

REQUEST FOR PROPOSAL FACILITY SERVICES, CANTEEN.

TO:

To whom it may concern

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Date of issue:	<Date>
RFP no.:	2023-001
Contract title:	Facility services – Canteen.
Closing date:	Friday 21 th of April, 4pm.
Contracting Authority:	Norwegian Church Aid Contact person: Oda Thune Tel: 93242446 Email: oda.thune@nca.no
Please note that the Proposals may be delivered to the Contracting Authority above email address marked with RFP no.: 2023-001.	

NORWEGIAN CHURCH AID INVITES YOU TO SUBMIT A PROPOSAL FOR FACILITY SERVICES - CANTEEN UNDER A FRAMEWORK CONTRACT

Dear Sir/Madam,

The Service is required for operation of our canteen in addition to the delivery of services for meetings and events. Please find enclosed the following documents which constitute the Request for Proposal:

- Annex 1: Description of Delivery**
- Annex 2: Basement furnishing plan.**
- Annex 3: Proposal Submission Form** (to be completed by the Candidate/Supplier)
- Annex 4: General Terms and Conditions for Service Contracts**
- Annex 5: Code of Conduct for Contractors**

If this document is a PDF format, upon request, a complete copy of the above documents can be forwarded in a WORD format for electronic completion. It is forbidden to make alterations to the text. Your proposal may also be in Norwegian language.

We should be grateful if you would inform us by email of your intention to submit or not a proposal.

A. INSTRUCTIONS

In submitting a proposal, the Candidate/Supplier accepts in full and without restriction the special and general conditions including annexes governing this Contract as the sole basis of this procedure, whatever his own conditions of services may be, which the Candidate/Supplier hereby waives. The Candidate/Suppliers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this Request for Proposal.

A.1. Scope of services

The Services required by the Contracting Authority are described in the Description of Deliveries, in Annex 1. The Candidate/Supplier shall offer the totality of the Services described in the Terms of Reference. Candidate/Suppliers offering only part of the required Services will be rejected.

A.2. Cost of proposal

The Candidate/Supplier shall bear all costs associated with the preparation and submission of his proposal and the Contracting Authority is not responsible or liable for these costs, regardless of the conduct or outcome of the process.

A.3. Eligibility and qualification requirements

Candidate/Suppliers are not eligible to participate in this procedure if they are in one of the situations listed in article 33 of the General Terms and Conditions for Service Contracts.

Candidate/Suppliers shall in the Proposal Submission Form attest that they meet the above eligibility criteria. If required by the Contracting Authority, the Candidate/Supplier whose proposal is accepted shall further provide evidence satisfactory to the Contracting Authority of its eligibility.

Candidate/Suppliers are also requested to certify that they comply with the Code of Conduct for Contractors.

A.4. Exclusion from award of contracts

Contracts may not be awarded to Candidate/Suppliers who, during this procedure:

- (a) are subject to conflict of interest.
- (b) are guilty of misrepresentation in supplying the information required by the Contracting Authority as a condition of participation in the Contract procedure or fail to supply this information.

A.5. Documents comprising the Request for Proposal

The Supplier shall complete and submit the following documents with his proposal:

- a. Proposal Submission Form (Annex 3), according to the RFP's description of delivery (annex 1), duly completed and signed by the Supplier.
- b. Supplier's experience in the specific field of the Services and the specific experience where the Services are to be performed.

The proposal and all correspondence and documents related to the Request for Proposal exchanged by the Candidate/Supplier and the Contracting Authority may be written in both English and Norwegian.

A.6. Financial proposal

The Financial Proposal shall be presented as an amount in NOK in the Proposal Submission Form in Annex 3. The remuneration of the Candidate/Supplier under the Contract shall be determined as follows:

The Candidate/Supplier shall indicate in the proposal the proposed global remuneration for the performance of the Services. The Candidate/Supplier shall be deemed to have satisfied himself as to the sufficiency of the proposed global remuneration, to cover both the fee rate, including overhead, profit, all the obligations, sick

leave, overtime and holiday pay, taxes, social charges, etc. and all expenses (such as transport, accommodation, food, office, etc.) to be incurred for the performance of the Contract. The proposed global remuneration shall cover all obligations of the successful Candidate/Supplier under the Contract (without depending on actual time spent on the assignment) and all matters and things necessary for the proper execution and completion of the Services and the remedying of any deficiencies therein.

