

Scope of Work for UNICEF Cafeteria

Expressions of interest are invited from reputable firms/individuals engaged in food and beverage industry for providing services in the UNICEF Office, Street 5, Diplomatic Enclave, Islamabad. The Bids should be received in UNICEF Office by April 30th, 2024, in a sealed envelope.

About UNICEF

The UNICEF Pakistan Country Office seeks to appoint services of a vendor (individual or firm) to run the cafetiere for staff (70-80 walk-ins) from Monday – Friday during office hours.

- Provision of fully equipped and brand new kitchen by UNICEF with installed equipment and necessary hardware (oven, sockets, burners, sinks, shelves etc) fire extinguishers, electricity and gas; tap water for dish washing; kitchen aid machines
- UNICEF will provide fully covered, centrally air-conditioned space for serving breakfast and lunch. Any other item/service can be discussed and mutually agreed.
- Additionally, all investment, infrastructure (hard and soft) and supplies is being provided by UNICEF with respect to; **a)** crockery & cutlery to be used with in the cafeteria **b)** furniture including chairs and tables for staff **c)** Refrigerators, microwaves, cooking utensils **d)** one support staff to be used for serving meals and kitchen management **e)** supply of bottled drinking water **f)** Any other item required and essential for efficient working of cafeteria.

Requirements from Vendor

1. Timings

The vendor shall be able to provide services at cafeteria from Monday – Friday from 7:30 am – 5:00 pm and for Fridays 7:30 am – 3:00 pm. The timings are subject to revision with mutual agreement.

Food Options

- The vendor shall be able to cater to diverse range of clients including nationals, internationals staff, visitors, guests and support staff including guards. The daily menu options shall include options for vegetarian, high and low protein meals, and other dietary restrictions and requirements.
- The vendor shall be able to provide variety of cuisines including Pakistani and continental.
- The vendor shall share sample weekly menu with pricing that caters to diverse range of clients and dietary needs. Preferably the vendor shall be able to provide combination of options from cuisines covering Pakistani, Asian, middle eastern, meditation, continental dishes for breakfast & lunch, salad and snack bar menu on daily basis for a period of month.
- The vendor shall provide a weekly priced sample for one month at least. The vendor shall share reduced rates and monthly packages for support staff and guards (approximately 15-20 personnel out of the total number of staff).
- The vendor shall be able to share menu option with pricing for buffet, single dish, and double dish. The pricing shall also be provided for half and full serving and combination serving.
- The vendor shall ensure that all the raw material/ingredients/ Oil/ spices/ Milk/ Tea etc. to be used for cooking should be of well-known and credible brand.

Payments

- The vendor should display daily menu on board with prices.
- The vendor shall be responsible for payment of salaries, charges, dues etc. to its hired staff as per prevailing laws and rules and UNICEF will not have any liability towards them in any manner. The vendor will not engage in any child labor for offering services to UNICEF.

- Rates for special events/meetings shall be decided separately after mutual discussion and negotiations between both the parties and as agreed thereto, accordingly.
- Vendor shall be able to deploy variety of payment systems (to be agreed mutually) including bimonthly and monthly payment option, use pre-paid vouchers, wallet payments, online transfers and cash.
- Vendor shall manage daily verifiable record of Officers/Staff members availing breakfast and lunch facility at cafeteria.

Hygiene and Kitchen Management

- a. The vendor shall fully maintain cleanliness of cafeteria, pantry and ensure washing & changing of napkins and linen, dish washing and deep cleaning at cafeteria and all other ancillary acts in this regard.
- b. The vendor shall be able to depute fully trained staff with uniform in serving and handling a wide range of staff/visitors/ clients. It is vendors responsibility to ensure that hired staff is properly dressed in uniform including aprons, caps, gloves and all their health and security checks are properly addressed.
- c. The vendor is responsible for delivery of high-quality food with high standard of hygiene and wholesomeness ensuring health safety of the staff. The vendor shall agree to take full responsibility and indemnifies UNICEF against any health hazard caused by substandard quality, infected or un-hygienic food supplied through cafeteria that may cause illness.
- d. The vendor shall also be able to cater to meetings, office gatherings and parties, Govt meetings and on table services for snacks and beverages.
- e. The vendor will be responsible to maintain cleaning of crockery, utensils, chairs & tables etc. in the kitchen and dining hall.

- f.** The relevant UNICEF staff/ section will arrange periodic, surprise and scheduled inspections of the kitchen and pantry.
- g.** UNICEF designated staff/section will undertake periodic reviews of performance, cafeteria management, quality of food and overall services and based on outcome of review shall decide future course of action.
- h.** The vendor shall be able to appoint a qualified and experienced cafeteria manager/focal point for liaisoning with UNICEF staff and taking full responsibility of efficient running of the cafeteria on day-to-day basis.

