



# **REQUEST FOR PROPOSAL**

**Provision of Catering and Canteen Services to United Nations  
Organizations in Bonn, Germany**

RFP No. 0093086

Project: Catering and canteen services in UN Campus

Country: Germany

Issued on: 1 July 2019

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## Section 1. Letter of Invitation

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The United Nations Volunteers administered by United Nations Development Programme (hereinafter "UNV") hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

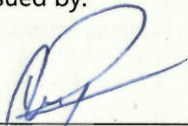
- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
  - o Form A: Technical Proposal Submission Form
  - o Form B: Bidder Information Form
  - o Form C: Joint Venture/Consortium/Association Information Form
  - o Form D: Qualification Form
  - o Form E: Format of Technical Proposal
  - o Form F: Financial Proposal Submission Form
  - o Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to [procurement@unv.org](mailto:procurement@unv.org) indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "**Accept Invitation**" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.


UNV looks forward to receiving your Proposal and thank you in advance for your interest in UNV procurement opportunities.

Issued by:



Name: Madalina Florica  
Title: Procurement Assistant  
Date: July 1, 2019

Approved by:



Name: Julie Spiller  
Title: Team Leader  
Date: July 1, 2019

## Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	<p>1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNV. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a></p> <p>1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNV. UNV is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p>1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>2.1 UNV strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNV vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNV staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNV  (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;  (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNV contract.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <a href="http://www.un.org/depts/ptd/pdf/conduct_english.pdf">http://www.un.org/depts/ptd/pdf/conduct_english.pdf</a></p>
3. Eligibility	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNV whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNV.</p>

<b>4. Conflict of Interests</b>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNV to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNV.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNV, and seek UNV's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNV staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNV's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
<b>B. PREPARATION OF PROPOSALS</b>	
<b>5. General Considerations</b>	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNV</p>
<b>6. Cost of Preparation of Proposal</b>	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNV shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
<b>7. Language</b>	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNV, shall be written in the language (s) specified in the BDS.</p>
<b>8. Documents</b>	<p>8.1 The Proposal shall comprise of the following documents:</p>

<b>Comprising the Proposal</b>	<ul style="list-style-type: none"> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Proposal;</li> <li>c) Financial Proposal;</li> <li>d) Proposal Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Proposal.</li> </ul>
<b>9. Documents Establishing the Eligibility and Qualifications of the Bidder</b>	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNV's satisfaction.</p>
<b>10. Technical Proposal Format and Content</b>	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNV, and at no expense to UNV</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNV. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
<b>11. Financial Proposals</b>	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<b>12. Proposal Security</b>	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNV, UNV shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNV, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</li> <li>b) In the event that the successful Bidder fails: <ul style="list-style-type: none"> <li>i. to sign the Contract after UNV has issued an award; or</li> </ul> </li> </ul>



	<p>12.6 to furnish the Performance Security, insurances, or other documents that UNV may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
<b>13. Currencies</b>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <ul style="list-style-type: none"> <li>a) UNV will convert the currency quoted in the Proposal into the UNV preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</li> <li>b) In the event that UNV selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNV shall reserve the right to award the contract in the currency of UNV's preference, using the conversion method specified above.</li> </ul>
<b>14. Joint Venture, Consortium or Association</b>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNV and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNV.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNV.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> <li>a) Those that were undertaken together by the JV, Consortium or Association; and</li> <li>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>



<p><b>15. Only One Proposal</b></p>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFP; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</li> <li>f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>
<p><b>16. Proposal Validity Period</b></p>	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNV and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<p><b>17. Extension of Proposal Validity Period</b></p>	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNV may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
<p><b>18. Clarification of Proposal</b></p>	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNV staff member, UNV shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNV will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNV shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNV to extend the submission date of the Proposals, unless UNV deems that such an extension is justified and necessary.</p>
<p><b>19. Amendment of Proposals</b></p>	<p>19.1 At any time prior to the deadline of Proposal submission, UNV may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p>

	19.2	If the amendment is substantial, UNV may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.
<b>20. Alternative Proposals</b>	20.1	Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNV shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNV reserves the right to award a contract based on an alternative proposal.
	20.2	If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"
<b>21. Pre-Bid Conference</b>	21.1	When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.
<b>C. SUBMISSION AND OPENING OF PROPOSALS</b>		
<b>22. Submission</b>	22.1	The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.
	22.2	The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.
	22.3	Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.
<b>Hard copy (manual) submission</b>	22.4	Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows: <ul style="list-style-type: none"> <li>a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</li> <li>b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> <li>i. Bear the name and address of the bidder;</li> <li>ii. Be addressed to UNV as specified in the BDS</li> </ul> </li> </ul>

	<p>iii. Bear a warning that states <i>"Not to be opened before the time and date for proposal opening"</i> as specified in the BDS.</p> <p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNV shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p><b>Email Submission</b></p> <p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS.</li> <li>c) The password for opening the Financial Proposal should be provided only upon request of UNV. UNV will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.</li> </ul> <p><b>eTendering submission</b></p> <p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</li> <li>d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNV. UNV will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.</li> <li>c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS.</li> <li>d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:  <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/</a></li> </ul>
<p><b>23. Deadline for Submission of Proposals and Late Proposals</b></p>	<p>23.1 Complete Proposals must be received by UNV in the manner, and no later than the date and time, specified in the BDS. UNV shall only recognize the date and time that the bid was received by UNV</p> <p>23.2 UNV shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<p><b>24. Withdrawal, Substitution, and Modification of Proposals</b></p>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNV, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any,</p>

	<p>must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
<b>25. Proposal Opening</b>	<p>25.1 There is no public bid opening for RFPs. UNV shall open the Proposals in the presence of an ad-hoc committee formed by UNV, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
<b>D. EVALUATION OF PROPOSALS</b>	
<b>26. Confidentiality</b>	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNV in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNV's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNV's vendor sanctions procedures.</p>
<b>27. Evaluation of Proposals</b>	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNV will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ol style="list-style-type: none"> <li>Preliminary Examination</li> <li>Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>Evaluation of Technical Proposals</li> <li>Evaluation of Financial Proposals</li> </ol>
<b>28. Preliminary Examination</b>	<p>28.1 UNV shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNV reserves the right to reject any Proposal at this stage.</p>
<b>29. Evaluation of Eligibility and Qualification</b>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> <li>They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial</li> </ol>

