

19 April 2024

CALL FOR EXPRESSIONS OF INTEREST

EOI/2024/011

Revised DEADLINE: 07 June 2024, 11:59 HRS. (LEBANON TIME) OR EARLIER

1. INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, UNHCR has more than 17,000 staff in more than 126 countries continues to help about 114 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>

2. SCOPE OF REQUIREMENTS

2.1 The Office of the United Nations High Commissioner for Refugees (UNHCR) would like to outsource a service provider for the provision of catering services to operate UNHCR canteen located at the UNHCR office below:

Address:

UNHCR Beirut Office
S&K 4396 building near Beirut Hospital Nicola Ibrahim
Sursock St,
P.O.Box 11-7332
Bir Hassan, Beirut – Lebanon

2.2 Detailed description of requirements is in Annex A – Terms of Reference.

3. BIDDING INFORMATION:

3.1 EOI Documents

The following annexes form an integral part of this Request for proposal:

Annex A:	Terms of Reference (ToR)
Annex B:	Scope of Services
Annex C:	Indicative Price list of food
Annex D:	UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018
Annex E:	UNHCR Supplier Code of Conduct

3.2 Participation

Participation to this tender is open to companies duly registered in line with Lebanese regulations and having technically qualified personnel on board who can fulfil the requirements and conditions of the tender.

In the circumstances that bidder will subcontract one or more parts to a specialty subcontractor (i.e. expert), then this must be declared in the bidder's proposal. The subcontractor shall be considered as part of the bidder's organization and all conditions thereto shall apply. The bidder acknowledges that nothing in this tender commit, nor shall be construed as committing, UNHCR to deal with the subcontractor as a sole provider of services.

3.3 Requests for Clarification

Bidders are required to submit any request for clarification or any question in respect of this EOI by e-mail to Lamis Ghanem (ghaneml@unhcr.org) and Ahmad El Jebbawy (eljebbaw@unhcr.org). **The deadline for submission of questions is on 04 June 2024.** Bidders are requested to keep all questions concise.

4. EXPRESSION OF INTEREST (EOI):

4.1 Submission:

If you are interested in proceeding, you are invited to submit your EOI as indicated below:

EOI should be mailed in PDF format to ghaneml@unhcr.org and to eljebbaw@unhcr.org; please be aware that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of 20 MB per message. If your offer exceeds the maximum size, offer should be sent by e-mail in batches as per instructions below:

Please indicate in the e-mail subject field:

- EOI/2024/011
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

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4.2 Content of the EOI:

The EOI must include, as a minimum, the following documentation/information:

- Companies' registration certificate and licenses;
- Companies contact details (address, telephone and fax numbers, email etc.)
- Suggested building location and name

4.3 PROPOSAL EVALUATION

After the opening, each proposal will be technically assessed; the proposals that meet the technical requirements will subsequently be financially assessed. The decision will be based on a thorough assessment of technical requirements, quality of food and affordable prices.

UNHCR will set up a technical evaluation committee that will evaluate each response for technical compliance with the requirement of this EOI.

Responses deemed not to meet any of the mandatory requirements will be considered non-compliant and rejected. Failure to comply with any of the terms and conditions contained in this EOI, including provision of all required information, will result in disqualifying the proposal for further consideration.

A. Technical Proposal Evaluation Criteria

The proposals will be evaluated against the following technical criteria:

Technical proposals should not contain price information. Any technical proposal that contains any price indication shall be disqualified.

Mandatory Requirements		
No.	Description	Documents
1	<u>Company profile</u> : including but not limited to, Certificate of Incorporation/official registration, complete address and contact details, number of staff and management, products/services, capabilities etc.	Copy of all required documents
	<u>Company background and experience</u> : Minimum of three (3) years of experience in similar scope and environment.	
2	Reference letters from a minimum of Two (2) clients for whom the Contractor provided services of a similar scope and environment.	Documentation
3	<u>Staffing</u> : Mainly the assigned supervisor and cook.	CVs and copies of degrees
4	<u>Judicial Report/no criminal record</u> for the Supervisor and Cook proposed for the operations, issued in 2024	Official Documentation سجل عدلي
5	<u>Medical certificate of all staff who will work on UNHCR premises</u> (شهادة صحية)	
6	<u>Conformity and adherence of proposal to UNHCR requirements and Scope of Services</u>	Statement
7	<u>Capability to provide services</u> in compliance with local legislation including full adherence to Lebanese Labor Laws	Statement
8	<u>All pre-prepared food</u> must be transported in hygienic and covered containers by special transportation means, i.e., refrigerated vehicle	Statement
9	<u>Mobilization Plan</u> : mobilization period exceeding One (1) month shall result in technical disqualification	Plan with time frames
10	<u>Drop visit to kitchen</u> : agreement to receive the cafeteria committee panel at main kitchen for site visit and tasting	Statement
11	<u>Feedback and improvement Mechanism</u> : to have a system in place to collect feedback and/to implement improvements	Statement

*** Non-compliance or non-submission of any of the above requirements shall result in technical disqualification.**

B. Financial Proposal Evaluation Criteria

- All offered and displayed prices of the daily functions (Annex - C) shall be inclusive of tax and in US dollars (\$) only.
- Price proposals of non-compliant proposals may remain sealed.
- Contractors are required to complete and submit the attached Pricing Schedule (as Annex C) in their price proposals; it is not mandatory to quote for stated items which are NOT offered by the contractors.
- After submitting price schedule. UNHCR will conduct a market survey on similar items to determine the prices in the market. The cafeteria is offered to the contractor rent free, utility free and available equipment, and therefore menu prices should be lower than the regular market.
- Contractors shall offer their prices based on the exact weights (and breakdown of weights) requested in the enclosed Indicative Price List of Food (Annex – C):
- Contractors may submit 2 options for food service in the cafeteria.
 - Option 1: A la carte menu items with Plat Du Jour and priced accordingly.
 - Option 2: Buffet style cafeteria with Salad Bar, in which salads are priced based on weight and appetizers, main course is priced based on portion.
 - Sheet-1: Cafeteria Menu Various.
 - Sheet-2: Plat Du Jour/Beef based.
 - Sheet-3: Plat Du Jour/Chicken based.
 - Sheet-4: Plat Du Jour/Fish based.
 - Sheet-5: Plat Du Jour/ Pasta and Vegetarian based.
 - Sheet-6: Side Orders.
- Prices offered shall remain fixed through the entire duration of the Contract.
- Introducing the possibility for staff to purchase half portion of Pat Du Jour/Main Course

5. Important Notice:

The EOI does not constitute a solicitation. UNHCR reserves the right to change or cancel the requirements at any time during the EOI and/or solicitation process. Thus, submitting a response to this EOI does not automatically guarantee that your company will be considered for receipt of the solicitation if/when issued.

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