Responsibility for Damages and Losses

- i.** The vendor shall be fully liable and responsible for day-to-day maintenance, damages and losses incurred for following during operation hours as part of UNICEF property.
 - Kitchen accessories including gadgets, coffee machines, tea machines, vending machines, water dispensers and grills.
 - Crockery and Cutlery
 - Fridge / Deep freezer / Microwave Oven/ Toaster / Grill oven
 - Furniture and fixture for serving area.
 - Fire extinguishers
- j.** Vendor is responsible for keeping cafeteria hall and fixtures therein in good condition and liaise with UNICEF Admin for periodic inspections, required repair and maintenance (as and when required)
- k.** Vendor is liable to inform and update UNICEF immediately in case of any damage, loss or breakage done to any item, machine, furniture and fixtures inside the cafeteria.
- l.** Vendor is fully responsible to compensate any damage and loss resulting from misuse, mishandling of kitchen and cafeteria equipment and fixtures.
- m.** Any other item/service essential for running cafeteria service should be with approval of UNICEF.

Criteria for Selection

- The vendor shall have at least 5 years of experience in working in culturally diverse environment with corporates, UN, NGO, Govt Depts. and other notable agencies.
- The vendor shall be able to cater to roughly 60-70 staff including diverse national and internal clients, visitors, guests, support staff, guards with breakfast, lunch, and tea on daily basis. The vendor shall be able to offer fresh juices, seasonal beverages and light snacks every day.
- The vendor shall provide a sample one month's menu for breakfast, lunch, salad bar and snack items with pricing for single, double and buffet options while covering Pakistani and continental cuisine.
- The vendor can consider providing and maintaining vending machine service as well for staff and visitors. (optional)

Technical Proposal 70 marks

No.	Criteria		Requirements
1.	General Profile, staffing capacity and experience 10 marks		
1.1	At least 2 years of establishment and operation	02	Attach certificate of registration with the relevant authority
1.2	Minimum 5 years' experience of running canteen, catering events, restaurants, and other office set ups	03	Provide details with proofs of events (invoices, photographs, orders etc)
1.3	Minimum number of staff to be deployed for serving preferably one female (at least 02 staff) , Kitchen (at least 01 staff) and cleaning (at least 1 staff)	05	Provide particulars of staff including CNIC, age, brief profile of experience
2	Technical capacity, company experience, and reference checks 20 marks		

No.	Criteria		Requirements
2.1	Experience in offering variety of menu options, cuisines and choices for diverse clients. Provide sample menu/dishes for each of listed items.	15	Provide sample dishes with pricing for following: Buffet (combination cuisine at least 4 dishes) Vegetarian (at least 3 types) High Protein Options (at least 3 types) Salad Bar (at least 3 types) Snack Counter (at least 3 types) Single Dish (vegetable / lentil with roti & salad) Desserts and/or fresh fruits (per serving) Fresh Juices and Beverages Seasonal Juices/ shakes and cocktails
2.2	Past performance experience through reference checks with other clients (Corporate Firms/ NGOs/ UN agencies/ International Organizations/ Government Departments)	05	Provide contact details of past employer for reference checks
Provide sample dishes with a price quote in following categories for a minimum of 50 confirmed UNICEF staff and visitors 40 marks			
	Single Dish (lentil/ vegetable with roti, Salad, Rice)	05	Provide week wise menu of costed single dish for one month (including subsidised package)
	Double Dish	05	Provide week menu of costed double dish (lentil/ vegetable/ Rice/ Poultry with Roti and Salad) (including subsidised package)
	Buffet Price At least 4 dishes including Pakistani & Continental and a dessert with a buffet price and single item price.	10	Share combination menu and at least 1-2 dishes from Lebanese, continental and other cuisines to be served at least twice a week
	Salad Bar	05	At least 3 types of salads including fresh Salad, Fruit Salad and at least one from any other cuisine

No.	Criteria		Requirements
	Snack Items & Beverages	05	At least 3 types of snacks Options: cold sandwiches, bite size food, sliders, min pizza, chat, steam roast, Wraps, Fruit Salad etc Fresh juices, shakes, hot drinks and others
	Subsidised package Vendor shall be able to offer a subsidised rate and packages for single dish and double dish for support staff including guards, workers, visiting drivers and cleaners.	10	Provide costed reduced menu for one week for single dish. Provide costed reduced menu for one week for double dish.

Financial Proposal 30 marks

#	Item Requirement		Criteria
	Past Experience		
	Staffing Capacity		
	Variety of Cuisines		
	Reduced Rates for Guards and Support Staff		