Call for Expressions of Interest

Catering Services

Reference: 315-2016

Expression of Interest Return Date: 12pm (12:00:00) GMT Friday 18th March 2016

Contract Award: 15 April 2016 (Estimated)

Contract Period: May 2016 - April 2018

Q&A E-mail only: FMSProcurement@commonwealth.int
1 General Instructions

1.1 Invitation

The Commonwealth Secretariat (the “Secretariat”) invites bidders to submit innovative Expressions of Interest (EOI) to meet the objective and outputs listed in the scope of services. The Secretariat is looking to work with a reputable firm and will not consider any responses from individuals.

This is a two stage expression of interest process consisting of written response to this document followed by food sampling.

1.1.1 The marking criteria will be based upon 60% of the marks awarded to responses to the EOI and 40% awarded to submission on price (See Section 2).

1.2 Submissions of Expressions of Interest

1.2.1 EOI responses are to be submitted in hard copy. Two (2) bound copies of the submission document and the same version in soft copy on the USB Memory stick (in an editable Microsoft Word document format) contained in packaging/ an envelope bearing no identifying marks or logos to be sent to:

The Procurement and Contracts Officer - Facilities Management Section
Expression of Interest Response - (315-2016)
Commonwealth Secretariat
Marlborough House
Pall Mall
SW1Y 5HX

1.2.2 Responses are to be received no later than the date and time laid out in table 1.4. EOIs received after the deadline will not be accepted or considered.

1.2.3 All prices should be quoted in Pounds Sterling with VAT clearly shown.

1.2.4 Responses must be valid for a minimum of 90 (ninety) days from the closing date for the submission of the EOI.

1.2.5 The Secretariat reserves the right to cancel this process at any time during the process without providing any reasons.

1.2.6 The Secretariat does not undertake to accept the lowest Expression of Interest and reserves the right to accept any part or all of any EOI.

1.3 General Information

1.3.1 Should you have queries regarding this document please write to fmsprocurement@commonwealth.int Please do not attempt to seek clarification from the Secretariat through any other means as this may lead to disqualification.
If deemed necessary, questions and replies will be placed on the website. The source of the questions will not be identified.

1.3.2 The Secretariat will carry out a final evaluation after the sampling and select a preferred bidder/s with the Most Economically Advantageous response, with whom a contract offer/s will be taken forward. The Secretariat will take forward to contract offer stage with the next best bidder if negotiations with the preferred bidder/s are unsuccessful.

1.3.3 Award of contract may be subject to negotiations with the preferred bidder/s at the sole and absolute discretion of the Secretariat.

1.3.4 The Secretariat reserves the right to terminate any negotiations at any time for any reason.

1.3.5 By taking part in this EOI and submitting a response, each bidder:

a. Confirms that they have not canvassed or solicited any member officer or employee of the Secretariat in connection with this Expression of Interest submission / award of this Contract or any other Contract or proposed Contract for goods / services and that no person employed by it or acting on its behalf has done any such act.

b. Further undertakes that they will not in the future canvas or solicit any member officer or employee of the Secretariat in connection with this Expression of Interest submission; the award of this Contract or any other Contract or proposed Contract for Services and that no person employed by it or acting on its behalf will do any such act.

c. Hereby confirms that should such person act as described above, any Contract shall automatically be subject to termination on grounds of misrepresentation and failure of its duty to disclose.

1.4 Timetable

The dates for Stage 2 are indicative. The Commonwealth with endeavour to keep to these days, but we reserve the right to alter them if unavoidable.

