

# **Request for Proposals for the Provision of Cafeteria Services to UNMOGIP**

**UPDATED**

**Site visit and Submission: 30 August 2025**

## **1. Introduction**

The UNMOGIP Post Store is seeking proposals from qualified catering service providers to operate the newly renovated office cafeteria. The selected contractor will be responsible for delivering high-quality food and beverage services while maintaining strict standards of hygiene, occupational health and safety, and operational efficiency. The cafeteria should offer a diverse menu featuring both local and international cuisines with moderate spice levels to cater to varied tastes.

## **2. Objectives**

The primary objectives of this initiative are to provide nutritious, affordable, and delicious meals in a clean and safe environment to approximately 45 UNMOGIP personnel, as well as to personnel from other UN agencies that share the premises. The cafeteria must adhere to international food safety standards and comply with all relevant occupational health and safety regulations. Efficient service is crucial, with minimal waiting times for staff during peak hours. The contractor should also ensure timely delivery of meals to various offices within the premises when required. By leveraging the utility subsidies provided, the contractor is expected to keep prices reasonable without compromising on quality.

The initial contract will be for one year, renewable based on performance, operational requirements and UNMOGIP'S mandate.

## **3. Scope of Requirements**

### **a. Staffing and Management:**

The contractor will manage all aspects of cafeteria operations, including food preparation, service, cleanliness, and safety compliance.

The contractor must employ well-trained and courteous staff. A dedicated manager should oversee daily operations, ensuring compliance with all contractual terms, including hygiene and safety standards. Regular training sessions should be conducted to keep staff updated on the best practices in food safety and occupational health.

### **b. Menu:**

The menu should feature a balanced mix of local and international dishes, accommodate vegetarian and non-vegetarian preferences while keep spice levels moderate. Beverage options should include both hot and cold drinks, prepared and served under strict hygiene protocols. Daily meal services must include breakfast, lunch, and snacks, with the option for special events as and when required

### **c. Hygiene and Food Safety Standards**

The contractor must comply with international and local health regulations, and WHO food safety standards. All kitchen and serving staff must wear appropriate uniforms, gloves, and hairnets, with regular handwashing enforced. Daily cleaning schedules for kitchen equipment, countertops, and dining areas must be strictly followed. Proper waste segregation and disposal systems should be in place, along with pest control measures to prevent contamination. Regular temperature checks for perishable items and routine food quality inspections are mandatory to ensure safety and freshness.

**d. Occupational Health and Safety (OHS) Measures**

The contractor is responsible for implementing comprehensive OHS protocols to safeguard both employees and customers. Slip and fall hazards must be mitigated through anti-slip mats and prompt spill cleanup. Electrical equipment should be regularly inspected to prevent accidents, with proper cable management to avoid tripping hazards. Gas faucet should be closed when not in use to prevent leakage that may cause fire incidents.

In the kitchen, staff must be equipped with cut-resistant gloves, and all machinery should have safety guards. Ergonomic workstations should be provided to prevent strain injuries, and staff must receive adequate breaks to avoid fatigue. A strict "no lone working" policy should apply in high-risk areas such as deep frying or heavy lifting. Personal protective equipment (PPE), including heat-resistant gloves and safety shoes, must be provided to all relevant staff. First aid kits should be easily accessible, and employees must be trained in basic first aid procedures.

**e. Pricing and Affordability**

Given the utility subsidies provided by UNMOGIP, the contractor is expected to offer meals and beverages at competitive prices. Sample pricing should be included in the proposal, with options for combo meals or bulk order discounts. The financial model should reflect cost-efficiency while maintaining high standards of quality and service.

**f. Service Delivery and Efficiency**

The cafeteria must operate with minimal delays, ensuring that orders are fulfilled within 15-20 minutes during peak hours. Meals should be ready at defined times (Breakfast - 7:am, Lunch – 12PM). If meal delivery to offices is required, it should be prompt and efficient. Staffing levels should be adequate to handle rush periods without compromising service quality. The contractor is encouraged to implement a menu timetable and to also propose innovative solutions, such as digital ordering systems, to enhance efficiency.

## **4. Responsibilities**

**a. Contractor**

- The contractor will source all ingredients from approved suppliers, ensuring quality and safety. Freshly available vegetables, milk shakes, fruit bowls and fresh seasonal fruit and juice options should be arranged by the contractor.
- Provide crockery, and table items such as sauces, toothpicks and disposable napkins should be provided by the Contractor.

