

# REQUEST FOR PROPOSAL: Catering and Cafeteria Services in OHR Building, Sarajevo, BiH

OHR is seeking proposal from qualified suppliers/companies for full catering and cafeteria service to OHR Sarajevo, which will include:

- a) Provision of tea and coffee at kitchen counter for staff or their guests as a self service.*
- b) Hospitality services for all internal meetings and events, maintaining the current standard and quality of service*
- c) Meals and drinks as per agreed price list*
- d) Provision of coffee vending machine to be placed at kitchen*
- e) Other commercial services as decided by the supplier with the written agreement of OHR.*

## **Commencement date and period of execution:**

The date for commencing performance shall be 1<sup>st</sup> January 2005 and the period of execution of the tasks is 12 (twelve) months from the Commencement date.

## **Operation of Service**

From Monday to Friday 07.30-18.30

Supplier may only close on official B&H State holidays (1 January, 1 May and 25 November).

## **Requirements**

Proposal must be in English and include the following elements:

1. Court Registration document
2. Price Schedule
3. Management Plan to be drawn up by the supplier

## **Price Schedule**

Provide the complete menu price and portion book with portion size that you will implement. Summarize the number of daily items under each food category, such as luncheon entrees, vegetables, salads, desserts, beverages, soups, bread and rolls, breakfast items, sandwiches, specials... Summarize the total number of different items in each category for the complete menu cycle.

## **Management Plan**

The Management Plan must specify the methods and resources to be used by the suppliers for the performance of the service, regarding the definition of the OHR's requirements and objectives.

The Management Plan must contain:

- An outline of the approach proposed for contract

implementation.

- The expected number of personnel required in the performance of the services. All staff serving food must have basic knowledge of English.
- A description of the experience of the supplier in running catering services. Supplier shall provide references from companies where they have carried out similar catering contracts within the past two years.
- Supplier's Plan to ensure health and hygiene requirements to meet for commercial food service facility.
- A sample of five (05) weekly Menus

### **Period during which tenders are binding**

Suppliers are bound by their proposals for 90 days after the deadline for the submission of proposal.

### **Site visit and presentation**

A site visit will be organised at OHR, Emerika Bluma 1, 71000 Sarajevo so that prospective suppliers can familiarise themselves with the service and the local conditions. Suppliers must confirm in advance its intention to participate in the site visit by fax no. 283 565 by 15.10.2004. Date and time of the visit will be confirmed.

Short listed suppliers will be requested to provide an oral presentation.

### **Submission of proposal**

Complete proposals should be in sealed envelope, clearly marked "Catering & Cafeteria Services" and delivered to the following address no later than

**17.00 local time on 08.11.2004:**

OHR, Head of Logistics

Emerika Bluma 1

71000 Sarajevo , B&H

Proposals must be submitted in English. Proposal received after the closing time/date will not be considered.

**Evaluation and Award of proposal**

Any award will be based on the best overall proposal with appropriate consideration being given to the desire for quality service at reasonable menu prices, in combination with past service quality and experience.

Proposals will be reviewed by Evaluation Committee formed of OHR staff.

OHR reserve rights to discuss with any supplier, or to award on the basis of the bids received, or to conclude the matter without award. Decision of the Evaluation Committee will be final.

**Documentary evidence required from the selected supplier**

The selected supplier will be notified in writing that the Evaluation Committee has recommended that the contract be awarded to it. However, before the OHR signs the contract with the selected supplier, the supplier must provide as soon as possible the following information and documents:

a) The names of Catering Manager and the Assistant Catering Manager and references proving their professional experience.

b) A complete relation with the names and other personal settings of all skilled and professional personnel for the execution of the tasks of the contract.

c) The employers' medical certificates that guarantees their physically and medically fitness to work in preparation and food handling areas.

If the selected supplier fails to provide this documentary evidence within 7 calendar days of the date of the letter or if the selected supplier is found to have provided false information, the notification will be considered null and void. In such a case, the OHR may award the proposal to another supplier.

### **Prices and financial charges**

The supplier will submit to the OHR a monthly invoice, which will include:

*a) Charges for hospitality services for all internal meetings (drinks) from the previous month. Provision of catering services will be free of charge.*

*b) Charges for hospitality services for internal events (as ordered by Protocol Section) from the previous month.*

*c) Charges for provision tea and coffee at the kitchen counter.*

Catering services for special events, such as farewell parties will be charged separately.

The supplier will be given advance notice of such functions and the menus and prices will be agreed between OHR and the supplier.

The supplier shall not be liable for payment of any rent or

for reimbursement to the OHR for utilities or use of OHR-furnished property (Annex I) as a result of catering services provided above.

## **Tax**

The OHR, as a diplomatic mission, is exempted from paying taxes on purchased goods and services within Bosnia and Herzegovina , therefore the supplier will not charge taxes or duties to the OHR.

## **Ownership of Assets**

Assets listed in Annex I, are the property of OHR and will be handed over to supplier for their use in OHR. These assets will be returned to the OHR in good working order at the end of the contract. Excepting normal wear and tear, any assets that are not returned in good order will be charged to the supplier.

Any new assets that are purchased during the year will be purchased by the supplier, and remain the property of the supplier at the end of the contract.

The maintenance of all equipment will be the financial responsibility of the supplier.

## **Catering Service**

The supplier will be responsible for ordering, purchasing and transporting all food items to be served.

The supplier will agree any significant changes to the menu with the OHR.

For Lunch, the contractor should provide the following:

- a. A choice of soup*
- b. A variety of salads*
- c. A choice of at least three main dishes to include meat (beef, pork, veal, lamb), fresh fish and poultry and an additional vegetarian dish*
- d. Two choices of rice*
- e. Potato, pasta, two choices of green and yellow vegetables*
- f. A variety of three types of sandwiches*
- g. A variety of bread and fruits*
- h. A variety of drinks*
- i. A variety of sweets (pastry, cakes, ice-cream).*

Condiments such as salad dressings, mustard, ketchup, mayonnaise, oil, vinegar, salt, pepper, hot sauce, steak sauce will be provided by the Supplier.

### **Medical and insurance arrangements**

The supplier is obliged to comply with all local legislation including, but not limited to, health regulations and the payment of social contributions for all of its employees. All employees including, temporary employees, must be adequately insured.

### **Food Quality**

The Supplier must purchase food originating from those foods

supply sources under regular surveillance of Public Health Authorities or other appropriate governmental agencies. Food must be of the highest standard available and carry the appropriate certification.

### **Sanitation, Cleaning and Garbage removal**

The Supplier is responsible to ensure that all areas of the kitchen / dining room/ cafeteria including the kitchen equipment, glass and cutlery are maintained and cleaned to the highest degree of hygiene. The Supplier will provide cleaning material.

The Supplier is responsible to remove the garbage from the kitchen/cafeteria and the dinning area and place it in OHR's garbage containers.

## **ANNEX I**

### **OHR COMMERCIAL KITCHEN EQUIPMENT INVENTORY**

<b>Item Description</b>
<b><i>Kitchen</i></b>
Dish washer
Filter Coffee machine
Computer
Filter Coffee machine
Filter Coffee machine
Refrigerator
Refrigerator counter
Refrigerator counter



Sandwich press
Salami slicer
Microwave oven
Telephone analog with display
<b><i>Cafeteria</i></b>
CD player with radio and speakers DVD
TV