



REQUEST FOR PROPOSAL:

FOOD CATERING SERVICES:

WORKS: STAFF CANTEEN, HOUSE OF ANGOSTURA

RELEASE DATE: March 6th, 2018

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1. PREAMBLE

1.1 COPYRIGHT

The contents of this document belong to the copyright owner Angostura Holdings Limited (AHL) and is being issued in confidence only for the purpose for which it is supplied. It must not be reproduced in whole or part or used for tendering purposes except under an agreement or with consent in writing from AHL. No information relating to the contents or subject matter of this document shall be given orally or in writing or communicated in any manner to any third party being an individual, firm or employee without the prior consent in writing of AHL.

1.2 CONFIDENTIALITY

This document constitutes confidential and proprietary information of AHL, and shall not be disclosed in whole or in part by the bidder to any third party, or to any employees of the bidder other than those who have a need to access such information. The information contained therein shall not be duplicated, or used by the bidder for any other purpose than to supply a response to this RFP. This restriction does not limit the bidder's right to use the information contained therein to obtain information or requirements from another source such as governmental agencies, insurance entities, subcontractors etc. which may be necessary for the submission of comprehensive proposal to AHL. The bidder however shall exercise a duty of care when exposing such information and ensure that confidentiality is communicated and maintained.

1.3 TERMS & CONDITIONS

For purposes of these clauses, a substantially responsive proposal is one which conforms to all the terms and conditions of the RFP without material deviations.

- i. **Terms of Issue:** The issue of this document by AHL does not constitute an offer to trade and the Company is not bound to conduct business based on any responses to the document. Any subsequent commercial arrangements are subject to contract negotiation and award and such contracts must be issued and agreed upon prior to commencement of business. All commitments are therefore subject to written confirmation from AHL by a duly authorized person.
- ii. **Content of Proposals:** In response to this document, AHL expects all bidders to provide relevant responses to the specific requirements in a concise and comprehensive manner. Any



proposal which does not fully address this RFP may affect the evaluation of the proposal and may be rejected.

- iii. **Cost of Proposal:** The bidder shall bear all costs associated with the preparation and submission of the proposal; AHL will in no case be responsible or liable for those costs, regardless of the outcome of the solicitation.
- iv. **Period of Validity of Proposals:** Proposals shall remain valid for ninety (90) days following the tender closing date. In exceptional circumstances, AHL may solicit an extension of the period of validity which shall be made in writing. A bidder in granting the request will not be allowed to modify the proposal.
- v. **Modification and Withdrawal of Proposals:** The bidder may withdraw its proposal after its submission, provided that written notice of the withdrawal is received by AHL prior to the deadline prescribed for submission.
- vi. **Request for Clarification of Proposals:** To assist in the evaluation and comparison of proposals, AHL may at its discretion, issue a request for clarification in writing which shall also be responded to in writing. No change in price or content of the proposal shall be sought, offered or permitted.
- vii. **Amendment of Solicitation Documents:** At any time prior to the deadline for submission of proposals, AHL may, at its own initiative or in response to a query by a prospective bidder, modify the solicitation documents by amendment. Any amendment will be issued to all persons who received the original RFP. To afford prospective bidders reasonable time in which to take the amendments into account in preparing their proposals, AHL may at its discretion, extend the deadline for the submission of proposals.
- viii. **Late Proposals:** Any proposal received by AHL after the deadline date and time for submission will be rejected and not be considered as part of the evaluation process.
- ix. **Proposal Rejection:** AHL reserves the right to reject any or all proposals after evaluation. The rejection of proposals will mean that the company has determined that it is in its best interest not to pursue the acquisition of the services.
- x. **Notification of Award:** Bidders of successful proposals will receive written notification of award of the contract and unsuccessful bidders shall also receive written notification of the non-acceptance of their proposals.

- xi. **Contract Negotiation:** The supplier must be prepared to immediately begin contract negotiations upon notification of the award. If the supplier is not able to begin contract negotiations, AHL reserves the right to begin negotiations with other suppliers who submitted bids as a part of the process. AHL also reserves the right to negotiate the contract to include any portion or portions of the scope of work as it deems necessary to meet the current requirements of the business. Should the supplier for any reason be unable to finalize or perform the contract, AHL reserves the right to enter into contract with another supplier for the provision of the goods or service.