	<p>commitments,</p> <ul style="list-style-type: none"> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
30. Evaluation of Technical and Financial Proposals	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNV may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNV will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;"><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;"><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;"><b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
31. Due Diligence	<p>31.1 UNV reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p>

	<ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNV may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<b>32. Clarification of Proposals</b>	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNV may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNV's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNV in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNV, shall not be considered during the review and evaluation of the Proposals.</p>
<b>33. Responsiveness of Proposal</b>	<p>33.1 UNV's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNV and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<b>34. Nonconformities, Repairable Errors and Omissions</b>	<p>34.1 Provided that a Proposal is substantially responsive, UNV may waive any non-conformities or omissions in the Proposal that, in the opinion of UNV, do not constitute a material deviation.</p> <p>34.2 UNV may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNV shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNV there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</li> <li>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected;</li> </ul>

	<p>and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNV, its Proposal shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
<b>35. Right to Accept, Reject, Any or All Proposals</b>	35.1 UNV reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNV's action. UNV shall not be obliged to award the contract to the lowest priced offer.
<b>36. Award Criteria</b>	36.1 Prior to expiration of the proposal validity, UNV shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
<b>37. Debriefing</b>	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNV. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNV procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
<b>38. Right to Vary Requirements at the Time of Award</b>	38.1 At the time of award of Contract, UNV reserves the right to vary 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.
<b>39. Contract Signature</b>	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNV. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNV may award the Contract to the Second Ranked Bidder or call for new Proposals.
<b>40. Contract Type and General Terms and Conditions</b>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <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>
<b>41. Performance Security</b>	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP POPP_DOCUMENT LIBRARY/Public/PSU Solicitation Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP POPP_DOCUMENT LIBRARY/Public/PSU Solicitation Performance%20Guarantee%20Form.docx&amp;action=default</a> within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNV shall be a condition for rendering the contract effective.
<b>42. Bank Guarantee for Advanced Payment</b>	42.1 Except when the interests of UNV so require, it is UNV's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP POPP_DOCUMENT LIBRARY/Public/PSU Solicitation Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP POPP_DOCUMENT LIBRARY/Public/PSU Solicitation Performance%20Guarantee%20Form.docx&amp;action=default</a>



	<a href="#">DOCUMENT LIBRARY/Public/PSU Contract%20Management%20Payment%20and%20Taxes Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>
<b>43. Liquidated Damages</b>	43.1 If specified in BDS, UNV shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
<b>44. Payment Provisions</b>	44.1 Payment will be made only upon UNV's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNV with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.
<b>45. Vendor Protest</b>	45.1 UNV's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</a>
<b>46. Other Provisions</b>	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNV shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNV is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>

## Section 3. Bid Data Sheet

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Not Allowed
4	21	Pre-proposal conference	<p>Will be Conducted  Time: 10:00 a.m. Bonn Time  Date: July 8, 2019  Venue: UN Campus, Platz der Vereinten Nationen 1, 53113, Bonn, Germany</p> <p>The UNV focal point for the arrangement is:  Madalina Florica  Telephone: +49 (228) 815 2019  E-mail: procurement@unv.org</p>
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required

10	18	Currency of Proposal	Local currency EUR
11	31	Deadline for submitting requests for clarifications/ questions	5 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNV: Madalina Florica Address: Platz der Vereinten Nationen 1, 53113, Bonn, Germany E-mail address: procurement@unv.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Posted directly to eTendering
14	23	Deadline for Submission	For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.
14	22	Allowable Manner of Submitting Proposals	<input type="checkbox"/> e-Tendering
15	22	Proposal Submission Address	<a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>  Event ID: UNV10-0093086
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> <li>Format: PDF files only</li> <li>File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>All files must be free of viruses and not corrupted.</li> <li>Password for financial proposal <u>must</u> not be provided to UNV until requested by UNV</li> </ul>
17	27 36	Evaluation Method for the Award of Contract	Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively  The minimum technical score required to pass is 70%.
18		Expected date for commencement of Contract	September 1, 2019
19		Maximum expected duration of contract	The Long Term Agreement shall remain in force for the maximum period of two years and may be extended by UNV for one additional year by mutual agreement of the Parties

20	35	UNV will award the contract to:	One Proposer Only
21	39	Type of Contract	Purchase Order and Contract Face Sheet (Goods and/or Services) <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>
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Contracts <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>
23		Other Information Related to the RFP	N/A

## Section 4. Evaluation Criteria

### Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity

### Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Form B: Bidder Information Form
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
<b>Conflict of Interest</b>	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
<b>Bankruptcy</b>	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
<b>Previous Experience</b>	Minimum 5 years of relevant experience.	Form D: Qualification Form
	Minimum 2 contracts of similar value, nature and complexity implemented over the last 3 years.	Form D: Qualification Form

<sup>1</sup> Non-performance, as decided by UNV, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

	<i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	
<b>Financial Standing</b>	Minimum average annual turnover of USD 500,000 for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

## Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	500
3.	Management Structure and Key Personnel	200
	<b>Total</b>	<b>1000</b>

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization	50
1.2	General Organizational Capability which is likely to affect implementation: <ul style="list-style-type: none"> <li>• management structure</li> <li>• financial stability and</li> <li>• project financing capacity</li> <li>• project management controls</li> <li>• extent to which any work would be subcontracted (subcontracting carries additional risks)</li> </ul>	90
1.3	Relevance of specialized knowledge and experience on catering/canteen done in the region/country	70
1.4	Quality assurance procedures	60
1.5	Organizational Commitment to Sustainability (mandatory weight) <ul style="list-style-type: none"> <li>-Organization is compliant with ISO 14001 or ISO 14064 or equivalent – 20 points</li> <li>-Organization is a member of the UN Global Compact -5 points</li> <li>-Organization demonstrates significant commitment to sustainability through some other means- 5 points, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues</li> </ul>	30
<b>Total Section 1</b>		<b>300</b>

