
17 MAY 2024

CALL FOR EXPRESSIONS OF INTEREST FOR PROVISION OF CATERING AND MANAGEMENT SERVICES

EOI /2024/ZAH/001

EOI TO BE RECEIVED BY: 31 MAY 2024, 16:00 HRS (LEBANON LOCAL TIME)

1. INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on 14 December 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 6,600 staff in more than 126 countries continues to help about 34 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 services provider for the Provision of Catering and Management Services at UNHCR Canteen located at Sub-office Zahle located at the below stated address. The canteen is fully equipped and would be expected to provide breakfast and lunch and between 40-75 meals per day:

Delivery Address:

UNHCR Sub-office Zahle
Mouallaka Aradi, Facing Kayssar Ata Ice Cream shop,
Zahle - Baalbek highway, Lebanon

2.2 Detailed description of the requirement is detailed in Annex A – Terms of Reference.

3. BIDDING INFORMATION:

3.1 EOI Documents:

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

Annex A: Terms of Reference;
Annex B: Indicative Price list of food;
Annex C: UNHCR General Conditions of Contracts for the Provision of Goods and Services – Jul 2018;
Annex D: UNHCR Supplier Code of Conduct – Dec 2017;
Annex E: Confirmation on Vendors Non-sanctions Lists.

3.2 Participation:

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

In the circumstances that bidder will subcontract one or more part 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 EOI commit, nor shall be construed as committing, UNHCR to deal with the subcontractor as a sole provider of services.

3.3 Supplier Pre-Bidding Meeting/Site Visit:

All suppliers that acknowledge interest to submit a proposal are invited to attend the supplier pre-bidding meeting/site-visit that will be held at UNHCR Sub-office Zahle on **23 May 2024, 11:00 Hrs** (Lebanon local time).

3.4 Requests for Clarification:

Bidders are required to submit any request for clarification or any question in respect of this EOI by e-mail to LEBZA Staff Association (lebzasa@unhcr.org). The deadline for receipt of questions is on **24 May 2024, 16:00 Hrs** (Lebanon local time). Bidders are requested to keep all questions concise.

4. EXPRESSION OF INTEREST (EOI):

4.1 Submission:

If you are interested in proceeding to finalize a formal, written Agreement under the scope set out above, you are kindly invited to submit your EOI by e-mail on or before **31 May 2024, 16:00 Hrs (Lebanon local time)** in duly signed and stamped PDF format to lebzasa@unhcr.org.

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **10 Mb** so it may be necessary to send more than one e-mail for the whole submission as per instructions below:

Please indicate in the e-mail subject field:

- EOI/2024/ZAH/001
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

4.2 Content of the EOI:

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

- Company's registration certificate and licenses;
- Company's contact details (address, telephone and fax numbers, email etc)

4.3 Proposal Evaluation:

After the opening, each proposal will be technically assessed first and the proposals that meet the technical requirement will subsequently be financially assessed. The technically accepted proposal with the best prices will be recommended for approval.

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 further consideration.

After conducting a thorough technical evaluation, a list of shortlisted bidders will be compiled based on their compliance. From this list, selected bidders may be invited to participate in a one-week trial period or food sample testing as part of the due diligence process.

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.

1. Company must be registered with the Government of Lebanon (GoL) and should submit all registration documents;
2. Company must submit reference documents for an experience of minimum 3 years in similar scope and environment;
3. Company must sign, stamp and submit UNHCR's General Conditions for the provision of Goods and Services (**Annex C**) and UN Supplier Code of Conduct (**Annex D**);
4. Company must fill, sign, stamp and submit Non-Sanction Clearance Form (**Annex E**);
5. Company must submit a statement of conformity and adherence of proposal to UNHCR requirements and Scope of Services.
6. Company must submit a statement of capability to provide services in compliance with local legislation including full adherence to Lebanese Labor Laws
7. Company must submit a statement that all pre-prepared food must be transported in hygienic and covered containers by special transport means such as refrigerated vehicles.
8. Company must submit a mobilization plan with a period not exceeding 1 month
9. Company must submit reference letters from at least 2 clients for whom the company provided services of a similar scope and environment
10. Company must submit list of staff who will be operating the catering services at UNHCR cafeteria along with copy of the Judicial Report (سجل عدلي) /no criminal record for the year 2024.
11. Company must submit licenses/certification by the Ministry of Public Health / The ministry of Tourism

Failure to submit all of the above by the closing date **31 May 2024, 16:00 Hrs (Lebanon local time)**, may result in disqualifying your offer.

B. Financial Proposal Evaluation Criteria

- All offered and displayed prices of the daily functions (Annex - B) shall be inclusive of tax and in United States Dollars (USD) only.
- Price proposals of non-compliant proposals may remain sealed.
- Contractors are required to complete and submit the attached Pricing Schedule (as Annex B) in their price proposals, nonetheless it is not mandatory to quote for stated items which are NOT offered by the contractors.

Prices offered shall remain fixed through the entire duration of the Contract.

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.