

REQUEST FOR QUOTATION (RFQ)

RFQ Reference: **RFQ-RO23-368- Establishment of catering**

Date: 24 Nov 2023

services for IOM RO Nairobi and Kenya CO

International Organisation for Migration (IOM) kindly requests your quotation for the provision of goods, works and/or services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using **Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer**, by the method and by the date and time indicated. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Approved by:

Signature: _____



SECTION 2: RFQ INSTRUCTIONS AND DATA

Scope	<p>The reference number of this Invitation to Bid (RFQ) is RFQ RO23-368 for the Establishment of Catering Services for IOM Regional Office and Kenya Country Office.</p> <p>IOM intends to enter into non-exclusive Long Term Agreement(s) (LTAs) with the successful bidder(s) for the supply of an indefinite quantity of the specified products in support of IOM's operations.</p> <p>The successful bidder shall accord the same terms and conditions to any other organisation within the International Organization for Migration that wishes to avail of such terms, after written consent from IOM.</p> <p>The expected duration of the LTA is: Three (3) years with the possibility of extension for up to one (2) additional year subject to the Supplier's satisfactory performance and competitiveness of prices.</p> <p>LTAs are considered non-exclusive, and the estimated volume is based on a forecast of needs and does not constitute a commitment to place orders up to the volume.</p>
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	<p>IOM reserves the right to enter into LTAs with more than one supplier and the right to split the award of contracts among the LTA holders if it is in the best interests of IOM.</p> <p>The award of a contract under the LTA will be subject to secondary competition among the LTA holders.</p>
Deadline for the Submission of Quotation	<p>15 December 2023 EAT 15H00</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p>
Method of Submission	<p>Quotations must be submitted as follows:</p> <ul style="list-style-type: none"> <input type="checkbox"/> E-tendering <input checked="" type="checkbox"/> Email <input type="checkbox"/> Courier / Hand delivery <input type="checkbox"/> Other Click or tap here to enter text. <p>Bid submission address: RONairobiProcurement@iom.int</p> <ul style="list-style-type: none"> <input type="checkbox"/> File Format: PDF <input type="checkbox"/> File names must be maximum 50 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. <input type="checkbox"/> All files must be free of viruses and not corrupted. <input type="checkbox"/> Max. File Size per transmission: 2MB <input type="checkbox"/> Mandatory subject of email: <input type="checkbox"/> Multiple emails must be clearly identified by indicating in the subject line "email no. X of Y", and the final "email no. Y of Y." <input type="checkbox"/> It is recommended that the entire Quotation be consolidated into as few attachments as possible. <input type="checkbox"/> The proposer should receive an email acknowledging email receipt.
Cost of preparation of quotation	<p>IOM shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
Supplier Code of Conduct	<p>All prospective suppliers must read the UN Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: Supplier Code of Conduct (ungm.org).</p>
Conflict of Interest	<p>UN encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UN if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.</p>
General Conditions of Contract	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the IOM General Conditions of Contract for provision of goods/services/transportation/medical services available at https://www.iom.int/do-business-us-procurement.</p>
Eligibility	<p>Bidders shall have the legal capacity to enter a binding contract with IOM and to deliver in the country, or through an authorized representative.</p>
Currency of Quotation	<p>Quotations shall be quoted in KES/USD</p>

