

# INVITATION TO BID (ITB)

## Invitation to Bid for Provision of Provision of food and catering services

ITB Reference No: ITB-BD25-060

Country: Bangladesh.

Date: 01 August 2025

### SECTION 1: LETTER OF INVITATION

International Organization for Migration, hereinafter referred to as IOM, hereby invites prospective bidders to submit a bid in accordance with the General Conditions of Contract and the Schedule of Requirements as set out in this Invitation to Bid (ITB).

To enable you to submit a bid, please read the following attached documents carefully.

Section 1: This Letter of Invitation

Section 2: Instructions to Bidders

Section 3: Data Sheet

Section 4: Evaluation Criteria

Section 5: Schedule of Requirements

Section 6: Conditions of Contract and Contract Forms

Section 7: Bidding Forms

- Form A: Bid Confirmation
- Form B: Checklist
- Form C: Bid Submission
- Form D: Bidder Information
- Form E: Joint Venture/Consortium/Association Information
- Form F: Eligibility and Qualification
- Form H: Price Schedule

If you are interested in submitting a bid in response to this ITB, please prepare your bid in accordance with the requirements and procedure as set out in this ITB and submit it by the deadline for submission of bids set out in Section 3: Data Sheet.

Please acknowledge receipt of this ITB by completing and returning the attached Form A: Bid Confirmation by email to [iomcxbprocure@iom.int](mailto:iomcxbprocure@iom.int) no later than 05 August 2025, indicating whether you intend to submit a bid or not. Should you require further clarifications, kindly communicate with the contact person/s identified in Section 3: Data Sheet as the focal point for queries on this ITB.

We look forward to receiving your bid.

Issued by:

**IOM Supply Chain Unit**

## SECTION 2: INSTRUCTIONS TO BIDDERS

GENERAL	
<b>1. Scope</b>	Bidders are invited to submit a bid for the goods/services/works specified in Section 5: Schedule of Requirements, in accordance with this Invitation to Bid (ITB). A summary of the scope of the bid is included in Section 3: Data Sheet. Bidders shall adhere to all the requirements of this ITB, including any amendment made in writing by IOM. This ITB is conducted in accordance with Policies and Procedures of IOM.
<b>2. Interpretation of the ITB</b>	Any bid submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of the bid by IOM. IOM is under no obligation to award a contract to any bidder as a result of this ITB.
<b>3. Supplier Code of Conduct</b>	All prospective suppliers must read the UN Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: <a href="https://ungm.org/supplier-code-of-conduct">Supplier Code of Conduct (ungm.org)</a> .
<b>4. Eligible bidders</b>	Bidders shall have the legal capacity to enter into a binding contract with IOM. A bidder, and all parties constituting the bidder, may have the nationality of any country with the exception of the nationalities, if any, listed in Section 3: Data Sheet. A bidder shall be deemed to have the nationality of a country if the bidder is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country. All bidders found to have a conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest if they are or have been associated in the past, with a firm or any of its affiliates that have been engaged by IOM to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods, services or works required in the present procurement process. Bidders shall not be eligible to submit a bid if at the time of bid submission: is included in the Ineligibility List, hosted by <a href="https://ungm.org">UNGM</a> , that aggregates information disclosed by Agencies, Funds or Programs of the UN System; is included in the <a href="#">Consolidated United Nations Security Council Sanctions List</a> , including the <a href="#">UN Security Council Resolution 1267/1989 list</a> ; is included in the <a href="#">World Bank Corporate Procurement Listing of Non-Responsible Vendors</a> and <a href="#">World Bank Listing of Ineligible Firms and Individuals</a> ; Other sanctions lists, if applicable, as per the discretion of the IOM.
<b>5. Eligible goods, works and services</b>	All goods, works and/or services to be supplied under the contract shall have their origin in any country apart from the countries, if any, listed in Section 3: Data Sheet, and all expenditures made under the contract will be limited to such goods, works and services. For purposes of this clause, "origin" means the place where the goods are mined, grown, or produced or the place from which the related services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized product result that is substantially different in basic characteristics or in purpose or utility from its components. The origin of goods, works and services is distinct from the nationality of the bidder.
<b>6. Proprietary information</b>	The ITB documents and any specifications, plans, drawings, patterns, samples or information issued or furnished by IOM are issued solely for the purpose of enabling a bid to be completed and may not be used for any other purpose. The ITB documents and any additional information provided to bidders shall remain the property of IOM. All documents which may form part of the bid will become the property of IOM, who will not be required to return them to your firm.
<b>7. Publicity</b>	During the ITB process, a bidder is not permitted to create any publicity in connection with the ITB.
SOLICITATION DOCUMENTS	
<b>8. Clarification of solicitation documents</b>	Bidders may request clarifications on any of the ITB documents no later than the date indicated in Section 3: Data Sheet. Any request for clarification must be sent in writing in the manner indicated in Section 3: Data Sheet. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official. IOM will provide the responses to clarifications through the method specified in Section 3: Data Sheet. IOM shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of IOM to extend the submission date of the bids, unless IOM deems that such an extension is justified and necessary.
<b>9. Amendment of solicitation documents</b>	At any time prior to the deadline of bid submission, IOM may for any reason, such as in response to a clarification requested by a bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders. If the amendment is substantial, IOM may extend the deadline for submission of the bid to give the bidders reasonable time to incorporate the amendment into their bids.

PREPARATION OF BIDS	
<b>10. Cost of preparation of bid</b>	The bidder shall bear all costs related to the preparation and/or submission of the bid, regardless of whether its bid is selected or not. IOM shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
<b>11. Language</b>	The bid, as well as any and all related correspondence exchanged by the bidder and IOM, shall be written in the language(s) specified in Section 3: Data Sheet.
<b>12. Documents comprising the bid</b>	<p>The bid shall comprise the following documents and related forms which details are provided in Section 3: Data Sheet:</p> <ul style="list-style-type: none"> <li>a) Documents establishing the eligibility and qualifications of the bidder;</li> <li>b) Technical bid</li> <li>c) Price Schedule</li> <li>d) Bid Security (if required)</li> </ul>
<b>13. Documents establishing eligibility and qualification s of the bidder</b>	The bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided in Section 7 and providing the documents required in those forms. In order to award a contract to a bidder, its qualifications must be documented to IOM's satisfaction.
<b>14. Technical bid</b>	The bidder is required to submit a technical bid using the form provided in Section 7 and taking into consideration the requirements in the ITB.
<b>15. Price Schedule</b>	<p>The Price Schedule shall be prepared using the form provided in Section 7 and taking into consideration the requirements in the ITB.</p> <p>The prices and discounts quoted by the bidder shall conform to the requirements specified below.</p> <p>All items and lots (if applicable) must be listed and priced separately.</p> <p>The price to be quoted shall be the total price of the bid, excluding any discounts offered.</p> <p>The bidder shall quote any unconditional discounts and indicate the method for their application.</p> <p>The INCOTERM shall be governed by the rules prescribed in the 2020 edition of INCOTERMS, published by The International Chamber of Commerce. The INCOTERM rules and place of destination are specified in Section 5: Schedule of Requirements.</p> <p>Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account unless otherwise specified in Section 3: Data Sheet. A bid submitted with an adjustable price shall be treated as non-compliant and shall be rejected. However, if in accordance with Section 3: Data Sheet, prices quoted by the bidder shall be subject to adjustment during the performance of the Contract, a bid submitted with a fixed price quotation shall not be rejected, but the price adjustment shall be treated as zero.</p> <p>If indicated in Section 3: Data Sheet that bids are being invited for individual contracts (lots) and unless otherwise indicated in Section 3: Data Sheet, prices quoted shall correspond to 100 % of the items specified for each lot and to 100% of the quantities specified for each item of a lot. Bidders wishing to offer any price reduction (discount) for the award of more than one Lot shall specify the applicable price reduction.</p>
<b>16. Bid currencies</b>	<p>All prices shall be quoted in the currency or currencies indicated in Section 3: Data Sheet. Where bids are quoted in different currencies, for the purposes of comparison of all bids:</p> <p>IOM will convert the currency quoted in the bid into the IOM preferred currency, in accordance with the prevailing IOM Operational Rate of Exchange on the date of the bid closure; and</p> <p>In the event that IOM selects a bid for the award that is quoted in a currency different from the preferred currency in Section 3: Data Sheet, IOM shall reserve the right to award the contract in the currency of IOM's preference, using the conversion method specified above.</p>
<b>17. Duties and taxes</b>	<p>The International Organization for Migration is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices shall:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</li> <li><input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes</li> </ul>
<b>18. Bid validity period</b>	<p>Bids shall remain valid for the period specified in Section 3: Data Sheet, commencing on the deadline for submission of bids. A bid valid for a shorter period may be rejected by IOM and rendered non-responsive.</p> <p>During the bid validity period, the bidder shall maintain its original bid without any change, including the availability of the key personnel, the proposed rates and the total price.</p> <p>In exceptional circumstances, prior to the expiration of the bid validity period, IOM may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing and shall be considered integral to the bid.</p> <p>If the bidder agrees to extend the validity of its bid, it shall be done without any change to the original bid, but</p>

	<p>will be required to extend the validity of the bid security, if required, for the period of the extension, and in compliance with Article 19 (Bid Security) in all respects.</p> <p>The bidder has the right to refuse to extend the validity of its bid without forfeiting the bid security, if required, in which case, the bid shall not be further evaluated.</p>
<b>19. Bid Security</b>	<p>A bid security, if required by Section 3: Data Sheet, shall be provided in the amount and form indicated in the Section 3: Data Sheet. The bid security shall be valid for a minimum of thirty (30) days after the final date of validity of the bid.</p> <p>The bid security shall be included along with the bid. If a bid security is required by the ITB but is not found in the bid, the offer shall be rejected.</p> <p>If the bid security amount or its validity period is found to be less than is required by IOM, IOM shall reject the bid.</p> <p>In the event an electronic submission is allowed in Section 3: Data Sheet, bidders shall include a copy of the bid security in their bid and the original of the bid security must be sent via courier or hand delivery as per the instructions in Section 3: Data Sheet.</p> <p>Unsuccessful bidders' bid securities will be discharged/returned as promptly as possible but no later than thirty (30) days after the expiration of the period of bid validity prescribed by IOM pursuant to Article 18 (Bid Validity Period).</p> <p>The bid security may be forfeited by IOM, and the bid rejected, in the event of any, or combination, of the following conditions:</p> <p>If the bidder withdraws its offer during the period of the bid validity specified in Section 3: Data Sheet, or;</p> <p>In the event the successful bidder fails:</p> <p>to sign the Contract after IOM has issued an award; or</p> <p>to furnish the Performance Security, insurances, or other documents that IOM may require as a condition precedent to the effectivity of the contract that may be awarded to the bidder.</p>
<b>20. Joint Venture, Consortium or Association</b>	<p>If the bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for bid, each such legal entity will confirm in their joint bid that:</p> <p>they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, and this will be evidenced by a duly notarised Agreement among the legal entities, which will be submitted along with the bid; and</p> <p>if they are awarded the contract, the contract shall be entered into by and between IOM and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the deadline for submission of bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IOM.</p> <p>If a JV, Consortium or Association's bid is the bid selected for award, IOM will award the contract to the joint venture, in the name of its designated lead entity. The lead entity will sign the contract for and on behalf of all other member entities.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Article 21 (Only one Bid) herein in respect of submitting only one bid.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IOM.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>Those that were undertaken together by the JV, Consortium or Association; and</p> <p>Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
<b>21. Only one bid</b>	<p>The bidder (including the individual members of any Joint Venture) shall submit only one bid, either in its own name or as part of a Joint Venture.</p> <p>Bids submitted by two (2) or more bidders shall all be rejected if they are found to have any of the following:</p> <p>they have at least one controlling partner, director or shareholder in common; or</p> <p>any one of them receive or have received any direct or indirect subsidy from the other/s; or</p> <p>they have the same legal representative for purposes of this ITB; or</p> <p>they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the bid of another bidder regarding this ITB process;</p> <p>they are subcontractors to each other's bid, or a subcontractor to one bid also submits another bid under its name as lead bidder; or some key personnel proposed to be in the team of one bidder participates in more than one bid</p>