- Ensure that supplies in stock should be within their shelf life (Expiry Dates).
- Quarterly safety audits must be conducted, with reports submitted to the Welfare Committee.
- Customer feedback should be actively sought and addressed to continuously improve services.
- Provision of all consumable cleaning materials and equipment for the cleanliness.
- The Vending Machine may be arranged by the contractor, including rental of the vending machine.
- Any non-compliance with OHS or food safety standards may result in penalties or contract termination.
- Can provide innovative forms of order fulfillment

**b. UNMOGIP Welfare Committee**

- The Welfare Committee will provide oversight and work with the contractor to ensure proper management of the cafeteria.
- Will conduct trimester hygiene inspection to ensure high standards of food quality, cleanliness, and hygiene in line with health and safety regulations.
- Collect feedback from employees on food variety, pricing, and satisfaction, and communicate necessary improvements to the contractor.
- Will provide the cafeteria space, basic infrastructure, and utilities (electricity, gas, and water) at no cost to the contractor. This support is intended to help keep prices affordable while maintaining high service standards.
- Will ensure that Fire safety measures are in place, fire alarms, adequate ventilations and accessibility to disability inclusion.
- UNMOGIP Welfare Committee reserves the right to reject any food item deemed to be of unsatisfactory quality. In such cases, the contractor shall be required to promptly replace the item with one that meets the agreed-upon quality standards.

**5. Proposal Submission Requirements**

Interested vendors must submit a detailed proposal including their:

**a. Company Profile**

Assesses the company's legitimacy, stability, and relevant industry experience.

**i. Company Profile**

A concise overview of the contractor's business, including its mission, vision, ownership structure, services offered, years in operation, and key achievements or milestones related to food service management.

**ii. Company Registration/Tax Certificates**

Verified documents demonstrating legal business registration, tax compliance, and eligibility to operate.

iii. **Years in Similar Business**

Number of years the company has been providing similar catering or food services, indicating reliability and continuity.

iv. **Experience of Dedicated Project Team**

Qualifications and relevant expertise of the team proposed for the project, ensuring capability in service delivery.

**b. Food Quality**

Evaluates the nutritional value, taste, and diversity of food offerings.

i. **Menu Diversity**

Variety in cuisine options, meal types, and dietary accommodations (e.g., vegetarian, halal, gluten-free).

ii. **Freshness/Nutritional Value**

Use of fresh ingredients, balanced meal preparation, and adherence to nutrition standards.

**c. Pricing**

Analyzes cost-effectiveness and competitiveness of food services.

i. **Menu with Prices**

Detailed pricing structure for all offered menu items; transparency and affordability.

ii. **Discounts/Promotions**

Availability of bulk order discounts, loyalty programs, or seasonal promotional offers.

**d. Hygiene & Safety Compliance**

Measures cleanliness standards and food safety protocols.

i. **Valid Certifications**

Possession of health and safety licenses from relevant authorities (e.g., food handler's permit, certifications).

ii. **Cleaning/Pest Control Plans**

A document outlining regular cleaning schedules and documented pest management procedures to ensure a sanitary environment.

**e. Occupational Health & Safety (OHS) Measures**

Assesses the safety practices in the preparation and serving areas.

i. **Fire/Electrical/Kitchen Safety Protocols**

Presence of fire extinguishers, emergency exits, equipment safety checks, and staff training on emergency procedures.

f. **Service Efficiency**

Evaluates the speed and reliability of food delivery and service.

i. **Order Fulfillment Speed**

Average turnaround time from order placement to delivery, including response to high-volume demands.

ii. **Client References List**

A list of previous or current clients with contact details, who can attest to the contractor's reliability, service quality, professionalism, and performance in managing similar food services.

g. **Innovation**

Recognizes forward-thinking and environmentally friendly practices.

i. **Digital Ordering Systems**

Use of technology such as mobile apps, web portals, or digital menus to streamline ordering.

ii. **Eco-Friendly Packaging**

Use of biodegradable or recyclable materials to reduce environmental impact.

**6. Evaluation Criteria**

Proposals will be evaluated based on Company Profile 20%, Food Quality 20%, Pricing 20%, Hygiene & Safety Compliance 15%, OHS Measures 10%, Service Efficiency 10%, Innovation 5%

**7. Contract Duration and Review**

The initial contract will be for one year, renewable based on performance, operational requirements and UNMOGIP's mandate. Quarterly reviews will assess compliance with hygiene, safety, and service standards.

**8. Premises Visit and Proposal Submission**

To ensure that all potential contractors have a comprehensive understanding of the operational space and logistical needs, site visits are mandatory before submission of proposals.

**Premises Visit:** Interested contractors may visit the UNMOGIP cafeteria premises during official working hours (7:30 to 15:30), before submitting their proposals.

To schedule a visit, please contact the UNMOGIP PX in advance **via email:**  
**[gipstore@comsats.net.pk](mailto:gipstore@comsats.net.pk)**. Or Telephone: 009203315457296.

**Proposal Submission Deadline:** All proposals must be submitted **no later than 30th August 2025** via email to **[gipstore@comsats.net.pk](mailto:gipstore@comsats.net.pk)**.