Duties and taxes	<p>The International Organization for Migration is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices shall:</p> <p><input type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</p> <p><input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes</p>
Language of quotation and documentation including catalogues, instructions and operating manuals	ENGLISH
Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <p><input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed</p> <p><input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 <input type="checkbox"/> Other Click or tap here to enter text.</p>
Quotation validity period	Quotations shall remain valid for 60 days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<p><input checked="" type="checkbox"/> Not permitted</p> <p><input type="checkbox"/> Permitted</p>
Payment Terms	<p><input checked="" type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation.</p> <p><input type="checkbox"/> Other Click or tap here to enter text.</p>
Contact Person for correspondence, notifications and clarifications	<p>Focal Person: RONairobiProcurement</p> <p>E-mail address: RONairobiProcurement@iom.int</p>
Clarifications	Requests for clarification from bidders will not be accepted any later than 2 days before the submission deadline. Responses to request for clarification will be communicated email by 12 December 2023
Evaluation method	<p><input checked="" type="checkbox"/> The contract will be awarded to the lowest price substantially compliant offer <input type="checkbox"/> Other Click or tap here to enter text.</p>
Evaluation criteria	<p><input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1</p> <p><input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract</p> <p><input type="checkbox"/> Comprehensiveness of after-sales services</p> <p><input type="checkbox"/> Earliest Delivery /shortest lead time</p> <p><input type="checkbox"/> Others (<i>for ex, environmental criteria/considerations, etc</i>)</p>
Right not to accept any quotation	IOM is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, IOM reserves the right to vary. (Increase or decrease) the quantity of services and/or goods, by up to a maximum 25% of the total offer, without any change in the unit price or other terms and conditions.

Type of Contract to be awarded	LTA (Long term Agreement)
Expected date for contract award.	15 January 2024
Policies and procedures	This RFQ is conducted in accordance with Policies and Procedures of IOM
UNGM registration	IOM is encouraging all suppliers to register at the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award of USD 100,000 and above, the Bidder is recommended to register on the UNGM prior to contract signature. For vendors who do not have the technical means to register in UNGM, the UNGM has implemented an assisted vendor registration functionality that allows IOM procurement personnel to add local vendors to the UNGM.

ANNEX 1: SCHEDULE OF REQUIREMENTS

Establishment of catering services for IOM RO Nairobi and Kenya CO

Background

As one of the most frequently used services, IOM Regional Office for East and Horn of Africa and IOM Kenya Country Office is interested in contracting company(s) with relevant skills and experience to provide professional catering services within the vicinity of Nairobi.

IOM reserves the right to award up to **three (3) suppliers** which submitted the lowest-priced technically compliant offers, with subsequent option to carry out secondary competition among awarded suppliers based on internal procedures. The anticipated procurement volume for IOM for the duration of the initial contract is estimated at USD 100,000. At the same time, the Long-Term Agreements established as a result of this Procurement Activity would be open for use to other UN Agencies.

In the event of IOM signing a Long-Term Agreement, the following shall apply:

- The contract(s) shall be valid for an initial period of three (3) years from the date where both parties have signed the LTA, with an option for further extension for an additional period of two years (2) at IOM's discretion.
- The awarded suppliers(s) shall have the right to review their prices every 12 months from commencement of the LTA, which increase shall not be more than 10% per year and shall notify IOM in writing 90 days prior to the 12-month period of a proposed price decrease. The successful proposer(s) shall provide proper justification for any price increase. IOM shall be entitled to either accept the price increase or to cancel the LTA and shall notify the successful proposer(s) in writing of its decision.
- During the validity of the contract(s), when the actual need for services arises, the awarded suppliers will be invited to provide their best offer to serve a given event and confirm the availability of services for a specific event and/or requirements with a shorter submission deadline (usually 2-5 business days). This exercise is called "secondary bidding" to ensure the vendors will have the opportunity to offer their most competitive offer in line with the quoted (or discount) price, considering seasonality etc. The offer price through secondary bidding cannot exceed the rates/fees set in the quotation (fee schedule).
- IOM will not be committed to purchasing any minimum quantity of Services. Purchases will be made only when there is an actual requirement.
- IOM reserves the right to utilize other sources at the Organization's discretion to assure value for money.
- IOM shall affect payment to the vendor within 30 days after satisfactory receipt of the goods/services and upon submission of payment documentation and acceptance of the documentation by IOM.

