

## **Annex A:**

# **Terms of Reference for Catering Services at UNHCR Amman Office.**

### **(i) Background information.**

- The purpose of this RFP invitation is to award a Services contract for the provision of Catering Services at The United Nation High Commissioner for Refugees (UNHCR) BO Amman office.
- UNHCR intends to sign two years catering service contracts, which may be extended at the approval of both parties to an additional one year.
- UNHCR office buildings in Amman is located at the following address: Wasfi Al Tal Street, Khalda, Amman.

### **(ii) Scope of Work.**

#### **1) Responsibilities of the supplier:**

- The supplier is responsible for provision of food and beverages for catering purposes including hot drinks (tea, coffee, chocolate etc.), soft drinks (fresh fruit juice, sodas, etc.), desserts (biscuits, cakes, etc.), hot & cold snacks as well as lunch meals for UNHCR staff as well as provision of food during meetings, trainings and workshop sessions organized within UNHCR BO Amman office.
- The contractor is requested to set-up, serve, dismantle and clean the catering stations, when requested.
- The supplier is requested to provide daily catering services, as per UNHCR working days and operation hours from Sunday through Thursday of each week including the holy month of Ramadan. The proposed time of the required service:
  - Breakfast: from 8am to 11.30am
  - Lunch: from 11.30 am to 4.00pm

Services during meetings, trainings and workshop sessions will be agreed separately. Weekend days are Fridays and Saturdays. Service may be required during public holidays if they are considered as a working days in UNHCR office, not services will be required during UNHCR UN holidays.

- The supplier is also expected to designate personnel to provide desk to desk delivery for ordered beverages and meals directly to staff offices, if requested, as well as collecting back the used cutlery.
- The supplier is responsible for the cleanliness of the cafeteria area, dining area (tables, chairs & floor), utensils and cooking equipment and toilets at the cafeteria area. The supplier personnel must keep the cafeteria very clean and tidy at all times. The required minimum hygiene standards are listed below.
- The supplier is also responsible for general solid waste collection and disposal to allocated areas outside UNHCR premises as per standards considering the environmental principles of waste collection and disposal. Recyclable materials (paper/cardboard, plastic bottles and plastic containers free of food waste, and cans – aluminum and steel), will be separated at the canteen level by users, segregated collection bins will be provided by UNHCR, but the catering supplier will ensure that the recyclables segregation area are kept clean and with clear and visible instructions on the waste segregation program.
- The supplier is responsible to avail all necessary operating equipment for the catering services such as fridge, microwave, cooker, deep fry etc. in addition to serving refillable dishes, forks, knives, bowls, cups etc.
- The supplier is responsible to provide clean commercial drinking water for tea, coffee, etc. and cooking purposes. The use of tap water in preparation of food & beverages is not accepted. The supplier will also be responsible for ensuring that the commercial water dispenser are cleaned on a regular basis, a minimum every 6 months, and will provide to UNHCR receipts of disinfection signed by the commercial water supplier as proven evidence.
- The supplier is responsible for the safety, maintenance and well-being of UNHCR cafeteria facility.
- The supplier is responsible to appoint a contact person that will deal with UNHCR requests. The contact person or a replacement shall be available via phone at all times during normal working hours.
- The supplier is responsible to provide with the required number of employees, as requested to provide the required services. The supplier should employ its own labourers according to the Jordanian labour law. (Catering service).
- The supplier should develop its own TORs to ensure that required catering services are provided in line with the responsibilities assigned above. The supplier is fully responsible for his employees' attitude, hygiene standard (including wearing gloves in the process of food preparation and service) which is complied with the agency law and regulations.

- The supplier should ensure that employees have previous work experience in large canteens, hotels, for a period of two years and should have the knowledge and aptitude of preparing food both vegetarian and non-vegetarian.
- The supplier should provide for each employees assigned to this contract with the copy of :
  - valid ID card
  - if the employee is from other nationality - a valid and relevant work permit
  - certification of no criminal record certificate from the competent security authorities for his employees
  - Health certificates (devoid of communicable and infectious diseases) from the concerned authorities for his employees not only the chef.
- The supplier is responsible to provide employees with uniform during working hours.
- The supplier is encouraged to send daily e-mails to UNHCR Admin staff to announce daily promotions.

## **2. General conditions and additional requirements, including maintenance of the canteen space, staff and communication lines.**

The supplier is expected to offer reduced F&B prices, rock bottom to UNHCR staff.