- xii. **Contract Participation:** The supplier of the winning proposal will be offered the opportunity to enter into an agreement with AHL, which shall be in substantial conformance with:
 - AHL's standard contract terms and conditions
 - The scope of work and specifications described in this RFP
 - The proposal submitted by the supplier
 - Agreed key performance indicators or service level agreements

- xiii. **Proposal currency:** All prices shall be quoted in Trinidad and Tobago Dollars (TTD) with applicable Value Added Tax (VAT) clearly identified.

- xiv. **Adherence to Policy:** Employees of the selected supplier/s will be required to adhere to AHL's HSE, Security, Procurement and other policies during the period of their engagement.

2.0 INTRODUCTION

Angostura Holdings Limited is currently seeking the submission of bids for FOOD CATERING SERVICE at the in-house Staff Canteen located at the House of Angostura. The purpose of this Request for Proposal (RFP) is for Angostura Limited to enter into an agreement with professional service providers with experience in the field of food catering services, who will submit a proposal in response to this RFP.

This RFP will highlight the services required for the delivery of food catering services. Our intention is to ensure that all FOOD, HEALTH AND SAFETY and related requirements are adhered to, as per the established standards and as per the company's requirements to achieve its customer satisfaction.

3.0 SCOPE

The Contractor will provide the necessary materials and labour to execute meal services according to the meal schedule specified by Angostura Limited.

Contract services:

1. The Contractor will provide a food catering service to operate an on-site canteen at the Company's head office for breakfast and lunch purposes Monday – Friday of every other week, with the exception of weekends and Public Holidays as follows:
 - a. Variety of Breakfast/ Smoothie Bar/Fruit items between the hours of 7.00am – 8.30am
 - Healthy, delicious and satisfying breakfast items
 - Establish affordable prices for breakfast in the canteen considering the free allocation of space, equipment and utilities provided by Angostura Limited
 - b. Freshly prepared Lunch between the hours of 11.00am – 1.30pm
 - Healthy, delicious and satisfying lunch items, offerings inclusive of two meats and fish, vegetarian options, side dishes, salad and dessert.
 - Only one meat will be served per employee with sides, salad and dessert.
 - c. Variety of Full Salad/Fruit/Vegetable Bar offerings between the hours of 11.00am – 1.30pm
 - Healthy choice of salad/vegetable items served with a side dish of Chicken or Fish
 - d. Employees will only have one option for lunch as follows:
 - Full luncheon menu **or**
 - Full Salad Bar menu
2. Creativity for all buffets, presenting food in an attractive manner.
3. The Contractor will provide lunches to the Company's employees and authorized guests at a cost of \$40.00 plus VAT per employee/authorized guest by way of the Company's lunch swipe card system.
4. Angostura Limited will guarantee a minimum of 100 meals per day, however meal quantities will be sent to the Contractor for catering services, one week prior to catering schedule.
5. The Contractor will provide breakfast at an agreed cost, to be paid directly by the employee.
6. The Contractor will prepare and submit menus on a weekly basis to the Corporate Service Coordinator.

7. The Contractor will perform the Services with reasonable care, skill and diligence in accordance with the highest standard of its profession.
8. The Contractor will be willing to cater snacks/lunches for Angostura's internal meetings/functions.
9. In the event where extra, emergency or call out work is required, the Contractor will address them with the necessary labour, material and equipment.

Equipment & Utensils:

10. The Company shall provide the Contractor with a kitchen containing basic supply equipment and utensils. Other equipment and or utensils deemed necessary for the operation shall be furnished by the Contractor.
11. The Contractor shall prepare the food canteen service at its external location and deliver to Angostura's Staff Canteen according to the specified schedule. The company requires minimal food preparation at its canteen kitchen.

Cleaning:

12. The Company maintains a dining room which is cleaned by the Company's sanitation employees. However, the Contractor is required to regularly maintain the overall appearance/cleanliness of the dining room, juice dispensers as well as maintain and keep the Kitchen and all its equipment in a clean sanitary condition.