CATERING SERVICES and arrangements

#	Type of Service	Description of Service
1	Coffee Breaks	The catering company will provide coffee, tea, and light snacks for coffee breaks during IOM events and meetings. Coffee breaks usually happen in the morning or afternoon and are designed to provide a brief break for attendees to network, socialize and refresh themselves.
2	Lunch	The catering company will provide a variety of healthy and diverse menu options for lunch during IOM events and meetings. Lunch can be a buffet or plated meal and can include a variety of options such as salads, sandwiches, hot and cold dishes, and desserts.
3	Other Applicable Services	The catering company will be responsible for any other services that may be required, such as set-up and clean-up of the catering area, equipment rentals, and staffing. This includes providing dishes, utensils, napkins, tablecloths, and any other necessary items. The catering company will also be responsible for staffing the event with professional wait staff, chefs, bartenders, and any other personnel required.

The catering company should provide a variety of **catering arrangements** to meet the diverse needs of IOM:

- **Buffet-style Service:** This type of service is for larger events where attendees are free to serve themselves. The catering company will provide a selection of dishes that attendees can choose from.
- **Plated Service:** This type of service is for smaller, more formal events where attendees are seated and served individual portions. The catering company will provide a set menu that attendees can choose from.
- **Cocktail Reception:** This type of service is for networking events where attendees mingle and socialize while enjoying appetizers and drinks. The catering company will provide a variety of finger foods and drinks for attendees to enjoy.
- **Special Dietary Needs:** The catering company should be able to accommodate attendees with special dietary needs such as vegetarian, gluten-free, or kosher diets. The catering company should provide a variety of menu options that cater to these dietary needs.
- **Custom Menu:** The catering company should be able to provide a custom menu tailored to the specific needs of the event. This includes creating a menu based on the theme of the event, the number of attendees, and the preferences of the host.

Selected service provider is expected to consider environmental considerations and minimize the use of plastic or non-degradable materials.

EXPECTED DELIVERABLES AND QUALITY OF SERVICES (KEY PERFORMANCE INDICATORS)

The firm will be responsible for producing the deliverables taking into consideration the performance and quality:

- The service provider must maintain the confidentiality of all documents, contents provided for requested services.
- Menu options for coffee breaks, lunch, and dinner must be of high-quality and diverse in assortment with Bilingual food labels (remarks for allergens).
- Delivery and set-up of catering services must be performed in timely manner.
- Staff to serve and attend to IOM attendees must be professional and courteous.
- Clean-up of the catering area after each event may be required.
- Service provider(s) must adhere to ethical standards of conduct and flexible in adjustment to requirements.

Contracted Supplier must take appropriate measures to improve its services and remedy all defects after the first negative performance evaluation, and report in detail to the customer about the measures taken. Justified oral notices of the customer on the quality of services must be taken in the proper manner.

CANCELLATION OF ORDERS

The contract supplier must provide the cancellation provisions related to the scenarios below. These cancellation provisions will be evaluated before the award of contract. Company can provide their own cancellation provisions:

1. Prior to the start of services, cancellation could be given 2 days (48 hours) in advance of the event. In this case, no cancellation charges will be paid.
2. In case of late cancellation of services within 2 days (48 hours) but prior to event starting time, bidder may charge cancellation fees which will not exceed 50% of the total order amount.

Vendors are requested to complete this form and return it as part of their bid. The vendor shall fill in this form without any alterations.

Provide a price list (KES/USD per one type) in the table below provision of the services stated in the Terms of Reference.