VAT and/or any sales tax applicable to the purchase of services shall be indicated separately in the proposal.

A.7. Validity

Proposals shall remain valid and open for acceptance for 30 days after the closing date.

A.8. Submission of proposals and timeline.

Proposals must be received at the address mentioned on the front page in a sealed envelope not later than the closing date and time specified on the front page.

Tender published	Tender closing date	Total timeframe for procedure
24 March 2023	21th of April, 4 pm	10 – 11 weeks, 9th of June at the latest.

A.9. Evaluation of Proposals

The evaluation method will be the quality and cost-based selection. A two-stage procedure shall be utilised in evaluating the Proposals; a technical evaluation and a financial evaluation.

Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights of 75% for the Technical Proposal; and 25% for the offered price. Each proposal’s overall score shall therefore be: St X 75% + Sf X 25%.

Technical evaluation

For the evaluation of the technical proposals, the Contracting Authority shall take the following criteria into consideration, with the indicated weights:

Technical evaluation		Maximum Points
1	Suppliers specialised knowledge and experience in the field of assignment	20
2	Candidate/Supplier’s relevant academic qualifications – trained chef or similar.	20
3	Have the Description of Delivery been addressed sufficiently?	50
4	CSR related certifications e.g., ISO 26000/50001/14000, FSSC/ISO 22000 food security or SA8000,	10
Total Technical Score		100

Interviews

The Contracting Authority reserves the right to call to meetings the Suppliers having submitted proposals determined to be substantially responsive.

Financial evaluation

Each proposal shall be given a financial score. The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The formula for determining the financial scores shall be the following:

$Sf = 100 \times Fm/F$, in which
Sf is the financial score
Fm is the lowest price and
F is the price of the proposal under evaluation

Negotiations

The Contracting Authority reserves the right to contact the Suppliers having submitted proposals determined to be substantially and technically responsive, to propose a negotiation of the terms of such proposals. Negotiations will not entail any substantial deviation to the terms and conditions of the Request for Proposal, but shall have the purpose of obtaining from the Candidate/Suppliers better conditions in terms of technical quality, implementation periods, payment conditions, etc.

Negotiations may however have the purpose of reducing the scope of the services or revising other terms of the Contract in order to reduce the proposed remuneration when the proposed remunerations exceed the available budget.

A.12. Award criteria

The Contracting Authority will award the Contract to one Suppliers whose proposal has been determined to be substantially responsive to the documents of the Request for Proposal and which has obtained the highest overall ranked scores.

A.13. Signature and entry into force of the Contract

Prior to the expiration of the period of the validity of the proposal, the Contracting Authority will inform the successful Candidate/Supplier in writing that its proposal has been accepted and inform the unsuccessful Candidate/Suppliers in writing about the result of the evaluation process.

Within 7 days of receipt of the Contract, not yet signed by the Contracting Authority, the successful Candidate/Supplier must sign and date the Contract and return it to the Contracting Authority. On signing the Contract, the successful Candidate/Supplier will become the Contractor and the Contract will enter into force once signed by the Contracting Authority.

If the successful Candidate/Supplier fails to sign and return the Contract within the days stipulated, the Contracting Authority may consider the acceptance of the proposal to be cancelled without prejudice to the Contracting Authority's right to claim compensation or pursue any other remedy in respect of such failure, and the successful Candidate/Supplier will have no claim whatsoever on the Contracting Authority.

A.14. Cancellation for convenience

The Contracting Authority may for its own convenience and without charge or liability cancel the procedure at any stage.

A.15. Data Protection and Privacy

The Contracting Authority may collect and process personnel data such as names, addresses, telephone numbers, email addresses, banking details and CVs. Such data will be used for the sole purpose of managing the procurement process and any subsequent Contract issued as a result of the procurement process, including transmission to bodies charged with monitoring and or inspecting procurement processes, in accordance with applicable EU, international and national law on data protection. Data may be stored for as long as a legitimate reason remains for its storage and up to a period of seven years.

Submission of any bid, proposal, quotation or offer and acceptance of any subsequent Purchase Order or Contract signifies the bidder's consent to such data collection and its processing.

The General Terms and Conditions provide reference to the specific rights, and regulations related to the data that is stored.

ANNEX 1: DESCRIPTION OF DELIVERY

BACKGROUND INFORMATION

Norwegian Church Aid's (NCA) is renovating its office building and a part is our canteen in Bernhard Getz gate 3 (BG3) in Oslo. The canteen is in the basement of the building and are open for all companies and visitors in BG3.

