

**REQUEST FOR INFORMATION (RFI)****Title of the RFI:**

Request for Information for Consulting Services for the Review and Optimization of the Sourcing Strategies of United Nations Headquarters Catering Service Requirements

Date of this RFI: 20 January 2021**Closing Date for Receipt of RFI at PD:** 10 February 2021**RFI Number:** RFIJH11363**Address RFI response by fax or e-mail to the Attention of:** Jingsi Huang**Fax Number:** Please send only by email**E-mail Address:** jingsi.huang@un.org**UNSPSC Code:** 80101706, 80141500, 90100000, 90101603**DESCRIPTION OF REQUIREMENTS****BACKGROUND**

The United Nations (UN) is an international organization with a multi-ethnic, multi-lingual population that represents member nations from throughout the world. Food service vendors are expected to demonstrate their ability to meet varied tastes, preferences, and cultural backgrounds of this diverse population.

The UN intends to secure the services of food catering company(ies) starting in January 2023 that demonstrate their experience and success in providing high quality, competitively priced food preparation and catering services to an international clientele as well as experience managing large restaurants and cafeterias.

Approximately 10,000 staff members of over 180 nationalities work in the UN Headquarters (UNHQ) and surrounding buildings. Pre-COVID 19, there were typically approximately 30,000-50,000 additional visitors, who would come to attend the various meetings in the Headquarters buildings. However, in view of the COVID-19 crisis and its expected long-term ramifications, there is uncertainty on the occupancy at UNHQ and its surrounding buildings after the pandemic. Mitigation measures implemented to address the COVID-19 crisis included the majority of UNHQ staff working remotely. It is anticipated that many staff members will continue working off-site for most of the work weeks post the alleviation of COVID-19 safety measures.

The catering contract at UNHQ has been going through different business models throughout the years with different vendors ranging from profit sharing to subsidy. Due to COVID-19, a subsidy model has been adopted. However, the expectation would be to have a sustainable model with the least cost to the organization post COVID-19 in 2023 and beyond.

The United Nations in its efforts to support the SDG goal on environmental sustainability eliminated the use of single-use plastic items from the UNHQ compound effective 3 June 2019. The removal of single-use

plastics from the compound was most apparent at the cafeteria facilities. Single-use plastic items such as plastic water bottles were replaced with glass and aluminium containers, plastic coffee lids with paper lids, and plastic food boxes with cardboard. Additionally, Stainless steel and bamboo cutleries replaced plastic ones. A “Bring Your Own Mug (BYOM)” program was also in place which allows customers to get their 11th cup of coffee for free after purchasing the first 10 cups.

The catering operations in the UN are expected to:

- a. Be financially self-sustainable.
- b. Enable a sustainable environment free of single-use plastic.
- c. Provide a wide variety of wholesome, healthy and nutritionally balanced food choices, including vegetarian and vegan options.
- d. Offer competitively priced meals featuring a varied selection of authentic international and vegetarian cuisines suitable for a multi-cultural clientele.

The following list the current UN catering facilities and services in the complex.

UN Catering Facilities and Services

The existing space, subject to increases or decreases, comprising the UN Catering Facilities, is as follows:

- a. Staff Servicing
 - Riverview Café – Conference Building (4th floor)
 - Lobby Café – Secretariat Building (Lobby)
 - Café de la Paix – South Annex Building (1st basement)
 - UNDC Cafeteria - Development Corporation Building (DC-1) (3rd Floor)
- b. Visitors' Servicing
 - Visitors Café - General Assembly (GA) Building (1st Basement)
- c. Conference Servicing
 - Vienna Café – General Assembly (GA) Building, 1st Basement Conference Area (1,869 square feet)
 - North Delegates' Lounge Bar & Food Service - Conference Building (CB), 2nd Floor (1,822 square feet)
 - Side events deliveries
- d. Delegates' Dining Room (DDR) Complex
 - Delegates' Dining Room (DDR)
 - Private Dining Rooms and West Terrace
 - Delegates' Dining Room (DDR) Kitchen
 - Catering Offices
 - Locker Rooms

Note: The Delegates' Dining Room (DDR) Complex comprises a total of 37,557 square feet and is located on the Fourth Floor of the Conference Building. It is accessible from the Conference Elevators. The catering service provider/(s) is expected to operate an executive-type dining area in the DDR complex for official UN functions and receptions hosted by Permanent Missions to the UN and external parties. The catering service provider/(s) may be called upon to cover special catering needs for high level personalities and other high-level State functions.

