

## Term of Reference (ToR) for Cafeteria Catering Services

Food services are requested within the UNHCR office, S&K building in Jnah Lebanon. The below document constitutes the requirements of the cafeteria food supplier that will be providing services at UNHCR office in Beirut. The documents and criteria were agreed upon by the Cafeteria Committee and by the Staff Associations of Beirut and Mount Lebanon offices.

The required services include:

- To manage, administer and run the UNHCR Cafeteria, which entails breakfast and lunch catering services within UNHCR premises.
- Provide delivery service to all staff within UNHCR premises (within the same building or at the registration center facing the main building).
- Operating a snack and refreshment 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 below).

#### 1. Catering services at the cafeteria

##### a. Food quality and hygiene:

- HACCP and/or ISO 2200 certification acquired. (Any other equivalent certificate of hygiene practices and standards will be accepted.)
- Certified by the Ministry of Public Health/The ministry of Tourism

##### b. Food variety:

- Wide variety of **breakfast** options (at least 10 options) (sweet and salty)
- A wide variety of **lunch** including daily dish (*plat 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 bowls; fresh ingredients for the salad bowls, variety of options and flavors
- Daily fruits, fruit cups, fruit bowls
- Crepes, popcorn

##### c. Other considerations:

- Competitive and reasonable price range
- Prices in USD, with the possibility of payment in both Local and foreign currency
- Exchange rates to be displayed in a clear area visible to all staff on daily basis and similar to the market exchange rate.
- Food should have high hygiene standards and presentation
- The cafeteria will operate according to the UNHCRs calendar from Monday until Friday between 8:00 and 16:30.

- The contractor is responsible for providing Plat Du Jour item until the end of lunch period with no shortage.
- 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 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.
- 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.
- Standard condiments (salt, pepper, mustard, mayonnaise, ketchup, 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 water brand (ex: Sanine, Rim, Tannourine, Soha, etc.) for the preparation of hot drinks and any other needs.
- Maintenance, repair, and replacement in case of damage of the catering facilities equipment and furniture as and when required during the term of the contract shall be borne by the caterer.
- Supplier is expected to provide metal/ceramic cutlery including plates, knives, forks, spoons, and napkins which need to be available on all tables in the cafeteria. Noting that the cleanliness of the tables is the supplier's responsibility.
- Staff's freedom of using the cafeteria seats and tables even if they did not buy anything from the cafeteria, and that the cafeteria dining space should be accessible to staff during working hours.

## 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, chips, chocolates, crackers, etc.
- Cold sandwiches (with seasonal changes; to be prepared upon request)
- Coffee and refreshments (Fresh juices, soft drinks, ayran, etc.)

***Disclaimer:*** While the successful bidder will be responsible for the overall operation and management of the company canteen, it is important to note that UNHCR reserves the right to invite other suppliers, particularly those offering specialized meal options such as Keto, High in Protein, and other dietary-specific items, to establish and operate dedicated stations within the canteen. Such arrangements will not interfere with the operational responsibilities of the contracted service provider but will serve to ensure a diverse range of meal options for our staff. Bidders should take this into consideration when submitting proposals

## 3. 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 focal point by Friday of each week for the following 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 to 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 at its own premises (hot meals) and transport them SAFELY to the UNHCR office, daily in hygienic and covered containers by special transportation 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. **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, UNHCR and the Contractor shall jointly prepare a “Joint Closing Inventory” and all major and minor equipment supplied by UNHCR at the commencement of the Contract shall be returned by the Contractor in the same conditions as were received. The Contractor shall compensate UNHCR for the value of any item that is missing, damaged, or otherwise unusable; reasonable wear and tear accepted.
- 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 that they may consider necessary to the satisfactory discharge of their obligations and responsibilities under the Contract.
- The Contractor should provide his staff with custom, head cover, and gloves at all times.

## III. Bidding Process

Shortlisted suppliers (at the prescreening stage) will be requested to conduct a pre-bid visit, 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). The kitchen is gas free.