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stage 1</strong></td>
<td></td>
</tr>
<tr>
<td>Deadline For Contractors Seeking Clarification</td>
<td>5pm (17:00:00) on 15 March 2016</td>
</tr>
<tr>
<td>Expression of Interest Submission Deadline</td>
<td>12pm (12:00:00) on 18 March 2016</td>
</tr>
<tr>
<td>Completion Of Evaluation</td>
<td>25 March 2016</td>
</tr>
<tr>
<td><strong>Stage 2</strong></td>
<td></td>
</tr>
<tr>
<td>Shortlisted Bidders To Provide Sample Tasting</td>
<td>W/C 28 March 2016</td>
</tr>
<tr>
<td>Shortlisted Bidders Visit Kitchens</td>
<td>W/C 28 March 2016</td>
</tr>
<tr>
<td>Selection Of Preferred Bidder</td>
<td>1 April 2016</td>
</tr>
<tr>
<td>Contract Award</td>
<td>15 April 2016</td>
</tr>
</tbody>
</table>
2. Scope of Services

Overview

The Secretariat is offering a unique opportunity for suitably experienced bidders to enter into a contract to provide high quality catering and refreshments to the Secretariat.

Who We Are

The Commonwealth is a voluntary association of 53 independent and equal sovereign states. It is home to 2.2 billion citizens, of which over 60% are under the age of 30. The Commonwealth includes some of the world’s largest, smallest, richest and poorest countries, spanning five regions. Thirty-one of its members are small states, many of them island nations.

The Secretariat has a staff of 300 people who provide guidance on policy making, technical assistance and advisory services to Commonwealth member countries. We support governments to help achieve sustainable, inclusive and equitable development.

Background

The Secretariat is seeking to contract an experienced catering contractor to operate the in-house catering contract or meetings and receptions at Marlborough House, Quadrant House and potentially to the Secretary-General’s official residence in Mayfair. Marlborough House is equipped with a large kitchen that is classified as a finishing kitchen.

The official residence of the Secretary General has a large domestic kitchen that is possibly classified as a finishing kitchen.

Bidders who are invited to Stage 2 will be invited to see the kitchens at Marlborough House and the Secretary General’s official residence.

On average, we expect there to be a combination of 51 events each month. The figures in the table below are based on events in September 2015.

<table>
<thead>
<tr>
<th></th>
<th>Number of Events</th>
<th>%</th>
<th>Number of Covers</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morning Refreshments</td>
<td>17</td>
<td>33</td>
<td>238</td>
<td>33</td>
</tr>
<tr>
<td>Lunch Hot Buffet (Meal)</td>
<td>17</td>
<td>33</td>
<td>238</td>
<td>33</td>
</tr>
<tr>
<td>Lunch Hot Buffet (Light)</td>
<td>2</td>
<td>4</td>
<td>27</td>
<td>4</td>
</tr>
<tr>
<td>Refreshments (Afternoon)</td>
<td>14</td>
<td>27</td>
<td>191</td>
<td>27</td>
</tr>
<tr>
<td>Canapé / Reception / Finger Foods</td>
<td>1</td>
<td>2</td>
<td>25</td>
<td>3</td>
</tr>
<tr>
<td>Events</td>
<td>51</td>
<td>100</td>
<td>719</td>
<td>100</td>
</tr>
</tbody>
</table>

Citizens of the Commonwealth Nations are ethnically and religiously diverse and this make it reflected in their dietary requirements. As a rule, beef and pork are not served at Commonwealth
functions and alcoholic beverages are only served occasionally. However the successful bidder should have knowledge of wines in order to make recommendations for the appropriate wines to be served if required.

There is an existing inventory of cutlery and crockery, but for the purposes of this EOI, bidders should assume they will supply cutlery and crockery as required for each event. When selected, the preferred contractor, in conjunction with the contract manager, will review and renew this inventory as required.

