ANNEX I - TERMS OF REFERENCE FOR CANTEEN AND CATERING SERVICES (ToR)

1. BACKGROUND

1.1 Number of staff: UNICEF Supply Division (UNICEF SD) employs approximately 360 staff members, including around 30 warehouse workers.

It is estimated that currently approximately 60 staff members, regularly purchase a range of good quality coffees sometimes combined with breakfast/pastry items and around 140-150 staff/visitors buy lunch. These numbers fluctuate daily due to staff travelling commitments and visitors attending conferences and meetings.

1.2 Catering events: In addition to the regular canteen services to staff and individual visitors, UNICEF SD hosts a large number of workshops, meetings and conferences which require specific hospitality arrangements. Such events are pre-planned and requests made in advance for special requirements. The amount related to the catering for these events has grown to around DK 500,000 (indicative amount, provided for reference only, does not represent a commitment from UNICEF side) on an annual basis currently (net of taxes). For the purpose of this Terms of References, the services related to these events are referred to as “catering services”

1.3 Nationalities Present: UNICEF is an international Organization and employs up to 60 different nationalities and various religions could be present on any given day. Proposals should reflect this diversity and the special demands this places on the service provider to provide as varied and acceptable a menu as possible.

1.4 Languages spoken: English, French, Spanish, German, Russian, Danish. The serving staff must be able to communicate in English, other languages would be advantageous.

1.5 Premises: UNICEF SD is located at the Campus II facility located on Oceanvej 10-12, DK-2150, Nordhavn, Copenhagen.

1.6 UNICEF SD Campus II facilities comprise two separate kitchen areas (A and B) within very close proximity:
   • Kitchen A – Production Kitchen, located in the building (pavilion) alongside the main building;
   • Kitchen B – Serving Kitchen (connecting to canteen area), located on the 2nd floor of the main building.

Bidders will be provided the opportunity to visit the premises and the kitchen and canteen areas in particular.

1.7 For canteen: The food is to be prepared in the Kitchen A, and then transported to the Kitchen B. The timely transportation of the food in a safe and hygienic manner from Kitchen A to Kitchen B is the responsibility of the Canteen service provider.

1.8 For catering: Locations can include temporary tent structures in open air spaces and different meeting room locations in main building as well as pavilions as needed. Flexibility towards catering provision at the various locations from the side of the service provider is required, without this
leading to changes in the agreed pricing level however.

1.9 The Canteen area is fully equipped and hosts up to 120 people seated in a total surface of 250 square meters.

2. OBJECTIVES

2.1 UNICEF SD seeks to establish a contract for the provision of canteen and catering services at UNICEF SD premises, located at Oceanvej 10-12, 2150 Nordhavn, Copenhagen, Denmark.

2.2 The scope of the contract is to provide balanced, nutritious, healthy and tasty food (breakfast, lunch, hot and cold beverages, and snacks) to UNICEF SD staff and its visitors within the premises on a daily basis as well as on the frequent occasion of specific events/meetings taking place at its premises.

3. ADDITIONAL INFORMATION

3.1 The buildings of UNICEF SD are smoke free environments and smoking is not permitted on the premises. Accordingly, it is not permitted to sell tobacco products in the canteen. In addition, it is not permitted to sell alcohol in the canteen.

4. SCOPE OF WORK

4.1 Opening hours:
The recommended opening hours are:
08.00 hours to 15.30 hours (Monday to Friday), whereby
08.00 to 09.30 breakfast
11.15 to 13.30 lunch
13.30 to 15.30 for any last minute requests, including coffee and snacks

Note that some events can take place partially outside regular office hours and sometimes late evenings.

4.2 Breakfast and lunch must be available in the Kitchen B in time for the breaks of the warehouse staff at 09:00 for breakfast and at 11:30 for lunch.

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

4.4 Payment at the canteen:

To facilitate payments, the contractor has to provide a cash register and for either a credit card terminal accepting most common credit cards (at least Visa and Master Card) or provide for alternative non-cash payment alternatives(e.g. mobile pay, pre-paid voucher systems).
4.5 The cash register and credit card terminal shall be provided by the service provider. The Contractor should state which technical requirements would be needed in connection with the provision of a credit card terminal.

4.6 Menu and price list:

The contractor shall submit latest one week in advance the menu for the following week with information about the nutritional values and organic content if applicable, written in English and in electronic format to be published on the UNICEF SD’s intranet. The menu and price list should be posted visibly in the canteen area.