External events, such as, corporate dinners, weddings, etc. have been the main profit drivers for the catering operations at the UN.

The DDR is open to staff and the public by reservation for prix-fixed lunch service. External guests would need to be escorted in order to access the DDR.

e. Vending Machines

Currently, there are sixteen (16) sub-contractor owned vending machines offering single-use plastic free water, soft-drinks, juice, coffee, snacks in the UNHQ Complex.

Notes: These machines will have to be replaced if a new catering service provider/(s) is selected.

OBJECTIVES

Consequent to the aforementioned, the Special Services Section (SSS) is considering engaging a consultancy firm (hereafter as the "Consultant") to assist in:

1. The identification of options and recommendations on how to best provide the high quality, diverse food selections with affordable prices to staff and delegates yet also with the least cost to the UN for the new contract starting on 1 January 2023.
2. The analysis of the advantages, disadvantages, and risks of different operating models for the food services in light of external, market factors and internal factors, including infrastructure constraints and labour considerations.
3. The analysis of the provision of environmentally sustainable food and catering operation with the least costs to the UN after the COVID-19 pandemic whether through one or several vendors.
4. The development of various relevant procurement documents including the Statement of Requirements (SOW) and evaluation matrix for the selection of catering services provider(s).

SCOPE OF WORK

The Consultant is expected to do and present the following:

Phase 1 (to be completed by 30 June 2021)

- Meet with key stakeholders (Headquarters Catering Advisory Committee (HCAC), procurement, legal, security) to have in-depth understanding on UN catering/cafeteria requirements and tour the facilities in UNHQ New York to understand current limitations and future requirements.
- Undertake an analysis of external factors and best practices in the industry, particularly given the effects of COVID-19 crisis to the Food Service industry that may potentially limit the options of catering services in 2023 forward, including the collective bargaining agreement affecting the provision of food services in the UN complex.
- Analyse the various business models through the current and prior catering contract and amendments as well as services and offerings currently provided within the UN Secretariat and identify the challenges, issues, and concerns that affect the achievement of objectives of the provision of best self-sustaining catering/cafeteria services.
- Review the catering survey results of staff for possible recommendations on improving the future provision of cafeteria services.
- Analyse the current set up and conduct a feasibility study to propose various options on how to best provide the required services, i.e. whether to have one or multiple contractors, changes to service offerings, set up, etc. based on best practices and a cost benefit, and SWOT analyses of all the options.
- Produce and present options on how to best structure the procurement process for the various services with its cost benefit, and SWOT analyses for each option.
- Present recommendations to achieve the objectives outlined above about the catering set up and services in the UN.

Phase 2 (to be completed by 10 December 2021)

- Provide recommendations on necessary Key Performance Indicators and other internal control mechanisms based on latest best practices to be included in the new contract(s).
- Provide recommendations on possible menu offerings based on the current infrastructure and interests.
- Determine additional requirements such as technology use, recycling and composting requirements, sustainability (eco-friendly) requirements, nutritional intake, and labelling requirements, etc.
- Produce and present bid and selection documents including the Statement of Work document(s), evaluation matrix as well as other relevant documents.
- Develop relevant and qualified vendor lists according to the UN procurement process.
- Develop recommendations on a contract structure so fewer amendments should be anticipated during the duration of the contract.
- As and if required, providing advice on strictly advisory capacity only, and on upon signature of a non-disclosure agreement and declaration of no conflict of interest.

Phase 3 (TBD)

- On an on-call basis, to provide advice if there are technical ambiguities in the evaluation of the proposals received from the prospective vendors, as well as provide clarity and advice on the works and documents produced in Phase 1 & 2 in view of market responses.

ADMINISTRATIVE ARRANGEMENT

The successful consultant is expected to initiate work on the project immediately, upon completion of the selection process. Deliverables may be provided in phases.

The Consultant is expected to work closely with the Chief of the Special Services Section (SSS) and the SSS team as well as under the overall guidance of the Chief of the Facilities and Commercial Activities Services (FCAS).

Briefings and fact-finding interviews and facility visits within the UN will be done at UNHQ in New York City, however most of the work can be done off-site using video conference, telephone, Microsoft Teams, Zoom and other telecommuting technologies.

USE OF INFORMATION

- All costs for preparing a response for the RFI must be covered by the vendor.
- This RFI is a separate and independent process from a solicitation exercise.
- The requested information will only be used by the UN for internal planning purpose, be kept confidential and only authorized personnel will have access to it.
- The response to this RFI will not be used to pre-qualify vendors
- The provided information will not be contractually binding to the vendor.

RFI RESPONSE DELIVERY

- As the objective of this RFI is to both gather information on the latest market and find potential vendors, your willingness and ability to reply will be of mutual benefit.
- The response is to be received no later than 10 February 2021.
- Please email your response to jingsi.huang@un.org.

RFI RESPONSES FORMAT

To keep response format consistent, the responses must be type into Word/PDF document with reference to annexes or attachments, as necessary.

Subsequent to this RFI and the submissions received, the UN may request further information, as necessary, to have a better understanding of the information submitted by your company.

The UN, at its sole discretion, may request responders to this RFI to present their experience, technology and services at a date to be determined with the interested companies responding to this RFI.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

The United Nations is looking for information in the following areas:

- Company profile and services:
 - o A brief general description of your company, its structure, years in business and the line of business dealing with similar services
 - o Brochures and/or methodologies of the related services
 - o A list of recent engagements for providing similar services
 - o Subject matter experts' skills, experiences, and availability on the specific requirement
- Price options:
 - o Please indicate total pricing range for each Phase as well as available pricing models.

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

VENDOR RESPONSE FORM

TO: Jingsi Huang
Email: jingsi.huang@un.org
FAX: Please send only by email

RFI Number: RFIJH11363

FROM:

SUBJECT: Request for Information for Consulting Services for the Review and Optimization of the Sourcing Strategies of United Nations Headquarters Catering Service Requirements

To be filled by the Vendor (All fields marked with an '' are mandatory)*

COMPANY INFORMATION

UNGM Vendor ID Number*:

Legal Company Name (Not trade name or DBA name) *:

Company Contact *:

Address *:

City *:

State:

Country *:

Telephone Number *:

Fax Number *:

Email Address:

Company Website:

We declare that our company fully meets the prerequisites A, B, C, D and E, for eligibility to register with the United Nations as outlined in the paragraph 1 of the RFI INSTRUCTIONS page.

Signature: _____

Date: _____

Name and Title: _____

**** If not already registered with UN Procurement Division, please use the following URL to register at United Nations Global Marketplace (UNGM): www.unqgm.org.**

RFI INSTRUCTIONS

1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (www.ungm.org) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

Prerequisites for Eligibility

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
 - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>), or
 - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

For Registered Vendors: Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

For Vendors Interested in Registration: Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

IMPORTANT NOTICE: Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2) RFI Process

Vendors interested in responding should forward their information (as requested in the RFI) to the United Nations Procurement Division (UNPD) by the closing date set forth in this RFI. *Due to the high volume of communications, UNPD is not in a position to issue confirmation of receipt of RFIs.*

Please note that no further details of the planned solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This RFI is issued subject to the conditions contained in the RFI introductory page available at <https://www.un.org/Depts/ptd/rfi>.