The Services

- Pre-ordered refreshments for planned meetings providing teas, coffees, pastries etc.;
- Pre-ordered working lunches providing a range from sandwiches or cold and hot buffet to plated lunches;
- Fine Dining for formal lunches and dinners. These dinners may include current and former Heads of State and Government to senior ranking members of the diplomatic community;
- Receptions - canapés / finger foods / bowl food for Commonwealth themed days to senior ranking members of the diplomatic community;
- Large scale events and meetings providing breakfast, lunches, evening receptions or refreshments over a number of days to senior ranking members of the diplomatic community;
- Ad-hoc requests from Secretary General’s office for tea or coffee for small meetings with current and former Heads of State and Government to senior ranking members of the diplomatic community;
- Ad-hoc occasions for catering to be done at the Secretary General’s official residence in Mayfair;

Evaluation of Expressions of Interest

The weighting will be as follows:

<table>
<thead>
<tr>
<th>Expression of Interest Part</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Technical Expression of Interest</td>
<td>40%</td>
</tr>
<tr>
<td>B. Sample Tasting</td>
<td>20%</td>
</tr>
<tr>
<td>C. Price</td>
<td>40%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100%</td>
</tr>
</tbody>
</table>
Further broken down as follows:

**Table 3**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. Technical Expression of Interest</strong></td>
<td></td>
</tr>
<tr>
<td>- Safety, Fair Trade, Quality Assurance and Hygiene</td>
<td>10%</td>
</tr>
<tr>
<td>- Methodology for how each event will be handled</td>
<td>8%</td>
</tr>
<tr>
<td>- Creativity in Sample Menu options for each event</td>
<td>6%</td>
</tr>
<tr>
<td>- Track Record of similar services including references</td>
<td>6%</td>
</tr>
<tr>
<td>- Contract Management and proposed Service Level Agreement</td>
<td>5%</td>
</tr>
<tr>
<td>- Qualifications and experience of staff</td>
<td>5%</td>
</tr>
<tr>
<td><strong>B. Sample Tasting</strong></td>
<td></td>
</tr>
<tr>
<td>- Presentation</td>
<td>8%</td>
</tr>
<tr>
<td>- Flavour</td>
<td>6%</td>
</tr>
<tr>
<td>- Serving size</td>
<td>6%</td>
</tr>
<tr>
<td><strong>C. Price</strong></td>
<td></td>
</tr>
<tr>
<td>- Menu options individually costed</td>
<td></td>
</tr>
<tr>
<td>- Cost of Crockery and Cutlery</td>
<td></td>
</tr>
<tr>
<td>- Any other costs involved in delivering this contract</td>
<td></td>
</tr>
<tr>
<td>- Payment terms</td>
<td></td>
</tr>
<tr>
<td>- Validity of the quotation</td>
<td>40%</td>
</tr>
</tbody>
</table>

* For the sample tasting, shortlisted bidders will be expected to provide 2 servings of up to 5 dishes selected at random off their sample menus at their own cost. Details will be communicated nearer the time.

The following methodology will be used to score EOI submissions

(Table 4)

<table>
<thead>
<tr>
<th>Score</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Auto Disqualification - Does not meet the specification or has not responded to the question.</td>
</tr>
<tr>
<td>1</td>
<td>Low Fit - Meets most of the specification, but is missing in areas.</td>
</tr>
<tr>
<td>2</td>
<td>Fit - Meets the specification as required.</td>
</tr>
<tr>
<td>3</td>
<td>Good Fit - Meets all of the specification well and exceeds expectations in some areas.</td>
</tr>
<tr>
<td>4</td>
<td>Excellent Fit - Exceeds expectations in most or all areas.</td>
</tr>
</tbody>
</table>

3. Format of your Expression of Interest
Based on the outcome of the EOI, the Secretariat will offer a contract to the preferred bidder/s selected. It is important that your EOI is completed in the format requested below as it will form an integral part of any contract that is agreed.