Food has to be prepared in clean, hygienic and safe conditions, as per the approved menu outside the UNHCR premises and only warming up and presenting in plates will be done at the canteen in UNHCR office.

The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and moped, after every meal (breakfast, lunch, snacks and dinner) and will be disinfected once in a month or as required.

High quality of hygiene, sanitation and safety should be maintained at kitchen and dining halls. All the surrounding area of the canteen premises should be cleaned and washed daily.

The cafeteria will be opened at 8.00 a.m. and will be closed by 4.00 p.m. any changes in the timings needs to be approved by UNHCR Office Administration.

Food is served through counters on self-service basis or using the grab and go method as well to be provided to the UNHCR staff based on the request. The used cutlery to be collected from dining tables and from the offices to be washed.

After every meal (breakfast, lunch, evening tea and dinner) all the plates, cups, glass ware, spoons, forks, knives etc., are to be collected through the plates-clearing platform with solid waste segregation (3 bins for recyclables and non-recyclable solid waste) and trays clearing trolleys, cleaned in soap solution and hot water and dried or by using the industrial dish washer and kept ready for next meal. All the cookware should also be washed in soap solution and hot water and should be available for use for cooking the next meal. The cleaning material supplied should be of quality approved.

Food, coffee, juice etc. should be served to offices and meeting rooms when required only with china cups or glasses.

Cleaning of dining tables should be carried out several times per day and after each customer use. The wiping cloth should be cleaned and must be stored in a sanitizing solution

Kitchen to be kept clean all the time and should be washed after cooking every meal with water and soap solution.

UNHCR premises including the cafeteria area is a smoke free environment and the employees of the supplier and the catering staff are expected to honour this policy. Moreover the sale of tobacco products (cigarettes) is not allowed in UNHCR premises.

The sale of alcohol products and pork related items is prohibited in UNHCR cafeteria.

There will be no single-use plastic items used for catering services within UNHCR premises.

The full contract period begins on the date of signature of the contract for a period of two years and subject to satisfactory performance may be renewed for another year. It will be renewed through mutual agreement of both parties. The responsibilities of the supplier will be used as a performance indicators in the evaluation process.

The contractor should provide the agreed prices of items contained in the menu. Prices for any additional items should be approved by UNHCR. Supplier is not allowed to change the agreed price of any item on the menu list. Any changes in the price of the menu could be reviewed upon mutual agreement between the supplier and UNHCR based on the significant change in the pricing at the local market, but not more frequent than twice a year.

Pricing and types of materials in the cafeteria should be agreed by both parties (UNHCR and the supplier).

The supplier should provide detailed bills for staff members include dates, value, & specification.

The supplier should ensure speed of delivery and high quality of services and food.

The supplier should be responsible for any damage or vandalism caused by his employees inside UNHCR premises which are against its existing procedures and safety regulations.

A warning letter will be raised against any default or breach of the these terms. After 3rd warning the contract may be terminated.

The supplier should refer to the Admin Unit for administrative issues and to Supply Unit for contractual issues.

### **3- UNHCR will :**

- A cafeteria area in UNHCR BO Amman office consisting of:
  - i. dining area
  - ii. toilets area
  - iii. kitchen area
  - iv. entrance to the canteen “under covered”
- free of charge use of the cooking area, including already installed and built-in equipment
- free of charge consumption of water
- free of charge consumption of electricity
- UNHCR will have every right to inspect and oversee the functioning of canteen in all respect, with a view to ensure hygiene and efficient services as well as with regards to fulfilment of the terms and conditions of this contract.
- UNHCR is not responsible for any loss or damage that may occur for materials used and stored inside the cafeteria.
- UNHCR has the right to terminate the contract at any time by giving one month written notice.
- UNHCR will have the right to visit the cafeteria to assess and evaluate the contractor’s compliance with the contract terms.

## **Annex B: Proposed menu with the required but not excluding items:**

\* The awarded supplier need to coordinate with UNHCR contract manager on F&B items to be included in daily menu and plate of the day.

\*\*All menu items must be available at all time unless a written permission is granted by UNHCR administration

\*\*\* Plates serving should have enough food quantity for an average adult. The nutricense value should be clearly indicated at the menu list.

\*\*\*\* Quoted Prices should be all inclusive with Tax/VAT

### **(i) Beverages:**

<b>Hot &amp; Cold Drinks</b>	<b>Prices/</b>
Tea (Assorted Flavors)	
Coffee: Nescafe (Black & with coffee whitener) Nespresso Turkish Coffee (Al-Ameed Coffee) American Filtered Coffee	
Hot Chocolate (Milk & Cacao)	
Cappuccino	
Herbal Drinks (Zaatar, Zhurat, Malessa...Etc)	
Soft drinks, Soda (Pepsi, & 7-up, ...etc)	
100% Fresh Juices (Orange, Kiwi, strawberry, Apple, cocktail...etc)	
Assorted fruit Juice (Tropicana) Fresh fruits juice Fresh green mix Juice	
Bottled water	
Shaninah	

(ii) - **Breakfast:**

Item	Price
Make your own plate Turkey slice Roast beef slice Egg/boiled Arabic bread Reef bread Tortilla bread Hotdog slice Hummus-one spoon Labaneh-one spoon Moutabal-one spoon Halloumi slice Kashkawan slice Nutella spoon Beef bacon Cheddar slice Smoked cheese slice White cheese slice Feta slice Mozzarella slice Emmental slice Cheddar slice Small butter pack Small jam pack Pickles Olives Small thyme pack Small olive oil pack Service plate ( tomatoes, cucumbers and pickles * tortilla bread * healthy bread ( Reef ) * multi grains bread ( toast, Baguette )	

Pizza pastries	
Hotdog pastries	
Pizza slices( big )	
Boiled egg	
2Eggs (omelet/scrambled) Plate with bread	
2Eggs with tomatoes/ or potatoes Plate with bread	
Halawa or Nutella chocolate Sandwich	
Cup Cake	
Assorted Donuts flavors	
Pan Cake with Maple Syrup	
With chocolate	
Croissant:	
Plain	
With cheese or turkey	
List any other suggested eatables items –verity and corresponding prices.	

**Cold & Hot Sandwiches:**

Item	Price
Cheese with tomatoes Sandwich Haloumi White cheese Roquefort. Camembert. Feta. Mozzarella. Emmental. Cheddar.	
Sandwich of.....with salad & Cheese: Smoked Turkey, roast beef, beef bacon Chicken Tuna Vegetarian “mushroom “ Fries sandwich Jumbo hotdog sandwich Chicken shawarma sandwich Chicken BBQ sandwich CHICKEN Fajitas sandwich Beef steak sandwich Cordon blue sandwich Zinger sandwich Chicken burger sandwich (Nabil) Beef burger sandwich (Nabil) Homemade chicken & beef burger sandwich Grilled chicken sandwich Add on: Tortilla bread Healthy bread	

White sauce Cheddar cheese	
Labaneh /thyme Sandwich Thyme sandwich	
Assorted Pastries (Manakeesh thyme, cheese, hot dog...etc) معجنات مشكله	
Martadela & Labaneh sandwich	
Falafel Sandwich	
Pizza assorted flavors	
Eggs Sandwich	
Beef/ Chicken Burger Sandwich	
Zinger Sandwich	
Cold Cut Club Sandwiches	
Scallop and zingar with Salad Sandwich	

**(iii) Appetizers cold and hot المقبلات الساخنة و الباردة**

بطاطا مقليه	French fries	
خضار مسلوقه بالزبد	Boiled Vegetables with butter	
حمص	Humous	
متبل	Motabal, بابا غنوج	Baba Ghanoug
تبوله	Taboleh	
فتوش	Fatoosh	
كالسلو	Coleslow	
كبه مقليه صحن	Fried Kebeh	
ماش بوتاتو بالبارميزان	Mash Potato with parmesan cheese	
Types of Salads:		
<ul style="list-style-type: none"><li>• Tossed Salads – Salads tossed together (Caesar Salad, Green Salad)</li><li>• Composed Salads – Salads which are skillfully built (Cobb Salad)</li><li>• Bound Salads – Salads that are bound together in a mass (Tuna Salad, Chicken Salad)</li><li>• Farinaceous Salads – Salads made up of starches like potatoes or pasta (Potato Salads, Pasta Salads)</li><li>• Grrek salad</li><li>• Caesar salad</li><li>• Green salad</li><li>• Pasta salad</li><li>• Tuna salad</li><li>• Fruit salad</li><li>• Cucumber &amp; yogurt salad</li></ul>		
Types of Dressings:		
<ul style="list-style-type: none"><li>• Vinaigrette Dressings</li><li>• Mayonnaise-Based Dressings</li><li>• Emulsified Vinaigrette Dressings</li><li>• Fresh lemon &amp; oil</li></ul>		

**(v) Lunch & Meals**

<u>Item</u>	<u>Price</u>
Soup of the Day (Lentil, chicken, vegetables, freekeh,...etc)	
International Plate (Chinese, Indian , western...)	
لازانيا Lasagna with meat or vegetarian	
فيتونشيتي الفريديو Fettuccine Alfredo	

باستا سي فود	Seafood Pasta	
اسباغتي بكرات اللحم	Spaghetti with Meat balls	
اسباغيتي بالطريقة الصينية	Chinese Spaghetti	
كوردن بلو	Cordon Blue	
فيليه دجاج بالكريما والريحان	Chicken Fillet with Cream & Basil with rice or fries (150gms)	
فيليه سمك جريل	Grill Fish Fillets with rice or fries (150gms)	
ستيك دجاج جريل	Grill Chicken Steak with rice or fries (150gms)	
ستيك لحم جريل	Grill Meat Steak with rice or fries (150gms)	
صدر دجاج بالكاجو	Chicken Breast with nuts with rice or fries (150gms)	
دجاج مكسيكي	Mexican Chicken with rice or fries (150gms)	
فاهيتا دجاج	Chicken Fajita with rice or fries (150gms)	
منسف	Mansaf with rice (150gms) and lamb meat (150gm)	
اوزي	Auozzi (150 gms) with salad or yogurt	
قدرة خلية	Qedreh	
كبسة / مندي / برياني		
كفتة	Kufta (150 gms) with Tahina or vegetables	
Makloubeh (Eggplant, cauliflower) with rice (150gm) and ¼ chicken or meat (150gms)		
كبة باللبن	Kebbe with Yogurt (150gm) and rice (150gm)	
داوود باشا	Meat Balls (150gms) with rice (150gm)	
فريكة		
Freekeh with ¼ chicken (Chicken Thigh or breast)		
مسخن		
Msakhan with ¼ chicken (Chicken Thigh or breast)		
Grilled meat Plate (chicken, beef, fish (300gms))	صحن مشاوي with rice (150 gms)	
Steak Plate (Beef, Chicken (200gms) with fries or rice (150gms)		
Soups: 300ml size Lentil soup		

Mushroom soup	
Corn soup	
Broccoli	
Desserts:	
Donuts	
Sugar glazed	
Chocolate	
White chocolate	
M&M's cookies	
Lotus cookies	
Stuffed cookies	
English cake	
Cupcake	
Muffin	

## Annex C: Minimum hygiene required standards

- Raw material received are branded ones and stored properly
- Food prepared properly and stored properly under Hygienic conditions
- Prepared items covered properly. When delivering F&B to staff office, the F&B plates and cups covered decently throughout delivery; till it reaches clients.
- Utensils are properly cleaned
- Floors are hygienically cleaned
- All cafeteria staff are to wear uniform
- All kitchen staff are in uniform with name tags and wearing gloves and caps
- Potable Drinking water cups arrangements neatly done
- Utensil washing area is properly maintained
- Dining hall, chairs and tables in cafeteria properly cleaned
- All items as per Menu provided
- All items in orderly and Presentable manner
- Fingernails of the canteen staff are trimmed and clean. Daily personal hygiene is observed by the canteen staff.
- Storage area/ fridge is clean
- Exhaust system is working
- Garbage disposal done regularly in line with the environmental requirements
- The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular Health check Ups at least biannual. Awarded supplier must provide Health certificate for all cafeteria workers.

## **Annex D: Contract may be cancelled/revoked or suspended if:**

- (i) If the supplier commercial registration is suspended/ not renewed for any reason
- (ii) If the supplier is not compliant with the agreed menu items or agreed prices list. Or if the supplier introduced new items to the menu without UNHCR prior approval for the item and the selling price.
- (iii) They have been convicted of an offence concerning their professional conduct by a court or they have been found guilty of professional misconduct proven by any means.
- (iv) They have been the subject of a judgment for fraud, corruption, involvement in any illegal activity detrimental to the Communities financial interests.
- (v) The supplier is bankrupt or are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, or are the subject of proceedings concerning those matters
- (vi) They have not fulfilled obligations relating to the payment or delay of employees' salaries, social security contributions (Daman) if applicable or the payment of taxes in accordance with the legal provisions.
- (vii) If they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.
- (viii) If they supplied false information/ misrepresentation requested by UNHCR contracting authority as a condition of participation in this tender or fail to supply this information. Or If they are subject to a conflict of interest
- (ix) If the catering supplier subcontracted the catering service with other suppliers. Subcontract means the awarded contractor's assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract.
- (x) If the supplier violated any of the terms and conditions agreed herein or any of the terms of reference clauses.

