for records and administrative reasons only and will not replace the standards procedures in place for submitting invoices for payment.
3. The Service provider to provide quarterly Inventory Reports on the status of all assets and items provided by UNICEF to the Admin Services Officers.

## 6. LOCATION AND DURATION

Services shall be provided for the Freetown Country Office only since the other offices are small and therefore staff in those offices will be encouraged to make alternative arrangements for their breakfast, lunch, and refreshments for meetings with partners.

This LTA will be for 2 years commencing 1<sup>st</sup> January 2022 and expiring on the 31<sup>st</sup> December 2023. However, based on performance and upon positive evaluation there is the possibility of an extension for 12 months.

## 7. QUALIFICATION REQUIREMENTS

### Legal Requirements

To be eligible to participate in this bid, the bidder shall provide the following documents:

1. Company/Business registration (**registration at either Registrar-General/City Council/Town Council Level will also be acceptable**).
2. NRA Tax clearance
3. NASSIT clearance for workers
4. UNGM number (optional)

**Bidders who fail to provide documents in 1 to 3 above mentioned above will be disqualified at this stage.**

Though food preparation will be on site, the contractor shall operate from their own premises (rented/owned) in Sierra Leone and shall employ suitably qualified and experienced Chef/head cook, with 3 years' minimum experience in providing catering services.

The contractor shall adhere to minimum wage policies outlined in the Labour laws of Sierra Leone.

## Technical Requirements

1. Proven experience in providing catering services to a range of organizations will be an advantage. The range of organizations will include United Nations Organizations, International Non-governmental Organizations (INGOs), National/Local Non-governmental Organizations (NGOs), Government Ministries, Departments and Agencies (Public Sector) and the Private Sector (private businesses). Reference checks will be conducted to validate the ability of the contractor to deliver high quality services.
2. Must have a minimum of **3 years' experience** in the provision of catering services (in Sierra Leone or elsewhere) and provide evidence of having undertaken these services.

## Employment and Employee Oversight Standards

1. In the event of theft, investigation will be conducted by UNICEF and if established that catering staff member is implicated, cost of items will be recovered from the contractor and that catering staff shall not be required to work in the canteen going forward.
2. Contractor is responsible for the provision of an adequate medical scheme for all his/her staff.
3. All workers shall be allowed by the contractor to undergo an initial vetting to be organized by UN Security Department (to check for criminal record). They will also undergo initial (prior to taking up appointment) and periodic medical check-ups (every 2 years). Canteen staff should promptly seek medical treatment whenever sick. The canteen management should have a medical scheme to take care of all of this.
4. The contractor must register every staff with NASSIT and make the necessary monthly payments to NASSIT. UNICEF reserves the right to ask for and examine such records as and when required.
5. All catering staff shall be provided with adequate uniforms ID Cards and protective equipment / garments.
6. The contractor shall adhere to minimum wages Policy (according to the Labour laws of Sierra Leone).
7. The contractor shall ensure that at all times, canteen staff comply with public health regulations/guidance.

## 8. EVALUATION PROCESS AND METHODS

### 8.1 Technical Evaluation Criteria

Technical offers will be scored out of **70 points**. Offers with scores less than 50/70 will be disqualified. A reference check and site visit will be conducted as part of the technical evaluation.

UNICEF will allow one (1) week to each technical compliant bidder to serve food in the canteen allowing staff to taste the quality of the service. Therefore, a final vote will be done by staff for the award of the contract.

The bid price of the award holder will be used during the LTA period although this is open to negotiations by UNICEF before LTA commences and review by both UNICEF and the LTA holder during the LTA period.

Bidder should propose the number of canteen staff that will be needed for providing catering services

The criteria for the technical evaluation are shown in the table below. The Technical Proposals should therefore address all areas to be evaluated. Please include copies of certificates and references of all staff to be involved in the canteen.