	received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one bid.
<b>22. Alternative bids</b>	<p>Unless otherwise specified in Section 3: Data Sheet, alternative bids shall not be considered. If submission of an alternative bid is allowed in Section 3: Data Sheet, a bidder may submit an alternative bid, but only if it also submits a bid conforming to the ITB requirements. Where the conditions for its acceptance are met, or justifications are clearly established, IOM reserves the right to award a contract based on an alternative bid.</p> <p>If multiple/alternative bids are being submitted, they must be clearly marked as “Main Bid” and “Alternative Bid”. If no indication is provided as to which bid is the main bid and which is/are the alternative bid(s), then all bids will be rejected.</p>
<b>23. Pre-bid conference</b>	<p>When appropriate, a pre-bid conference will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.</p> <p>If it is stated in Section 3: Data Sheet that the pre-bid conference is mandatory, a bidder which does not attend the pre-bid conference shall become ineligible to submit a bid under this ITB.</p> <p>If it is stated in Section 3: Data Sheet that the pre-bid conference is not mandatory, non-attendance shall not result in disqualification of an interested bidder.</p> <p>IOM will not issue any formal answers to questions from bidders regarding the ITB or bid process during the pre-bid conference. All questions shall be submitted in accordance with Article 41 (Clarification of Bids).</p> <p>The pre-bid conference shall be conducted for the purpose of providing background information only. Without limiting Article 26 (Bidders Responsibility) bidders shall not rely upon any information, statement or representation made at the pre-bid conference unless that information, statement or representation is confirmed by IOM in writing.</p> <p>Minutes of the pre-bid conference will be disseminated as specified in Section 3: Data Sheet. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the minutes of the bidder’s conference or issued/posted as an amendment to ITB.</p>
<b>24. Site inspection</b>	<p>When appropriate, a site inspection will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.</p> <p>If it is stated in Section 3: Data Sheet that the site inspection is mandatory, a bidder who does not attend the site inspection shall become ineligible to submit a bid under this ITB.</p> <p>If it is stated in Section 3: Data Sheet that the site inspection is not mandatory, non-attendance, shall not result in disqualification of an interested bidder.</p> <p>Bidders participating in a site inspection shall be responsible for making and obtaining any visa arrangements that may be required for the bidders to participate in a site inspection.</p> <p>Prior to attending a site inspection, bidders shall execute an indemnity and a waiver releasing IOM in respect of any liability that may arise from:</p> <ul style="list-style-type: none"> <li>loss of or damage to any real or personal property;</li> <li>personal injury, disease or illness to, or death of, any person;</li> <li>financial loss or expense, arising out of the carrying out of that site inspection; and</li> <li>transportation by IOM to the site (if provided) as a result of any accidents or malicious acts by third parties.</li> </ul> <p>IOM will not issue any formal answers to questions from bidders regarding the ITB or bid process during a site inspection. All questions shall be submitted in accordance with Article 8 (Clarification of solicitation documents).</p> <p>A site inspection will be conducted for the purpose of providing background information only. Without limiting Article 26 (Bidders Responsibility), bidders shall not rely upon any information, statement or representation made at a site inspection unless that information, statement or representation is confirmed by IOM in writing.</p>
<b>25. Errors or omissions</b>	<p>Bidders shall immediately notify IOM in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the ITB, with full details of those ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.</p> <p>Bidders shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.</p>
<b>26. Bidders responsibility to inform themselves</b>	<p>Bidders shall be responsible for informing themselves in preparing their bid. In this regard, bidders shall ensure that they:</p> <ul style="list-style-type: none"> <li>examine and fully inform themselves in relation to all aspects of the ITB, including the Contract and all other documents included or referred to in this ITB;</li> <li>review the ITB to ensure that they have a complete copy of all documents;</li> <li>obtain and examine all other information relevant to the project and the scope of the requirements available on reasonable inquiry;</li> <li>verify all relevant representations, statements and information, including those contained or referred to in the ITB or made orally during any clarification meeting or site Inspection or any discussion with IOM, its employees or agents;</li> <li>attend any Pre-bid conference or site inspection if it is mandatory under this ITB;</li> <li>fully inform and satisfy themselves as to requirements of any relevant authorities and laws that apply, or may in the future apply, to the supply of the goods, works and/or services; and</li> <li>form their own assessment of the nature and extent of the goods, works and /or services required as included in Section 5: Schedule of Requirements and properly account for all requirements in their bid.</li> </ul>

	Bidders acknowledge that IOM, its directors, employees and agents make no representations or warranties (express or implied) as to the accuracy, currency or completeness of this ITB or any other information provided to the bidders.
<b>27. No material change(s) in circumstances</b>	The bidder shall inform IOM of any change(s) of circumstances arising during the ITB process, including but not limited to: a change affecting any declaration, accreditation, license or approval; major re-organizational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the bidder or its major sub-contractors; a change to any information on which IOM may rely on assessing bids.
<b>SUBMISSION AND OPENING OF BIDS</b>	
<b>28. Instruction for bid submission</b>	The bidder shall submit a duly signed and complete bid comprising the documents and forms in accordance with requirements in Section 3: Data Sheet. The Price Schedule shall be submitted together with the Technical Bid. The bid shall be delivered according to the method specified in Section 3: Data Sheet. The bid shall be signed by the bidder or person(s) duly authorized to commit the bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or, if requested, a Power of Attorney, accompanying the bid. Bidders must be aware that the mere act of submission of a bid, in and of itself, implies that the bidder fully accepts the IOM General Conditions of Contract.
<b>29. Deadline for bid submission</b>	Complete bids must be received by IOM in the manner, and no later than the date and time, specified in Section 3: Data Sheet. If any doubt exists as to the time zone in which the Bid should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a> . It shall be the sole responsibility of the bidders to ensure that their bid is received by the closing date and time. IOM shall accept no responsibility for bids that arrive late due to the courier company or any technical issues and shall only recognize the actual date and time that the bid was received by IOM. IOM may, at its discretion, extend this deadline for the submission of bids by amending the solicitation documents in accordance with Article 9 Amendment of solicitation documents. In this case, all rights and obligations of IOM and bidders subject to the previous deadline will thereafter be subject to the new deadline as extended.
<b>30. Withdrawal, substitution and modification of bids</b>	A bidder may withdraw, substitute, or modify its bid after it has been submitted at any time prior to the deadline for submission by sending a written notice to IOM, duly signed by an authorized representative and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of bids, by clearly marking them as "WITHDRAWAL", "SUBSTITUTION" OR "MODIFICATION". However, after the deadline for bid submission, the bids shall remain valid and open for acceptance by IOM for the entire bid validity period, as may be extended. Bids requested to be withdrawn prior to the deadline for submission of the bids shall be made available for collection by the bidder that submitted it within 15 days of its withdrawal. Otherwise, IOM shall have the right to discard such bid unopened without further notice to the bidder. IOM shall not be responsible to return the bid to the bidder at IOM's cost.
<b>31. Storage of bids</b>	Bids received prior to the deadline of submission and the time of opening shall be securely kept unopened until the specified bid opening date stated in Section 3: Data Sheet. No responsibility shall be attached to IOM for prematurely opening an improperly addressed and/or identified bid.
<b>32. Bid opening</b>	Bids will be opened by a committee formed by IOM consisting of at least two (2) personnel. Bidders may attend the opening of the bids if stated in Section 3: Data Sheet. The bidders' names, modifications, withdrawals, bid prices, the condition of the envelope labels/seals, the number of folders/files and all other such details as IOM may consider appropriate will be announced at the opening and recorded on the bid opening report, which will be available for viewing only to bidders who have submitted a bid for a period of thirty days from the date of opening. Information not included in the bid opening report will not be provided to bidders. No bid shall be rejected at the opening stage, except for late submissions.
<b>33. Late bids</b>	Any bid received by IOM after the deadline for submission of bids will be destroyed unless the bidder requests that it be returned and assumes the responsibility and expenses for the re-possession of the returned bidding documents. In exceptional circumstances, late bids may be accepted if it is determined that the submission was sent in ample time prior to the bid closing and the delay could not be reasonably foreseen by the bidder or was due to force majeure.
<b>EVALUATION OF BIDS</b>	
<b>34. Confidentiality</b>	Information relating to the examination, evaluation, and comparison of bids, and the recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process, even after publication of the contract award. Any effort by a bidder or anyone on behalf of the bidder to influence IOM in the examination, evaluation and comparison of the bids or contract award decisions may, at IOM's decision, result in the rejection of its bid and may subsequently be subject to the application of prevailing IOM's vendor sanctions procedures.

<b>35. Evaluation of bids</b>	<p>IOM shall evaluate a bid using only the methodologies and criteria defined in this ITB. No other criteria or methodology shall be permitted.</p> <p>IOM shall conduct the evaluation solely based on the bids received according to the evaluation criteria in Section 4.</p> <p>Evaluation of bids shall be undertaken in the following steps:</p> <p>Preliminary examination</p> <p>Evaluation of eligibility and qualification</p> <p>Evaluation of technical bids</p> <p>Evaluation of prices of bids found to be substantially compliant</p> <p>After completion of the evaluation, but prior to award, IOM shall conduct a post-qualification assessment of the bidder recommended for the award (if pre-qualification was not done) as per Article 40 (Post-qualification).</p>
<b>36. Preliminary examination</b>	<p>IOM shall examine the bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the bids are generally in order, among other indicators that may be used at this stage. IOM reserves the right to reject any bid at this stage.</p>
<b>37. Evaluation of eligibility and qualification</b>	<p>The eligibility and Qualification of the bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in Section 4: Evaluation Criteria and in Article 4 (Eligible Bidders).</p>
<b>38. Evaluation of technical bids</b>	<p>Technical evaluation will be conducted to establish substantial compliance, as per the criteria included in Section 4: Evaluation Criteria. When the bid varies in one or more aspect/s from the minimum technical specifications and/or delivery requirements specified in Section 5: Schedule of Requirements, the bid will not be considered substantially compliant and will not be evaluated further.</p>
<b>39. Evaluation of prices</b>	<p>The prices of bids found to be substantially compliant will be compared to identify the most substantially compliant bid which represents the lowest overall costs to IOM.</p>
<b>40. Post-qualification</b>	<p>IOM reserves the right to undertake a post-qualification assessment, aimed at determining, to its satisfaction, the validity of the information provided by the bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <p>Verification of accuracy, correctness and authenticity of the information provided by the bidder;</p> <p>Validation of the extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team;</p> <p>Inquiry and reference checking with Government entities with jurisdiction over the bidder, or with previous clients, or any other entity that may have done business with the bidder;</p> <p>Inquiry and reference checking with previous clients on the performance on ongoing or completed contracts, including physical inspections of previous works, as deemed necessary;</p> <p>Physical inspection of the bidder's offices, branches or other places where business transpires, with or without notice to the bidder;</p> <p>Other means that IOM may deem appropriate, at any stage within the selection process, prior to awarding the contract.</p>
<b>41. Clarification of bids</b>	<p>IOM may request clarification or further information in writing from the bidders at any time during the evaluation process. The bidders' responses shall not contain any changes regarding the substance or price of the bid, except to confirm the correction of arithmetic errors discovered by IOM in the evaluation of the bids, in accordance with Instructions to Bidders Article 25 (Errors or omissions).</p> <p>IOM may use such information in interpreting and evaluating the relevant bid but is under no obligation to take it into account.</p>
<b>42. Responsiveness of bid</b>	<p>IOM's determination of a bid's responsiveness is to be based on the contents of the bid itself. A substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the bidding documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:</p> <p>affects in any substantial way the scope, quality, or performance of the goods, services and/or works specified in the contract; or</p> <p>limits in any substantial way, inconsistent with the bidding documents, IOM's rights or the bidder's obligations under the contract; or</p> <p>if rectified would unfairly affect the competitive position of other bidders presenting substantially responsive bids.</p> <p>If a bid is not substantially responsive, it shall be rejected by IOM and may not subsequently be made responsive by the bidder by correction of the material deviation, reservation, or omission.</p>
<b>43. Nonconformities, reparable errors and omission</b>	<p>Provided that a bid is substantially responsive, IOM may waive any non-conformities or omissions in the bid that, in the opinion of IOM, do not constitute a material deviation. These are a matter of form and not of substance and can be corrected or waived without being prejudicial to other bidders.</p> <p>Provided that a bid is substantially responsive IOM may request the bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the bid.</p>