Section 1 - Company Details

1) Full Name of the Company including any “trading as” names
2) Address of Registered office
3) Address for correspondence if different
4) Email address: We propose this will be the main route of communication
5) Your turnover for the last two complete calendar or financial years
6) 3 years company accounts
7) Copies of all insurance certificates
8) Information on the company detailing its track record in delivering catering services

Section 2 - Customer Details

9) How many customers do you have?
10) Details of longest customer relationship
11) Provide details of two references of catering contracts of a similar nature from existing customers by completing Table 5 below and providing hard copy reference letters

Section 3 - Staffing Details

12) How many staff do you have?
13) A list of the staff who you would expect to be delivering service, their experience, skills and qualifications

Section 4 Operational Details

14) Copies of Environmental Health documentation for last 3 years
15) Food Safety policy and procedures
16) Health and Safety policy and procedures
17) Hygiene procedures
18) Adherence to the Fair Trade Policy
19) Initial Expressions of interest of how you would deliver the services above
20) Three sample menu options which includes beverages for each event listed in the services above

In line with the innovative nature of this EOI, bidders are at liberty to suggest other permutations but the proposed methodology must be comprehensive and unambiguous.

Section 5 Proposed Menus and Their Costings

Three sample menu options for each of the events in Table 1 should be provided. Each option should be fully costed. Bidders should be absolutely unambiguous about whether charges are per person or per menu option. Make reasonable assumptions for any information that is not provided but state clearly what those assumptions are.

Section 6 Declaration

EOIs must be accompanied by the signed declaration on your company letterhead in Section 4 on page 9 below. Failure to include this will result in disqualification.
(Table 5) | (a) Contract 1 | (b) Contract 2
--- | --- | ---
Customer Organisation (name): |  | 
Contact name and phone number: |  | 
Customer address: |  | 
Works description (purpose and outcome) |  | 
Contract management approach used |  | 
Contract value |  | 
Dates of contract (start and end dates) |  | 
Contract effort (Total number of person months): |  | 
Customer reference letters attached? | Yes/No | Yes/No
4. Declaration

When you have completed the EOI, please ensure that:

- You have read the declaration thoroughly,
- Copy the declaration onto your letter headed paper
- You have answered all the questions
- You have signed the declaration on your letter headed paper
- You have provided all supporting documentation requested

A Partner, Director or authorised signatory, in his/her own name, must on behalf of the contractor, sign the declaration.

I certify that the information supplied is accurate to the best of my knowledge and that I accept the conditions and undertakings requested in the Expressions of Interest. I understand and accept that false information could result in rejection of the application to be selected to take part in the Expression of Interest process.

By signing and returning this letter, I/we confirm that I/we have not in relation to this opportunity or the EOI:

a. Entered into any agreement with any other person with the aim of preventing bids being made or as to the fixing or adjusting of the amount of any bid or the conditions on which any bid is made or the elements or contents of any bid;

b. Informed any other person, other than the Commonwealth Secretariat of any confidential information in relation to the project, except where disclosure, in confidence, was necessary for the purposes of preparing the EOI;

c. Caused or induced any person to enter into such an agreement as is mentioned in paragraphs (a) and (b) above;

d. Committed any offence under applicable anti-bribery or anti money laundering laws and/or regulations;

e. Offered or agreed to pay, give or accept any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done, in relation to any proposed bid, any act or omission;

f. Offered or agreed to pay, give or accept any sum of money, inducement or valuable consideration directly or indirectly to any person bidding for the EOI, or from any person in relation to this project; or

g. Agreed to undertake work or services for any other person in connection with the project.

Please delete one of the two sentences below and retain the sentence that is applicable

I know of no conflict of interest which, if came to be known, would prohibit my firm from carrying out this project

Or

I would like to declare the following conflict(s) of Interest which have been listed below in Table 6.
(Table 6)

<table>
<thead>
<tr>
<th>Conflict</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
</tbody>
</table>

In this letter the word “person” includes any person, body or association, corporate or incorporate and “agreement” includes any arrangement whether formal or informal and whether legally binding or not.

Signed: ____________________________________________

Name: ____________________________________________

Telephone No: _____________________________________

Email address: _____________________________________

Position/Status in the organisation: __________________

Date: _____________________________________________