Technical Criteria	Technical Sub-Criteria	Max. Points Obtainable
<b>Experience and Expertise</b>	Professional expertise and experience as well as number of years in the business	4
	<u>Key for scoring</u>	
	5 and above years and above (4)	
	3 – 4 years (3)	
	1 – 2 years (2)	
	1 year (1)	
	Below one year (0)	
	Experience in providing catering services to the following categories. United Nations Organizations, International Non-governmental Organizations (INGOs), National/Local Non-governmental Organizations (NGOs), Government Ministries, Departments and Agencies (Public Sector) and the Private Sector (private businesses)	1
	<u>Key for scoring</u> Additional 1 mark if bidder have the experience for at least 1 category	
	<b>Maximum point / Total score</b>	<b>5</b>
	Relevant experience and qualifications staff cooking and serving Food.	3
	<u>Key for scoring</u>	
	Catering Company has a Cooking Focal Point with either relevant certificate (in catering, hotel, and tourism, etc.) OR 3 years catering experience = 3 marks	
	Catering Company has a Serving Focal Point with either relevant certificate (catering,	

	hotel, and tourism, etc.) OR 3 years catering experience = 2 marks	2
	<b>Maximum point / Total score</b>	<b>5</b>
<b>Proposed strategies and methodologies (Consistency of proposed methodology with the description of the assignment)</b>	Viability of proposed strategies & methodologies	8
	Logical flow of proposed processes and activities	6
	Alignment of the proposed work plan and approaches of implementation of the tasks with the statement of work	6
	<b>Maximum point / Total score</b>	<b>20</b>
<b>Visit Sites- UNICEF to make an unannounced visit to a site in Freetown where bidder prepares and serves food and drinks.</b>	Kitchen Facilities (hygiene and equipment) – Maximum of 6 marks	8
	Restaurant/Eating Area (hygiene, tables, chairs, and cutlery)- Maximum of 4 marks	8
	Kitchen and Restaurant staff- Dress codes (uniforms) and servicing etiquette- Maximum of 4 marks	6
	Food (Hot foods served hot, drinks and water served cold; taste of food which may be subjective)	5
	Environmental Hygiene (condition of drainage and areas surrounding kitchen and restaurant – Maximum of 8 marks	8
	<b>Maximum point / Total score</b>	<b>35</b>
<b>Overall Response</b>	Completeness of response	3
	Overall concord between RFP requirements and proposal	2
	<b>Maximum point / Total score</b>	<b>5</b>
<b>Technical Scores</b>		<b>70</b>

## 9. ADMINISTRATIVE ISSUES

In submitting a proposal, the bidder acknowledges that UNICEF reserves the right to:

- visit and inspect the bidder's office and premises.

- (b) contact any/all referees provided.
- (c) request additional supporting or supplementary information.
- (d) arrange interviews with the proposed project team/consultants.
- (e) reject any/all the proposals submitted.
- (f) accept any proposals in whole or in part.
- (g) negotiate with the most favorable bidder(s).

Bidders shall bear all costs associated with the preparation and submission of proposals, and UNICEF shall not be responsible for these costs, irrespective of the outcome of the bidding process.

Please use the Price Matrix in Annex 1 to complete your Commercial Proposal which should be submitted separate from the Technical Proposal.

## **10. PROJECT MANAGEMENT**

The LTA Holder shall report directly to the UNICEF Sierra Leone Staff Association Chairman.

For Administrative issues the LTA holder should appoint a Contract Manager to be responsible for the management of the LTA and serve as a contact point for contractual issues, orders, and invoicing. The contract manager should have experience working in a similar role. The name of the contact person must be stated in the response to this ToR.

## **11. PAYMENT SCHEDULE**

Staff members shall be required to pay for food and drinks served to them immediately after eating. The Canteen Management however reserves the right to arrange customized payments for food served to staff.

The Canteen Management shall ensure they receive a UNICEF Local Purchase Order before any food or drinks are served for meetings and workshops held in the office. Invoice should be submitted to the Reception for payment.