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
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 for <ul style="list-style-type: none"> <li>a) Catering Services</li> </ul>	230



	b) Canteen Services	
2.4	Description of available performance monitoring and evaluation mechanisms and tools	50
2.5	Assessment of the implementation plan proposed including whether the activities are are logical and realistic	70
2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	50
<b>Total Section 2</b>		<b>500</b>

<b>Section 3. Management Structure and Key Personnel</b>			<b>Points obtainable</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?		60
3.2	Qualifications of key personnel proposed		
3.2 a	Team Leader		100
	- General Experience	20	
	- Specific Experience relevant to the assignment	40	
	- Regional/International experience	20	
	- Language Qualifications	20	
3.2 b	Other staff		40
	- Catering/canteen services experience	20	
	- Language Qualifications	20	
<b>Total Section 3</b>			<b>200</b>

## **Section 5.** Terms of Reference

for the Provision of Conference Catering and Canteen Services to  
United Nations Organizations in Bonn, Germany

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# I. BACKGROUND

## 1. Introduction

The United Nations Campus in Bonn is home to 20 UN organizations, agencies, and convention secretariats, in their entirety referred to as UN Bonn. (see Annex II)

Sharing the same buildings gives opportunity to also share certain facilities and support services while gaining efficiencies and saving costs. The joint management of the premises, central ICT infrastructures and central services such as safety and security, mail logistics, conference services, system-wide surveys, canteen and catering services, and host country liaison are within the scope of work of the Common Services Unit (CSU) which is administratively anchored under the United Nations Volunteers (UNV) programme.

The contract of the present catering and canteen services is coming to an end in July 2019. The United Nations in Bonn (UN Bonn), represented by the United Nations Volunteers (UNV) programme, therefore is soliciting proposals from duly qualified companies (hereinafter referred to as "Bidder") for the provision of conference catering and canteen services to UN Bonn.

The duration of the awarded contract will be 2 years, with possible extension for one additional year

Herein are certain salient features of an eventual contract, which together with all other information provided in the comprehensive request for proposal (RFP) and its attachments are to be taken into consideration in the preparation of the proposal.

## 2. Information on UN Bonn

Currently a total of approximately 900 staff work for the twenty organizations, programs and offices of the UN Bonn which in these terms of reference are referred to as "Clients". For more information on the UN agencies please refer to <https://www.unbonn.org/about>

A total of 770 staff is accommodated in the main UN Campus (*Altes Abgeordnetenhochhaus (AAH) and Langer Eugen (LE)* buildings) presently. In addition, there are approximately 140 staff housed in Haus Carstanjen (HC) building who will in 2021, as part of a planned extension, move to the main UN campus.

In addition, there are some 4,000 visitors and approximately 13,000 - 15,000 conference participants visiting UN Bonn each year.

The UN presence in Bonn consists for the moment of two locations and three distinct buildings:

Main UN Campus

- *Langer Eugen (LE)* at Platz der Vereinten Nationen 1, 53113 Bonn (has a canteen on the 29<sup>th</sup> floor of the building with a maximum capacity of 200 persons at one time), accommodates the majority of UN Bonn staff.
- *Altes Abgeordnetenhochhaus (AAH)* at Platz der Vereinten Nationen 1 (has a small coffee kitchen on the ground floor with and adjacent terrace).

## Second UN location

- *Haus Carstanjen (HC)* at Martin-Luther-King-Str. 8, 53175 Bonn (has a canteen facility (approximately 100 people) which is not in use.

Relevant floor plans are attached as separate annexes (Annex III)

In all three locations, there are vending machines for cold and warm drinks as well as for snacks set up which are in the property of an external provider who takes care of filling up, repairs and service.

Due to the applied UN security measures, access to the UN locations is limited to staff and announced or accredited visitors (conference participants, service providers).

The UN agencies are residing in Bonn based on invitation by and as hosts of the Federal Foreign Office of Germany. The UN buildings in Bonn are owned by the Federal Real Estate Agency BlmA who has an office on the UN campus. A facility management company is been contracted by BlmA to run and monitor the day to day facility operations.

The focus of the request for proposal (RFP) is to ensure continuous high-quality conference catering services for the events and conferences at the UN locations (Service Line 1).

- More than 90% of the events and conferences to be serviced are taking place on the main UN campus. The conferences and meetings of the UN organizations take place in 12 dedicated meeting rooms which are located in the two buildings on the UN campus.
- Conference catering services shall include provision for serving of pre-ordered warm meals at lunch time based on a given menu, as well as the ability to cater for receptions that happen from time to time on the UN Campus.
- At a few occasions per year, conference and event services may be requested to be provided at the second UN location.

In addition to the offer for conference catering services, the UN seeks a proposal of the Bidder to manage and run a canteen service (Service Line 2).

- The provision of canteen services refers specifically to the existing canteen facilities on the 29th floor. The canteen has its own kitchen facility which can be used by the provider to provide canteen services to staff.
- The canteen kitchen facilities can also be used by the Operator for food services for conference participants during lunch and evening.
- The canteen venue and existing equipment is provided to the Operator free of charge, including costs for water and electricity.

There is also a small equipped cafeteria in the AAH building which on an optional basis can be included in the proposal of the Bidder.

### **3. Other relevant background information**

In accordance with the special funding situation of international organizations, the UN – apart from waving of costs for rooms, utilities, general cleaning and inbuilt equipment - cannot pay any further subsidy to the contractor. The successful contractor must rely on the turnover from the services provided to cover all incurred costs.

The proposal shall consider that staff' and conference participants' attendance at the canteen and cafeteria is fluctuating, depending on events and season.

The successful Bidder shall receive the exclusive right and the obligation to guarantee all conference and canteen services on the Main UN Campus in Bonn. The UN reserves the right, in case the offer by the awarded bidder will not include operating the cafeteria space in AAH, to contract in a future process a separate provider for this location.