4.7 Daily Deliverables towards staff:


Bidders are to offer to UNICEF staff breakfast, coffee/tea, lunches, fruit, drinks and sweets and so forth. Menus are at the discretion of the bidder but must reflect the mix of nationalities and religions referred to above. For the purposes of this tender Contractors are encouraged to consider a la carte style arrangement consisting of, for example:

a) **Hot beverages:** a full range of coffee (black, decaffeinate, espresso, American, cafe latte, cappuccino) made of freshly grounded coffee beans through barrister service or through good quality coffee machines; full range of flavours for tea (black, green, red, and any herbal tea) and hot chocolate, sugar, sugar substitutes (natural sugar substitutes, e.g. Stevia are preferred), milk and milk substitutes.

   Please note that bidders are required to be as specific as possible about the way in which they will provide for good quality coffees, including type of coffee machines intended to be used.

b) **Cold beverages:** a full range of smoothies (natural, no sugar added), milk and bottled and canned drinks. A range of fresh, natural fruit juices shall also be offered, together with both still and sparkling water.

c) **Breakfast:** Hot beverages (see a), cold drinks (see b), bread, butter, cold cuts, cheese, eggs, cereal bars, muesli, granola, fresh fruit, yogurt, cottage cheese, skyr, dairy alternatives, etc.

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

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

f) **Snacks:** In addition to snacks possibly provided through a vending machine(s) (packaged chocolate products, nuts, dry fruit, cereal bars) healthy savory and non-savory snacks with
minimal sugar, refined carbs, saturated fat and salt content are preferred. Such as, but not limited to different dry fruits, fresh vegetables and low fat, low salt dips, such as hummus, tzatziki, etc.

g) **Fruits and vegetables:** a selection of primary organic fruits and vegetables shall be offered on a seasonal basis.

h) **Pastries:** a selection of small portion pastries and biscuits shall be proposed, local specialties would be particularly welcome. Preferences will be given to healthier options of such deserts. E.g. less added sugar and other refined carbs, more fiber, less saturated fat, etc.

**Note:** Information on the content of allergens: peanut, tree nuts, milk, egg, wheat, soy, fish, shellfish content in the products would be welcome as well as alternatives without Gluten, Lactose, etc. During the implementation of the contract, the awarded contractor may provide additional suggestions and propose a sample menu, as necessary, along with a pricing structure.

**Vending machines**

The UNICEF is interested in extending the canteen service to provide a “grab-and-go” option to staff. It is intended that this be achieved through provision of vending machine(s). The contractor is expected to provide solution in the form of vending machine(s) for soft drinks and snacks mainly located in canteen area.

The Contractor will responsible for cleaning and replenishing (including provision of consumables) of the machines. The revenue from the sales of soft drinks and snacks is collected by the Contractor and used to cover cost of consumables and cost of maintenance of machines.

**4.8 Catering for official functions/meetings/special events:**

4.8.1 UNICEF SD frequently hosts conferences and meetings requiring catering services for coffees, lunches and dinners/receptions both inside- and outside of the main building, but within the total premises perimeter.

4.8.2 Successful Contractors will be required to demonstrate capacity and expertise to accommodate these requirements. Most catering for meetings, workshops, conferences concerns groups of between 10 and 50 participants, with some conferences accounting for 50-100 participants. Occasional catering for receptions and celebrations/other events for up to 300 persons may be required.

Whereas events and the number of participants are normally planned well in advance, flexibility will be required from service provider occasionally, to provide catering services on relatively short notice and in adapting to changing number of participants as needed.

Note that some events can take place partially outside regular office hours and sometimes late evenings. In these cases the additional costs for labor involved will have to be agreed upon in good faith between both parties.

4.8.3 Contractors will be required (ref Annex II) to indicate separately the cost per person, including
preparing and cleaning, and serving where indicated, for the provision of the following services in connection with official UNICEF functions.

1) Reception Type 1: Serving wine (red & white), juice/smoothie/soft drinks, nuts and other dry fruits, olives, including serving.

2) Reception Type 2: Serving wine (red & white), beer, soft drinks, canapés and vegetable dip; including serving.

3) Breakfast Type 1: Coffee, tea, water, milk, sugar & sugar substitute (natural sugar substitutes preferred), small portion pastry; including service items (preferably re-usable).

4) Breakfast Type 2: Coffee, tea, juice, water, milk, sugar & sugar substitutes (natural sugar substitutes preferred); small portion pastry, bread/rolls, rye bread, butter, cheese, yogurt, muesli, granola, cereal bars, fruit; including service (preferably re-usable) service items.

5) Lunch type 1: Packed lunch, typically consisting of sandwiches and natural juices, smoothies, soft drinks.

