



Mekong River Commission

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Mekong River Commission Secretariat

REQUEST FOR PROPOSAL

**for catering services and operating the MRC staff
canteen for 24 months.**

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1.0 INTRODUCTION

- 1.1 The purpose of this Request for Proposal (RFP) is to solicit proposals from eligible entities for the provision of catering services and operate in the staff canteen at the Mekong River Commission Secretariat located on 184 Fa Ngoum Road, Ban Sithane Neua, Sikhottabong District, Vientiane, Lao PDR.
- 1.2 For more information about Mekong River Commission Secretariat (MRC) please visit our website www.mrcmekong.org

2.0 ELIGIBILITY TO TENDER

- 2.1 Entities wishing to respond to the REQUEST FOR PROPOSAL (RFP) shall ensure that they satisfy the following criteria:
 - a) Have valid Food and Beverage, or catering service business licenses and have the legal capacity to enter into a contract,
 - b) Business activities are not suspended,
 - c) Have been operating in Food and Beverage, hospitality, catering service and related field business for minimum of 5 years in Lao PDR,
 - d) The owner and/or staff members of the business has knowledge of Cambodian, Lao, Thai, Vietnamese and European cuisine, drink as well as coffee.
 - e) The owner and/or staff members of the business has comprehensive knowledge in the standard of food hygienic principles since the food preparation, cooking and discard;
 - f) The owner(s) or Directors, as applicable, have not been convicted of a criminal offence related to professional misconduct or making of false statements or misrepresentations as to their qualifications to enter into contract with any party within a period of three years preceding the release of this RFP, and
 - g) Do not have a conflict of interest in relation to the tender.

3.0 TIME SCALE

- 3.1 A full response to this RFP is required by **3.00 p.m. Vientiane time on Thursday 31 January 2019**. The following timescales are anticipated:

Milestone	Tentative Date
Release of RFP	3 rd January 2019
Submission of Intent to Bid	15 th January 2019
Site Visit	25 th January 2019
Deadline for proposals	31 st January 2019
Decision made and respondents informed of the outcome	15 th February 2019
Contract signed by	22 nd February 2019

4.1 DELIVERABLES

The following deliverables are expected from the entity:

- a) In the **response to the RFP**, the respondent should provide:
- (i) Details of proposed operations which will demonstrate the understanding of the services to be provided
 - (ii) Lists of weekly menus (breakfast and lunch) for a period of two weeks which clearly shows the pricing details
 - (iii) Details of other items to be put on sale on daily basis e.g. snacks, fruits, soft drinks etc. (including selling pricing)
 - (iv) Any additional relevant services, special sales proposed or items to be sold on special occasions
 - (v) Plans to decorate and renovate the existing canteen (floor plan or draft concept to be included)
 - (vi) Detail menus and price for the meeting package, lunch and coffee break for MRC Meetings (at MRC office).
- b) The scope of work will be as follows:
- (i) Period of service would be 24 months with possible extension.
 - (ii) Provide variety of healthy breakfast including rice, noodle, hot & cold snacks, good coffee, fresh juices, smoothies and soft drinks 5 days a week – Monday to Friday (excluding public holidays) from 7.00 am to 4:30 pm.

- (iii) Ensure that freshly prepared lunch is promptly and timely provided on a daily basis from 11.30 am to 1.30 pm
 - Prepare and submit menus on a weekly basis to MRC Staff Association to be circulated to all staff
- (iv) Create attractive presentations for snacks/breakfast, lunch and afternoon tea.
- (v) Establish affordable prices for snacks/breakfast and lunch in the canteen considering the free allocation of space, equipment and utilities provided by MRC in the form of:
 - Area for display and sale of food, snacks and soft drinks
 - Coffee making Machine
 - Water supply
 - Bain-marie with containers
 - Refrigerator
 - Deep freezer
 - Hot snacks display unit
 - Cold snacks display unit
 - Twin basket fryer (for on-site preparation of chips)
 - Electric grill (for on-site preparation of burgers and sandwiches)
 - Microwave
 - Rice cooker
 - Toasters
 - And other necessary equipment
- (vi) Indicate prices for snacks/breakfast and lunch in the format of the daily menu displayed in the canteen during all working days
- (vii) Provide good customer service and high level of food hygiene
- (viii) Willing to cater for Coffee break/snacks/lunch for MRC internal meetings/functions (if required by MRC, MRC might select other suppliers from outside to provide this meeting package)

- (ix) Liaise with MRC Staff Association to gain feedback on services provided and for marketing purposes

5.0 EVALUATION CRITERIA

5.1 The key criteria, which will be used to evaluate the responses include:

- a) Quality of tender documentation received and perceived understanding by the entity of MRC' requirements,
- b) Experience and knowledge of the respondent in providing catering services,
- c) Relevance qualification of the key personnel,
- d) Suitability of product pricing, and deem affordable to MRC Staff
- e) Variety of meals, snacks and drinks to be provided.
- f) Be able to reasonable decorate and renovate the existing canteen.

6.0 RESPONSE TO TENDER

6.1 The response to this RFP must be in English language, structured and presented in the following sequence:

a) Section I: Cover Letter

The cover letter must be signed by a person or persons authorized to submit the proposal on behalf of the entity and should contain the following:

- A confirmation that the entity is bidding for provision of catering services in the MRC canteen and meetings.
- A statement which delineate the ability of the entity to fulfil the above requirements.
- A statement which states the entity's independence from MRC.

b) Section II: Executive summary

The Executive Summary should provide an overview of the information submitted by the entity in response to section 4(a)(i) to 4(a)(iv) of this RFP.

c) Section III: Response to the Statement of Work

The Response to Statement of Work should contain details of all the relevant documentations and pricing information as per the Section 4(a)

(i) to 4(a)(iv) of this RFP. And propose breakfast and lunch menu and meeting package with price.

d) Section IV: Details of the Entity and other supporting documents This section shall comprise of the following components:

- Profile of the entity
- CVs of the entity's key staff/managers
- CV of person(s) who will be performing duty of canteen attendant
- Short proposal of how you will deal with the garbage (wet and dry)

7.0 RESPONSE INSTRUCTIONS

7.1 Tenderers shall submit the **Intent to Bid form** as per Annex (i), to **MRC Staff Association** at or before **3.00 p.m. on 15 January 2019** in line with Section 3.1.

7.2 Tenderers shall submit a bid in accordance with Section 6.0 of this RFP and shall be placed in a sealed plain envelope, marked “**TENDER – MRC Catering services for staff canteen**”. This envelope should be placed in a cover envelope, addressed to:

The Chairperson
MRC Staff Association
Mekong River Commission
Vientiane, Lao PDR

- 7.3 The envelope must NOT bear any indication whatsoever of the name of the Tenderer. Besides submitting by post, the Tender envelope may otherwise be deposited at the reception of the MRC. The Tender documents may be made available in electronic format either on storage medium (USB drives, CD or DVD) or via email to the following email address: mrcs@mrcmekong.org
- 7.4 No letter of acknowledgement of receipt of Tender will be sent to each Tenderer.
- 7.5 **Tender documents**, whether mailed or hand-delivered, must reach the MRC no later than **3.00 p.m. Vientiane time on 31st January 2019** in line with section 3.1.
- 7.6 **Tender documents** reaching the MRC after 3.00 p.m. on 31st January 2019 will not be accepted.
- 7.7 Tenders submitted in facsimile form will not be accepted.
- 7.8 Tenderers' response to this RFP shall not obligate MRC to reimburse them for any cost that they may incur in preparing their response. MRC acceptance of proposals in no way obligates MRC to procure any services offered by the Tenderers.
- 7.9 For clarification purposes, questions will be entertained as per the timeframes in section 3.1.
- 7.10 The full RFP response must be structured as detailed in section 6.0.
- 7.11 All Tenderers will be informed of the outcome of their bids as per the timeframes in section 3.1.

8.0 ENQUIRIES

Enquiries regarding this RFP should be directed to the point of contact below:

MRC Staff Association

Email: somsanith@mrcmekong.org Copy:

yen@mrcmekong.org

9.0 DISCLAIMER

This RFP does not obligate MRC to reimburse respondents for any cost that they may incur in preparing and submitting a response. Response to the RFP does not in any way obligate MRC to procure any services offered by the respondent.

ANNEX (I): INTENT TO BID FORM

INTENT TO BID FORM

Deliver to:

Chair of MRC Staff Association
Mekong River Commission
Vientiane, Lao PDR

Email: somsanith@mrcmekong.org

Copy: yen@mrcmekong.org

MRC Catering services for staff canteen

Request for proposal for MRC catering services for MRC staff canteen

This letter serves as a notification that we will be responding to the stated Tender for catering services for MRC staff canteen issued by the Mekong River Commission. The proposal that we shall submit shall be subject to the terms and conditions set forth in the Tender documents. The following information identifies our entity and proposal contact:

Entity	
Name:	
Address:	
Representative	
Name:	
Position:	
Telephone Number:	
Fax Number:	
Email Address:	

Authorized Signature

Date

Note: **Please send this form back to MRC on or before 15 January 2019**

ANNEX (II): SPECIFICATION AND REQUIREMENT

1. The canteen is located within the premises of MRC and is governed by all the legislation's of host agreement of the Lao PDR and Member State governments, as applicable and the contractor shall comply with the provision thereof in as far as the management of the canteen is concerned. The contractor shall be solely responsible for the breach of any act or regulation as aforesaid.
2. The contractor will maintain the canteen premises, furniture, utensils, crockery and cutlery in clean and hygienic condition at all times.
3. It will be responsibility of the Contractor to procure / supply all the raw materials required for the effective and smooth running of the Staff Canteen and catering service and replenish the stock from time to time.
4. The contractor shall employ sufficient and competent staff (labour) as may be reasonably required for efficient running of the canteen and catering services. The contractor has to ensure that adequate man-power is being deployed for efficient services at MRC Staff Canteen.
5. The contractor will provide his/her personnel with neat and appropriate uniform and identity card endorsed by MRC. They will be subject to security checks as applicable.
6. The contractor will meet the MRC Staff Association and Administration division once in a month or whenever called upon to do so with regards to the functioning of the canteen or its employees and take prompt action to redress the grievance, if any, brought to his notice. The contractor shall insure his employees at his cost. In the event of any injury to the contractor's employee/s arising out and in the course of employment.
7. The Contractor will render catering service at places and timings required by the MRC without any extra cost and will employ staff on shift duty basis, if necessary. He will employ adequate no. of employees for running the Staff Canteen and serve hot tea/coffee, food etc., at all times, as required.
8. The quality of all edibles will be of the highest standard and the Menu maybe proposed by contract each month.
9. Cloth napkins are to be provided for all special lunches and dinners. Paper napkins are to be kept daily in the dining area for use.
10. The contractor will also be responsible for the proper use and maintenance of gas, sanitary and electrical installations. Since the kitchen equipment are mainly used for preparing food for MRC executives and staff, payment water supply charges are exempted and electricity cost up to \$150 per month.
11. Any damage caused to the gas, sanitary, toilet or electrical installation will be the responsibility of the contractor who will make goods any loss arising out of such damage.

12. Vegetarian and Non-Vegetarian cooking will be done separately.
13. The vegetarian cook should be a separate person who will not engage himself in the preparation of non-vegetarian dishes at any times and for any reason.
14. The contractor will give an undertaking to the MRC that the staff employed by him are men/women of good conduct.
15. All materials and articles brought by the contractor to the work site shall have to be declared at the Security Gate. Also, no materials shall be taken out from the Institute premises without proper gate pass /authorization by the competent authority.
16. The Contractor, his agents, representatives, and workmen shall strictly observe the orders pertaining to fire precautions prevailing within the canteen premises.
17. The contract cannot be sub-contracted.

ANNEX (III) FACILITIES OFFERED BY MRC

1. MRC will provide the contractor suitable premises for catering services.
2. Electricity up to US\$150 per month & water will be provided free of charge.
3. Free periodic pest control.
4. General civil and electrical maintenance of the premises.