



International Organization for Migration (IOM)

The UN Migration Agency

Date: 16.01.2023

## **BID BULLETIN No 1**

*4200388867 -Establishment of a Long-Term Agreement for the Provision of Catering Services*

### **RFP 4200388867**

**Q 1 :** “ Section 4, Technical Evaluation Criteria, pg 19-20: The third technical proposal evaluation section (Management structure and key personnel – Section 3) has a score of 100 “Points obtainable”. However, each of its sub-sections 3.1 and 3.2 appear to have a score of 100 “Points obtainable”, namely 200 “Points obtainable” in total. We understand that each sub-section 3.1 and 3.2 should have a score of 50 “Points obtainable”. Please confirm. “

**A 1 :** The paragraph is counted as one 3.1 with 100 points in total.

**Q 2 :** Key Personnel: It would be useful to provide us with a definition of the term, clarifying particularly whether this refers only to key personnel involved exclusively in the specific production facilities for each lot on a full time basis or also to managers of our company that will be involved and supervise the smooth execution of the project on a non-exclusive/full-time basis.

**A 2:** The key personnel refer to the staff who will be key to the smooth operation as well as administrative procedures of the project (for example production manager, account manager, contact person for orders, contact person for invoicing, safety and quality manager, operations manager for transportation, etc.). It would be useful to highlight who the first and main contact person will be.

**Q 3 :** In pg. 31, 33 and 37 of the RFP there are references to **plastic** forks, knives, spoons, stirrers, single use caps etc. Pursuant to recent national and european legislation (EU Directive 2019/904 and Greek Law 4736/2020, as in force) aiming to phase out single-use plastics for reasons of environmental protection and in accordance with our commitment to sustainability

(also 1.5 of section 1 and 2.5 of section 2 of the RFP), please note that we intend to use sustainable packaging material and/or non-single use/reusable plastics. We understand that you are in agreement with this approach and any reference to plastics means non-single use plastics and/or sustainable packaging material. Please confirm.

**A 3:** We confirm the above. Please note that due to the nature of the sites, a lot of small equipment will have to be provided as single-use.

**Q 4 :** the listed indicative number of fed (indicative population) per point can be increased or decreased: a) when the contract is awarded and b) in the course of it, only by a percentage of 20% up or down, as stated in the n. 4200388867 RFP, where it states (SECTION 2, n. 43) :

**43. Right to vary requirement at time of award**

At the time the contract is awarded, IOM reserves the right to increase or decrease the quantity of services originally specified in Section 5: Terms of Reference, provided this does not exceed the percentages specified in Section 3 Data Sheet, and without any change in the unit prices or other terms and conditions of the proposal and the

And in combination with (SECTION 3, n.43): 43.

**Right to vary requirement at time of award**

The maximum percentage by which quantities may be increased is 20%.  
The maximum percentage by which quantities may be decreased is 20%.

For (a random) example, for LOT 3:

**Prefecture of Kilkis**

Location / Name	Type of Accommodation Site	Coordinates	Indicative population
Nea Kavala Accommodation Center ( Polykastro )	LTAC	Coordinates	1983

The maximum number of feds (indicative population) in this location is stated as **1983**, does this mean that both when the contract is signed and when while it is executed, this number cannot be more than 20%, i.e. 2,380 people or less than 20%, i.e. 1586 people?  
If not, what will be the maximum number and what is the lower possible number of people to be fed at all times?

**A4:** Please see the note in SECTION 5: TERMS OF REFERENCE-*\*The mentioned population no is given only as an indication for the service providers for facilitating the costing of food provision. IOM does not warrant that any quantity mentioned is linked to the actual demand.*

**Q 5 :** According to SECTION 3: DATA SHEET Instructions for proposal submission, pages 14 & 15, it is mentioned that the inner envelopes of the “Technical Proposal” and the “Financial Proposal” shall contain:

***“one soft copy and 1 hard copy/ies of all the duly filled and signed Returnable Proposal Forms and other documentation”.***

Please define the term **soft copy** and specify the physical medium which shall be used. For example, would it be appropriate to submit a soft copy stored in a USB device?

Moreover, please clarify whether it is requested to submit one hard copy marked as “Original” and one hard copy marked as “Copy” **or** one hard copy marked as “Original” and a soft copy which substitutes the hard copy “Copy”.

In conclusion, please verify that each inner envelope of the “Technical Proposal” and the “Financial Proposal” shall contain the **two or three copies** as below:

- 1 soft copy (which substitutes the hard copy “Copy”)
- 1 hard copy “Original”
- 1 hard copy “Copy” (in case the hard copy “Copy” is not substituted by the soft copy)

*A5: It is acceptable to submit the soft copy in USB device. The hardcopy bid will be submitted in one “ Original” and one “Copy”. The soft copy will contain only the original documents.*

**Q6:** According to SECTION 5: TERMS OF REFERENCE

Term 1. SUBJECT – DESCRIPTION OF THE PROJECT, page 21, it is mentioned that

*“Forecast has been made for granting all daily meals (**3 or 5 meals per day**) to the qualifying migrant populations. The **5 meals** should be at least three thousand calories (3000kcal) in total per person and the **3 meals** should be at least two thousand five hundred calories (2500kcal) in total per person.”*

And

according to Term 4: MENU SPECIFICATIONS, 4.1 Daily meal and calories breakdown, pages 34 & 35, it is mentioned that

*“The daily plan will include:*

*5 Meals per Day : breakfast, lunch, dinner and 2 snacks*

*3 Meals per Day : breakfast, lunch and dinner”*

Moreover, at the FPF2A-Breakdown of Daily Menu Cost per Location document,

Note 6: *“Service Providers should take into consideration that the column C “Daily Menu Cost per person” refers to the daily cost for 5 meals per person”*

It is clearly mentioned that the daily menu cost per location should be submitted for 5 meals per person per day.

Please verify that our financial proposal has to be submitted for 5 meals per person per day.

*A6: Correct, financial proposal must be submitted for 5 meals per person per day with provision of breakdown of percentage in prices per meal. E.g. (x% breakfast, x% snack etc.)*

**Q7:**

According to SECTION 5: TERMS OF REFERENCE, Term 4: MENU SPECIFICATIONS, page 34 .It is mentioned that “The service provider will have to provide a sample 7-day menu”, if awarded the contract and prior to its implementation.

Please clarify, if at this point of the tender procedure is requested to submit a sample 7-day menu and if so, does it have to include all menu categories (e.g: emergency menu, diabetic, vegetarian, hypertensive & cardiac disease patients).

*A7: Yes, a sample 7-day menu should be submitted and should include all mentioned categories.*

**Q8:**

In FORM F: ELIGIBILITY AND QUALIFICATION, in section Financial Standing, page 56, It is requested to submit audited financial statements for the fiscal years 2020, 2021, 2022. Please note that the fiscal year-end closing process for 2022 has not been completed yet and the financial statement has not been published. Would it be accepted for the present RFP to submit the turnover balance for 2022 and by the time the financial statement is published to be submitted as well?

*A8: It is acceptable to provide the fiscal years 2019,2020 & 2021.*

**Q9:**

There is no correspondence between the numbering of paragraphs for the technical evaluation criteria on page 19 and the numbering on page 57, for sections 1 & 2. More specifically, on page 19 there are paragraphs 1.1, 1.2, 1.3 while on page 57 there are also 1.4 and 1.5 which are not evaluated. There is also no correspondence between paragraph 1.2 and 1.3 between pages 19 and 57. Regarding section 2, on page 19 there is only paragraph 2.1 while on page 57 there are paragraphs 2.1 to 2.7. Finally, on page 57 there is a double reference for paragraphs 2.2 and 2.5.

*A9: All paragraphs of Sections 1 & 2 in page 57 are part of the Technical Evaluation Criteria in page 19.*

IOM Greece  
Megalou Alexandrou 7, 16452, Argyroupoli  
Athens, Greece