Service:

13. The Contractor shall provide any additional equipment and/or utensils which it may require, other than that provided in the kitchen.
14. Prepare and handle ingredients, meals and food under hygienic and sanitary conditions, in accordance with the applicable law, food and food preparation and relation regulations and industry standards.
15. Use trained, qualified, certified and suitable, properly attired staff with good interpersonal skills, all of whom must be in possession of a valid Food Handler's Badge, and have been screened by the Company. All employees of the Contractor must observe Personal Hygiene Regulations systems (PHR). The Hazard Analysis Critical Control Points (HACCP) systems of food handling must be practiced. Both the PHR and HACCP are attached for reference.
16. Ensure that there is adequate day to day supervision to ensure that the quality of food and service to be provided is delivered at a high standard.
17. Ensure that meals are provided on time, in a timely manner, with quick service, and with each component of the meal provided in sufficient numbers.
18. Keep an accurate and complete record (for inspection and access to the Company) of all meals taken for which the Company is to pay.

19. To obtain and maintain through the term all up to date licenses, approvals, permits, badges to conduct its business.
20. The Contractor, in recognition of its obligations will ensure that at all times the highest standard of customer service will be provided to the Company. It is mandatory that the operation be staffed with a Supervisor who shall manage the functions on a daily basis on site.
21. A Canteen meeting will be held with the Company's Corporate Services Coordinator on a monthly basis to discuss the canteen operations.

Invoicing & Payment:

22. On a weekly basis the Contractor will submit their invoice, with supporting lunch vouchers where applicable to the Corporate Services Coordinator. Subject to timely receipt of invoices and supports, the Company shall effect payment within 14 days.
23. Employees will pay the Contractor only for their breakfast.

4.0 BIDDER QUALIFICATIONS

Bidders should provide the following information as part of their proposal for consideration by Angostura Limited:

1. Description of experience in canteen food services
2. Examples of three or more projects similar to the criteria stated in this proposal
3. References from three (3) current clients for whom similar service has been conducted.
4. Completed Supplier/Vendor Registration form and all supporting documentation
5. Valid Income Tax and Value Added Tax (VAT) clearance certificates both confirming that the tenderer has complied with the provisions of and discharged their obligations under the current Income Tax and Value Added Tax legislations
6. Anticipated resources you will assign to the project (*key staff: roles, titles and experience*)
7. Certifications as a Food Service Provider
8. Timeframe for implementation of services
9. Have the legal capacity to enter into a contract
10. List of weekly menus for a period of two weeks

5.0 SITE VISIT & QUESTIONS

- A site visit will be done on Wednesday 14th March, 2018 at 9:00am.
- All bidders are required to visit the canteen and kitchen areas and are required to confirm their attendance by Tuesday 13th March, 2018 at 1:00pm via our contact Ms Joy Ali – Corporate Services Coordinator at 623-1842/2, ext 260 or jali@angostura.com.
- The Company also reserves the right to request any additional information that it may deem necessary to make an informed decision on any proposal.
- All questions regarding this RFP are to be addressed to: tenders_al@angostura.com

6.0 PROJECT TIMELINE

Action	Date	Time
RFP Release date	Monday 6 th March, 2018	8.00am
Site Visit	Wednesday 14 th March, 2018	9.00am
Deadline for Questions	Friday 16 th March, 2018	4.00pm
Deadline for submissions	Wednesday 28 th March, 2018	3.00pm
Acknowledgement of submissions	Thursday 29 th March, 2018	4.00pm
Evaluation period	Tuesday 3 rd April, 2018 – Friday 11 th April, 2018	4.00pm
Sampling	Friday 6 th April, 2018	11.00am
Notification to successful bidders	Friday 13 th April, 2018	4.00pm
Notification to unsuccessful bidders	Friday 13 th April, 2018	4.00pm
Commencement of canteen service	Tuesday 1 st May, 2018	

- a. All proposals must be hand delivered in sealed envelopes and addressed as follows:

Request for Proposal – Food Catering Canteen Services
Attention: Chief Financial Officer
Angostura Limited
Eastern Main Road
Laventille, Port of Spain

7.0 PROPOSAL EVALUATION CRITERIA

Angostura Limited will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, all proposals should be complete and include all of the following criteria:

1. Proposals must provide all requirements included herein and be presented in a clear and organised manner.
2. Providers will be evaluated on their expertise as it pertains to the scope of works.
3. Ability of Providers to provide high level of service.
4. Ability of Provider to provide high quality of all foods served.
5. Ability of Providers to fill requirements and needs as outlined in the RFP.
6. Referrals.
7. Shortlisted bidders will be required to provide samples of meals during the evaluation period.

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