CATERING SERVICES FOR OFFICIAL MEETINGS

Item No	Minimum technical requirements	Unit	Quantity	Price (KES)
1		Per pax	Small Event: 10-30 pax	
	Catering services comprising of morning tea with assorted sandwiches, pastries and pies, cakes, tea, coffee, fruit juices and fruit platters		Medium Event: 30-50 pax	
			Large Event: over 50 pax	
2	Catering services (provision for setup & cutlery) comprising of afternoon tea with assorted, pastries and pies, cakes, tea, coffee, fruit juices and fruit platters	Per pax	Small Event: 10-30 pax	
			Medium Event: 30-50 pax	
			Large Event: over 50 pax	
3	Catering services comprising of Lunch, alternative options comprising of Meat (Lamb, Chicken, Seafood), Carbs (Rice and Local Root crops), Pastas and Salads, Drinks, and Dessert. A vegetarian option is compulsory, a bottle of cold beverages (mineral water, soft drink, juice) must be included	Per pax	Small Event: 10-30 pax	
			Medium Event: 30-50 pax	
			Large Event: over 50 pax	
4	Packed meals (1 cold sandwich, 1 pastry, 1 fruit and 1 beverage)	Per pax	Small Event: 10-30 pax	
		Per pax	Medium Event: 30-50 pax	
		Per pax	Large Event: over 50 pax	
3		Per pax	Small Event: 10-30 pax	

	Delivery Services Lump Sum (to include Chef, Waiters/ Waitresses and other service fees)		Medium Event: 30-50 pax	
			Large Event: over 50 pax	

CATERING SERVICES FOR OPERATION UNIT

Item No	Minimum technical requirements	Unit	Quantity	Price (KES)
1	Catering services comprising of morning tea with assorted sandwiches, pastries and pies, cakes, tea, coffee, fruit juices and fruit platters	Per pax	Small Event: 10-30 pax	
			Medium Event: 30-50 pax	
			Large Event: over 50 pax	
2	Catering services (provision for setup & cutlery) comprising of afternoon tea with assorted, pastries and pies, cakes, tea,	Per pax	Small Event: 10-30 pax	
			Medium Event: 30-50 pax	
			Large Event: over 50 pax	
	coffee, fruit juices and fruit platters			
3	Catering services comprising of Lunch, alternative options comprising of Meat (Lamb, Chicken, Seafood), Carbs (Rice and Local Root crops), Pastas and Salads, Drinks, and Dessert. A vegetarian option is compulsory, a bottle of cold beverages (mineral water, soft drink, juice) must be included	Per pax	Small Event: 10-30 pax	
			Medium Event: 30-50 pax	
			Large Event: over 50 pax	
4	Packed meals (1 cold sandwich, 1 pastry, 1 fruit and 1 beverage)	Per pax	Small Event: 10-30 pax	
		Per pax	Medium Event: 30-50 pax	
		Per pax	Large Event: over 50 pax	
3	Delivery Services Lump Sum (to include Chef, Waiters/ Waitresses and other service fees)	Per pax	Small Event: 10-30 pax	
			Medium Event: 30-50 pax	
			Large Event: over 50 pax	

The provided MENU is indicative and represents only the minimum that is required for each meal. Actual requirements will be on a case-by-case basis according to each specific event. Other expenses, such as service fees, dishes, tablecloths, or equipment, would be quoted on case-by-case basis, as required. I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.

Authorized Signature: _____

Date: _____

Name: _____

Functional Title of Authorised Signatory: _____

Email Address: _____

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

VENDOR INFORMATION SHEET¹

BIDDER'S DECLARATION OF CONFORMITY¹

Yes	No	
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¹ This form is mandatory to fill in and sign by every vendor who submits quotation.

<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I hereby represent and warrant that neither the Supplier, nor any person having powers of representation, decision-making or control over it or any member of its administrative, management or supervisory body, has been the subject of a final judgement or final administrative decision for one of the following reasons: bankruptcy, insolvency or winding-up procedures; breach of obligations relating to the payment of taxes or social security contributions; grave professional misconduct, including misrepresentation, fraud; corruption; conduct related to a criminal organisation; money laundering or terrorist financing; terrorist offences or offences linked to terrorist activities; child labour and other trafficking in human beings, any discriminatory or exploitative practice, or any practice that is inconsistent with the rights set forth in the Convention on the Rights of the Child or other prohibited practices; irregularity; creating or being a shell company.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier is financially sound and duly licensed.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has adequate human resources, equipment, competence, expertise and skills necessary to complete the contract fully and satisfactorily, within the stipulated completion period and in accordance with the relevant terms and conditions.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier complies with all applicable laws, ordinances, rules and regulations.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will in all circumstances act in the best interests of IOM.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that no official of IOM or any third party has received from, will be offered by, or will receive from the Supplier any direct or indirect benefit arising from the contract.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has not misrepresented or concealed any material facts during the contracting process.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will respect the legal status, privileges and immunities of IOM as an intergovernmental organization.