	<p>Failure of the bidder to comply with the request may result in the rejection of its bid.</p> <p>For bids that have passed the preliminary examination, IOM shall check and correct arithmetical errors as follows: if there is a discrepancy between the unit price and the line-item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of IOM there is an obvious misplacement of the decimal point in the unit price; in which case, the line-item total as quoted shall govern and the unit price shall be corrected;</p> <p>if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and</p> <p>if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>If the bidder that submitted the lowest evaluated bid does not accept the correction of errors, its bid shall be rejected, and its bid security may be forfeited.</p>
<b>44. Right to accept any bid and to reject any or all bids</b>	IOM reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for IOM's action. IOM shall not be obliged to award the contract to the lowest priced offer.
<b>45. Samples</b>	<p>Where required as per Section 5: Schedule of Requirements, free, non-returnable samples shall be provided by the bid submission deadline for evaluation and testing by IOM or their representative, of the item and/or the packing and packaging, prior to any award. Samples will be subject to technical review and laboratory analysis where appropriate. Samples provided to IOM are non-returnable unless otherwise stated. Samples should be marked with the ITB number.</p> <p>If a bidder fails to provide samples or documents requested by IOM in a timely manner, IOM may declare the bid unsuccessful.</p>
<b>AWARD OF CONTRACT</b>	
<b>46. Award criteria</b>	In the event of a Contract award, IOM shall award the contract to a bidder who has been determined as eligible and qualified and whose bid has been determined to be the lowest-priced, substantially compliant offer to the ITB. IOM reserves the right to conduct negotiations with the bidder recommended for the award on the content of their bid.
<b>47. Right to vary requirement at time of award</b>	At the time the Contract is awarded, IOM reserves the right to increase or decrease the quantity of goods, works and/or services originally specified in Section 5: Schedule of Requirements, 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 bid and the bidding document.
<b>48. Notification of award</b>	Prior to the expiration of the period of bid validity, IOM will notify the successful bidder in writing by email, fax or post, that its bid has been accepted. Please note that the bidder, if not already registered at the appropriate level in UNGM, will be required to complete the vendor registration process on the UNGM prior to the signature and finalization of the contract.
<b>49. Debriefing</b>	In the event that a bidder is unsuccessful, the bidder may request a debriefing from IOM. The purpose of the debriefing is to discuss the strengths and weaknesses of the bidder's submission, in order to assist the bidder in improving its future bids for IOM procurement opportunities. The content of other bids and how they compare to the bidder's submission shall not be discussed.
<b>50. Performance security</b>	<p>The successful bidder, if so specified in Section 3: Data Sheet shall furnish performance security in the amount and form specified therein, within the specified number of days after receipt of the contract from IOM. Banks issuing performance securities must be acceptable to the IOM controller, i.e. banks certified by the central bank of the country to operate as a commercial bank. IOM shall promptly discharge the bid securities of the unsuccessful bidders pursuant to Article 19 (Bid Security).</p> <p>Failure of the successful bidder to submit the above-mentioned performance security or sign the contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security. In that event IOM may award the contract to the next lowest evaluated bidder, whose offer is substantially responsive and is determined by IOM to be qualified to perform the contract satisfactorily.</p>
<b>51. Bank guarantee for advance payment</b>	Except when the interests of IOM so require, it is IOM's standard practice not to make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per Section 3: Data Sheet, and if specified there, the bidder shall submit a Bank Guarantee in the full amount of the advance payment. Banks issuing bank guarantees must be acceptable to the IOM controller, i.e., banks certified by the central bank of the country to operate as a commercial bank.
<b>52. Liquidated Damages</b>	If specified in Section 3: Data Sheet, IOM shall apply Liquidated Damages for the damages and/or risks caused to IOM resulting from the Contractor's delays or breach of its obligations as per the Contract.
<b>53. Proposal protest</b>	Any proposer that believes to have been unjustly treated in connection with this proposal process or any contract that may be awarded as a result of such proposal process may submit a complaint to <a href="mailto:mscu@iom.int">mscu@iom.int</a> .

### SECTION 3: DATA SHEET

The following specific data shall complement, supplement, or amend the Provisions in Section 2: Instructions to Bidders. In case there is a conflict, the provisions herein shall prevail over those in Section 2: Instructions to Bidders.

Ref. Article in Section 2		Specific Instructions / Requirements
1.	Scope	<p>The reference number of this Invitation to Bid (ITB) is ITB-BD25-060.</p> <p>The terms of reference includes the Provision of food and catering services in IOM Cafeteria at Cox's Bazar. as further described in Section 5 of this ITB.</p> <p>Based on the results of this competitive bidding exercise, IOM intends to enter into non-exclusive Long-Term Agreement(s) (LTAs) with the successful bidder(s) for the supply of an indefinite quantity of the specified products in support of IOM's operations. In the event of IOM signing Long Term Agreement(s), the following shall apply:</p> <p>The successful bidder shall accord the same terms and conditions to any other organisation within the International Organization for Migration that wishes to avail of such terms, after written consent from IOM.</p> <p>The expected duration of the LTA is: 2 years. years with the possibility of extension for up to 03 years. additional 01 year. subject to the Supplier's satisfactory performance and competitiveness of prices.</p> <p>The estimated volume to be purchased is: BDT 15,000,000.00. LTAs are considered non-exclusive, and the estimated volume is based on a forecast of needs and does not constitute a commitment to place orders up to the volume.</p> <p>IOM reserves the right to enter into LTAs with more than one supplier and the right to split the award of contracts among the LTA holders if it is in the best interests of IOM.</p> <p>The award of a contract under the LTA Will not be subject to secondary competition among the LTA holders.</p>
4.	Eligible bidders	Bidders from all countries are eligible to bid.
5.	Eligible goods, works and services	Goods, works and/or services with origin in all countries are eligible in this bidding process.
8.	Clarification of solicitation documents	<p>Contact details for clarification of solicitation documents:</p> <p>Focal Person: SUTTICHOTE Thanchanitch.</p> <p>E-mail address: tsuttichote@iom.int.</p> <p><b>ATTENTION: BIDS SHALL NOT BE SUBMITTED TO THE ABOVE ADDRESS BUT TO THE ADDRESS FOR BID SUBMISSION AS SET OUT BELOW (see Data Sheet Article 28).</b></p> <p>Deadline for submitting requests for clarifications/questions:</p> <p>Date: 10-Aug-25</p> <p>Time: 10Am.</p> <p>Time zone: BD Time.</p> <p>Manner of disseminating supplemental information to the ITB and responses/clarifications to queries:</p> <p>Direct communication to prospective bidders by email.</p>
11.	Language	All bids, information, documents and correspondence exchanged between IOM and the bidders in relation to this bid process shall be in English
15.	Price adjustment	The price quoted by the Bidder shall not be subject to adjustment during the performance of the contract.
15.	Partial bids (lots)	Partial bids shall not be allowed. Bidders must quote prices for the total requirement requested under Section 5. Schedule of Requirements. Evaluation will be done for the total requirement.
16.	Bid currencies	Prices shall be quoted in BDT.

17.	Duties and taxes	All prices shall: Be inclusive of VAT and other applicable indirect taxes.
18.	Bid validity period	120 days
19.	Bid security	Not required.
22.	Alternative bids	Not Allowed.
23.	Pre-bid conference	Will not be conducted.
24.	Site inspection	A site inspection will not be held.
28.	Instruction for bid submission	<p>Allowable manner of submitting proposals:</p> <p><input type="checkbox"/> Email</p> <p>Bid submission address: <b>iomcxbprocure@iom.int</b></p> <p><b>PLEASE DO NOT SEND THE EMAILS WITH YOUR BID TO ANY OTHER EMAIL ADDRESS (NOT EVEN AS CC. or BCC).</b></p> <p>File Format: PDF.</p> <p>File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</p> <p>All files must be free of viruses and not corrupted.</p> <p>Max. File Size per transmission: 8 MB.</p> <p>Mandatory subject of email: ITB-BD25-060.</p> <p>If the bid consists of large files, it is recommended that these files be sent in separate emails prior to the submission deadline.</p> <p>Multiple emails must be clearly identified by indicating in the subject line “email no. X of Y”, and the final “email no. Y of Y”.</p> <p>It is recommended that the entire bid be consolidated into as few attachments as possible.</p>
29.	Deadline for bid submission	<p>Date: <b>22-Aug-25</b></p> <p>Time: <b>11AM.</b></p> <p>Time zone: <b>BD Time.</b></p>
32.	Bid opening	<input type="checkbox"/> Public bid opening will not be held
	Expected date for commencement of contract	01-Oct-25
47.	Right to vary requirement at time of award	<p>The maximum percentage by which quantities may be increased is 15%</p> <p>The maximum percentage by which quantities may be decreased is 15%</p>
	Contract award to one or more bidder	<p>IOM will award a contract to:</p> <p>One Bidder Only</p>
50.	Type of contract to be awarded	<p>Long Term Agreement.</p> <p>See Section 6: for sample contract.</p>
51.	Conditions of contract to apply	See Section 6
53.	Advance payment	Not Allowed
54.	Liquidated Damages	<p>Will be imposed as follows:</p> <p>Percentage of contract price per week of delay: 1% up to a maximum of 10% of the Contract value, after which IOM may terminate the contract.</p>

## SECTION 4: EVALUATION CRITERIA

### Preliminary Examination Criteria

All criteria will be evaluated on a Pass/Fail basis and checked during Preliminary Examination.

Criteria	Documents to establish compliance
Completeness of the bid	1. All documents and technical documentation requested in Section 2: Instructions to Bidders Article 12 have been provided and are complete.  2. All Required documents to establish compliance under Eligibility and Qualification criteria specified in Section 4.
Bidder accepts IOM General Conditions of Contract as specified in Section 6.	Form C: Bid Submission
Bid Validity	Form C Bid Submission

### Eligibility and Qualification Criteria

All criteria will be evaluated on a Pass/Fail basis.

If the bid is submitted as a Joint Venture, Consortium or Association, each member should meet the minimum criteria, unless otherwise specified.

