



## **Organization for Security and Co-operation in Europe**

**The Secretariat**

**Department of Management and Finance**

Kärntner Ring 5-7, A - 1010 Vienna, Austria

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### **REQUEST FOR PROPOSAL NO. 20/2005**

### **PROVISION OF CATERING AND CAFETERIA SERVICES TO THE ORGANIZATION FOR SECURITY AND CO-OPERATION IN EUROPE(OSCE)**

### **Minutes of Pre-Proposal Meeting/Site Visit Held on 7 November 2005**

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In accordance with the provisions of the RFP documents a pre-proposal meeting with site visit was held on November 7, 2005 in Vienna, Austria.

#### Presentation by Procurement Officer

Mr. Almazbek Djanaliev, Procurement Officer of the OSCE Secretariat, opened the meeting by briefing the participants on the tender main objectives and processes, evaluation methodology and contract award procedures (please see presentation in PowerPoint).

The participants were reminded that the Bidders are expected to examine all instructions, forms, terms, and specifications in the RFP Documents. Failure to furnish all information required by the RFP Documents may result in the rejection of their Proposals. Only proposals responding to the requirements in the tender documents will be allowed for financial evaluation. The bidders were also reminded to comply with all other requirements in the tender documents such as submission of their proposals by the established deadline.

#### Presentation by Deputy Director of OSCE Conference Services

Mr. Hans-Michael Plut, Deputy Director for Conference Services, gave a short introduction on the OSCE and affiliated bodies and elaborated on the scope of services.

#### I. Current situation

Currently, the OSCE operates three cafeterias with the support of a commercial catering company on 3 different floors in the Hofburg premises of the OSCE. They are operational during meetings and events of the OSCE to serve delegates with cold and hot drinks and small meals. Premises are not accessible by general public.

#### II. Main objective

The OSCE is looking for a qualified and experienced contractor to provide high quality catering services at the premises of the OSCE Hofburg Conference Services .

The Catering Services shall include:

1. Cafeteria: regular services for delegates and other visitors of OSCE events in all three cafeterias (Segmentgalerie, Neuer Saal, Ratsaal) – during working hours, 90% of weekends closed.
2. Buffet Lunch: providing and delivering buffet lunch of the General Orientation Programme (GO-Programme) at the Hofburg once a month, organized by the OSCE Training Section.

3. Event Catering: providing catering services and servicing receptions and cocktails at request of individual OSCE institutions, OSCE Diplomatic Missions and other partner organizations which wish to conduct their events on the premises rented by the OSCE in Hofburg.

The OSCE Conference Services serve ca. 2,200 meetings per year. The volume of the expected business or number of coffees cannot be predicted.

#### Quality and Standards:

The contractor must be able to prepare off site and deliver both hot and cold food at first-rate quality.

No kitchen is available. Catering company will take over and run the cafeterias. The company is expected to provide the necessary equipment, appliances and supplies for the regular cafeteria operations. The catering company will not be charged rental fee, nor for electricity and utilities. The contractor's prices must be below the market level.

#### Presentation by Senior Training Assistant of OSCE Training Section

Ms. Randa Chammas, Senior Training Assistant of the OSCE Training Section briefed the participants on the General Orientation Programme, organized by the Training Section once a month for new OSCE staff members. Lunch buffet for approx. 30 persons is served on 1<sup>st</sup> day of the Programme. Preliminary order and number of participants will be communicated latest 3 working days prior to the course. The catering company will be provided with the dates of the programme ahead in time.

Ms. Chammas emphasized the difference between Price Schedule 2 (for Event Catering/Bufferet) and Price Schedule 3 (for Cafeteria) in the RFP Documents.

#### Guided Tour

The meeting was followed with a guided tour which was headed by Mr. Plut. The participants were shown the cafeteria locations on the 1<sup>st</sup>, 2<sup>nd</sup> and 5<sup>th</sup> Floor of the Conference Service premises in Hofburg to get an overview of the locations and current equipment/appliances in all three cafeterias.

#### Questions & Answers at Pre-Proposal Meeting

Question: What is meant by "additional documents" as mentioned in the presentation?

Answer: *The bidders are required to submit all information requested in the tender documents and fill in all the forms contained in the tender documents? If the bidders deem necessary to provide some additional information, e.g. photos of offered meals, they are welcomed to do so. If the OSCE would need to get some information in order to clarify the contents of proposal, the bidder can be asked to provide it.*

Question: What is the proposed contract period?

Answer: *The contract is concluded for one year with possibility of two annual extensions. This is driven by the OSCE budget approval process.*

Question: Is there any voucher system currently in place?

Answer: *There is no voucher system and prices are the same for everybody.*

Question: Are there any pre-fixed delivery times?

Answer: *Deliveries are possible at any time (normally early morning). For big conferences,*

*the time slot for the elevator needs to be planned. There are parking facilities outside.*

Question: How big is a regular lunch?

Answer: *Regular lunch next year will be 1x per month with ca. 30 persons on the 1<sup>st</sup> day of the GO-Programme. Programme schedule will be given ahead of time.*

Question: Who is currently delivering stuff like mineral water?

Answer: *Mineral water is taken care of by the OSCE together with the landlord*

Question: Are other caterers also allowed to provide services to the OSCE in Hofburg?

Answer: *Normally the OSCE is catered by one company. There are occasions such as Happy Hours or X-Mas Parties organized by delegations where they get their own drinks, but the caterer provides the food. Sometimes, the food is brought by the delegations.*

Question: Is there a time schedule for completion of the whole process?

Answer: *There is a fixed deadline for submission of proposals. It is expected that the services will commence in January 2006 but it depends on the evaluation, award and contract negotiation processes.*

Question: What is the biggest event organized in the OSCE Conference Services premises?

Answer: *About 500 participants.*

Question: How many staff is currently working in cafeterias?

Answer: *Currently there are about 2.5 staff members for all three cafeterias.*

Question: Is it sufficient to fill the price lists contained in the RFP Documents without sending a standard price list in case of the company does not have one?

Answer: *This requirement was put in the tender documents with an assumption that typically the companies have such price-lists. If the bidder does not have such price-list, it shall fill in the Price Schedule forms.*