¹ [Vendor Information Sheet.xlsx](#)

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that neither the Supplier nor any persons having powers of representation, decision-making or control over the Supplier or any member of its administrative, management or supervisory body are included in the most recent Consolidated United Nations Security Council Sanctions List (the "UN Sanctions List") or are the subject of any sanctions or other temporary suspension. The Supplier will immediately disclose to IOM if it or they become subject to any sanction or temporary suspension.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier does not employ, provide resources to, support, contract or otherwise deal with any person, entity or other group associated with terrorism as per the UN Sanctions List and any other applicable anti-terrorism legislation.

<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that, the Supplier will apply the highest ethical standards, the principles of efficiency and economy, equal opportunity, open competition and transparency, and will avoid any conflict of interest.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier undertakes to comply with the Code of Conduct, available at https://www.unhcr.org/Public/CodeOfConduct .
<input type="checkbox"/>	<input type="checkbox"/>	It is the responsibility of the Supplier to inform IOM immediately of any change to the information provided in this Declaration.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I certify that I am duly authorized to sign this Declaration and on behalf of the Supplier I agree to abide by the terms of this Declaration for the duration of any contract entered into between the Supplier and IOM.
<input type="checkbox"/>	<input type="checkbox"/>	IOM reserves the right to terminate any contract between IOM and the Supplier, with immediate effect and without liability, in the event of any misrepresentation made by the Supplier in this Declaration.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

(RFQ Establishment of LTA for Catering Services) – 29 June 2023

ANNEX 3: Technical Form: *Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Technical Offer

Provide the following:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference.
- a brief methodology, approach and implementation plan.
- team composition and CVs of key personnel

Financial Offer

Provide a lump sum for the provision of the services stated in the Terms of Reference of your technical offer. The lumpsum should include all costs of preparing and delivering the Services. All daily rates shall be based on an eight-hour working day.

Services to be Supplied	Vendor's Response				
	Compliance with Technical Specifications		Delivery Date (Confirm that you comply or indicate delivery dates)	Quality Certificate/ Quality Certificate/Export Licenses, etc. <i>(Indicate all that apply and attach copy)</i>	Comments
	YES, we comply	NO, we cannot. (Indicate Discrepancy)			
Catering services comprising of morning tea with assorted sandwiches, pastries and pies, cakes, tea, coffee, fruit juices and fruit platters					
Catering services (provision for setup & cutlery) comprising of afternoon tea with assorted, pastries and pies, cakes, tea, coffee, fruit juices and fruit platters					
Catering services comprising of Lunch, alternative options comprising of Meat (Lamb, Chicken, Seafood), Carbs (Rice and Local Root crops), Pastas and Salads, Drinks, and Dessert. A vegetarian option is compulsory, a bottle of cold beverages (mineral water, soft drink, juice) must be included					
Packed meals (1 cold sandwich, 1 pastry, 1 fruit and 1 beverage)					
Delivery Services Lump Sum (to include Chef, Servers and other service fees)					

Other Related services and requirements <i>(Based on the information provided in Section XX)</i>	Compliance with Requirements		
	YES, we comply	NO, we cannot. (Indicate Discrepancy)	Details or Comments on related requirements
Buffet-style Service			
Plated Service			
Cocktail Reception			
Special Dietary Needs			

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
Exact name and address of company Company Name Click or tap here to enter text. Address: Click or tap here to enter text. Click or tap here to enter text. Phone No: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: Date: Click or tap here to enter text. Name: Click or tap here to enter text. Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.