6) Lunch type 2: Cold buffet style, typically consisting of sandwiches and juices, smoothies, soft drinks. Includes preparation and cleaning of reception table.

7) Lunch type 3: Buffet style, typically consisting of three courses (incl. vegetarian), composition at the discretion of the chef and the requesting unit, with water and soft drinks. Includes preparation and cleaning of buffet table. Lunch type 3 will also need to be available as a packed lunch as and when required, without additional charges.

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

8) Coffee Type 1: Coffee, tea, milk, sugar, sugar substitute, jugs of water; small portion pastry, fruit.

9) Coffee Type 2: Coffee, tea, milk, sugar, sugar substitute, jugs of water, smoothie; small portion pastry, fruit cut, vegetable sticks.

10) Coffee Type 3: Coffee, tea, milk, sugar, sugar substitute, jugs of water, smoothie; quiche, wrap, pizza; vegetable sticks w/dip or small portion pastry.

Preference will be given to healthier options: lower content of refined carbs, saturated fats and salt, higher content of fiber.

4.8.5 Orders for UNICEF SD official functions will be placed in writing and the service provider will be responsible for clarifying any uncertainties with UNICEF. Such orders must be signed and clearly dated by UNICEF SD. The service provider shall be responsible for delivering orders in accordance with the written request/order and for issuing a consolidated invoice at the end of every calendar month to the agreed point of contact within Supply Division. A copy of all the signed orders for that
month must be attached to the invoice.

4.8.6 Service standard: Whereas on occasion the use of disposable(preferably recyclable)utensils and cups maybe accepted by Supply Division for internal purposes, we will ensure that the service provider is provided with proper cutlery, cups and glasses, in order to have these used to ensure an appropriate service level for our guests. We further expect the service provider to adapt its standard products and presentation as necessary on the occasion of special visitors, in close consultation with SD’s event/meeting organisers, while still maintaining pricing levels agreed in the contract. When additional services/products are required that clearly fall outside the product range defined in this ToR (and when these cannot be regarded as substitution of other elements) the service provider and event organisers will consult and agree on additional pricing in good faith.

5. PRICES

a) All prices shall be in DKK.
b) Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the contract (e.g. to include delivery, supply and installation (if not already present), maintenance of equipment.

6. PAYMENT

a) For the canteen services mentioned above, the customers will make payments directly at the counter (see 4.4);
b) Payment of catering services shall be within 30 days of receipt of the consolidated invoice referred to under 4.8.5.

7. REPORTING REQUIREMENTS

7.1 The successful canteen service provider will be requested to provide a complete statement of earnings and expenses on a quarterly basis minimally, including daily/monthly statistical information on number of customers, number of types of meals/items sold, etc.

7.2 The contractor will in addition be required:

a) To monitor and report the quality of the work carried out by his staff by means of regular quarterly meetings with the UNICEF’s representative, the timing of such meetings shall be agreed between the contractor and the UNICEF’s representative shortly after signing of the contract;
b) To nominate a team leader, with daily onsite presence, to perform the same tasks as the other contractor’s staff members with the following additions:
   S/he shall organize, supervise, guide and monitor the work of the other employees of the contractor;
   S/he shall act as the main point of contact between the contractor’s staff and the UNICEF’s representative in practical day-to-day issues;
   S/he shall train the contractor’s newly recruited staff and familiarize them with the
UNICEF’s premises and procedures;

8. QUALIFICATION REQUIREMENTS/STRUCTURE FOR PROPOSAL

8.1 Description of the company:

Please include the following information in your proposal:
Name of company and contact person, address, telephone & fax numbers, e-mail address, website (if any), date or establishment of company, name of owner and number of employees.

Include information about the service you provide now; i.e. number of corporate customers (if applicable) and data on yearly turnover/income/profit for the past 3 years.

8.2 Profile of your Key Personnel for the assignment:

Please provide the detailed profile of your key personnel to implement the assignment. This must include their educational and professional experience working on similar assignment, and information of similar assignment where they had worked and the roles/designation on such assignment.

The catering staff must meet the minimum requirements of the Danish Ministry of Food, Agriculture and Fishery, i.e. must hold a certificate from a recognized course in hygiene and food preparation. Proposers must provide a copy of the certificate with their proposal. Additional statements to attest to any required periodic check-ups should also be submitted, as necessary to ensure ongoing compliance.

8.3 Proposed Methodology:

Please provided your proposed methodology to implement the assignment, this may include but not limited to how you will implement assignment if selected as well as your standard operating procedure and how you will use it in implementing the assignment etc.

8.3.1 Experience and evidence of implementing similar assignment in the past 3 years:
Descriptions of recent experience and business volumes with your largest clients with particular emphasis on customers of a comparable size to UNICEF have to be provided as part of the proposal.

8.3.2 References

List the names of 1-3 (preferably 3) clients with a similar number of staff and set-up as UNICEF. Please provide the names, full contacts including the address, phone numbers and e-mail address of your reference focal person, approximate annual volume of business for each reference. For ease of comparison, please use the structure on the table provided in Annex III.

8.3.3 Health Safety and Environment

Please provide the details of your HSE policy technical proposal their statement and policy on HSE as
well as provide detailed information on how to prepare and serve food as well as dispose waste and cleaning of the canteen and equipment in line with the best practices, in general, please provide the detailed information of how you intend to use your HSE policy in the implementation of the contract. Please provide your environmental sustainability policy/statement if available.

8.3.4 Quality Control, Hygiene & Risk Assessment and mitigations

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

8.3.5 Cleaning and hygiene

The cleaning and associated costs of the cooking, preparation and serving area is the sole responsibility of the Contractor. The kitchen must be maintained in accordance with recognized best practice and to the standards laid down by the Danish respective authorities. The UNICEF insists that the successful Contractor implements a well-documented self-system control.

8.3.6 Quality assurance System

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

8.3.7 Canteen Personnel

Personnel employed by the canteen service provider for work in canteen at UNICEF SD premises are in every respect regarded as employees of the Contractor. The selected canteen service provider shall be responsible for assuming all employer related responsibilities for the personnel engaged by him/her, and for fulfilling all obligations and commitments in relation to all relevant Danish authorities. The Contractor shall be responsible for making the appropriate salary payments, social expenditures and insurance arrangements for staff working in the canteen. The Contractor will assume total responsibility for contracted staff behavior and performance as well as to take care of the training of the staff, their substitute, and back up in cases of unavailability such as illness and annual leave. Please note that UNICEF is committed to diversity and inclusion of its staff members.

Only personnel with a clean criminal record can obtain access to UNICEF SD premises and the canteen service provider is responsible for ensuring that this is the case for all personnel assigned to UNICEF SD.

8.3.8 Health Status of Canteen personnel

At all times, all canteen personnel must be healthy and be free from all viral and bacterial infection all types of infectious diseases and the contractor must be able to provide the certificate of health
status of all their staff upon UNICEF request.

There will be no requirement to take over staff when starting a contract for canteen services at UNICEF, nor will this be considered when the contract ends.

8.4 The following will be provided / arranged by UNICEF SD:

a) Equipment and utensils

1) All kitchen equipment, except for cash registers;
2) Repair and servicing of kitchen equipment;
3) The purchase needed to maintain sufficient levels of cutlery and crockery will be refunded by UNICEF (except for consumable items).
4) Tables and chairs are provided for the internal canteen area, however, it is anticipated that the Contractor will keep the surface of the tables clean and tidy on a constant basis;
5) Cleaning of the canteen sitting area will be part of the daily general cleaning routine of the cleaning company contracted by UNICEF SD.

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

b) Telephone/Internet
A telephone in the canteen is at the free disposal of the successful Contractor. UNICEF SD will provide an internet connection at the disposal of the Contractor and bear all costs connected hereto.

c) Electricity, water and heating
Utilities will be provided to the Contractor free of charge. The Contractor will be required to manage these facilities to ensure the efficient and responsible use of the Client’s resources.

d) Waste removal
UNICEF SD will be responsible for the removal of the waste once it has been sorted and put into containers by the contractor.

8.5 Branding/Advert materials: No branding will be allowed on furniture, within the kitchen or canteen areas or the wider (entire) UNICEF SD premises.

8.6 Usage of UNICEF Premises: The canteen premises and the kitchen shall be used only for the purpose of the contract i.e to prepare and serve food meant for UNICEF SD only, any unauthorized use of the UNICEF premises or resources by the service provider shall be considered as breach of
contract and may be considered a sufficient ground for contract termination.

8.7 Certification by the Danish Authority: The service provider at their cost must maintain a full “smiley” status with the relevant Danish Authority.

8.8 Inspection of the Kitchen and the Canteen Premises: At any point in time, UNICEF reserves the right to conduct a schedule or an unscheduled inspection of the canteen and the kitchen premises, UNICEF also reserves the right to invite the Danish Authority to come for inspection of the canteen and the premises.

8.9 Survey and Performance Evaluation: It is expected that at least every six months, the service provider shall conduct a general survey with the UNICEF SD staff, all the survey questions and overall feedback must be shared with the UNICEF SD focal person managing the Canteen contract. UNICEF also reserves the right to conduct a survey with the staff members about the canteen. All cost associated with the survey conducted by the canteen shall be borne by the canteen and UNICEF shall be responsible for all cost associated by the survey by UNICEF shall be borne by UNICEF.

8.10 Other: Working clothes for the staff, obtain new clothes as needed and arrange for the cleaning of working clothes, should be responsibility of the contractor

9. EVALUATION AND SELECTION OF BIDS RECEIVED:

9.1 All received proposals will first be reviewed for meeting the mandatory requirements (ref Annex IV), namely:
   a) Meet the minimum requirements of the Danish Ministry of Food, Agriculture and Fishery (i.e. must hold a certificate from a recognized course in hygiene and food preparation).
   b) Registered/Authorised to do canteen/related business in Denmark.
   c) Denmarkositive inspections under the Smiley Scheme of the Danish Fødevarestyrelse

9.2. Technical Evaluation

Proposals that are fully compliant with mandatory requirement will be considered for technical proposal evaluation with the following criteria and weighting:

<table>
<thead>
<tr>
<th>Technical Criteria</th>
<th>Maximum points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall Response</strong></td>
<td></td>
</tr>
<tr>
<td>Understanding of UNICEF requirements, suggested approach, responsiveness of the proposal.</td>
<td>10</td>
</tr>
<tr>
<td>Completeness of the proposal (supporting documentation provided).</td>
<td></td>
</tr>
<tr>
<td><strong>Experience and Expertise</strong></td>
<td></td>
</tr>
<tr>
<td>Experience and expertise in providing canteen and catering services, including to UN agencies, INGO’s, multinational organizations or in a multicultural settings.</td>
<td>5</td>
</tr>
<tr>
<td>Quality management system in place. Health safety and environmental sustainability policy/statement.</td>
<td>5</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Canteen services, compliance with UNICEF requirements</strong></td>
<td></td>
</tr>
<tr>
<td>Proposed menu options for one week, detailing list of ingredients per dish (preferably specifying nutritional content).</td>
<td>15</td>
</tr>
<tr>
<td>Sample evaluation as assessed by the relevant panel consisting of staff members with different ethnic and cultural background.</td>
<td>10</td>
</tr>
<tr>
<td><strong>Catering services, compliance with UNICEF requirements</strong></td>
<td></td>
</tr>
<tr>
<td>Flexibility in provision catering services: short notice, outside of working hours, variety of options, menus for various levels of receptions, etc. Information/evidence on recently provided catering services: list of recent events/customers (number of guests, nature of events) with references, photos (if available).</td>
<td>15</td>
</tr>
</tbody>
</table>

**Total Maximum score for Technical Evaluation**

Minimum passing score for technical evaluation – 42 points

Sample evaluation will form part of the technical evaluation. For this purpose the panel will visit a suitable canteen location as proposed by the bidder. UNICEF panel will be comprised of staff members with different ethnic and cultural backgrounds.

**9.3 Financial Evaluation:**

9.4.1 All the proposals that scored the minimum 70% (42 points) and above in the technical evaluation shall be considered for the financial evaluation.

9.4.2 The financial proposals shall be done separately for (i) the canteen services and (ii) the events and catering services. The maximum points for each of the financial evaluation will be 20 and the total points for the overall financial evaluation will be 40 points.

For the purpose of evaluation, the service providers will be requested to provide prices in the format as per Annex II to the ToR. Prices are required separately for canteen and catering services and also with and without subsidy option – 4 price forms altogether.

For canteen services: The unit price per sample menu will be multiplied by the estimated annual no. of staff per menu type.

For events/catering services: the unit price of the menu for the event types will be multiplied by the estimated total participant days involved.

9.4.3 For each part of the financial evaluation, proposals that offer the lowest price shall be awarded 20 points and the remaining financial proposals shall have the score calculated as:
The points obtained by the technically acceptable bidder for both parts of the financial evaluation shall be combined to determine the overall scores.

9.5 SELECTION AND AWARD CRITERIA:

On completion of the technical and financial evaluations, the two scores as per the 60/40 criteria for each product group (each lot) will be combined and award will be made to the bidder with the overall highest combined scores.

9.6 DURATION OF THE LTAS

9.6.1 The successful service provider is expected to commence on the 01 August 2016 and the LTAS will be for an initial period of 12 months with possibility of extension for additional period of 24 months and further 24 months subject to satisfactory performance of the service provider. The service provider shall be subject to performance evaluation at the end of each year.

9.6.2 After signature of the contract, a kick-off meeting will be held at UNICEF SD premises in order to settle all the details. It is expected that the team leader of the contractor, responsible for the services, will be present at the meeting.