Eligibility Criteria	Documents to establish compliance
Bidder is a legally registered entity	Form D: Bidder Information  The form has to be supported by company's Profile with legal registration, trade license, Business Identification Number (BIN), Tax Identification Number (TIN).
Vendor is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4.	Form C: Bid Submission
No conflicts of interest in accordance with Section 2 Article 4.	Form C: Bid Submission
The bidder has not declared bankruptcy, in not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future	Form C: Bid Submission

Qualification Criteria	Documents to establish compliance
History of non-performing contracts: Non-performance of a contract did not occur as a result of contractor default within the last 3 years.	Form F: Eligibility and Qualification Form
Litigation History: No consistent history of court/arbitral award decisions against the bidder for the last 3 years.	Form F: Eligibility and Qualification Form
Previous Experience:	

Minimum 05 years of relevant experience.	Form F: Eligibility and Qualification Form
Minimum 03. contracts of similar value, nature and complexity implemented over the last 03. years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form F: Eligibility and Qualification Form  Supported by copies of at least 3 POs / Contracts for similar products/orders.

#### Evaluation of Prices

Criteria	Documents to establish compliance
Price comparison shall be based on the landed price, including transportation, insurance and the total cost of ownership (including consumption, installation, training, special packaging, etc., where applicable).	Form H: Price Schedule

## SECTION 5: SCHEDULE OF REQUIREMENTS

### Terms Of Reference

#### The provision of Food and Catering Services for IOM Cox's Bazar Office, Bangladesh

##### (i) Background information.

- The purpose of this TOR is to establish an Agreement for the provision of Food and Catering Services at International Organization for Migration, Cox's Bazar as follows:
- Both Setting up and running a cafeteria for IOM Staff Members and official visitors and Providing food and catering services for conferences/workshops held at IOM premises.
- IOM intends to sign a Two (2) years Agreement, which may be extended at the approval of both parties for an additional one (1) year.
- IOM office in Cox's Bazar is located at the following address: Motel Road, Cox's Bazar.
- There are around 200 personnel in the office.
- The average size of Conferences is between 10 to 30 persons in general and are held regularly in the office compound – around 2-4 conferences are held per month.
- The service provider will not be allowed to take food outside of the IOM compound. The non-respect of this provision will result in the termination of the contract.
- Financial offers: Bidders shall submit individual prices for each item for the cafeteria, as per price Schedule (Form-H).
- Prices can not be changed during the service without prior formal notice to Supply chain unit.

##### (ii) Scope of Work.

#### Cafeteria

##### 1) Responsibilities of the contractor:

- The contractor is responsible for provision of food and beverages for catering purposes including Snacks, hot drinks (tea, coffee, hot chocolate etc.), soft drinks and water and etc, desserts, hot & cold snacks as well as lunch meals for IOM staff.
- The contractor is requested to set-up, serve, dismantle and clean the catering stations, when requested.
- The contractor is requested to provide daily food and catering services, as per IOM working days and operation hours from Sunday through Thursday of each week including the holy month of Ramadan. The proposed time of the required service: from 8h00 – 16h30, lunch from 12h00 – 14h00.
- Weekend days are Fridays and Saturdays. Service may be required during public holidays if they are considered as working days in IOM office, whereas no services will be required during UN holidays.
- The contractor is also expected to designate personnel to provide desk to desk delivery for ordered beverages and meals directly to staff offices, if so requested by IOM, as well as collecting back the used cutlery and cash payment.
- The contractor is responsible for the cleanliness of the cafeteria area, dining area (tables, chairs & floor), utensils and cooking equipment and toilets at the cafeteria area. The contractor's personnel must keep the cafeteria very clean and tidy at all times. The required high level of hygiene standards are listed below.
- The contractor is also responsible for general solid waste collection and disposal to allocated areas outside IOM premises as per standards considering the environmental principals of waste collection and disposal. Recyclable

materials (paper/cardboard, plastic bottles and plastic containers free of food waste, and cans – aluminium and steel), will be separated at the cafeteria level by users, segregated collection bins will be provided by IOM, but the contractor will ensure that the recyclables segregation area are kept clean and with clear and visible instructions on the waste segregation program.

- IOM is responsible to provide the location, furniture, dispenser and all necessary operating equipment for the catering services such as fridge, microwave, cooker, deep fry etc. Bidder will be responsible for serving & providing refillable dishes, forks, knives, bowls, cups etc. Bidder to propose the number and quality of such kitchen accessories.
- Bidders to include in their offer the type and quantity of the different equipment needed - without prices. IOM will assess the equipment list, however, reserves the right to choose what equipment to purchase which the awarded bidder will work with in the cafeteria. The cost of acquisition of the equipment by IOM will NOT be considered in the financial evaluation of the service providers' offers.
- The contractor is responsible to provide clean commercial drinking water for tea, coffee, etc. and cooking purposes. The use of tap water in preparation of food & beverages is not accepted. The contractor will also be responsible for ensuring installation of water dispensers and their cleaning on a regular basis, a minimum every month, and will provide to IOM receipts of disinfection signed by the commercial water contractor as proven evidence.
- The contractor is responsible for the safety, maintenance, and condition of IOM cafeteria facility.
- The contractor is responsible to appoint a contact person that will deal with IOM requests. The contact person or a replacement shall always be available via phone during normal working hours. The contact person or the replacement shall be able to communicate easily in English and Bangla.
- The contractor is responsible to provide the required number of employees, as requested to provide the required services. The contractor should employ its own labourers according to the Bangladesh Labor Law (Catering service).
- The contractor should develop its own work plan to ensure that required catering services are provided in line with the responsibilities assigned above. The contractor is fully responsible for his employees' attitude, hygiene standard (including wearing gloves and hats in the process of food preparation and service) which is complied with the agency law and regulations.
- The contractor should ensure that employees have previous work experience in large cafeterias, hotels, for a period of minimum two years and should have the knowledge and aptitude of preparing food both vegetarian and non-vegetarian.
- The contractor should provide for each employee assigned to this contract with the copy of:
  - valid ID card
  - Certification of no criminal record certificate from the competent security authorities for his employees
  - Health certificates (devoid of communicable and infectious diseases) from the concerned authorities for his employees not only the chef.
- The contractor shall ensure that staff deployed in catering services is free from any infection or communicable diseases (including coronavirus) and arrange their regular Health check Ups at least biannual. The contractor must provide Health certificate for all cafeteria workers Once a year, moreover IOM might ask for the Health certificate of the workers any time.
- The contractor is responsible to provide employees with uniform during working hours. Uniform always must be clean and tidy.
- The contractor is encouraged to send daily e-mails to IOM assigned Admin representative to announce daily promotions.

## **2) General conditions and additional requirements, including maintenance of the cafeteria space, staff, and communication lines.**

The contractor is expected to offer special reduced Food & Beverage prices to IOM personnel and its official visitors.

Food must be prepared in clean, hygienic, and safe conditions, as per the approved menu, inside the IOM premises to ensure the freshness of food. Food should be presented in plates. Other items such as cakes, desserts may be prepared outside of IOM premises and brought to the office as readymade, according to Bangladeshi food hygiene standards.

The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and mopped, after every meal (breakfast, lunch, snacks) and will be disinfected once in a week or as required.

High quality of hygiene, sanitation and safety should be maintained at kitchen and dining halls. All the surrounding area of the canteen premises should be cleaned and washed daily.

The cafeteria will be opened at 8.00 a.m. and will be closed by 4.30 p.m. any changes in the timings needs to be approved by IOM Supply Chain Unit.

Food is served through counters on self-service basis or using the grab and go method as well to be provided to the IOM staff based on the request. The used cutlery to be collected from dining tables to be washed.

After every meal (breakfast, lunch, evening tea and dinner) all the plates, cups, glass ware, spoons, forks, knives etc., are to be collected through the plates-clearing platform with solid waste segregation (3 bins for recyclables and non-recyclable solid waste) and trays clearing trolleys, cleaned in soap solution and hot water and dried or by using the industrial dish washer and kept ready for next meal. All the cookware should also be washed in soap solution and hot water and should be available for use for cooking the next meal. The cleaning material supplied should be of quality approved.

Food, coffee, juice etc. should be served to offices and meetings for Official purposes when required only with standard cups (Ceramic) or glass.

Cleaning of dining tables should be carried out regularly and after each customer use. The wiping cloth should be cleaned and must be stored in a sanitizing solution.

Kitchen to be kept clean all the time and should be washed after cooking every meal with water and soap solution.

IOM premises including the cafeteria area is a smoke free environment and the employees of the contractor and the catering staff are expected to honour this policy.

Moreover, the sale of tobacco products (cigarettes) is not allowed in IOM premises.

The sale of alcohol products and pork-based meals is prohibited in IOM cafeteria.

There will be no single-use plastic items used for catering services within IOM premises.

The full contract period begins on the date of signature of the contract for a period of one year and subject to satisfactory performance may be renewed for another year. It will be renewed through mutual agreement of both parties. The responsibilities of the contractor will be used as a performance indicator in the evaluation process.

The contractor should provide the agreed prices of items contained in the menu. Prices for any additional items should be approved by IOM Office, Cox's Bazar. Contractor is not allowed to change the agreed price of any item on the menu list. Any changes in the price of the menu could be reviewed upon mutual agreement between the contractor and IOM based on the significant change in the pricing at the local market, but not more than twice a year.

Pricing and types of materials in the cafeteria should be agreed by both parties (IOM and the contractor).

**All prices agreed must already be inclusive of all applicable taxes (VAT, etc.)**

The contractor should provide detailed bills for staff members include dates, value, & specification.

The contractor should ensure speed of delivery and high quality of services and food.

The contractor should be responsible for any damage or vandalism caused by his employees inside IOM premises & Cafeteria equipment which are against its existing procedures and safety regulations.

A warning letter will be raised against any default or breach of these terms. After 3rd warning the contract may be terminated.

The contractor should refer to Supply Chain Unit for contractual issues.

**3) IOM Office Cox's Bazar will provide:**

- A cafeteria area in IOM Office Cox's Bazar consisting of:
  - i. Dining area
  - ii. Storage area
  - iii. Kitchen area
  - iv. Covered entrance to the canteen.
- free of charge use of the cooking area by IOM Staff Members and official visitors, including already installed equipment.
- free of charge consumption of water for cleaning
- free of charge consumption of electricity
- **Gas for cooking shall be provided by the contractor.**
- IOM reserves the right to inspect and oversee the functioning of canteen in all respect, with a view to ensure hygiene and efficient services as well as with regards to fulfilment of the terms and conditions of this contract.
- IOM is not responsible for any loss or damage that may occur for materials used and stored inside the cafeteria.
- IOM has the right to terminate the contract at any time by giving one month written notice.
- IOM will have the right to visit the cafeteria at any time during the contract to assess and evaluate the contractor's compliance with the contract terms.

**4) The menu for official orders will be as per price schedule (Form-H) and Staff Menu to be prepared for breakfast, snacks, lunch as per standard and staffs' preference in coordination with NSAC.**

**5) Minimum hygiene and health required standards:**

- Raw materials received are branded ones and stored properly.
- Food prepared properly and stored properly under Hygienic conditions.
- Prepared items covered properly. When delivering F&B to staff office, the Food & Beverage plates and cups covered decently throughout delivery; till it reaches clients.
- Utensils are properly cleaned.
- Floors are hygienically cleaned.
- All cafeteria staff are to wear clean uniform.
- All kitchen staff are in clean uniform with name tags and wearing gloves and caps.
- Potable Drinking water cups arrangements neatly done.
- Utensil washing area is properly maintained.
- Dining hall, chairs and tables in cafeteria properly cleaned.
- All items as per Menu provided.
- All items in orderly and Presentable manner
- Fingernails of the canteen staff are trimmed and clean. Daily personal hygiene is observed by the cafeteria staff.
- Storage area/ fridge is clean.
- Exhaust system is working.
- Garbage disposal done regularly in line with the environmental requirements by the service provider.
- The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases, including COVID-19, and arrange their regular Health check Ups at least biannual. Awarded supplier must provide Health certificate for all cafeteria workers.