Our goal is for employees to be able to eat healthy and nutritious meals without worrying about country of origin or what it contains. Our goal is also meeting climate, environment and ethical requirements and commitments.

SCOPE OF THE SERVICES

Supplier performances:

Procurement of food, Serving in the canteen and meeting rooms facilities, Cleaning of kitchen equipment used in production, Personnel administration, Procurement, Maintenance of kitchen equipment, Wash and cleaning of coffee machines on different floors and fruit delivery twice a week on each floor.

Management model:

Norwegian Church Aid is interested in different options of management models. Today, the supplier procures products on behalf of NCA on their special terms. NCA owns the stock. Suppliers to give different options for procurement and payment of food (management model).

Food:

Diverse types of bread, salad buffet, allergy friendly food, warm dishes 5 days a week, one vegetarian dish and cold dishes. Milk, coffee, tea, and flavoured water. NCA is concerned with food safety, and the hygienic conditions.

The supplier must have a documented and functioning internal control system to ensure this and have routines to minimize food waste (planning of menus and leftovers). The suppliers must attach a proposal for a 4-week menu where both standard assortment and variable products appear. Fish and seafood products should follow the MSC or ASC standards.

Sustainability:

The supplier is responsible to encourage its subcontractor to avoid unnecessary packaging, including double-packaged products and to employ reusable pallets, crates, and boxes. Packaging in contact with food should be renewable or recyclable.

The supplier must ensure a low environmental footprint for its menus e.g., reduced meat content, vegetarian and/or plant-based options. The assortment should include local, seasonal, and organic products.

Products associated with elevated risk of human rights violation or adverse working conditions (Coffee, Tea, Chocolate and Cacao, Sugar, Bananas, Oranges) must follow the FAIRTRADE standards.

Products linked to deforestation and violation of indigenous people's rights (Palm oil, Soya used in animal feed) must follow the RSPO, Pro Terra standard or similar standards.

Opening hours:

11:00 – 13:00 all workdays in a week. Closed at Christmas, Easter and July.

Personnel:

It is important that the canteen has permanent staff with experience from similar assignments. Personal suitability, service attitude in relation to both the preparation and handling of food, as well as good customer service are important.

In the event of absence, it is important that the supplier has systems for substitutes, so that the canteen is always properly staffed. This is important in relation to the quality of the ongoing service, and it will be a plus, if a permanent substitute is offered.

Payment system for employees:

Each NCA employee must register before entering the canteen. The supplier should have a system for simple registration at two locations in the canteen area.

Employees are deducted a certain amount per meal eaten per month. Supplier to give different invoice solutions.

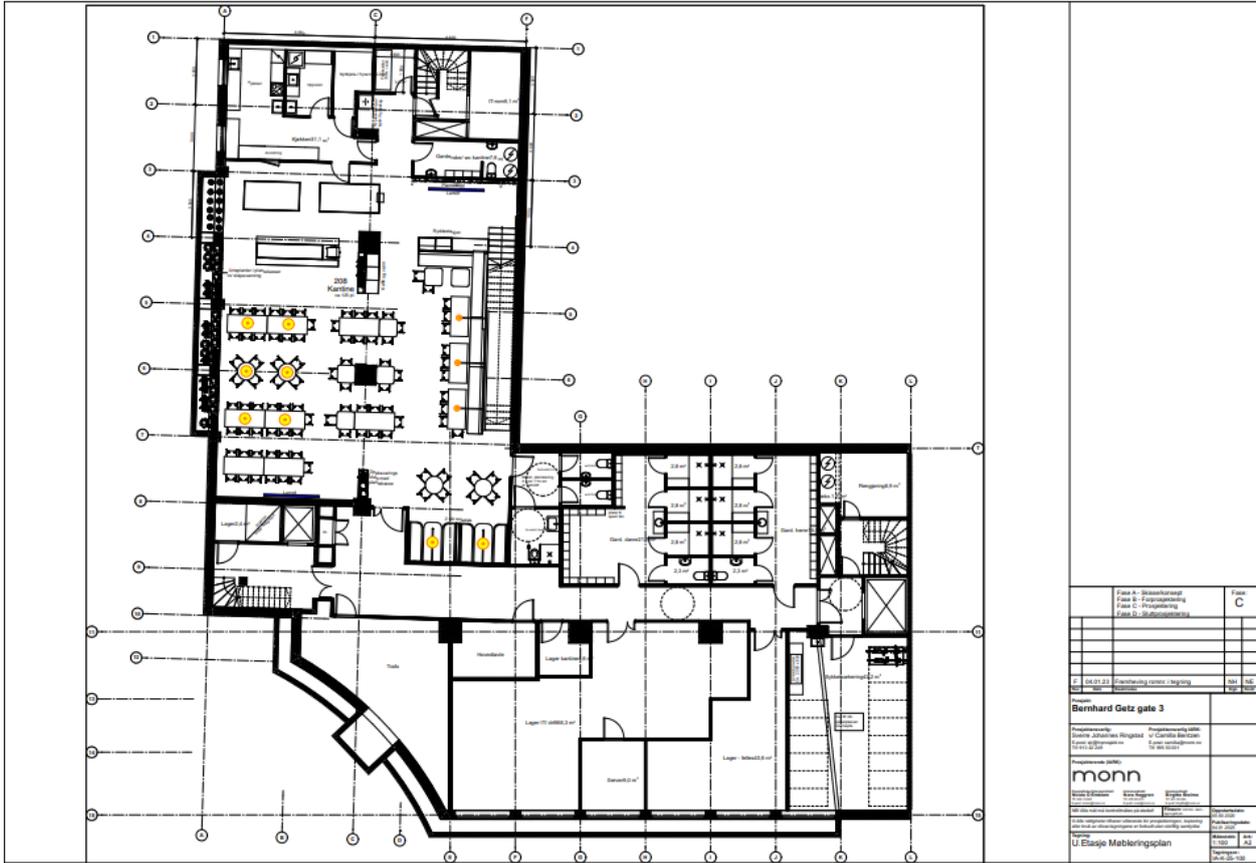
Management service level:

Quarterly meetings, service reports and action plans according to agreement. HMS must be adapted and adjusted for the best possible care of the employees.

The Transparency Act:

How does your company adapt to the new Transparency Act and how can NCA receive needed information about country of origin (Produksjonsland) and the raw material/products?

Annex 2: BASEMENT FURNISHING PLAN.



ANNEX 3: PROPOSAL SUBMISSION FORM

Financial proposal for the services is as follows: Specify if necessary.

Global price

	NOK	Amount
Total canteen costs with new management model, delivery for 12 months according to description of delivery. Supplier to add costs specifications as an attachment to annex 3, proposal submission form.		
Total canteen costs with existing management model, delivery for 12 months according to description of delivery. Supplier to add costs specifications as an attachment to annex 3, proposal submission form.		
VAT or other tax on services		
Total price incl. taxes		

CANDIDATE/SUPPLIER OR COMPANY INFORMATION	
Company (legal name)	
Street name and no.	
City	
Postal code	
Country	
Phone no.	
Email	
Website	
Director (name)	

REFERENCES				
Name and country of customer	Type of contract	Value	Contact name	Phone/fax and email

Include details of the experience and past performance on contracts of a similar nature within the past five years and information on other contracts in hand and/or future commitments including details of the actual and effective participation in each of such contracts, description of the Candidate/Supplier's assignments and periods of engagement. Additional documents can be attached to the above form.

The proposal is valid for a period of 30 days after the closing.

After having read your Request for Proposal no. 2023-001 for Facility Services, Canteen dated 23 March 2023, and after having examined the Request for Proposal, I/we hereby offer to execute and complete the services in conformity with all conditions in the Request for Proposal for the sum indicated in our financial proposal.

Further, I/we hereby:

- Accept, without restrictions, all the provisions in the Description of Delivery including the General Terms and Conditions for Service Contracts.
- Provided that a contract is issued by the Contracting Authority I/we hereby commit to perform all services described in the Description of Delivery, Annex 1.
- Certify and attest compliance with eligibility criteria of article 33 of the General Terms and Conditions for Service.
- Certify and attest compliance with the Code of Conduct for Contractors in Annex 5.

The above declarations will become an integrated part of the Contract and misrepresentation will be regarded as grounds for termination.

Any subsequent Contract related to this Proposal will be subject to the Contracting Authorities General Terms and Conditions for Service Contracts and the Code of Conduct for Contractors available through the below link. Printed versions are available on request.

Annex 4. [General Terms and Conditions](#)

Annex 5. [Code of Conduct](#)

Signature and stamp:

Signed by:

The Candidate/Supplier

Name of the company

Address

Telephone no.

Email

Name of contact person