- It is assumed that the Operator will follow the holiday scheme of the UN agencies, which is published annually, and which is not following all holidays as observed by the German public.
- Services may be required on weekends and official UN Bonn holidays (German public holidays that are not UN Bonn holidays are to be considered normal working days).
- The UN Campus, apart from a few dedicated smoking areas, is a non-smoking environment.

In 2020/21, and as part of campus extension III, a new 17 floor high-rise building (UN extension building, UNE) will be added to the campus providing for additional 330 workstations. It is foreseen that at least by mid-2021 about 160 (joining from the second UN location in HC) will be located in UNE and will add to the existing number of staff on the campus.

As an outlook, and referred to as campus extension IV, there will be two additional historical buildings (Wasserwerk and Pumpenhaus) added to the main UN campus serving as conference facilities with capacity for additional 400 participants. In addition, there are concrete plans for a new catering center on the Rhine side, which is expected to be able to serve the whole UN campus. UN Bonn offers to integrate the ideas and expertise of the service provider into the ongoing planning processes for an expanded catering concept for the UN campus.

Bidders should submit proposals that meet or exceed the requirements stated in these terms of reference.

### **4. Quality Standards & sustainable use of resources**

The awarded Bidder will require to demonstrate the ability to provide the following, but not limited to, activities related to service delivery:

- Quality controlled, varied and healthy food products, in accordance with applicable industry practices and standards.
- Put an emphasis on use of organic products
- A flexible and friendly service with customer-oriented focus for the Clients' staff and guests

- Creation of an agreeable and relaxed atmosphere in the canteen that provides for smooth and efficient turnover of guests
- Ensure good and regular communication to staff and visitors on assigned signage or notice boards
- Management staff shall have very good English skills, service staff should be able to communicate about the services and products in decent English skills

The operator shall take measures that are suited to support the most efficient and sustainable use of resources. This refers to,

- economical employment of energy, such as electricity, water, gas, fuel, etc.
- use of food produced in a sustainable manner (organic, MSC fish, etc.)
- offers of vegetarian alternatives to reduce carbon emissions
- consideration of regional products (and as feasible, the use of local suppliers)
- avoidance of one-way packaging materials in favor of reusable packaging and avoidance of overuse of packaging
- recycling (separation of recyclable materials)
- avoidance of excessive overproduction, spoilage or waste;
- use of fair-trade products, as feasible.

From this point, the terms of reference is split into two Service Lines. Service Line 1 contains the conference catering services; Service Line 2 contains the canteen operations.

## II. CONFERENCE CATERING SERVICES (Service Line 1)

### 1. Scope of Operations

#### 1.1. Range of services

The UN campus in Bonn attracts a high number of official conferences and events every year. On average approximately 1,000 – 1,250 participants per month attend conferences and events on the campus.

More than 90% of the events and conferences to be serviced by the awarded Bidder are taking place on the main UN campus.<sup>2</sup> Events and conferences needing conference catering vary in duration from single day events to events lasting over several days or at times several weeks.

The conferences and meetings of the UN organizations take place in 12 dedicated conference rooms which are located in the two buildings on the UN campus. (See Annex I for a listing of the conference rooms and areas).

UN Bonn expects a modern, attractive catering concept from the future operator that appeals not only to the staff, but also to the guests and business partners of UN Bonn.

In addition to provision of conference catering outside of the main conference venues, Clients may also request arrangement of preordered warm meals or buffet at lunch time or for receptions.

Lunch or buffet meals can be served in the canteen area in the 29th floor. The canteen area also has a separate seating area (VIP area, capacity is 60 persons) where Clients might request guests to be serviced for a seated arrangement. On occasion lunch may also be requested to be served in the atrium of AAH.

Bidders are requested to complete the attached Proposal Form indicating the provision of the following services in connection with official functions:

- Beverages (water, coffee, tea, soft drinks, wine, beer, etc.)
- Coffee Breaks & Snacks & Receptions (coffee, tea, cookies, sandwiches, wraps, fruits, finger food)
- Lunch/Dinner
  - Type 1: Cold buffet style, typically consisting of sandwiches
  - Type 2: two dishes buffet; starter+main or main+desert (variation of meat, fish, vegetarian) like smoked salmon, quiche or similar; green salad, cheese, fruits, desert

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<sup>2</sup> At times conference and event services are requested to be serviced at the second UN location, which is approximately three kilometers away from the main UN campus. At present it houses about 140 UN staff. It is equipped with its own kitchen and canteen facility. However, for efficiency and cost rationale the canteen and kitchen are at present not in use.



- Type 3: three courses starter+main+desert, (variation of meat, fish, vegetarian) composition at the discretion of the chef and the requesting Client

All the above services should include tableware, napkins, milk, sugar and sweetener, as applicable.

- Service Staff for receptions – includes serving of drinks and food during receptions

As to the composition of food and products, bidders are asked to commit to indicate the presence of certain ingredients in a dish, in particular

Pork and pork products, such as meats

Dairy products

Egg

Gluten

Nuts/peanuts

Seafood (fish, shellfish, iodine)

## 1.2. Hours of operation

Based on requirements.

## 1.3. Volume of activities

Frequency of services - Estimated volume (based on 2017/18 experience)

### ▪ Meetings, workshops, conferences

Approximately 50 conference meeting days<sup>3</sup> per month (approximately 1,200 external meeting participants per month on average);

Regular booking of coffee/tea/snacks menus (=breaks) and drinking water serving per meeting day for approximately 60% of the meeting days

### ▪ Official lunches

*Preordered buffet* – approximately 4-8 per months (regularly associated with meetings and workshops) 60-120 participants per buffet

*Preordered working lunches*: approximately 5-10 per month, up to 10-15 participants each, sometimes with seated service arrangement

### ▪ Receptions

Evening receptions: approximately 15 per year (60-150 participants per reception)

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<sup>3</sup> Meeting day refers to official booking of one of the 12 main conference rooms of UN Bonn. Maximum meet days per calendar day is 10. This does not include additional meetings in common areas and dedicated meeting rooms.

Lunches and receptions normally to be hosted at the canteen.

The Client does not warrant that any specific quantity of services will be purchased during the term of the anticipated agreement.