- In view of the COVID pandemic, all staff employed by the contractor must go through a temperature check when entering the IOM office compound as well as must sanitize their hands at the time of entering the IOM compound and wear clean masks all the time within the perimeters of the IOM compound (not only in the kitchen area). Providing the masks will be the responsibility of the contractor. IOM reserves the right to deny the entrance of the contractor's staff in case s/he is not wearing a mask. In case of any of the contractor's staff working in the IOM compound got infected with COVID, the contractor shall immediately inform the IOM contract manager accordingly and take immediate appropriate action.

## **6) Prices and Payment.**

- a) All prices shall be in BDT, already be inclusive of all applicable taxes (VAT, etc.)
- b) Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the contract (e.g. to include delivery, supply and installation (if not already present) of equipment, maintenance of canteen area, salary of personnel, all overhead cost and profit margin).
- c) For the cafeteria services mentioned above, the customers will make payments directly at the counter by Cash or by cards (Visa/Master). IOM as a legal person will not pay for the cafeteria services, only customers as natural persons.

### **Catering Service for Conferences**

#### **1) Responsibilities of the contractor:**

The contractor is responsible for the provision, delivery, preparation and distribution of meals and drinks during meetings, trainings, conferences, and workshop sessions organized within the compound of IOM Office, Cox's Bazar as required.

Contractor shall be responsible for arranging the official dinner/lunch/tea/coffee breaks.

IOM will inform the contractor of the exact date of the conference, the number and time of meals (Coffee breaks, Refresher Drinks and Warm Buffet Lunch) requested and any specific requirements, etc. minimum 3 working days before the conference event takes place.

Weekend days are Fridays and Saturdays. Service may be required during public holidays if they are considered as working days in IOM office, while no services will be required during UN holidays.

Contractor shall prepare the food in IOM's premises. Contractor shall use IOM's kitchenette and kitchen equipment, as necessary for the preparation of the meals.

Service provider to include in their offer the type and quantity of the different equipment needed - without prices. IOM will assess the equipment list, however, reserves the right to choose what equipment to purchase which the awarded bidder will work with in the cafeteria. The cost of acquisition of the equipment by IOM will NOT be considered in the financial evaluation of the bidders' offers.

The contractor is responsible to provide clean commercial drinking water for tea, coffee, etc. for cooking purposes. The use of tap water in preparation of meals & drinks is not accepted.

The contractor is responsible to appoint a contact person that will deal with IOM requests. The contact person or a replacement shall always be available via phone during normal working hours. The contact person or the replacement shall be able to communicate easily in English and Bangla.

The contractor is responsible to provide with the required number of employees, as requested to provide the required services. The contractor should employ its own staff's according to the Bangladesh Labour Law. (Catering service).

The contractor should develop its own TORs to ensure that required catering services are provided in line with the responsibilities assigned above. The contractor is fully responsible for his employees' attitude, hygiene standard

(including wearing gloves and hats in the process of food preparation and service) which is complied with the agency law and regulations.

Food must be prepared in clean, hygienic, and safe conditions, as per the previously approved menu.

High quality of hygiene, sanitation and safety should be maintained in the kitchen of the canteen.

Food is served in a buffet system basis through counters or self-service basis using the grab and go method; The used/delivered cutlery needs to be hygiene, clean & standard.

After every meal (morning/afternoon snacks, lunch) all the plates, cups, glassware, spoons, forks, knives etc., are to be collected by the contractor's assigned personnel.

Food, coffee, juice etc. should be served only with standard dish/cups (Ceramic) or glass.

Dishes, mugs, cups, glasses, trays, and cutlery will be provided by the service provider.

## **2) Meal Plan, Cancellations and Conditions of the Contract**

The standard meal plan for the conferences is as follows:

a. Coffee Breaks: 2 breaks per day (1 per half day), with coffee, tea, and snacks. Sample menu selection must be provided separately with technical documents and should be in line with Annex B of this tender.

Morning coffee break in general will be held at 10:30 to 10:45; afternoon coffee break will be held in general from 15:00 to 15:15

b. Refresher Drinks: 1 litre of water per day per participant (0.5 litre bottled per half day)

c. Warm Buffet Lunch: sample menu selection has to be provided separately with technical documents and should be in line with the technical evaluation section. Warm Buffet Lunch will be held in general from 12:00 to 14:00.

### **The exact same meals/drinks shall be offered for the catering service menus as for the cafeteria,**

All meals will be served in the meeting room, which will be the responsibility of the contractor, therefore contractor must deploy personnel, dishes, glasses/cups, cutlery, serving trays/food warmers, etc. in the meeting room. Service provider to offer the number of quantities of those items.

#### **- Cancellation of previously ordered meals:**

- Morning coffee break and morning refresher drink: IOM shall be able to cancel free of charge up to 30% of the number of meals previously ordered, if such cancellation request is communicated (in written and verbally) to contractor before 9:00am on the day of the conference.
- Warm Buffet Lunch: IOM shall be able to cancel free of charge up to 30% of the number of meals previously ordered, if such cancellation request is communicated (in written and verbally) to contractor before 10:00am on the day of the conference.
- Afternoon coffee break and morning refresher drink: IOM shall be able to cancel free of charge up to 30% of the number of meals previously ordered, if such cancellation request is communicated (in written and verbally) to contractor before 12:00pm on the day of the conference.

IOM premises including the conference area is a smoke-free environment and the employees of the contractor are expected to honour this policy.

Moreover, the delivery of tobacco products (cigarettes) is not allowed into IOM premises.

The delivery of alcohol products and pork-based meals is prohibited in IOM premises.

There will be no single-use plastic items used for catering services within IOM premises.

The full contract period begins on the date of signature of the contract for a period of one year and subject to satisfactory performance may be renewed for another year. It will be renewed through mutual agreement of both parties. The responsibilities of the contractor will be used as a performance indicator in the evaluation process.

The contractor should provide the agreed prices of items contained in the menu. Contractor is not allowed to change the agreed price of any item on the menu list. Any changes in the price of the menu could be reviewed upon mutual agreement between the contractor and IOM based on the significant change in the pricing at the local market, but not more frequent than twice a year.

The contractor should provide detailed bills after providing the catering service including the date, quantity and unit price per meal (morning snack / lunch / afternoon snack), total value, Purchase Order number.

The contractor should ensure speed of delivery and high quality of services and food.

The contractor should be responsible for any damage or vandalism caused by his employees inside IOM premises which are against its existing procedures and safety regulations.

A warning letter will be raised against any default or breach of these terms. After 3rd warning the contract may be terminated.

The contractor should refer to Supply Chain Unit for contractual issues. Focal points will be communicated to the awarded bidder.

IOM will have every right to inspect and oversee the functioning of the kitchen of the canteen in all respect, with a view to ensure hygiene and efficient services as well as with regards to fulfilment of the terms and conditions of this contract.

IOM has the right to terminate the contract at any time by giving one month written notice.

**3) In order to prepare the sample morning and afternoon snack menu, as well as to prepare the sample buffet lunch menu, please consult technical evaluation section in this document.**

#### **4) Minimum hygiene required standards**

- Raw materials received are branded ones and stored properly.
- Food prepared properly and stored properly under Hygienic conditions.
- Prepared items covered properly. When delivering Food & Beverage to workshop/seminar/meeting, the Food & Beverage plates and cups covered decently throughout delivery; till it reaches clients.
- Utensils are properly cleaned.
- All kitchen staff are in clean uniform with name tags and wearing gloves and caps.
- Potable Drinking water cups arrangements neatly done.
- All items as per approved Menu provided.
- All items in orderly and Presentable manner.
- Fingernails of the canteen staff are trimmed and clean.
- Storage area/ fridge is clean.
- Service provider will be responsible at its own cost for garbage disposal in line with the environmental requirements.
- The contractor shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular Health check Ups at least biannual. Awarded contractor must provide Health certificate for all workers.
- In view of the COVID pandemic, all staff employed by the contractor must go through a temperature check when entering the IOM office compound as well as must sanitize their hands at the time of entering the IOM compound and wear clean masks all the time within the perimeters of the IOM compound (not only in the kitchen area). Providing the masks will be the responsibility of the contractor. IOM reserves the right to deny the entrance of the contractor's staff in case s/he is not wearing a mask. In case of any of the contractor's staff working in the

IOM compound got infected with COVID, the contractor shall immediately inform the IOM contract manager accordingly and take immediate appropriate action.

#### **5) Prices and Payment.**

- a) All prices shall be in BDT, already be inclusive of all applicable taxes (VAT, etc.)
- b) Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the contract (e.g. to include delivery, supply of equipment, salary of personnel, all overhead cost and profit margin).
- c) Payment of catering services for training/meeting/workshop etc. shall be made by IOM within 30 days of receipt of the invoice issued to IOM by the contractor, verified by IOM.
- d) While the conference catering service will be ordered and paid by IOM (not by individuals), contractor shall offer the same special reduced Food & Beverage prices as for the canteen.

#### **6) Responsibilities of IOM:**

IOM will provide:

- A fully equipped kitchen, with sufficient capacity to ensure both activities (catering service and canteen)
- The dining, toilet, area, and covered entrance for the canteen.
- All furniture for the cafeteria.
- Utilities (electricity/water) except Gas for stove & Drinking water. Gas for cooking shall be provided by the contractor.
- Water dispensers (already installed in IOM compound)

## SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS

### 6.1 Contract Form with General Conditions of Contract

#### SERVICE AGREEMENT

Between

the International Organization for Migration

And

[Name of the Service Provider]

On

[Type of Services]

This Service Agreement is entered into by the **International Organization for Migration**, an organization which is part of the United Nations system, Mission in [XXX], [Address of the Mission], represented by [Name, Title of Chief of Mission etc.], hereinafter referred to as “**IOM**,” and [Name of the Service Provider], [Address], represented by [Name, Title of the representative of the Service Provider], hereinafter referred to as the “**Service Provider**.” IOM and the Service Provider are also referred to individually as a “**Party**” and collectively as the “**Parties**.”

#### 1. Introduction and Integral Documents

- 1.1 The Service Provider agrees to provide IOM with [insert brief description of services] in accordance with the terms and conditions of this Agreement and its Annexes, if any.
- 1.2 The following documents form an integral part of this Agreement: [add or delete as required]
  - (a) **Annex A** - Bid/Quotation Form
  - (b) **Annex B** - Price Schedule
  - (c) **Annex C** - Delivery Schedule and Terms of Reference
  - (d) **Annex D** - Accepted Notice of Award (NOA)

#### 2. Services Supplied

- 2.1 The Service Provider agrees to provide to the IOM the following services (the “**Services**”):

[Outline services to be provided. Where relevant, include location and how frequently etc. services are to be provided. List all the deliverables and their date of submission, if applicable. Description needs to be as detailed as possible to provide for a reliable yardstick to measure compliance. It may be necessary to attach a description of the Services as an Annex.]
- 2.2 The Service Provider shall commence the provision of Services from [date] and fully and satisfactorily complete them by [date].
- 2.3 The Service Provider agrees to provide the Services required under this Agreement in strict accordance with the specifications of this Article and any attached Annexes.

