

Term of Reference (ToR) for cafeteria catering services

Food services are requested within UNHCR office at S&K building in Jnah Lebanon. The below document constitutes the requirements for the cafeteria food supplier that will be providing services to UNHCR Offices in Beirut (possibility to extend services to other field Offices). The document and criteria were agreed upon by the Cafeteria Committee agreed by the Staff Associations of Beirut and Mount Lebanon offices (same building).

The required services include:

- To manage, administer and run the UNHCR Cafeteria, including Breakfast and lunch catering services within UNHCR premises in Beirut
- Provide Delivery service to all staff within UNHCR Premises in Beirut (within the same building or in the registration center facing the main building).
- Operating a snacks and refreshments kiosk (indoor/ outdoor)
- Providing catering services in meetings, trainings, and events.

I. Requirements

The below criteria outline the key standards that will guide the selection of the catering supplier with respect to the service components (you can find the list of equipment provided by UNHCR in Annex A).

1. Catering services at the cafeteria

a. Food quality and hygiene:

- HACCP and/or ISO 2200 certification acquired.
- Certified by Ministry of Public Health.

b. Food variety:

- Wide variety of **breakfast** options (at least 6 options) (3 sweets 3 salty)
- A wide variety of **lunch plats du jour at least 3 options daily including vegetarian, non-vegetarian (meat, chicken and fish)**, diversity in Lebanese and international dishes
- Daily availability of set menu options (appetizers, salads, sandwiches, platters, soup) (15 to 20 options)
- Desired nutritionally balanced meals (identification of caloric content, healthy cooking techniques, and balanced caloric distribution – *enough protein intake*)
- Healthy corner including light menu
- Salad Bar is desirable

c. Other considerations:

- Competitive and reasonable price range
- Food should be up to a certain hygiene standard and presentation
- The cafeteria will operate according to UNHCR calendar from Monday until Friday between 7:00 and 17:00.
- Adherence to corporate social responsibility
- Recycle & plastic free environment
- The United Nations reserves the right to identify and select a qualified independent sanitation inspector to conduct inspections of all catering facilities, as needed.

- The Contractor shall be responsible for cleaning the facilities in the UNHCR up to United Nations standards. If such cleaning operations fall below the standards as determined by UNHCR, then such operations shall be performed by UNHCR at the contractor's cost.
- Standard condiments (salt, pepper, mustard, mayonnaise, salad dressing, oils, vinegar, etc.) will be put at the Cafeteria guests' disposal for free by the Contractor.
- Relevant cost expenses rent, electricity and running water will borne by UNHCR
- The contractor at his own cost shall provide potable water for preparation of hot drinks and any other needs.
- Cleaning of the catering facilities including equipment and trash removal services, shall be provided directly by the Contractor at his own expense and own responsibility.
- Maintenance, repair, and replacement in case of damage of the catering facilities equipment and furniture as an when required during the term of the contract.
- Supplier is expected to provide cutlery including plates, knives, forks, spoons and napkins which need to be available on all tables in the cafeteria. Noting that the noting that the cleanliness of the tables is on the supplier's responsibility.

2. Snacks and refreshments kiosk

a. Same food quality and hygiene requirements as in 1.a.

b. Food variety:

- Variety of sweet snacks (example: Cakes, muffins, biscuits, fruits, yogurts, puddings, ice cream etc...salty snack (chips, crackers, etc.)
- Cold sandwiches (with seasonal changes)
- Coffee and refreshments (Fresh juices, soft drinks or other)

3. Catering services for meetings, trainings, and events

- Meet the same criteria and requirements as above.

II. Contractor obligations

- Proposed weekly menu should be submitted for review and approval by Cafeteria committee by Monday of each week. The selected Contractor should ensure that the lunch menu should be different for each day for a period not less than 3 weeks (15 working days).
- The selected Contractor shall provide Made to Order and Ready-made (Cold) Sandwiches and shall also ensure that a wide variety of Sandwiches is offered on daily basis. All offered Sandwiches shall include all fillings and toppings that normally accompany each type of sandwiches.
- The selected Contractor should prepare the items at its own premises (hot meals) and transport them SAFELY to the UNHCR office, on a daily basis in hygienic and covered containers by special transport means such as refrigerated vehicles.
- The selected Contractor, and during the implementation of the Contract, may suggest substitutes and or additional varieties of food, However, prices and relevant weights of the proposed varieties should be set after stablishing similarity/equivalency with the already priced List of Food and Range of Services as benchmark. The Selected Contractor should offer food in accordance with the agreed upon weights and prices, regular spot checks on the weights, quantity, prices and quality of food offered shall be conducted by

UNHCR has a strict policy against variances in prices, quantity and quality of food offered.

- During the term of the contract, the Contractor shall be responsible for maintaining and repairing all major and minor equipment existing at the cafeteria. At the termination of the Contract, the UNHCR and the Contractor shall jointly prepare a “Joint Closing Inventory” and all major and minor equipment supplied by the UNHCR at the commencement of the Contract shall be returned by the Contractor in the same conditions as were received. The Contractor shall compensate the UNHCR for the value of any item that is missing, damaged or otherwise unusable, reasonable wear and tear excepted.
- The Contractor shall, with the prior written agreement of UNHCR, purchase and bring on site, at their own cost and expense, any additional equipment to that listed in the opening inventory which they may consider necessary to the satisfactory discharge of their obligations and responsibilities under the Contract in

III. Bidding Process

Interested suppliers need to conduct a pre-bid visit, which is mandatory to explore the kitchen space and conditions (noting that all equipment is provided by UNHCR, any other needed equipment should be provided by the caterer) (Gaz Free)