

Terms of Reference (ToR) for Cafeteria Catering Services

Food services are requested within the UNHCR office at Zahle Lebanon. The below document constitutes the requirements for the cafeteria food supplier that will be providing services to UNHCR Office in Zahle. The document and criteria were agreed upon by the Staff Associations of Zahle office.

The required services include:

- To manage, administer and run the UNHCR Cafeteria, including Breakfast and lunch catering services within UNHCR premises.
- Provide delivery service to all staff and potential visitors within UNHCR Premises.

I. Requirements

The below criteria outline the key standards that will guide the selection of the catering supplier with respect to the service components.

1. Catering services at the cafeteria

a. Food quality and hygiene:

- Certified by the Ministry of Public Health / The Ministry of Tourism

b. Food variety:

- Wide variety of **breakfast** options (at least 6 options)
- A wide variety of **lunch plats du jour** at least 3 options daily including 1 vegetarian, 2 non-vegetarian (meat, chicken, and fish), diversity in Lebanese and international dishes including one buffet/side salad.
- Daily availability of set menu options (minimum of 3 appetizers, minimum of 3 salads, minimum of 4 sandwiches)

c. Other considerations:

- Competitive and reasonable price range
- Food should be up to high hygiene standard and presentation
- The cafeteria will operate according to the UNHCR calendar from Monday until Friday between 7:00 and 16:00, as follows:
 - Breakfast should be served only within this time interval: **07:30 to 8:30 am** max
 - Lunch should be served between **12:30 and 15:30**.
- Recycle & a 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 be borne by UNHCR
- The contractor at his own cost shall provide potable known brand water (i.e. Soha, Tannourine, Nestle, etc...) for the 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.

- For the cleaning of the kitchen cutlery, the contractor shall use the dish washing machine that is provided by UNHCR.
- UNHCR will provide the metal / ceramic cutlery including plates, knives, forks, and spoons
- UNHCR will provide catering equipment and supplies including but not limited to hot meals/food stainless containers that keep food warm, display fridge for cold food, and buffet table for hot meals presentation.
- Maintenance, repair, and replacement in case of damage in UNCHR property occurred by contractor's staff during the term of the contract.

2. Catering services for meetings, training, and events

- Meet the same criteria and requirements as above.

II. Contractor obligations

- Proposed weekly menu should be submitted for review and approval by the 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 1 week (5 working days).
- The selected Contractor shall provide Made Order and upon-request (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 sandwich.
- The selected Contractor should prepare the items (hot meals, sandwiches, salads, and appetizers/finger food) at its own premises and transport them SAFELY to the UNHCR office, daily 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 and ingredients of the proposed varieties should be set after establishing similarity/equivalency with the already priced List of Food and Range of Services as a 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.**
- The Contractor should provide his staff with uniform, head cover, and gloves at all times.

III. Bidding Process

Shortlisted suppliers (at the prescreening stage) need to conduct a pre-bid visit, which is mandatory to explore the kitchen space and conditions