#### 3. Charges and Payments

- 3.1 The all-inclusive Service fee for the Services under this Agreement shall be [currency code] [amount in numbers] ([amount in words]), which is the total charge to IOM.
- 3.2 The Service Provider shall invoice IOM upon completion of all the Services. The invoice shall include: [services provided, hourly rate, number of hours billed, any travel and out of pocket expenses, (add/delete as necessary)]

- 3.3 Payments shall become due [insert number of days in numbers] ([write figure in words]) days after IOM's receipt and approval of the invoice. Payment shall be made in [Currency code] by [bank transfer] to the following bank account: [insert the Service Provider's bank account details].
- 3.4 The Service Provider shall be responsible for the payment of all taxes, duties, levies and charges assessed on the Service Provider in connection with this Agreement.
- 3.5 IOM shall be entitled, without derogating from any other right it may have, to defer payment of part or all of the Service fee until the Service Provider has completed to the satisfaction of IOM the services to which those payments relate.

#### 4. Warranties

4.1 The Service Provider warrants that:

- (a) It is a company financially sound and duly licensed, with adequate human resources, equipment, competence, expertise and skills necessary to provide fully and satisfactorily, within the stipulated completion period, all the Services in accordance with this Agreement;
- (b) It shall comply with all applicable laws, ordinances, rules and regulations when performing its obligations under this Agreement;
- (c) In all circumstances it shall act in the best interests of IOM;
- (d) No official of IOM or any third party has received from, will be offered by, or will receive from the Service Provider any direct or indirect benefit arising from the Agreement or award thereof;
- (e) It has not misrepresented or concealed any material facts in the procurement of this Agreement;
- (f) The Service Provider, its staff or shareholders have not previously been declared by IOM ineligible to be awarded agreements by IOM;
- (g) It has or shall take out relevant insurance coverage for the period the Services are provided under this Agreement;
- (h) It shall abide by the highest ethical standards in the performance of this Agreement, which includes not engaging in any discriminatory or exploitative practice or practice inconsistent with the rights set forth in the Convention on the Rights of the Child;
- (i) The Price specified in this Agreement shall constitute the sole remuneration in connection with this Agreement. The Service Provider shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Agreement or the discharge of its obligations thereunder. The Service Provider shall ensure that any subcontractors, as well as the personnel and agents of either of them, similarly, shall not receive any such additional remuneration.
- (j) It shall respect the legal status, privileges and immunities of IOM as an intergovernmental organization, such as inviolability of documents and archive wherever it is located, exemption from taxation, immunity from legal process or national jurisdiction. In the event that the Service Provider becomes aware of any situation where IOM's legal status, privileges or immunities are not fully respected, it shall immediately inform IOM.
- (k) It must not employ, provide resources to, support, contract or otherwise deal with any person, entity or other group associated with terrorism as per the most recent Consolidated United Nations Security Council Sanctions List and all other applicable terrorism legislation. If, during the term of this Agreement, the Service Provider determines there are credible allegations that funds transferred to it in accordance with this Agreement have been used to provide support or assistance to individuals or entities associated with terrorism, it will inform IOM immediately who in consultation with the donors as appropriate, shall determine an appropriate response.

- 4.2 The Service Provider warrants that it shall abide by the highest ethical standards in the performance of this Agreement, which includes not engaging in any fraudulent, corrupt,

discriminatory or exploitative practice or practice inconsistent with the rights set forth in the Convention on the Rights of the Child. The Service Provider shall immediately inform IOM of any suspicion that the following practice may have occurred or exist:

- (a) a corrupt practice, defined as the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the action of IOM in the procurement process or in contract execution;
- (b) a fraudulent practice, defined as any act or omission, including a misrepresentation or concealment, that knowingly or recklessly misleads, or attempts to mislead, IOM in the procurement process or the execution of a contract, to obtain a financial gain or other benefit or to avoid an obligation or in such a way as to cause a detriment to IOM;
- (c) a collusive practice, defined as an undisclosed arrangement between two or more bidders designed to artificially alter the results of the tender process to obtain a financial gain or other benefit;
- (d) a coercive practice, defined as impairing or harming, or threatening to impair or harm, directly or indirectly, any participant in the tender process to influence improperly its activities, or affect the execution of a contract.
- (e) an obstructive practice, defined as (i) deliberately destroy, falsifying, altering or concealing of evidence material to IOM investigations, or making false statements to IOM investigators in order to materially impede a duly authorized investigation into allegations of fraudulent, corrupt, collusive, coercive or unethical practices; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or (ii) acts intended to materially impede the exercise of IOM's contractual rights of access to information.
- (f) any other unethical practice contrary to the principles of efficiency and economy, equal opportunity and open competition, transparency in the process and adequate documentation, highest ethical standards in all procurement activities.

#### 4.3 The Service Provider further warrants that it shall:

- (a) Take all appropriate measures to prohibit and prevent actual, attempted and threatened sexual exploitation and abuse ("SEA") by its employees or any other persons engaged and controlled by it to perform activities under this Agreement ("other personnel"). For the purpose of this Agreement, SEA shall include:
  - 1. Exchanging any money, goods, services, preferential treatment, job opportunities or other advantages for sexual favours or activities, including humiliating or degrading treatment of a sexual nature; abusing a position of vulnerability, differential power or trust for sexual purposes, and physical intrusion of a sexual nature whether by force or under unequal or coercive conditions.
  - 2. Engaging in sexual activity with a person under the age of 18 ("child"), except if the child is legally married to the concerned employee or other personnel and is over the age of majority or consent both in the child's country of citizenship and in the country of citizenship of the concerned employee or other personnel.
- (b) Strongly discourage its employees or other personnel having sexual relationships with IOM beneficiaries.
- (c) Report timely to IOM any allegations or suspicions of SEA, and investigate and take appropriate corrective measures, including imposing disciplinary measures on the person who has committed SEA.
- (d) Ensure that the SEA provisions are included in all subcontracts.
- (e) Adhere to above commitments at all times. Failure to comply with (a)-(d) shall constitute grounds for immediate termination of this Agreement.

#### 4.4 The above warranties shall survive the expiration or termination of this Agreement.

## 5. Assignment and Subcontracting

- 5.1 The Service Provider shall not assign or subcontract the activities under this Agreement in part or all, unless agreed upon in writing in advance by IOM. Any subcontract entered into by the Service Provider without approval in writing by IOM may be cause for termination of the Agreement.
- 5.2 In certain exceptional circumstances by prior written approval of IOM, specific jobs and portions of the Services may be assigned to a subcontractor. Notwithstanding the said written approval, the Service Provider shall not be relieved of any liability or obligation under this Agreement nor shall it create any contractual relation between the subcontractor and IOM. The Service Provider remains bound and liable thereunder and it shall be directly responsible to IOM for any faulty performance under the subcontract. The subcontractor shall have no cause of action against IOM for any breach of the subcontract.

## 6. Delays/Non-Performance

- 6.1 If, for any reason, the Service Provider does not carry out or is not able to carry out its obligations under this Agreement and/or according to the project document, it must give notice and full particulars in writing to IOM as soon as possible. In the case of delay or non-performance, IOM reserves the right to take such action as in its sole discretion is considered to be appropriate or necessary in the circumstances, including imposing penalties for delay or terminating this Agreement.
- 6.2 Neither Party will be liable for any delay in performing or failure to perform any of its obligations under this Agreement if such delay or failure is caused by *force majeure*, such as civil disorder, military action, natural disaster and other circumstances which are beyond the control of the Party in question. In such event, the Party will give immediate notice in writing to the other Party of the existence of such cause or event and of the likelihood of delay.

## 7. Independent Contractor

The Service Provider, its employees and other personnel as well as its subcontractors and their personnel, if any, shall perform all Services under this Agreement as an independent contractor and not as an employee, partner, or agent of IOM.

## 8. Audit

The Service Provider agrees to maintain financial records, supporting documents, statistical records and all other records relevant to the Services in accordance with generally accepted accounting principles to sufficiently substantiate all direct and indirect costs of whatever nature involving transactions related to the provision of Services under this Agreement. The Service Provider shall make all such records available to IOM or IOM's designated representative at all reasonable times until the expiration of 7 (seven) years from the date of final payment, for inspection, audit, or reproduction. On request, employees of the Service Provider shall be available for interview.

## 9. Confidentiality

- 9.1 All information which comes into the Service Provider's possession or knowledge in connection with this Agreement is to be treated as strictly confidential. The Service Provider shall not communicate such information to any third party without the prior written approval of IOM. The Service Provider shall comply with IOM Data Protection Principles in the event that it collects, receives, uses, transfers or stores any personal data in the performance of this Agreement. These obligations shall survive the expiration or termination of this Agreement.
- 9.2 Notwithstanding the previous paragraph, IOM may disclose information related to this Agreement, such as the name of the Service Provider and the value of the Agreement, the title of the contract/project, nature and purpose of the contract/project, name and locality/address of the Service Provider and the amount of the contract/project to the extent as required by its

Donor or in relation to IOM's commitment to any initiative for transparency and accountability of funding received by IOM in accordance with the policies, instructions and regulations of IOM.

## 10. Intellectual Property

All intellectual property and other proprietary rights including, but not limited to, patents, copyrights, trademarks, and ownership of data resulting from the performance of the Services shall be vested in IOM, including, without any limitation, the rights to use, reproduce, adapt, publish and distribute any item or part thereof.

## 11. Notices

Any notice given pursuant to this Agreement will be sufficiently given if it is in writing and received by the other Party at the following address:

**International Organization for Migration (IOM)**

Attn: [Name of IOM contact person]

[IOM's address]

Email: [IOM's email address]

**[Full name of the Service Provider]**

Attn: [Name of the Service Provider's contact person]

[Service Provider's address]

Email: [Service Provider's email address]

## 12. Dispute resolution

12.1. Any dispute, controversy or claim arising out of or in relation to this Agreement, or the breach, termination or invalidity thereof, shall be settled amicably by negotiation between the Parties.

12.2 In the event that the dispute, controversy or claim has not been resolved by negotiation within 3 (three) months of receipt of the notice from one party of the existence of such dispute, controversy or claim, either Party may request that the dispute, controversy or claim is resolved by conciliation by one conciliator in accordance with the UNCITRAL Conciliation Rules of 1980. Article 16 of the UNCITRAL Conciliation Rules does not apply.

12.3 In the event that such conciliation is unsuccessful, either Party may submit the dispute, controversy or claim to arbitration no later than 3 (three) months following the date of termination of conciliation proceedings as per Article 15 of the UNCITRAL Conciliation Rules. The arbitration will be carried out in accordance with the 2010 UNCITRAL arbitration rules as adopted in 2013. The number of arbitrators shall be one and the language of arbitral proceedings shall be English, unless otherwise agreed by the Parties in writing. The arbitral tribunal shall have no authority to award punitive damages. The arbitral award will be final and binding.

12.4 The present Agreement as well as the arbitration agreement above shall be governed by the terms of the present Agreement and supplemented by internationally accepted general principles of law for the issues not covered by the Agreement, to the exclusion of any single national system of law that would defer the Agreement to the laws of any given jurisdiction. Internationally accepted general principles of law shall be deemed to include the UNIDROIT Principles of International Commercial Contracts. Dispute resolution shall be pursued confidentially by both Parties. This Article survives the expiration or termination of the present Agreement.

### **13. Use of IOM Name**

The official logo and name of IOM may only be used by the Service Provider in connection with the Services and with the prior written approval of IOM.

### **14. Status of IOM**

Nothing in or relating to the Agreement shall be deemed a waiver, express or implied, of any of the privileges and immunities of the International Organization for Migration as an intergovernmental organization.

### **15. Guarantee and Indemnities**

15.1 The Service Provider shall guarantee any work performed under this Agreement for a period of 12 (twelve) months after final payment by IOM under this Agreement.

