

CARIBBEAN EXAMINATIONS COUNCIL



REQUEST FOR PROPOSALS

FOR THE PROVISION OF CATERING SERVICES

Issue Date: 9 March 2016

1.0 BACKGROUND

The Caribbean Examinations Council (**CXC**[®]) is seeking Proposals from qualified Caterers to supply catering services for its Script Marking programme during the period 26 June to 15 July 2016.

This document is a Request for Proposals (RFP) for the services outlined in the Terms of Reference and does not obligate **CXC** to accept responses from eligible service providers. This RFP establishes the minimum requirements that a bidder must meet in order to be considered, as well as information to be included in the service provider's bid response. Carefully examine the specifications, conditions and limitations.

The selection of the successful Bidder will be made based on **CXC**'s evaluation and determination of the relative ability of each Bidder to deliver quality service in a cost-effective manner.

The following specific criteria will be evaluated and must be addressed in the Proposal:

- (i) Company History and Organization
- (ii) Management Approach
- (iii) Personnel Selection Process
- (iv) Development, Training and Retention of Personnel
- (v) Cost Proposal and Invoicing
- (vi) References

CXC is not obligated to accept the lowest bid and reserves the right to reject any and all bids or amend the scope of the project. All Bidders must be duly registered or otherwise have the ability to perform work in accordance with all governing authorities and to the satisfaction of those authorities.

2.0 ABOUT CXC

CXC was established by Agreement among English-speaking countries of the Caribbean in 1972. The Council's mission is to provide the Caribbean region with:

- Syllabuses of the highest quality; valid and reliable examinations and certificates of international repute for students of all ages, abilities and interests;
- Services to educational institutions in the development of syllabuses, examinations, and examination administration, in the most cost-effective way.

CXC has offices in Barbados (Headquarters) and in Jamaica (the Western Zone Office), and these operations are managed by the Registrar and the Pro-Registrar with support from senior managers.

CXC offers subjects for examinations for the:

- **Caribbean Advanced Proficiency Examination (CAPE®)** for candidates in sixth form and community colleges;
- **Caribbean Secondary Education Certificate (CSEC®)** at the General and Technical proficiencies;
- The **Caribbean Certificate of Secondary Level Competence (CCSLC®)** a qualification designed to cater for the requirements of territories as they respond to the need for universal secondary education; and
- The Caribbean Vocational Qualification (**CVQ**) a competency-based approach to training, assessment and certification.

Some **CSEC** examinations are taken in January. However, the full complement of **CSEC** and **CAPE** subjects are administered in May-June.

For further information on **CXC**, please visit www.cxc.org.

3.0 TERMS OF REFERENCE

Resource Requirements

The Bidder shall provide catering services for the **CXC** Script Marking programme as follows:

- (a) Meals must be inclusive of vegetarian and other special dietary needs. There are two marking centres and the estimated daily numbers by centre as at this document date are shown in the table below (Please note that confirmation of the numbers will be communicated upon the selection of the caterer):

Dates	Centre #1		Centre #2	
	Break	Lunch	Break	Lunch
26-June 2016	11	11		
27-June 2016	28	28		
28-June 2016	40	40		
29-June 2016	45	45		
30-June 2016	53	53		
1 - 2 July 2016	163	163		
4 - 8 July 2016	656	607	268	261
11 - 15 July 2016	639	590	253	246

Table 1: Approximate Daily Numbers

- (b) Daily provisions are to include a hot meal and two breaks, one mid-morning (10:30 am), the other in the afternoon (3:00 pm). The mid-morning break is to consist of a choice of coffee/tea/juice and a food snack (savory, sweet and fruit) while the afternoon break is hot or cold liquid only. The hot meal (served between 12:00 pm and 2:00 pm) is to consist of a choice of two proteins, starches, vegetables, dessert and water/juice.
- (c) All-day water supply must be provided.
- (d) Equipment, utensils, cutlery and adequate staffing to ensure efficient and timely delivery of service. Lunches should be plated rather than boxed; chinete is acceptable.

General Requirements

The Bidder shall:

1. provide typical weekly lunch and break menus to include the daily meal requirements outlined above;
2. ensure that meals are delivered to the venues by specific times daily in sanitary conditions and in accordance with established standards;
3. ensure that Food Handlers Certificates for all staff involved in the preparation and handling of meals are valid and available for periodic and ad hoc inspection by **CXC**;

4. provide appropriate and necessary management and supervision of all its employees and shall be solely responsible for instituting and effecting disciplinary action of employees not in compliance with the Bidder's procedures, rules, regulations and code of conduct, as well as any other requirements established by the contracting parties;
5. agree to replace, whenever required to do so by **CXC**, any employee considered by **CXC** to be unsatisfactory or undesirable for **CXC**, within the limits of any applicable laws.
6. provide details on how food will be transported to designated venues. Please indicate type and number of vehicles owned and utilized for the delivery of food;
7. provide a list of equipment used in the preparation of meals and the available quantities;
8. provide details of available dry and cold food storage facilities;
9. provide evidence of their capacity and ability to prepare all lunches at Bidder's location;
10. hire, train and deploy competent, employees that meet or exceed **Industry** standards;
11. be responsible for the daily personal appearance of all catering staff and provide appropriate clothing as necessary for the performance of the requirements outlined in this RFP;
12. follow the invoicing frequency and procedures as agreed and all invoices shall clearly identify applicable centre(s) in order to associate the Bidder's actual costs with the centre(s).
13. meet the terms and intent of the specifications of this RFP.

Confidentiality/Non-Disclosure

Bidders are reminded that the information contained in this RFP or accumulated through other written or verbal communication is strictly confidential. It is for Proposal purposes only and is not to be disclosed or used for any other purpose. The obligations set out in this confidentiality agreement shall survive the expiration or termination of the contract.

4.0 PREPARATION OF PROPOSALS

Documents Comprising the Proposal

The Proposal shall comprise the following components:

- RFP Acknowledgement Form (see Appendix A);
- Technical Proposal;
- Cost Proposal.

Proposals not comprising the above components shall be rejected.

Technical Proposal Format

The Bidder shall structure the technical part of its Proposal according to the format set out in Appendix B to this RFP in order to be considered for evaluation. Failure to present the information in the required format will disqualify the bid.

- (a) **Company History and Organization:** Provide a brief company history, mission statement and organizational summary. Include brief biographical information regarding the personnel who would be directly responsible for the administration, management and local supervision of this assignment.
- (b) **Management Approach:** Describe how your firm will be organized to manage this project. Indicate by position or title the person who will have overall responsibility for CXC's account and the support staff that will be assigned to this project.
- (c) **Personnel:** All supervisors provided under this RFP must be trained and experienced, and other personnel qualified to perform the work to which they are assigned and have a Food Handlers Certificate (which will be verified by CXC).
- (d) **Financials:** Last two year's audited financial statements or last two years financial statements accompanied by a certified accountant's report.
- (e) **References:** Provide at least two corporate customers for whom you would have provided a minimum of 300 daily lunches sustained over a one-week period. Reference letters should have been prepared within the last three months and include company name, address, contact person and contact number.
- (f) **Power of Attorney (where applicable).**

NB: The Technical Proposal should not contain any pricing information on the services offered. Pricing information shall be separated and only contained in the Cost Proposal.

Cost Proposal Format

All costs should be stated in Jamaican dollars and should be provided in the format as per the template in Appendix C. While other data might be presented in the Cost Proposal, the above stated form must be completed with the relevant information and submitted with the Proposal.

5.0 ELIGIBILITY REQUIREMENTS

For tenders to be considered, the following must be submitted along with the Proposals:

1. A valid Food Business License issued by the polyclinic for the registered business area under the Ministry of Health.
2. A valid Food Handlers Certificate for the principal person(s) involved in food preparation.

Automatic Exclusion: Proposals shall be automatically excluded for the following reason:

- failure to submit copies of valid Food Business Licence;
- failure to provide copies of Food Handlers Certificates;
- inability to fulfil any aspect of the RFP;
- failure to provide requested documentation;
- submission of false or misleading information;
- bankruptcy or proceedings for a declaration of bankruptcy;
- failure to pay taxes;
- grave professional misconduct by the company or any member of its management team;
- conviction of the company or its management of an offence concerning its professional conduct.

6.0 SUBMISSION OF PROPOSALS

Sealing and marking of Proposals: The Bidder shall seal and mark the tender in one outer (Envelope C) and two inner envelopes (Envelopes A and B), as detailed below.

- **Envelope A** should contain the **Technical Proposal** detailing the personnel to be assigned (with resumes) and an outline of the methodology by which the Bidder intends to achieve the objective of the assignment and perform the functions duties outlined in the RFP, and should be marked “Technical Proposal”.
- **Envelope B** should contain the **Cost Proposal** and should be marked “Cost Proposal”.
- **Envelope C** – the outer envelope – should contain Envelopes A and B and should be addressed as follows:

RFP_Catering_Marking_2016/001: PROVISION OF CATERING SERVICES FOR CXC

The Pro Registrar
Caribbean Examinations Council
Western Zone Office
37 Arnold Road
KINGSTON 5

Envelope C should be **hand-delivered** and deposited in the tender box located in the lobby/Receptionist area of the **CXC** main building at the above address. ***The identity of the Bidder must not be indicated on Envelope C.***

N.B. Failure to follow the above instructions for submission of Proposals will disqualify the bid.

Closing Date: The closing date for submission of tenders is 12:00 noon on 8 April 2016. However, **CXC** may at its own discretion extend the deadline for submission of Proposals and

any addenda or extended deadlines so issued shall form part of the RFP documents and are binding on the Bidder.

Late Proposals: Proposals submitted after the specified time and date **will be rejected**.

Amendment of RFP: At any time prior to the deadline for submission of Proposals, **CXC** may, whether in response to a clarification request or for any other reason, amend the tender documents by issuing an addendum.

Modification and Withdrawal of Proposals: No Proposal may be modified subsequent to the deadline for submission of Proposals neither may it be withdrawn in the interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity as specified in the Clauses, Closing Date and Tender Validity Period respectively. However, the Bidder may withdraw its Proposal after it has been submitted provided that written notice of the withdrawal is received by **CXC** prior to the deadline prescribed for submission of Proposals. The Bidder's withdrawal notice shall be prepared, sealed, marked, and dispatched by the closing date.

Clarification of Request for Proposal: All enquiries must include the reference number and must be directed in writing to the Pro Registrar, Caribbean Examinations Council, at the address above or by e-mail to: tenders@cx.org on or before 30 March 2016. Responses to enquiries shall be communicated promptly to all Bidders without identifying the source of the enquiry or clarification request.

Cost of Tendering: Bidders shall bear all costs associated with the preparation and submission of their Proposals and **CXC** will in no case be responsible or liable for those costs, regardless of the outcome of the tendering process.

Proposal Validity Period: Proposals shall remain valid for a period of at least 90 days after the date of Proposal submission to **CXC**. A Proposal valid for a shorter period may be rejected by **CXC** on the grounds that it is non-responsive.

In exceptional circumstances, **CXC** may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder granting the request will not be required nor permitted to modify its Proposal.

7.0 OPENING, EVALUATION AND ACCEPTANCE OF PROPOSALS

Opening of Proposals: The Evaluation Committee shall open Envelopes C and A during the week of 11 April 2016 at the address stated above.

Clarification of Proposals: To assist in the examination, evaluation and comparison of Proposals, the Committee may at its discretion, ask the Bidder for clarification of its Proposal. Bidders shall respond within two business days. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

Preliminary Evaluation of Proposals: Prior to the detailed evaluation, the Committee shall examine the Technical Proposals to determine whether they are complete, properly signed and

are responsive, that is, that they conform to all the terms and conditions of the RFP without material deviations. **CXC**'s determination of a Proposal's responsiveness is based on the information provided in the Proposal itself without recourse to extrinsic evidence. A Proposal determined as not substantially responsive will be rejected by the Committee and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

N.B. Cost Proposals will not be opened until the Technical Proposals have been evaluated.

Detailed Evaluation of Proposals: A two-step procedure shall be utilized in evaluating the Proposals. Evaluation of the Technical Proposals will be completed prior to any Cost Proposal being opened and compared (Step 1). Only the Cost Proposals of those Bidders receiving a score of at least seventy per cent (70%) in the evaluation of the Technical Proposals will be opened (Step 2). The lowest bid will receive maximum points and all other points will be prorated on a percentage basis.

Technical Proposals will be evaluated using the following criteria:

No.	Criteria	Points Allocated	Points Awarded
1.	Proposed methodology and work plan outlining the Bidder's understanding of the Terms of Reference, taking into consideration the Bidder's perception of the operations and work schedules of CXC		
2.	Provision of the requested information in the required format. <i>(No points will be awarded if this request is not observed.)</i>		
3.	Provision of written references from three companies that the Bidder has provided catering services for.		
4.	Company profile (expertise, experience <i>(in catering for numbers in excess of 400 over a continuous 2-week period)</i> , reputation, capacity, credibility, etc)		
5.	Suitability of assigned personnel for the project		
6.	Menus		

Cost Proposals Evaluation: Only those Cost Proposals of technically responsive bids will be reviewed. Appendix C provides the format of the information that must be provided. However, any other relevant supporting financial information may be provided by the Bidder.

Acceptance of Proposal: The contract will be awarded to the Bidder achieving the highest combined score. However, **CXC** reserves the right at its sole discretion to accept any portion or all items proposed, if deemed in its best interest.

Rejection of Tender: CXC retains the right to reject or accept any or all tenders or to annul the tendering process and reject all tenders at any time prior to award of contract without incurring any liability.

Negotiation of Contract: If negotiation with the successful Bidder does not result in a final agreement, CXC reserves the right to discontinue negotiation with that Bidder and enter into negotiations with other Bidders based on their scores, or to discontinue all negotiations. CXC is not obligated to award any contract as a result of the RFP.

Notification of Results: CXC will notify each Bidder of the outcome of its bid. After the successful Bidder has been notified and furnishes the documents required in the acceptance letter, CXC will notify the other Bidders that their bids have been unsuccessful.

APPENDIX A

RFP2016-001-Catering

ACKNOWLEDGEMENT FORM

To: The Pro Registrar
Caribbean Examinations Council
Western Zone Office
37 Arnold Road
KINGSTON 5

Having examined the Request for Proposal (RFP), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide catering services for the sum as may be ascertained in accordance with the Cost Proposal attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified within the stipulated time frame.

We agree to abide by this Proposal for a period of at least 90 days from the date fixed for opening of Proposals in the RFP, and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We understand that **CXC** is not bound to accept any Proposal received.

Duly authorized to sign the Proposal for and on behalf of:

Name of Bidding Firm: _____

Name of Representative: _____

Company Address: _____

Telephone: _____ Fax: _____

Signature: _____ Date: _____

Affix company stamp here

APPENDIX B

RFP2016-001-Catering: TECHNICAL PROPOSAL

Type of Organization: <i>(Please mark one)</i> If Corporation, state date incorporated:			
<input type="checkbox"/> Sole Proprietor		<input type="checkbox"/> Partnership	
<input type="checkbox"/> Corporation			
Name		Official Capacity	
Company Address		Tel:	
		Fax:	
		E-Mail:	
Company History and Organization:			
Management Approach:			
Personnel:			
Financials:			
Certification:			
Please list three current corporate client references for whom you have provided similar services.			
Name	Address	Contact Person	Contact number

Authorized Signature: _____ Date: _____

APPENDIX C

RFP2016-001-Catering: COST PROPOSAL

Centre	Dates *	No. of Meals	No. of Breaks	Cost JMD\$
#1	26 June 2016	11	11	
	27 June 2016	28	28	
	28 June 2016	40	40	
	29 June 2016	45	45	
	30 June 2016	53	53	
	1 – 2 July 2016	163	163	
	4 – 8 July 2016	607	565	
	11 – 15 July 2016	590	639	
#2	4 – 8 July 2016	261	268	
	11 – 15 July 2016	246	253	
Total				

* See Table 1: Approximate Daily numbers over the duration of the service.

Authorized Signature: _____

DATE: _____