## 2. Payment methods

Ordering takes place directly between the Client and the awarded Bidder based on predefined ordering forms, that are filled out electronically and shared via email or other electronic application

Invoices for services provided at conferences, meetings, official lunches and receptions shall be invoiced separately directly with the Client who made the booking.

In future, booking could be integrated in an online booking tool system that UN Bonn is interested to install for the conference venue booking. Any changes will be discussed in advance with the awarded Bidder.

## 3. Premises

The awarded Bidder can make use of the existing kitchen on the 29th floor also for conference catering. However, it is also feasible for the awarded Bidder to opt to bring all food items ready to be used from outside.

Built in kitchen equipment is considered part of the building and thus owned by the landlord, who is responsible for replacement of worn out items in coordination with the UN. The awarded Bidder is expected to use all facilities with appropriate attention and care.

### 3.1 Equipment and utensils

A few catering items are within the property of the UN and can be used by the awarded Bidder. An inventory list shall be prepared at the commencement of the contract and annually updated.

The Bidder will be required to bring on its own any other equipment or utensils, as well as all other kitchen materials and goods used for running the services.

### 3.2 Electricity, Water and Heating

The awarded Bidder will be allowed to use any utilities connected to the canteen to perform its services at no extra charges.

## 4. Consumables

All condiments and cleaning agents necessary to provide the services requested should be provided by the awarded Bidder at no extra cost to the Client.

## 5. Cleaning and Hygiene

The cleaning and associated costs of the preparation and servicing area are the sole responsibility of the awarded Bidder. All catering items should be removed within 2 hours after the completion of the event. The Client requests that the awarded Bidder implements a well-documented self-control system. The Client or the landlord may organize unannounced spot checks by an external consultant.

## 6. Personnel and Supervision

The awarded Bidder shall screen, recruit and train personnel for the operation and submit a staffing table showing the supervisory and management positions proposed for the UN Bonn campus. Any changes in key personnel must be announced and discussed with the Chief Common Services or his/her delegate for catering/canteen services management.

Persons employed by the awarded Bidder and designated to provide services on the UN campus shall agree to and undergo a security screening (certificate of good conduct / "Führungszeugnis") before being allowed to enter the UN campus. This applies to all staff of the awarded Bidder that will need to enter the campus for provision of services. If personnel change, this information shall be provided before personnel enters the UN campus for the first time.

A list of personnel engaged by the awarded Bidder shall be announced to the Chief Common Services or his/her delegate for catering/canteen services management latest within one working day before the delivery of the services.

## 7. Information and Communication

### *Reports*

The awarded Bidder shall provide a quarterly report on sales volume and customer count of conference and event services. The formats of this report will be agreed upon with the Chief Common Services or his/her delegate for catering/canteen services management and the awarded Bidder.

### *Customer feedback & survey*

The awarded Bidder shall at intervals conduct a survey of customer satisfaction (periodicity to be agreed with Common Services Chief or his/ her delegate for catering/ canteen services management). The results and resulting suggestions shall be communicated to the UN Clients.

## 8. Quality Assurance

The awarded Bidder will be required to have an effective system for monitoring and managing quality in place. The proposal of the Bidder should thus include any certified standards for the food industry, as well as describe any quality management systems in place. This should include customer satisfaction levels, quality standards, ingredients, quantities, preparation and service methods, training for staff to implement the standards.

### **III. CANTEEN SERVICES (Service Line 2)**

#### 1. Scope of Operations

The provision of canteen services refers specifically to the existing canteen facilities on the 29<sup>th</sup> floor of the LE building.

- The canteen has its own kitchen facility and is at the full disposal of the provider to deliver canteen services to the Clients and the UN staff and visitors in Bonn.
- As described (under Service Line 1) the awarded Bidder will be allowed to use the kitchen facilities also for support of conference catering if needed.

Due to the applied UN security measures, access to the canteen is limited to staff and announced or accredited visitors (conference participants, service providers).

The awarded Bidder may also decide to include the small coffee kitchen in the AAH building ground floor in the operations, however is not obliged to do so.

- The coffee kitchen on the ground floor of the AAH building is equipped to serve coffee and snacks and it seats approximately 40 persons. There is a café bar counter with limited room for refrigerated display cabinets as well as a rear section with limited dishwashing, refrigeration and storage possibilities. There is an adjacent open terrace area for additional seating.

UN Bonn requests a concept for canteen services that can fulfill at least the below described minimum requirements, and that will provide for a viable operation in conjunction with the conference catering services. In this regard, it is mandatory for the Bidder to include an offer for Service Line 2 in the overall RFP submission, meeting minimum requirements as described under 1.1. below.

UN Bonn at the same time invites bidders to bring forward and propose an extended offer/ concept for the canteen that goes beyond the required minimum offer, which should be attractive and comprehensive, but manageable.

Such an extended offer/concept may consider

- options for a variety of healthy and tasteful food options for, breakfast, lunch and snacks;
- fresh, attractive, quality selection of meals;
- a menu with light, international cuisine;
- a selection of main dishes including a vegetarian option
- a salad bar with fresh ingredients and a selection of dressings, vinegar and oils, in addition to various toppings;
- a selection of hot and cold beverages.

While an extended offer is welcome, Service Line 2 submission that will respond to minimum requirements for range of services will be accepted.

## 1.1 Range of services

### ▪ *Minimum requirements*

Given the priority for UN Bonn to ensure continuous high-quality conference catering services for the events and conferences at its locations, the range of services on offer for the canteen **are not** prescribed, apart from the following minimum requirements.

- Hot and cold beverages, sandwiches and snacks

The service provider is free to determine the price structure.

Bidders are requested at minimum to complete the attached Proposal Form indicating the provision of these minimum services.

As to the composition of food and products, bidders are asked to commit to indicate the presence of certain ingredients in a dish<sup>4</sup> (see also listing under Service Line 1)

### ▪ *Expanded concept (optional)*

The Bidder is encouraged to submit a concept that goes beyond the minimum requirements when developing the concept for the canteen services.

The Bidder is invited to think innovatively and creatively, also how to best combine the canteen services with conference catering activities under Service Line 1.