15.2 The Service Provider shall at all times defend, indemnify, and hold harmless IOM, its officers, employees, and agents from and against all losses, costs, damages and expenses (including legal fees and costs), claims, suits, proceedings, demands and liabilities of any kind or nature to the extent arising out of or resulting from acts or omissions of the Service Provider or its employees, officers, agents or subcontractors, in the performance of this Agreement. IOM shall promptly notify the Service Provider of any written claim, loss, or demand for which the Service Provider is responsible under this clause. This indemnity shall survive the expiration or termination of this Agreement.

### **16. Waiver**

Failure by either Party to insist in any one or more instances on a strict performance of any of the provisions of this Agreement shall not constitute a waiver or relinquishment of the right to enforce the provisions of this Agreement in future instances, but this right shall continue and remain in full force and effect.

### **17. Termination**

17.1 IOM may terminate this Agreement at any time, in whole or in part.

17.2 In the event of termination of this Agreement, IOM will only pay for the Services completed in accordance with this Agreement unless otherwise agreed. Other amounts paid in advance, if any, will be returned to IOM within 7 (seven) days from the date of termination.

17.3 Upon any such termination, the Service Provider shall waive any claims for damages including loss of anticipated profits on account thereof.

### **18. Severability**

If any part of this Agreement is found to be invalid or unenforceable, that part will be severed from this Agreement and the remainder of the Agreement shall remain in full force.

### **19. Entirety**

This Agreement embodies the entire agreement between the Parties and supersedes all prior agreements and understandings, if any, relating to the subject matter of this Agreement.

### **20. Special Provisions (Optional)**

Due to the requirements of the Donor financing the Project, the Implementing Partner shall agree and accept the following provisions:

[Insert all donor requirements which must be flown down to IOM's implementing partners and subcontractors. In case of any doubt, please contact LEGContracts@iom.int]

## 21. Final clauses

- 21.1 This Agreement will enter into force upon signature by both Parties. It will remain in force until completion of all obligations of the Parties under this Agreement unless terminated earlier in accordance with Article 17.
- 21.2 Amendments may be made by mutual agreement in writing between the Parties. Amendment of the provisions of Article 2.2 (Service commencement/completion dates) or Article 3.1 (Service fee) shall be made through an amendment to this Agreement signed by both Parties.

Signed in duplicate in English, on the dates and at the places indicated below.

*For and on behalf of*

The International Organization  
for Migration

Signature

*For and on behalf of*

[Full name of the Service Provider]

Signature

---

Name

Position

Date

Place

---

Name

Position

Date

Place

## **SECTION 7: BIDDING FORMS**

**Form A: Bid Confirmation**

**Form B: Checklist**

**Form C: Bid Submission**

**Form D: Bidder Information**

**Form E: Joint Venture / Consortium / Association Information (If Applicable)**

**Form F: Eligibility and Qualification**

**Form H: Price Schedule**

## FORM A: BID CONFIRMATION

Please acknowledge receipt of this ITB by completing this form and returning it by email to the address, and by the date specified, in the Letter of Invitation.

To: Insert name of contact person

Email: Insert contact person's email - do not enter secure bid email address

From: Insert name of bidder

Subject ITB reference [Click or tap here to enter text.](#)

Check the appropriate box	Description
<input type="checkbox"/>	<b>YES</b> , we intend to submit a bid.
<input type="checkbox"/>	<b>NO</b> . We are unable to submit a competitive offer for the requested goods/works/services at the moment

If you selected NO above, please state the reason(s) below:

Check applicable	Description
<input type="checkbox"/>	The requested goods/services are not within our range of supply
<input type="checkbox"/>	We are unable to submit a competitive offer for the requested products at the moment
<input type="checkbox"/>	The requested products are not available at the moment
<input type="checkbox"/>	We cannot meet the requested specifications
<input type="checkbox"/>	We cannot offer the requested type of packing
<input type="checkbox"/>	We can only offer FCA prices
<input type="checkbox"/>	The information provided for bidding purposes is insufficient
<input type="checkbox"/>	Your ITB is too complicated
<input type="checkbox"/>	Insufficient time is allowed to prepare a bid
<input type="checkbox"/>	We cannot meet the delivery requirements
<input type="checkbox"/>	We cannot adhere to your terms and conditions e.g. payment terms, request for performance security, etc.. Please provide details below.
<input type="checkbox"/>	Sustainability criteria/requirements are too stringent (if applicable)
<input type="checkbox"/>	We do not export
<input type="checkbox"/>	We do not sell to the UN
<input type="checkbox"/>	Your volume is too small and does not meet our order quantity
<input type="checkbox"/>	Our production capacity is currently full
<input type="checkbox"/>	We are closed during the holiday season
<input type="checkbox"/>	We had to give priority to other clients' requests
<input type="checkbox"/>	We do not sell directly but through distributors
<input type="checkbox"/>	We have no after-sales service available
<input type="checkbox"/>	The person handling the bids is away from the office
<input type="checkbox"/>	Other (please provide reasons below):
Further information: <a href="#">Click or tap here to enter text.</a>	
<input type="checkbox"/>	We would like to receive future ITBs for this type of goods
<input type="checkbox"/>	We don't want to receive ITBs for this type of goods

Questions to the bidder concerning the reasons for NO BID should be addressed to IOM phone [Click or tap here to enter number.](#), email [Click or tap here to enter text.](#)

## FORM B: CHECKLIST

This form serves as a checklist for preparation of your bid. Please complete the returnable bidding forms in accordance with the instructions and return them as part of your bid submission: No alteration to the format of forms shall be permitted and no substitution shall be accepted.

Before submitting your bid, please ensure compliance with the instructions in Section 2: Instructions to Bidders and Section 3: Data Sheet.

### Technical bid:

<b>Have you duly completed all the returnable bidding forms?</b>	
▪ Form C: Bid Submission	<input type="checkbox"/>
▪ Form D: Bidder Information	<input type="checkbox"/>
▪ Form E: Joint Venture/Consortium/Association Information (If Applicable)	<input type="checkbox"/>
▪ Form F: Eligibility and Qualification	<input type="checkbox"/>
▪ Company Profile, legal registration documents, trade license, BIN, TIN.	<input type="checkbox"/>
▪ Copies of at least 3 POs / Contracts for similar products/orders within last 3 years	
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>
<b>Have you provided the required documents in support of Form D: Bidder Information?</b>	<input type="checkbox"/>

### Price Schedule:

▪ Form H: Price Schedule	<input type="checkbox"/>
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# FORM C: BID SUBMISSION

Name of bidder:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
ITB reference:	ITB-BD25-060.		

We, the undersigned, offer to supply the goods and related services required for IOM in accordance with your Invitation to Bid No. ITB-BD25-060. We hereby submit our bid, which includes this Technical Bid and Price Schedule.

## BIDDER'S DECLARATION OF CONFORMITY<sup>1</sup>

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I hereby represent and warrant that neither the Supplier, nor any person having powers of representation, decision-making or control over it or any member of its administrative, management or supervisory body, has been the subject of a final judgement or final administrative decision for one of the following reasons: bankruptcy, insolvency or winding-up procedures; breach of obligations relating to the payment of taxes or social security contributions; grave professional misconduct, including misrepresentation, fraud; corruption; conduct related to a criminal organisation; money laundering or terrorist financing; terrorist offences or offences linked to terrorist activities; child labour and other trafficking in human beings, any discriminatory or exploitative practice, or any practice that is inconsistent with the rights set forth in the Convention on the Rights of the Child or other prohibited practices; irregularity; creating or being a shell company.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier is financially sound and duly licensed.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has adequate human resources, equipment, competence, expertise and skills necessary to complete the contract fully and satisfactorily, within the stipulated completion period and in accordance with the relevant terms and conditions.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier complies with all applicable laws, ordinances, rules and regulations.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will in all circumstances act in the best interests of IOM.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that no official of IOM or any third party has received from, will be offered by, or will receive from the Supplier any direct or indirect benefit arising from the contract.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has not misrepresented or concealed any material facts during the contracting process.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will respect the legal status, privileges and immunities of IOM as an intergovernmental organization.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that neither the Supplier nor any persons having powers of representation, decision-making or control over the Supplier or any member of its administrative, management or supervisory body are included in the most recent Consolidated United Nations Security Council Sanctions List (the "UN Sanctions List") or are the subject of any sanctions or other temporary suspension. The Supplier will immediately disclose to IOM if it or they become subject to any sanction or temporary suspension.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier does not employ, provide resources to, support, contract or otherwise deal with any person, entity or other group associated with terrorism as per the UN Sanctions List and any other applicable anti-terrorism legislation.

<sup>1</sup> This form is mandatory to fill in and sign by every vendor who submits quotation

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that, the Supplier will apply the highest ethical standards, the principles of efficiency and economy, equal opportunity, open competition and transparency, and will avoid any conflict of interest.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier undertakes to comply with the Code of Conduct, available at <a href="https://www.ungm.org/Public/CodeOfConduct">https://www.ungm.org/Public/CodeOfConduct</a> .
<input type="checkbox"/>	<input type="checkbox"/>	It is the responsibility of the Supplier to inform IOM immediately of any change to the information provided in this Declaration.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier I certify that I am duly authorized to sign this Declaration and on behalf of the Supplier I agree to abide by the terms of this Declaration for the duration of any contract entered into between the Supplier and IOM.
<input type="checkbox"/>	<input type="checkbox"/>	IOM reserves the right to terminate any contract between IOM and the Supplier, with immediate effect and without liability, in the event of any misrepresentation made by the Supplier in this Declaration.

Signature: \_\_\_\_\_

Name:

Click or tap here to enter text.

Title:

Click or tap here to enter text.

Date:

Click or tap to enter a date.

## FORM D: BIDDER INFORMATION

**Vendor No.:** \_\_\_\_\_  
(IOM Internal Use)

### Company Details

Registered Vendor Name\*: \_\_\_\_\_  
 Tax Organization Type\*: \_\_\_\_\_  
 Supplier Type\*: \_\_\_\_\_  
 Company Web Site: \_\_\_\_\_  
 Tax Country\*: \_\_\_\_\_  
 Taxpayer ID/Tax Registration No\*: \_\_\_\_\_  
 Products and/or Services: \_\_\_\_\_

### Additional Information

UNGM No.: \_\_\_\_\_  
 UNPP No.: \_\_\_\_\_  
 Is your Entity Women Owned?:  Choose an item.  
 Is your Entity Disability Inclusive?:  Choose an item.  
 Commitment to Antiracism: Choose an item.  
 Does your entity agrees with UN Supplier Code of Conduct: Choose an item.  
 Is the Bank Account Certificate added as attachment?: Choose an item.

### Address\*

Street Name and House No. \_\_\_\_\_  
 ZIP/Postal Code\* \_\_\_\_\_  
 City\* \_\_\_\_\_  
 Region\* \_\_\_\_\_  
 Country\* \_\_\_\_\_

### Contact Information for communications

First Name\*: \_\_\_\_\_  
 Last Name\*: \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Email\*: \_\_\_\_\_

#### IMPORTANT

All fields marked with \* are mandatory.  
 The form will be returned if mandatory field/s is/are empty  
 The Vendor Name should match ID or registration documents

### Other Contacts

First Name\*: \_\_\_\_\_  
 Last Name\*: \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Email\*: \_\_\_\_\_

Will this person have a role in Wave? Choose an item.  
 If yes, what will be that role? Choose an item.

First Name\*: \_\_\_\_\_  
 Last Name\*: \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Email\*: \_\_\_\_\_

Will this person have a role in Wave? Choose an item.  
 If yes, what will be that role? Choose an item.

