



## Organization for Security and Co-operation in Europe

OSCE Request for Proposal No.  
Provision of Catering and Cafeteria Service to the OSCE – RFP 14/2011

Pre-Proposal Meeting

10 August 2011 and 16 August 2011

The Hofburg, Vienna, Austria

OSCE Participants: **Mr. Bekmurad Astanakulov , Deputy Director for Conference Services, CS**  
**Ms. Selma Bukvic, Associate Procurement Officer, Procurement and Contracting Unit**  
**Ms. Gerhild Kernberger, Procurement Assistant Procurement and Contracting Unit**  
**Mr. Gabriel Stiig , Administrative Assistant, CS**

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Ms. Astanakulov opened the meeting with a short introduction of the OSCE and have shown the cafeterias located on different floors. Ms. Bukvic went over the RFP documents; Section II– Bidding data Sheet, Section III – Technical Proposal Standard Form; Section IV – Financial Proposal Standard Form and reminded the bidders on importance of the submission deadlines and proposal contents.

### Question 1:

Section III-D+E Team for Cafeterias - During the pre-tender meeting, it was mentioned that staff for the Cafeterias shall be presented by 5th of September. Further to that, please advise if the current staff might be overtaken and do you agree if we foresee this staff and costs (we will refer to the costs of the current employer) by this deadline, but keep the right reserved to search for a better appropriated employee(s), if needed, after the result of the bidder?

Answer:

*By the bid submission deadline ( 5 September 2011-12:00) Cv;s (as far as available) and details of the team composition should be include in the proposal.*

*The OSCE does not oblige the bidders to take over the current staff and costs, and it is solely on the bidders to decide if they wish to take over the current staff.*

### Question 2:

Annex A- Cafeteria. Please confirm, that costs of unsold products (left-overs, e.g. sandwiches) are covered by the OSCE due to purchase invoices (of course the contractor will use his full experience to keep these losses at minimum level).

Answer:

*Yes. RFP documents Section IV (Terms of Reference) Para 46 specify that the contractor will be expected to purchase on behalf of the OSCE all food and beverage items which are required for the cafeteria services and that OSCE will reimburse the Contractor of these purchases against the presentation of original invoice. .*

**Question 3:**

Annex C/1+2 - Buffets, receptions and cocktails - Event Catering - Please advise if it possible to offer on group level drinks, foods (based on sample menus) equipment, etc. as lump sum/participant, since this would be in praxis easier for OSCE to calculate the expected and control the invoiced costs too.

*Answer:*

*In addition to the requirements indicted in Annex C1 and 2 please provide as the second option the lump sum quotation per participants*

**Question 4:**

Annex D - Cafeteria operations - Please advise which services does the management fee exactly include (e.g. team leader) and which level is foreseen approximately.

*Answer:*

*OSCE will reimburse all staff costs of personnel that is working on the OSCE premises therefore this should not be included in the management fee.*

**Question 5:**

Annex D - Cafeteria operations - Please advise which tasks has the team leader to fulfil in detail: (i) is, beside English, good German knowledge required too (e.g. also support in Cafeterias); (ii) is full time presence necessary.

*Answer:*

*Team leader is a full time staff working in the cafeteria and at the same time supervising the staff.*

**Question 6:**

Annex D - Cafeteria operations - Please advise if the Staff costs shall only the basis rate per hour/month filled in and based on theses figures you'll calculate add. costs for overtime and 13th+14th month's salary.

*Answer:*

All staff entitlements to be included but to be prorated in the monthly salary

**Question 7:**

Section IV – Para. 6 – Please specify for how many of the 2.200 meetings Catering services are required and what is the max. number of participants attending these receptions (if possible and not too complicated for you, could you send a split of the Catering events per participant groups e.g. up to 50, 51- 100, 101 - 200, >200 persons).

*Answer:*

*It is not possible to split the catering events per participants. OSCE can confirm that annual business volume of event catering for the OSCE is in the range of EUR 140,00.00. Information on the volume of catering services for the OSCE partners are not available. During the pre-proposal meeting, different weekly meeting schedules were provided to the bidders for information only.*

**Question 8:**

Section IV –Para 51 Invoices, Please explain, what will happen with the amount under discussion (we assume that this paragraph won't be relevant for lump sum e.g. per announced number of participants)

Answer:

All invoices prior final payment will have to be certified by the OSCE. OSCE can not provide information now as this will depend on case by case basis.

**Question 9:**

Section IV , Para 55 Accounting – Please confirm that this paragraph is only relevant for the Cafeteria's and not for Catering services.

Answer:

*Para 55 (Accounting), under Section IV is applicable for all service. Does not apply for catering to the OSCE partners for which the financial arrangements will be done directly with them.*

**Question 10:**

Please advise if OSCE has a special form for reporting, reference to the Section IV, Para 56 (Reporting).

Answer:

*No form will be developed together with the future contractor.*

**Question 10:**

Please advise how many storage room is available for the contractor use.

Answer:

*There are two storage rooms available, one of second and one on fifth floor. The size of the storage rooms is approximately 2 square meter, each:*

**Question 11:**

Would it be possible to have a floor plans of each floor.

Answer:

*Yes, floor plans are attached hereto.*

**Note:**

Please be reminded that bidders should provide a detailed description of the proposed approach and work plan for performing the Services outlined in Terms of References – Section III –C.