### ▪ *Vending machines*

In all locations of the UN Bonn vending machines for cold and hot drinks as well as for snacks are set up which are the property of an external provider.

As part of the canteen concept, the Bidder – given such capacity - may consider setting up vending machines for cold and hot drinks, snacks etc. under its own responsibility and own account. Alternatively, the Common Services Chief or his/her delegate for catering/canteen services management are ready to assist the awarded Bidder in negotiating with the existing external provider of the vending machines to have a mutually benefiting agreement in place.

## 1.2 Hours of operation

Following from the scope, and as an integral part of the concept for canteen services, the Bidder should propose an adequate operation time of the canteen services.

Expected minimum opening hours over lunch time are 2,5 hours between 11:30 hrs and 15:00 hrs.

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<sup>4</sup> Pork and pork products, such as meats; Dairy products; Egg; Gluten; Nuts; Seafood (fish, shellfish).

### 1.3 Volume of activities

Actual occupancy of the UN main campus is fluctuating over time and years but on average can be stated as about 770 staff (excluding about 140 UN staff located in the second UN venue HC). It is expected, based on past trends that by 2021 the occupancy on the UN main campus will be between 950-1,150 staff.

Considering daily variations due to staff travel, work from home arrangements as well as visitors and conference participants and based on collected data, bidders are to assume that per month on average 2,300 meals are being served. Daily meals served fluctuate on average between 80-175 /day.<sup>5</sup>

## 2. Payment methods

The awarded Bidder must provide cash registers to handle payments in cash.

However, bidders are encouraged to provide alternative payment methods as credit/debit card, mobile pay and international credit card or other cashless payment methods.

## 3. Premises

A site visit will be arranged so that bidders can see the facilities prior to preparations of their proposals.

The awarded Bidder will be able to use the existing kitchen on the 29th floor for canteen services.

Built in kitchen equipment is considered part of the building and thus owned by the landlord, who is responsible for replacement of worn out items in coordination with the UN Bonn.

Floorplans of the kitchen and canteen area are attached in the annex IV for information.

### 3.1 Equipment and utensils

Existing kitchen/cooking utensils can be taken over and used by the awarded Bidder. An inventory list of existing moveable canteen equipment and utensils, including also cutlery and crockery will be share with the awarded Bidder prior contract signature. Replacement of items owned by UN Bonn will be the responsibility of the UN Bonn.

Any additional working and operating material as well as office equipment shall be provided by the awarded Bidder.

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<sup>5</sup> These numbers are related to the present set up with three warm meals, including one vegetarian option, being provided daily in the canteen. Numbers include all meals served in canteen.

The awarded Bidder is expected to use all facilities with appropriate attention and care. Damage caused to the equipment for misuse or negligence will be charged to the awarded Bidder.

### 3.2 Electricity, Water and Heating

The awarded Bidder will be allowed to use any utilities connected to the canteen, and if included in the concept also of the coffee kitchen, to perform its services. All utilities such as electricity, gas, water will be made available to the awarded Bidder free of charge at no extra cost.

The Bidder will be required to manage these facilities to ensure the efficient and responsible use of the Clients/ Landlords resources.

### 3.3 Office space/Telephone/ IT Services

The awarded Bidder will be able to use the dedicated office space in the canteen area, with telephony provided free of charge, and internet connectivity to be arranged for by the Bidder at his own expense.

## 4. Consumables

All condiments and cleaning agents necessary to provide the services requested should be provided by the awarded Bidder at no extra cost to the Clients.

All ingredients, raw materials and other goods used in connection with the preparation of the food and drinks will be purchased by the awarded Bidder.

At least the following should be provided: napkins, salt, pepper, [olive] oil, vinegar and tooth picks. In addition, for coffee/ tea, milk, sugar should be provided.

## 5. Cleaning and Hygiene

- *Canteen - Kitchen and serving area*

The cleaning and associated costs of the cooking, preparation and servicing area are the sole responsibility of the awarded Bidder.

The kitchen must be maintained and cleaned in accordance with recognized best practices and to the standards as laid down by the German legislation.

The Clients request that the awarded Bidder implements a well-documented self-control system. The Clients or the landlord may organize unannounced spot checks by an external consultant.

## 6. Personnel and Supervision

The awarded Bidder shall submit a staffing table consistent with the proposed canteen concept.



The awarded Bidder shall screen, recruit and train all required personnel for the operation and submit a staffing table showing the supervisory and management positions proposed for the UN Bonn campus.

For managerial positions or cook positions, a resume should be provided as part of the application. Management personnel shall have a very good command of English.

Managing personnel shall be made available to the Clients at least during operating hours.

Any changes in key personnel shall be announced and discussed with Common Services Chief or his/her delegate for catering/canteen services management.

The awarded Bidder shall provide the necessary staff in the Bidder's own name and at the Bidder's expense. The staff engaged directly with Clients should have good English language skills.

A friendly and professional attitude amongst catering staff and towards Clients is expected.

All persons employed by the awarded Bidder and designated to provide services on the UN campus shall agree to and undergo a security screening (code of conduct / "Führungszeugnis") before being allowed to enter the UN campus. This applies to all staff of the awarded Bidder that will need to enter and provide services on the campus. If personnel change this shall be provided before personnel enters the UN campus for the first time.

## 7. Information and Communication

### ▪ *Reports*

The awarded Bidder shall provide reports on sales volume and customer count. The formats of these reports and the periodicity will be agreed upon with the Common Services Chief or his/her delegate for catering/canteen services management and the awarded Bidder.

### ▪ *Customer feedback and survey*

The awarded Bidder shall at intervals and in consultation with the UN conduct a survey of customer satisfaction (periodicity to be agreed with Common Services Chief or his/her delegate for catering/canteen services management). The results and resulting suggestions shall be communicated to the UN Bonn Clients.

### ▪ *Cooperation in Day-to-Day Business*

Special importance is attached to well-structured cooperation between UN Bonn and the awarded Bidder for running the canteen services. This requires continuity in filling positions as well as adequate technical qualifications on the part of the management personnel deployed.

The Common Services Chief or his/her delegate for catering/canteen services management and the respective management personnel of the awarded Bidder shall meet at regular intervals to provide feedback and discuss and solve any matter of concern.

## 8. Quality Assurance

The awarded Bidder will be required to have an effective system for monitoring and managing quality in place. The proposal of the Bidder should thus include any certified standards for the food industry, as well as describe any quality management systems in place. This should include customer satisfaction levels, quality standards, ingredients, quantities, preparation and service methods and training for staff to implement the standards.

## **IV. Responsibilities of the Awarded Bidder and of the Clients**

### 1. Awarded Bidder's obligations

The specific requirement for the Bidder for the conference and event services include:

- Timely and independent provision of high-quality conference and event services, as agreed with the ordering Clients;
- Cleaning of the used surfaces, equipment and utensils (within 2 hours after completion of the event); take over cost of extra cleaning in case of spoilage of floors or furniture in catering areas;
- Timely and complete provision of all ordered items, as well as provision of enough clean dishes, cutlery, napkins and the necessary equipment;
- Invoicing and accounting directly with the requesting UN Bonn Client.

The requirements on the Bidder side for canteen services include:

- Timely provision and independent delivery of high-quality canteen services, as per agreed concept;
- Cleaning and maintenance of all allocated premises, ensuring they always remain in a clean and hygienic condition according to applicable German standards;
- Cleaning of used surfaces, equipment and of utensils made available to the awarded Bidder;
- Invoicing and accounting system in place directly with the respective individual customers (staff, visitors, conference participants);
- Supply and maintenance of office equipment.

Overall requirements

- The awarded Bidder shall not use the premises, equipment and materials made available for the needs of the UN Bonn Clients for purposes other than those specified in the RFP;
- Proper collection and separation of garbage, food waste and waste fats. In doing so applicable provisions, e.g. materials separation, as well as local regulations for refuse disposal shall be observed;
- Obtaining necessary insurance as well as payment of any applicable fees in connection with the business enterprise;
- Handling of UN Bonn's premises and equipment in a careful and conscientious manner, immediately reporting any possible damage and/or defects to UN Bonn;
- Regular instruction, training and briefing (hygiene, industrial safety, etc.) – for new and existing staff;
- Economical use of all resources.

## 2. Responsibilities of UN Bonn and of the Clients

### ▪ *Responsibility vis a vis the awarded Bidder*

Upon signing of the contract, UN Bonn shall provide the caterer with the areas required for catering, the facilities, as well as larger and minor furnishings free of charge. UN Bonn retains the domiciliary right.

An inventory list shall be prepared with commencement of the agreement and checked on a yearly basis.

UN Bonn shall be responsible for maintenance of the areas and the larger inventories as well as any necessary repairs insofar as such are not attributable to culpable, improper handling on the part of the caterer.

All utilities available in the provided areas such as electricity, gas and water shall be made available to the operator free of charge.

Furthermore, UN Bonn shall be responsible for the following in all canteen areas:

- Daily cleaning of the seating areas outside of the main service times as well as cleaning of the adjacent;
- Regular window cleaning and cleaning of the ceiling of the utility, kitchen and storage areas;
- Cleaning of the installed ducts, fat separators and exhaust air systems (outside of the kitchen working hours);
- UN Bonn shall make appropriate containers available for the disposal of garbage and waste. UN Bonn shall be responsible for the costs of disposal of regular waste.

UN Bonn does not warrant that any quantity of services will be purchased during the term of the anticipated agreement.

### ▪ *Responsibilities vis a vis external entities and partners*

UN Bonn and the Clients have a responsibility to promote the attainment of the highest possible standard with regards to public health and wellbeing. This includes specific strategies that are related to the provision of services such as healthy food and nutrition, occupational health and the prevention of non-communicable diseases.

As external partners, conference participants and visitors are regularly frequenting the UN campus. UN Bonn and the Clients will might require the awarded Bidder to adopt certain standards and requirements in these areas so that the public image of the Client is maintained.

# ANNEX I - Brief Description of Facilities

## Conference Areas

Regular conferences and meetings take place in the three buildings of the UN in Bonn. In addition to smaller meeting rooms, the following fully equipped conference rooms are available in the respective buildings:

LE – 10 conference rooms with a maximum total capacity of 300 persons;

AAH – 2 conference rooms seating approximately 120 persons each.

Conference Room Name	m <sup>2</sup>	Catering Areas
LE 1916	252	Open space 19 <sup>th</sup> floor
LE 2105	124	Open space 21 <sup>st</sup> floor
LE 2112	124	Open space 21 <sup>st</sup> floor
LE 2116	124	Open space 21 <sup>st</sup> floor
LE 2309	124	Open space 23 <sup>rd</sup> floor
LE 2312	259	Open space 23 <sup>rd</sup> floor
LE 2516	124	Open space 25 <sup>th</sup> floor
LE 2705	168	Open space 27 <sup>th</sup> floor
LE 2712	124	Open space 27 <sup>th</sup> floor
LE 2716	124	Open space 27 <sup>th</sup> floor
AAH Upper conference room*	330	Open space ground floor
AAH Lower conference room*	345	Open space underground 1

LE = Langer Eugen; AAH = Altes Abgeordnetenhochhaus

In addition, there are about 30 smaller meeting rooms where coffee/tea and or water services are being requested.

## Canteens

### Langer Eugen (LE)

The LE building is under protected monument status ("denkmalgeschuetzt") which includes the principal set up of the canteen on the 29th floor. The canteen has a total area of 860 square meters, holding a maximum of 200 persons at any one time, in the main canteen area and three smaller areas.

The kitchen and the serving area offer good conditions for fresh production or reheating of meals. Storage areas and office space are located on this floor as well.

The serving area has a linear arrangement with one point of sale at the end.

In addition to refrigerated display cabinets and serving counters for hot meals, there is a set up for a salad bar. Apart from six regular elevators, a freight elevator provides a connection to the delivery area on the ground floor and to the conference rooms.

Given the protected monument status of the whole building, larger changes to the canteen set up are not possible.

However, it is possible to include ideas for limited and removable adjustments of the setup, or reasonable additional equipment (e.g. expansion of the salad buffet area or additional digital scales for weighting of buffets, etc.) based on a new concept or innovative proposals to be included in the concept under Service Line 2. Relevant suggestions should include a rough description of the necessary adjustment and as feasible a rough estimate of associated costs.

Proposals must include a concept for the canteen in 29<sup>th</sup> floor.

#### Altes Abgeordnetenhochhaus (AAH)

The Café on the ground floor of the AAH is equipped to serve coffee and snacks and it seats approximately 40 persons.

There is a café bar counter with limited room for refrigerated display cabinets as well as a rear section with limited dishwashing, refrigeration and storage possibilities. There is an adjacent terrace area for additional seating.

Proposals can include a concept for this area.

#### Haus Carstanjen (HC)

Provision of canteen services for HC are not requested through this RFP.

However, for matter of completeness the existing venue the HC set up is briefly described here.

In HC, the canteen, with its 640 square meters of space, offers seating for approximately 100 persons as well as an outside terrace. It has a semicircular serving area which makes it possible to offer several types of meals, as well as salads, snacks, cold meals, hot and cold beverages. The rear section has a completely equipped kitchen area.

In 2018 it has been decided to close the HC canteen due to limited staff numbers occupying the building. It is not planned to reopen the canteen as the new high-rise building on the UN Bonn campus is scheduled to be completed in 2020 and staff to move in in 2021.

At a few occasions per year, meeting/ conference catering may be required through preordering at HC.

## **ANNEX II – List of UN Bonn Organizations (The Clients)**

- UNV** (United Nations Volunteers Programme)
- UNFCCC** (United Nations Framework Convention on Climate Change)
- UNCCD** (United Nations Convention to Combat Desertification)
- UNU-EHS** (United Nations University / Institute for Environment and Human Security)
- UNU-ViE** (United Nations University / Vice Rectorate in Europe)
- UNU-ViE SCYCLE** (United Nations University / Vice Rectorate in Europe, Sustainable Cycles Programme)
- UNESCO-UNEVOC** (UNESCO Centre for Technical and Vocational Education and Training)
- UNEP-CMS** (United Nations Environment Programme / Convention on the Conservation of Migratory Species of Wild Animals)
- UNEP-EUROBATS** (United Nations Environment Programme / Secretariat of the Agreement on the Conservation of the Populations of European Bats)
- UNEP-AEWA** (United Nations Environment Programme / Secretariat of the Agreement on the Conservation of African-Eurasian Migratory Waterbirds)
- UNEP-ASCOBANS** (United Nations Environment Programme / Secretariat of the Agreement on the Conservation of Small Cetaceans of the Baltic, North East Atlantic, Irish and North Seas)
- UNIDO ITPO** Germany (United Nations Industrial Development Fund, Investment and Technology Promotion Office)
- WHO-ECEH** (World Health Organisation / European Centre for Environment and Health)
- IPBES** (Intergovernmental Platform on Biodiversity & Ecosystems Services)
- UNSSC** (UN System Staff College / Knowledge centre for sustainable development)
- UNDRR** (Secretariat of the United Nations Office for Disaster Risk Reduction)
- UN-SPIDER** (United Nations Platform for Space-based Information for Disaster Management and Emergency Response)
- UNRIC** (United Nations Regional Information Centre)
- UN SDG Action Campaign** (Sustainable Development Goals Action Campaign)

## **ANNEX III – Floor plans**



**ANNEX IV – List of fixed equipment and furniture  
provided by UN/ *Auflistung der fest installierten und  
zum Gebrauch ueberlassenen Geraete und  
Gegenstaende.***

## Section 6: Returnable Bidding Forms / Checklist

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This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

### Technical Proposal Envelope:

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>

### Financial Proposal Envelope

**(Must be submitted in a separate sealed envelope/password protected email)**

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

## Form A: Technical Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNV.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNV accept this Proposal.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

## Form B: Bidder Information Form

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
<b>Are you a UNV vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNV vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Contact person UNV may contact for requests for clarification during Proposal evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Please attach the following documents:</b>	<ul style="list-style-type: none"> <li>▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured</li> <li>▪ Certificate of Incorporation/ Business Registration</li> <li>▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> </ul>

## Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

**Name of leading partner**

(with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)

[Complete]

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture      **OR**      ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNV for the fulfillment of the provisions of the Contract.

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

## Form D: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

## Historical Contract Non-Performance

☐ Contract non-performance did not occur for the last 3 years

☐ Contract(s) not performed for the last 3 years

Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

## Litigation History (including pending litigation)

☐ No litigation history for the last 3 years

☐ Litigation History as indicated below

Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

## Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder,

or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNV.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

*Bidders may also attach their own Project Data Sheets with more details for assignments above.*

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

## Financial Standing

<b>Annual Turnover for the last 3 years</b>	Year	USD
	Year	USD
	Year	USD
<b>Latest Credit Rating (if any), indicate the source</b>		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;

- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited.  
No statements for partial periods shall be accepted.



## Form E: Format of Technical Proposal

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 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 (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

### SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

## SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

## SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

### Format for CV of Proposed Key Personnel

<b>Name of Personnel</b>	[Insert]
<b>Position for this assignment</b>	[Insert]
<b>Nationality</b>	[Insert]
<b>Language proficiency</b>	[Insert]
<b>Education/ Qualifications</b>	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
<b>Professional certifications</b>	<i>[Provide details of professional certifications relevant to the scope of services]</i> <ul style="list-style-type: none"><li>▪ Name of institution: [Insert]</li><li>▪ Date of certification: [Insert]</li></ul>
<b>Employment Record/ Experience</b>	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
<b>References</b>	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert]  Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

\_\_\_\_\_  
Signature of Personnel

\_\_\_\_\_  
Date (Day/Month/Year)

## Form F: Financial Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

## Form G: Financial Proposal Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder is required to prepare the Financial Proposal following the format presented in the **EXCEL file “Financial Proposal Form”** and submit it in a password protected file separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder’s disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder’s Technical Proposal.