I hereby certify that the information above are true and correct. I am also authorizing IOM to validate all claims with concerned authorities.

Printed Name\*: \_\_\_\_\_

Signature\*: \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

	List of attachments
<input type="checkbox"/>	Taxpayer ID/Tax registration number certificate.
<input type="checkbox"/>	Business License
<input type="checkbox"/>	Id. of the owner
<input type="checkbox"/>	Signed UN Supplier Code of Conduct
<input type="checkbox"/>	Proof of women ownership share of the company
<input type="checkbox"/>	Evidence of commitment to anti-racism
<input type="checkbox"/>	Evidence of entity's disability inclusive policy
<input type="checkbox"/>	Other: _____

FORM E: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION (If Applicable)

Name of bidder:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
ITB reference:	ITB-BD25-060.		

To be completed and returned with your bid if the bid is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	The proposed proportion of responsibilities (in %) and type of goods, works and/or services to be performed
1	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.
3	Click or tap here to enter text.	Click or tap here to enter text.

<b>Name of leading partner</b>  (with authority to bind the JV, Consortium, and Association during the ITB process and, in the event a contract is awarded, during contract execution)	Click or tap here to enter text.
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------

We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture **OR** ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to Click or tap here to enter text for the fulfilment of the provisions of the Contract.

Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# FORM F: ELIGIBILITY AND QUALIFICATION FORM

Name of bidder:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
ITB reference:	ITB-BD25-060.		

***If JV/Consortium/Association, to be completed by each partner.***

## **History of Non- Performing Contracts**

<input type="checkbox"/> No non-performing contracts during the last 3 years			
<input type="checkbox"/> Contract(s) not performed in the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

## **Litigation History** (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (state currency)	Contract Identification	Total Contract Amount (state currency)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

## **Previous Relevant Experience**

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the bidder, or that of the bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken and role (Contractor, sub-contractor or consortium member)

*Bidders may also attach their own Project Data Sheets with more details for assignments above.*

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

## Financial Standing

<b>Annual Turnover for the last 3 years</b>	Year	Currency	Amount
	Year	Currency	Amount
	Year	Currency	Amount
<b>Latest Credit Rating (if any), indicate the source and date.</b>			

<b>Financial information</b> (state currency)	<b>Historic information for the last 3 years</b>		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio (current assets/current liabilities)			

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the bidder or party to a JV, and not a sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

FORM H: PRICE SCHEDULE

Name of bidder:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
ITB reference:	ITB-BD25-060.		

Bidders shall fill in these Price Schedule Forms in accordance with the instructions indicated.

Category	#	Details	Price
Breakfast	1	Fresh Fruit Juice, Toasted Bread , (2.Slice) With Jam Butter, Egg, Chicken Sausage/French Toast	
	2	Bangladeshi Breakfast - Parata, Mixed Vegetable, Egg (any Style )	
	3	Cheese Omlet	
	4	Egg Omelet	
	5	Scramble Two Egg with cheese	
	6	Hash Brown Potato with cheese	
	7	Beef Bacon two pcs	
	8	Pan Cake with maple syrup /Honey	
Salad	1	Chef 's Salad	
	2	Russian Salad	
	3	Chicken Cashew Nut Salad	
	4	Chickpeas Salad	
	5	Fresh Green Salad	
Soup	1	Cream of Mushroom Soup	
	2	Cream of Pumpkin Soup	
	3	Thai Soup	
Steak	1	T-Bone Served with (mashed Potato& Sautéed Vegetable Almighty steak grilled with the bone 320gm	
	2	Beef Steak Served with (mashed Potato& Sautéed Vegetable)	
Mixed Menu	1	Grilled Chicken Served with Rice & Sautéed Vegetable	
	2	Beef Stroganoff (Served with Rice)	
	3	Beef with oyster Sauce (Served with Rice)	
	4	Seafood Chowmein	
	5	Spaghetti Bolognese	
	6	Spaghetti Carbonara	
Sea-food	1	Whole Grilled Red Snapper (per100gm) Served with (mashed Potato& Sautéed Vegetable)	
	2	Grilled fish fillet. Served with mashed Potato & Sautéed Vegetable	
	3	King Fish Steak. Served with Rice / Mashed Potato, Sautéed Vegetable	
	4	Grilled King Prawn 2pcs. Served with Rice , Sautéed Vegetable	
	5	Grilled Pomfret /Coral Fish. Served with Rice , Sautéed Vegetable	
	6	Squid Basil Leaf . Served with Rice	
Ala-Carte Menu	1	Plain Nan	
	2	Garlic /Butter Nan	
	3	Steamed Rice	
	4	Egg Fried Rice	
	5	Chicken Jal Fry	
	6	Beef Kalo Bhuna 300gm	
	7	Mutton Rezala300gm	
	8	Pomfret Fry/Dopiaza /Coral	
	9	Prawn Masala 6pcs	
	10	Sautéed Vegetable	
	11	Green Vegetable (Thai Style)	
	12	Mixed Vegetable (Bangla Style)	
	13	Thick Dal	

BBQ	1	Beef Boti Kebab 8pcs (Served With Butter Nan)	
	2	Whole Mutton Roast per kg	
	3	Chicken Reshmi Kebab 6pcs (Served With Butter Nan)	
	4	Tandoori Chicken ¼ (Served With Butter Nan)	
	5	Chicken Boti Kebab 6pcs (Served With Butter Nan)	
Fast Food	1	Beef Cheese Burger (Served with French Fries)	
	2	Tuna Sandwich Served with French Fries	
	3	Chicken Sandwich Served with French Fries	
	4	Club Sandwich Served with French Fries, coleslaw salad	
	5	Special Sandwich	
	6	Vegetable Cheese Sandwich Served with French Fries	
	7	Spring Roll 6pcs	
	8	Prawn Tempura 6pcs	
	9	Seafood Shashlik 2Stick Served with French Fries	
	10	Fried Chicken 3pcs Served with French Fries	
	11	Fruit Cake 1pcs	
	12	Plain Cake 1pcs	
	13	Chocolate /Plain Doughnut 1pcs	
	14	Vegetable Pakura 1pcs	
	15	Vegetable Singara	
	16	French Fries	
DESSERT	1	Fresh Fruit Salad	
	2	Cream Caramel	
	3	Sour Yogurt	
	4	Sweet Yogurt	
	5	Fresh Fruit Platter	
Cold Beverage	1	Fresh Orange Juice	
	2	Fresh Water Melon Juice	
	3	Fresh Papaya Juice	
	4	Fresh Lemon Juice	
	5	Imported Coke Can	
	6	Imported Perrier big	
	7	Soft Drinks Can (Local)	
	8	Coke - Served in Glass	
	9	Mineral Water 500ml	
	10	Mineral Water 1000ml	
Hot Beverage	1	Choice of Tea English, earl grey, Black, Green	
	2	Nescafe	
	3	Espresso	
	4	Cappuccino	

Banquet Menu	1	Main Course: Special salad 2 kind of Bhorta Steam Rice Pomfret Fry Chicken Dopiazza Mixed Vegetable Dal Tarka Dessert Seasonal Fruits Salad Mineral Water	
	2	Main Course Special salad Plain Polao Chicken Roast Mutton Rezala Chinese Vegetable Dessert Cream caramel Mineral Water	
	3	Main Course Mixed Green Salad 2 kind of Bhorta Steam Rice Beef Kalo Bhuna Sorisha Ilish Thick Dal Vegetable Dessert Rice pudding Mineral Water	
	4	Main course Special salad Raita Salad Mutton Biryani Sami Kebab Chicken Roast Pickle Soft Drinks Mineral Water	
	5	Main Course Nan Plain Rice Chicken Tikka Kebab Tandoori Pomfret Beef sheek kebab Stir fry vegetable Dal Makhani Special salad Raita Salad Dessert Sweet Yogurt Mineral Water	
	6	Main Course: Chef special assorted Caravan salad bar Fried Rice Nan Whole Grilled Fish Grilled chicken Beef stroganoff Chicken Butter Masala Assorted Vegetable Dal Tarka Mineral Water	

	7	Main Course Mixed Fried Rice Steam Rice Fried Chicken Sweet & Sour Fish Beef with Oyster Mixed Vegetable (Thai) Mineral Water	
	8	Main Course Nan Chicken Fried Rice Thai Fried Chicken Crab hot Sauce Prawn Garlic Sauce Stir fry vegetable Mineral Water	
	9	Main course Nan Seafood Fried Rice Seafood Noodles Squid Fried Grilled seafood Shashlik Grilled King Prawn Red Snapper Grilled Fillet Sautéed Vegetable Mineral Water	
	10	Main Course Fried Rice Mutton Rezala Fried Chicken Stir fry vegetable Mineral Water	
Set Snacks Menu	1	Chicken sandwich(01 pc) Cookies Tea/coffee water	
	2	Singara Fruits Cake Tea/coffee Water	
	3	Vegetable Pakura(02 pcs) Plain cake Tea/coffee water	
	4	Spring roll(02 pcs) Apple Tart Tea/coffee water	
	5	Mini Sandwich Chicken Drum stick Tea/coffee Water	
	6	Chicken wings(02pcs) Chicken Patties Tea/coffee water	
	7	Chicken lollipop(02 pcs) Marble Cake Tea/coffee water	
	8	Chicken Shashlik(1) Cookies Tea/coffee Water	

Set Lunch Menu	1	Soup Of The Day Grilled Red Snapper Roasted Potato Sautéed Vegetable Green Vegetable Fresh Green Salad Fried Rice Nan	
	2	Cream Of Mushroom Soup Grilled Chicken Sautéed Vegetable Fried Rice Green Vegetable Mixed Green Salad Roasted Pumpkin Nan	
	3	Chef Special Soup Grilled King Prawn Grilled Mixed Vegetable Egg Fried Rice Watercress Vegetable Mixed Green Salad Rose Mary Potato Nan	
	4	Minestrone Soup Grilled King fish fillet Roasted Potato Sautéed Vegetable Green Vegetable Fresh Green Salad Fried Rice Nan	
	5	Chicken Corn Soup Fried Sea Fish Sautéed Vegetable Fried Rice Green Vegetable Oriental Salad Roasted Pumpkin Nan	
	6	Chef Special Soup Chicken Butter Masala Mixed Vegetable Egg Fried Rice Kangkong with Oyster Mixed Green Salad Potato Wedges Nan	
	7	Thai Soup Bangla Traditional Beef Mazbani Chana Dal with beef bones Steam Rice Fresh Green Salad Nan	
	8	Clear Vegetable Soup Small Fish with low Dal Plain Rice Green Vegetable Oriental Salad Nan	

	9	Chef Special Soup Chicken Reshmi Kebab Mixed Vegetable Egg Fried Rice Kangkong with Oyster Mixed Green Salad Nan	
	10	Seafood Soup Shrimp with Beans Mixed Vegetable Green Vegetable Fresh Green Salad Dal Nan	
	11	Roasted Pumpkin Soup Tuna Fish Shashlik Sautéed Vegetable Fried Rice Green Vegetable Oriental Salad Nan	
	12	Chef Special Soup Tandoori Chicken Mixed Vegetable Egg Fried Rice Kangkong with Oyster Mixed Green Salad Nan	
	13	Steam Rice Chicken Curry Fresh Green Salad Vhorta DAL	
	14	Plain Rice Beef Bhuna Alo Vhorta Salad Dal	
	15	Plain Rice Egg Curry Vhorta Dal	
	16	Chicken Bireyani Egg Roast Salad	
	17	Chicken Bhuna Khichuri	
	18	Plain Rice Fish Fry Vhorta Dal	

Signature: \_\_\_\_\_

Name:

Title:

Date: