

# School canteen management Terms of Reference Specifications

January 2023

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## CHAPTER 1: GENERAL PURPOSE OF THE CANTEEN SUPPLY

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The contract's purpose is to select a service provider who will be in charge of preparing and distributing meals and snacks intended for the canteen service of the Lycée Français International de Vientiane (LFIV) on the **Thadeua site** and **the Hadxaykhaos site**.

### **General expectations set for the service provider**

The service provider will manage and operate the service on-site.

The service provider undertakes to provide all the services necessary for the proper functioning of the LFIV canteen service.

The service provider must at all time focus on preparation of the meals so as to ensure a nutritional balance, high quality, hygienic service, and variety of foods.

The meals and services are intended for kindergarten, primary, and secondary school students and the LFIV staff who request the service.

The service provider will interact with several stakeholders of LFIV, particularly the LFIV school management (Head of the establishment/Provvisor, the Director of the Primary, and COGES), the school nurses, and the parents' members of the Nutrition Canteen Commission. For administrative purposes, the service provider will sign the contract directly with the school, represented by APE (Association des Parents d'Eleves), and will relate with the DAF (Directeur administratif et financier) for supporting in registration and payments.

Within the above general expectations, the main missions and obligations of the service provider are:

- the registration of students using the service;
- development of nutritionally balanced menus;
- the supply of meals;
- the preparation of meals;
- the distribution of meals;
- the cleaning the premises and equipment concerned (kitchen and annexes, dining rooms, delivery and evacuation areas, garbage cans), including maintenance of septic tanks.

The service provider must ensure the continuity of the canteen service in all circumstances and is obligated to inform the LFIV of possible difficulties. In the event of repeated breaches (at least two written breaches), the service provider will be liable for termination of the contract.

## CHAPTER 2: MEAL FREQUENCY AND COMPOSITION

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### 2.1 PLACE OF DELIVERY

The place of delivery is the catering area in LFIV, Hadxaykhao school (secondary), and Thadeua school (primary and kindergarten)

### 2.2. TIME AND FREQUENCY OF PROVISION OF MEALS

The contract delivery times overlap with the LFIV academic school year calendar. The LFIV will provide the service provider with the student holiday schedule annually.

The service provider provides lunch daily, from Monday to Friday.

The service will be provided from Monday to Friday from 7:30 a.m. to 3:30 p.m. The lunch service takes place over a time slot from 11:00 a.m. to 1:00 p.m.

The service hours may be modified at the request of the LFIV and differ from the two school establishments.

However, the service provider agrees to operate the restaurant on Lao public holidays or vacations if the school is open and on an exceptional basis and subject to notice given sufficiently in advance by the LFIV.

Due to limited space in the dining areas, the LFIV undertakes to organize the rotation of students' arrivals and their length of stay in the dining areas. The service provider will provide the LFIV with all relevant information to enable it to organize this rotation successfully.

### 2.3. NUMBER OF MEALS

The service provider must offer two services:

- Traditional lunch meals (for both sites)
- Snacks in secondary (potentially in primary<sup>1</sup>).

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<sup>1</sup> The offer of snack for primary is optional, and will have to be based on an assessment to be done by the supplier after award of the contract, pending the analysis of interest from parents.

The current number of students who request meals:

DESCRIPTION	DATA
Total numbers of primary school pupils (at time of going to tender)	375
Total numbers of secondary school pupils (at time of going to tender)	110
Number of school meals taken by teaching and support staff per day	4
<b>Expected total daily school meals are taken per day</b>	<b>489</b>
Approximative number of snacks for the day	30
Current school meal price:	Kindergarten: USD 2.50 Elementary: USD 3.00 Secondary/Teacher: USD 3.20

The above numbers are approximate and will be revised depending on the final student registration numbers each academic year.

**Snacks** are sold during recess periods only for secondary school students. The products sold will be exclusively homemade and take into consideration nutritional balance. The sale of packaged crisps, noodles, sweets, juices, or any other manufactured product will be prohibited.<sup>2</sup>

Cold **drinks** may be offered for sale: water, fresh fruit juice, and milk. Carbonated beverages, soda types, industrial sweetened teas, and sugary drinks will be prohibited from sale. Alcoholic beverages are banned from service and sale.

Hot **drinks** (coffee or tea) may be sold for high school students.

#### 2.4. MEAL STRUCTURE AND COMPOSITION

In alignment with the direction of legal and administrative information of the French administration (Service Public France), the guidelines from the School of Public Health of Harvard on creating a Healthy Eating Plate, with adaptations for use in the Lao context, meals for students and staff will consist of:

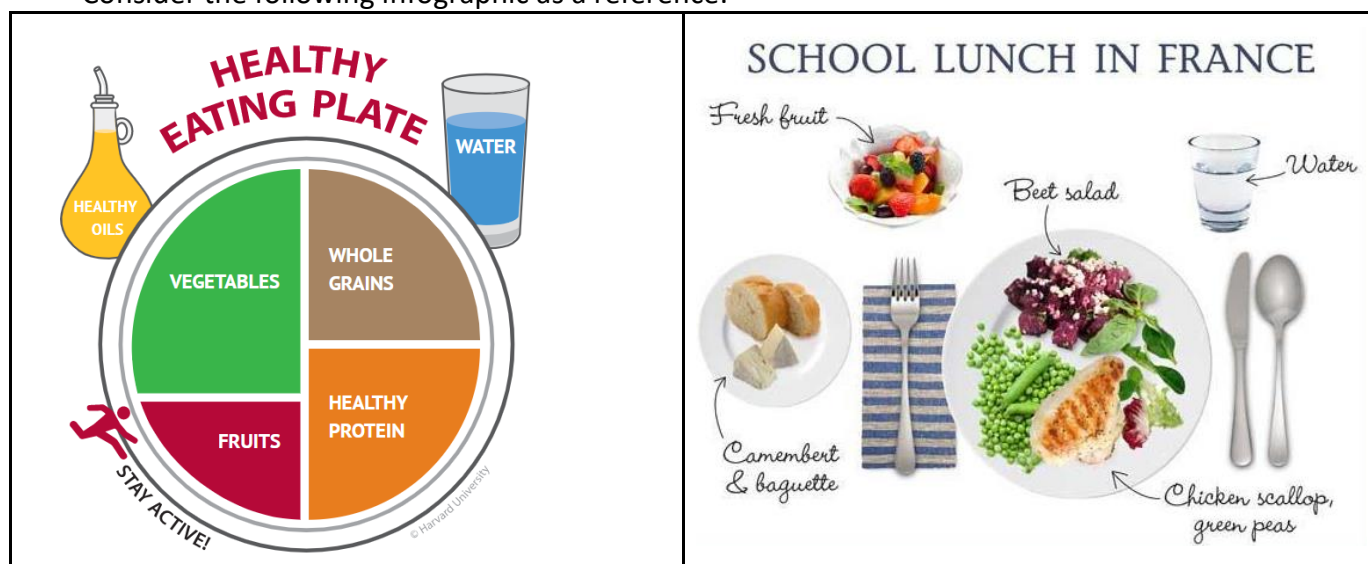
- The main course:
  - Vegetables and fruits: at least three different types every day [primary source of vitamins] 40% of meal composition

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<sup>2</sup> In case of potential offer of snack for primary, the rule will remain as the school rule, only fruit or yogurt.

- Healthy Protein: meat, fish, eggs, beans, pulses, etc. [primary source of protein] 25% meal composition.
- Starchy food: rice, pasta, bread, whole grains, potatoes, etc. [primary source of carbohydrates] 25% of meal composition
- Dessert: seasonal fruit, fruit shake, homemade yogurt, homemade pastry, etc. [primary source for vitamin and dairy component, for calcium and vitamin D] 10% meal composition
- Accessible, unlimited purified water.
- Healthy oil: Seasonings and condiments are served separately according to the dishes (only healthy options). They are not freely accessible.

Consider the following infographic as a reference:



### The service provider must

- The service provider must procure all ingredients and food required and ensure that the meal is: nutritionally balanced; healthy; fresh; seasonal; cooked from scratch; contains minimal use of frozen products; produced as freshly as possible; and that cooked items are only on display for a maximum of 45 minutes.
- The meal composition will be different daily, with the same dish rotating only after 2-3 weeks.
- Every week, all products must be different in all categories (fruit, vegetables, protein, starchy, and dessert) to avoid monotony and ensure diversified nutrition.
- The service provider must be able to compose everyday meals that are nutritionally balanced and in alignment with the menu framework indicated in the paragraph above.
- The service provider must offer vegetables and fruit with each meal.
- The quantity, size of the portions, and presentation of the dish must be adapted to the dish type, and the age group served.
- The service provider must restrict the use of foods high in fat, sugar, and salt in favour of healthier options to help improve students' diet.

- Using any additive containing monosodium glutamate to prepare the meal is strictly forbidden.
- Using heavy sauces, cooked fats, spice condiments, ketchup, mayo, or other manufactured/processed condiments is strictly forbidden.
- Culinary preparations must be simple, neat, varied, and appetizing (colored garnish, bed of salad, etc.)
- The service provider must choose healthy cooking methods such as raw, steamed, boiled, baked, pan fried, mashed or roasted. Food cooked in deep-fried oil or served with extra salt is not a healthy choice.
- The service provider must avoid food monotony and present a variety of dishes and recipes, and ensure that during the week, different cuisines are considered (local, Asian, western, etc...).

#### **The service provider should**

- The service provider should opt as much as possible to choose whole wheat, or wholegrain varieties, for more fibre content.
- The service provider should source and use quality sustainable products, with these products making up at least 50% of all meals produced, including 20% organic produce.

#### **Additional technical clarification on meal preparation**

1. Vegetables and Fruits - Given the significant amount of produce available from local suppliers, the service provider should strive to source quality, fresh fruit and vegetables from local suppliers as much as possible, with a focus on sourcing seasonal produce. Priority should be given to procuring organic produce (with no pesticide use) wherever possible. Fresh and seasonal fruits and vegetables are to be procured at least twice a week. The fruits must have an optimum degree of ripeness for the day of planned consumption. At least 80% of vegetables used in meal preparation must be fresh and not frozen.
2. Healthy Protein - The service provider will be vigilant as to the origin and production of the protein product. The service provider will have a competitive advantage if it is able to check and monitor the origin of protein products to reduce the length and time of the supply chain as much as possible to ensure maximum freshness. Care should be taken to ensure that fish served is boneless and skinless. Frozen proteins (meat and fish) should not be used.
3. Starchy Food - The service provider will be vigilant as to the origin and production of the starch product and the varieties of starchy foods.
4. Dessert - Fresh and seasonal fruits. When dessert is not fruit, dairy desserts exclude those made with chemical additives or mass produced. The service provider will offer homemade fresh options with minimal sugar use.

### **2.5. MEAL SERVICE**

The service provider will provide self-service meals for elementary and secondary students and staff and plated service for kindergarten.

The service provider must register and record dietary restrictions and allergies of students and adapt catering meals considering those needs.

The service provider must also provide paper napkins during the meal service.

The service provider will supply their personnel, the small equipment, the cooking and dishwashing utensils, the meal distribution equipment, and the crockery and trays necessary for the service of the meals.

The service provider undertakes in the execution of its mission to set up a cleaning and disinfection protocol and a self-checking protocol that is satisfactory. Its objective will always be to approach the application of French standards in this field as closely as possible.

## **2.6. ENTERTAINMENT AND THEMED MEALS**

The service provider may include four themed meals annually (1 per quarter) and set up a week of tasting and discovering dishes from around the world. These meals will be decided by mutual agreement with LFIV Management.

## **2.7. DEVELOPMENT OF MENUS AND OTHER SPECIFICATIONS**

During the period of meal service, the service provider will develop a 4-week menu plan per the requirements and suggestions indicated in paragraph 1.4. of this term of reference.

The menu must specify the meal structure and ingredient composition.

The service provider will submit the 4-week menu plan to the school nurses for revision two weeks before the start day of using that menu. The LFIV nurses can make suggestions and ask for menu changes towards better health and nutrition for the students. In the absence of communication of any change by the nurses, the menu is automatically considered valid.

The menu must be respected except in the event of significant constraints where the service provider may modify the menu after informing the school and obtaining its agreement. These changes must not affect the nutritional balance of the meal.

# **CHAPTER 3: DELIVERIES AND STORAGE OF FOODSTUFFS**

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## **3.1. DELIVERIES OF FOODSTUFFS**

The transport of foodstuffs must be carried out in compliance with the hygiene conditions in force and ensure the proper preservation of the products. The service provider provides the transport of foodstuffs to school canteens using its refrigerated vehicles or vehicles equipped with hermetic isothermal boxes at its own expense and risk. The rhythm and times of deliveries will be defined by mutual agreement between LFIV with the service providers based on morning deliveries.

The foodstuffs must be delivered and installed in the refrigerators or other appropriate storage location by the service provider.

On the occasion of each delivery, the service provider must provide a delivery slip, including the delivery date and the indications specific to allow control (use-by date, number of meals, etc.).

Deliveries must guarantee the good hygienic quality of the foodstuffs delivered by the regulations. During the delivery, the service provider will be attentive to controlling temperature rises.

### **3.2. STORAGE**

Refrigerated meals will be delivered and stored directly in the cold rooms or kept at an appropriate and safe temperature in the oven. The duration of storage of the foodstuffs between the date of delivery and the date of consumption must, in no case, alter their freshness.

## **CHAPTER 4: REGISTRATION, PAYMENT, and PRICE**

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### **4.1. MEAL REGISTRATION**

In coordination with LFIV, the service provider will be responsible for registering the students for the canteen service, which is expected to happen in three terms.

The number of students registered for meals will be communicated at the start of each term between the service provider and LFIV, and any changes may occur during the school year. Tentatively:

- The first period runs from September 1 to December 31.
- The second period is from January 15 to April 30.
- The third period is from 1 May to June 30.

Once the student is registered for the term period of use of the school canteen, the parent must pay for the entire period in advance.

### **4.2. PAYMENT COLLECTION**

The service provider will be responsible for collecting the payment for meals from parents. The parents will make payment by bank transfer/cash/mobile payment based on the invoices issued by the service provider, calculated according to the registration of each term (expected three invoices during an academic year).

In the event of temporary or permanent closure of the establishment due to force majeure (epidemics, wars, natural disasters, etc.), LFIV will terminate the contract with the service provider without notice. No compensation will be paid to the service provider.

The service provider will be responsible for collecting the payment of snacks in bank transfer/cash/mobile payment.

### **4.3. PRICE FIXING**

The service provider must formulate the price offer in USD.

The service provider must fix the meal cost for 2023/2024 based on the bid-offer to this term of reference, and the prices may be discussed at the beginning of the school year in the following years. However, there is an expectation that prices are maintained for the entire contract duration (3 years).

The service provider is deemed to have independently obtained all the information necessary to establish the fixing of prices related to the performance of these terms of reference.

The service provider bears the sole responsibility for all the costs of providing the service, including but not limiting the cost of buying products, processing and producing meals,



cleaning, managing employees, maintenance, transport costs, packaging, loading, securing operations, etc.

The prices are deemed to include delivery costs and all fiscal, parafiscal, or other charges that must be imposed on the services, as well as all expenses relating to proper performance and all costs resulting from applying these terms of reference.

Before submitting the deed of commitment (template 1) and the schedule prices (template 2), the service provider may report in writing any anomaly or insufficiency that appears in its planned execution. Under no circumstances may the service provider invoke inaccuracies, errors, omissions, or contradictions to justify a request for a price increase in the following years.

## CHAPTER 5: CONDITIONS OF PERFORMANCE OF SERVICES

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### 5.1. PERSONNEL OF THE PROVIDER

The service provider undertakes to respect for its personnel the current and future legal obligations regarding health insurance, labor legislation, tax legislation, capacity training, and hygiene.

Furthermore, in the event of a proven problem either with the management of the LFIV or with the students, the LFIV may ask the service provider to replace a defaulting employee after a verbal comment and confirmation by email to the service provider.

The service provider must provide the school with a list of the names and functions of all its employees present on the school site before the start of the activity, as well as their photos. The list of its personnel must be updated whenever necessary. Each staff member entering one of the school's sites must have a company badge indicating their name, position, and photographs.

Some of these staff should be French-speaking, and **it is essential that the service provider has a French-speaking manager available every day of the week, responsible for relations with the school and having authority over all of its personnel.** The service provider's staff must comply with the school's internal regulations and may only access places authorized by the school.

### 5.2. MATERIALS PROVIDED BY THE LFIV

The LFIV guarantees to provide the service provider with high quality and appropriate premises, fittings, equipment, and furniture, which the service provider will use with the same care as if they were its property.

For use of these premises for the preparation and serving of meals the service provider will pay rental costs of seven hundred dollars (730 USD) on the Thadeua site and five hundred dollars (500 USD) on the Hadxaykhao site, including water and electricity charges, payable every month of activity from September 1, 2023.

Any late payment of rental fees will increase by 10% per month from the 7th of the following month.

### 5.3. MEANS PROVIDED BY THE LFIV

The LFIV will set up a support team for each service, led by a coordinator, to

- supervise the students during meal time and ensure that the meal schedule is on track;
- accompany the students on the educational aspect of the meal.

A parent-led Nutrition commission has been set up within the LFIV. The Commission interacts with representatives of the various stakeholders in the school community (students, LFIV staff, nurses, and administration) and the service provider. The service provider's representative is a guest member of this commission, which meets 3 to 4 times a year.

### 5.4. DEPOSIT

A deposit of 5,000 USD (five thousand dollars) will be paid at the start of the contract, at the time of the inventory, and returned after the signing of the exit inventory.

At the end of the contract, the service provider undertakes to return the premises, fittings, equipment, and furniture used for the duration of the contract in good working condition, taking into consideration the regular use that will have been made of them. An inventory will be carried out at the beginning and the end of the school year by the LFIV DAF.

During the term of the contract, the service provider must:

- ensure the routine maintenance of kitchen and service equipment as well as the replacement of utensils and crockery
- take care of the maintenance of the equipment made available by the LFIV
- make the necessary adjustments or add equipment at the request of the LFIV if necessary

The deposit will be used in the following cases:

- 1/ missing equipment or broken equipment at the time of the final inventory
- 2/ food poisoning, to cover for related expenses

In case number one the service provider might be liable over the value of the deposit as per the evaluation of actual damages caused to the LFIV.

### 5.5. HEALTH AND SAFETY

The service provider must strictly follow Lao regulations; however, **its objective will always be to approach the application of French standards in this field as closely as possible.**

In response to this terms of reference, the service provider must also indicate the additional measures and means of control for health and safety. The service provider must explain its analysis of the dangers and the risk management, both internally and with its suppliers beforehand, about the quality of the ingredients and the health risks associated with the receipt, storage, preparation of ingredients and meals, and delivery.

The protocol which will be put in place must be attached in response to the offer.

A non-exhaustive list is presented below:

- Sealed samples of each dish of every meal must be refrigerated for 48 hours. The samples must be labelled and dated. The school has the right to request these samples without prior notice.
- Bacteriological and chemical controls of foodstuffs: these will be taken care of by the service provider and carried out at a frequency of once a month. The results must be checked, analyzed, and archived.
- A bacteriological and chemical control of tap water must be carried out every month.
- Cleaning, disinfection, maintenance, disinfection: the service provider must put in place effective means of the premises made available to them and this without risk to the health of our students and our staff. The protocol implemented must be described in response to the offer.
- Cleaning and disinfection of the premises: the service provider must carry out daily cleaning and disinfection of the kitchen premises, garbage cans, and dining rooms.
- The students' holiday periods and Saturday mornings should be used to carry out central cleaning.

## CHAPTER 6: WASTE MANAGEMENT AND COMMUNICATION

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### 6.1. WASTE MANAGEMENT

The service provider will have to set up procedures to minimize food and other waste following the principles of sustainable development and principles of eco-responsibility. This concerns the treatment of waste, utensils and cutlery, and foodstuffs.

The waste management and eco-friendly plan must be attached in response to the offer.

A non-exhaustive list is presented below:

- Prohibited use of single-use disposable plastic dishes and cutlery.
- Separate food waste from non-recyclable waste for composting.
- Sort non-recyclable waste (metal, plastic) to facilitate recycling.
- Providing age-appropriate sized meals with options for supplement of food based on demand.
- Abandoning the use of materials and products whose impact on the environment and health gives rise to controversy:
  - polycarbonate or PVC plastic containers intended to be heated or frying pans and saucepans with the fluorinated coating (Téfal and related)
  - household products (non-exhaustive list: triclosan, chlorine, caustic soda, phosphates, phenols, paraffin, petrolatum, phosphoric, nitric and sulfuric acids, alkylphenol ethoxylates, perfumes, sodium lauryl sulfate, trisodium nitrilotriacetate, MEA/DEA/ TEA, caustic soda/sodium hydroxide, 2-BE...)
  - for kitchen use, stainless steel or aluminum should replace utensils in plastic.

### 6.2. COMMUNICATION

In coordination with the LFIV school management, the nurses and Nutrition Commission enhance communication by

- Allowing students to make suggestions or give their opinion easily.
- Managing the feedback to consider trends by the direction of the school management.
- Propose information brochures on a nutritious diet and the impact of food choices on the environment.
- Inform about the products used, and offer a link (photo exhibition, reports, visits) between producers and teachers/students.

The service provider is requested to inform and provide parents with relevant information on their service delivery and menu composition using different channels (boards in the schools, LFIV website, service provider Facebook page, etc.)

## CHAPTER 7: VERIFICATION AND ADMISSION OF SERVICES

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Different stakeholders will carry out simple quantitative and qualitative checks of the service provider and meals in the school. These checks will focus on the following:

- the conformity between the quantity and quality of the meals defined in the bid offer and this term of reference and what was delivered on the actual day of the checking.
- the conformity of the hygiene and other standards protocols delivered in comparison to the specifications of the bid offer and this term of reference.

In the case that the quantity, quality, or hygiene standards delivered do not conform to the bid offer and this term of reference, the LFIV may notify the service provider to complete the substandard delivery or terminate the contract in case of two repeated written breaches.

### 7.1. PERMANENT CONTROLS

The LFIV may, at any time and without consulting the service provider beforehand, carry out any checks that it deems necessary to verify the service providers conformity and the terms of their performance with the clauses of the contract and terms of reference.

The nurses will carry out the checks, and possibly one or more people appointed by the LFIV Head of Establishment/Provisor to monitor the service provider service every day by checking:

- The nutritional quality of the service: composition of the menus and source of the products.
- The safety of materials, foodstuffs, premises, and means of delivery.
- The quantity served, according to age groups.
- The quality: appearance, taste, freshness
- Etc...

To carry out these monitoring operations by the LFIV under the best conditions, the service provider will make the accounting and technical documents available to the LFIV when requested. The appointed persons will have access to all locations relevant for evaluation of the performance of the service (kitchen, suppliers, producers, etc.) and receive any information relating to the contractual specifications of the supply, including possible:

- The list of staff (with photo), the list and content of training courses taken.
- The technical sheets of the source of the products, the corresponding veterinary certificates, the delivery slips, etc.

- The documents relating to the inspections on the service provider's sites.
- The documents relating to the procedures put in place by the service provider and the verification of their compliance, in particular about the origin and quality of the ingredients, compliance with the cold chain, storage conditions, hygiene when preparing food, etc.
- The list and the results of the analyses carried out on the food storage, the water, the surfaces of the premises and the equipment, the temperature controls, etc.

## **7.2. CONTROLS THROUGH SPECIALIZED AGENTS**

The LFIV may, at any time, call on a specialized service or agent of its choice without consulting the service provider beforehand to conduct specialized checking.

## **7.3. BACTERIOLOGICAL AND CHEMICAL CONTROLS OF PRODUCTS**

In addition to the checks paid for by the service provider, the LFIV may carry out bacteriological checks or checks for chemical residues at its own expense.

## **7.4. NON-COMPLIANCE**

In the event of non-compliance, the meals will be refused. They must be replaced immediately by the service provider at the verbal or written request of the Provisor or its representative. In case of dispute, the service provider will inform the LFIV immediately so that it can, if necessary, identify the lot, remember the elements and settle the dispute in agreement with the public body.

## **CHAPTER 8: PROVIDER'S INSURANCE**

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The service provider undertakes to ensure that they have necessary and sufficient insurance coverage, in particular, coverage for risks resulting from food poisoning, the liability that it may incur, either by its own doing or by the people working under his orders, on the occasion of the delivery, storage, preparation of foodstuffs, and any other activities done in order to perform the contract service.

The service provider must ensure they have the necessary insurance coverage to guarantee its civil liability risks.

The service provider must obtain insurance from a reputable and solvent insurance company for all the clauses necessary for the performance of the contract.

The service provider must enclose their company's valid insurance certificates with their offer. The selected service provider must provide an insurance certificate each year indicating all the guarantees specified above and the name of their broker or insurance company.

## CHAPTER 9: PRESENTATION OF THE BIDDING PROPOSAL BY THE SERVICE PROVIDER

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### 9.1. COMPONENT PARTS OF THE CONTRACT

The service provider must comply with the stipulation of the contract as well as with the Lao national standards. The contractual documents governing the agreement stipulated between LFIV and the service provider are, in descending order of priority:

- The contract signed;
- The service provider's offer bid, including the schedule of prices (template 2);
- These terms of reference are signed (deed of commitment, template 1).

The deed of commitment and the price schedules are drawn up in the office bid on a single original copy, kept by the LFIV, which is the sole proof in the event of a dispute.

### 9.2. DURATION OF THE CONTRACT

The contract is for a three-year cycle, the academic year 2023/2024, 2024/2025, and 2025/2026, pending positive satisfaction evaluated by the LFIV every year.

### 9.3. PRESENTATION OF OFFERS AND CANDIDATURES

To submit a bid, the service provider must have a minimum of three-year experience in the food and beverage industries.

The candidate must provide the following documents in English (or in another language with an annexed English translation) in two separate emails. Tenders must be sent by email to service gestion [COMM.NUTRI@lfiv.org](mailto:COMM.NUTRI@lfiv.org), and in cc [gestion@lfiv.org](mailto:gestion@lfiv.org) at the latest by 4:00pm on Friday the 10<sup>th</sup> of March 2023, and if preferred, also deposited in hard copy at the COGES assistant Mrs. Viengmala SIHAPANYA in Site du Route de Thadeua.

#### Technical Offer

1. The complete quality Questionnaire Service Provider Information (template 1)
2. The business license, granted by the Lao authorities and indicates that the company is authorized to carry out collective catering.
3. A valid insurance certificate.
4. Tax registration.
5. An example of a one-month menu for kindergarten, elementary and secondary.
6. An example of snack choices for secondary.
7. The hygiene and health protocols and plan.
8. Waste management and eco-friendly plan.
9. The list of food suppliers with the country of origin included (which must be updated at each supplier change).

#### Financial Offer

1. The deed of commitment is completed, dated, and signed in original copy (template 2).
2. The price schedules, dated and signed in original copy (template 3).

#### 9.4. JUDGMENT OF BIDS

The economically most advantageous tender will be assessed according to the following criteria:

- Submission of all valid requested documents.
- Nutrition balance and creative menu offer.
- Competitive prices.
- Economic and functional credibility of the offer (in alignment with the requirements of these terms of reference: nutrition, health and hygiene, and eco-friendly).
- Product quality and traceability.

### CHAPTER 10: DISPUTES AND PENALTIES

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The service provider undertakes, during the period of execution of the contract, to regularly ensure the continuity of the service.

It is formally specified that disputes arising between the service provider resulting from the application of this contract will be submitted to the Provisor/head of the establishment. Only the People's Court of Vientiane is competent in case of a dispute.

In case of disputes, the English version of the documents is considered to be the primary and valid version.

Except if force majeure has prevented the service provider from fulfilling his obligations, a fixed penalty equal to USD 200, including tax per hour of delay, will be applied without prior notice. Any hour started is counted as a full hour. Penalties will be added in the amount of the next invoice.

In the case that the quantity, quality, or hygiene standards delivered do not conform to the bid offer and this term of reference, the LFIV may notify the service provider to complete the substandard delivery or terminate the contract in case of two repeated written breaches.

In the event of default by the service provider, the LFIV will provide the service at the service provider's expense and risk, by any person, and by any appropriate means.

Templates and Annexes

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**TEMPLATE 1. QUALITY QUESTIONNAIRE SERVICE PROVIDER INFORMATION**

<b>NAME OF ORGANISATION:</b>	
<b>NUMBER OF EMPLOYEES:</b>	
<b>HEAD OFFICE LOCATION</b>	
<b>NUMBER OF YEARS OF EXPERIENCE</b>	
<b>CONTACT</b>	
<b>BRIEFLY DESCRIBE YOUR AREAS OF EXPERTISE (products, services, etc.)</b>	

<b>QUESTION</b>	<b>1. Please explain the process to make sure your proposed menu for the forthcoming school term is nutritional balanced and in alignment with the requirements of the Terms of Reference</b>
<b>RESPONSE</b>	



<b>QUESTION</b>	<b>2. Please explain how you will ensure meeting safety and hygiene standards</b>
<b>RESPONSE</b>	

<b>QUESTION</b>	<b>3. Please describe previous and future staff training.</b>
<b>RESPONSE</b>	

<b>QUESTION</b>	<b>4. How do you establish and track the origin of your food and ingredient supplies? Please also detail how you will provide evidence of this to the school.</b>
<b>RESPONSE</b>	

<b>QUESTION</b>	<b>6. Please briefly explain your waste and eco-friendly plan for the canteen.</b>
<b>RESPONSE</b>	

<b>QUESTION</b>	<b>7. Please describe your prior experience (if any) with school canteen management.</b> Just indicate non -applicable if this will be your first experience for schools.
<b>RESPONSE</b>	

## TEMPLATE 2. THE DEED OF COMMITMENT OF THE CANDIDATE

After reading the documents constituting the School catering management Terms of Reference Specifications, January 2023,

Following the said documents, I undertake to deliver the supplies and perform the services requested at the prices indicated in Template 3.

Date and signature of the service provider representative

Done in Vientiane on \_\_\_\_\_ 2023,

**Company name and address**

**TEMPLATE 3. THE SCHEDULE OF PRICES**

Academic Year 2022/2023, 2023/2024, 2024/2025

	Price proposed (USD)
Kindergarten Meal	
Elementary Meal	
Secondary Meal	
Snack	

## ANNEX 1. CONTACT INFORMATION FOR QUESTIONS

Communication with the school can be made using the following details. Please ensure that any tender questions or clarifications are raised in writing, in English by email, Tuesday 14<sup>th</sup> of February 2023; otherwise, they shall not be answered. The answers to all the questions will be public before the 28<sup>th</sup> February, 2023.

<b>CONTACT NAME:</b>	<p>Primary contact person: Mrs. Viengmala SIHAPANYA <a href="mailto:secretaire.ape@lfiv.org">secretaire.ape@lfiv.org</a></p> <p>Secondary contact person: Mrs. Elisa Rosa Buzi On behalf of the Nutrition Commission LFIV <a href="mailto:COMM.NUTRI@lfiv.org">COMM.NUTRI@lfiv.org</a></p>
<b>EMAIL ADDRESS:</b>	<p><a href="mailto:secretaire.ape@lfiv.org">secretaire.ape@lfiv.org</a> <a href="mailto:COMM.NUTRI@lfiv.org">COMM.NUTRI@lfiv.org</a> Cc: <a href="mailto:gestion@lfiv.org">gestion@lfiv.org</a></p>
<b>SCHOOL ADDRESS and PHONE CONTACT:</b>	<p>Lycée Français International de Vientiane - Josué Hoffet Lycée Français International de Vientiane BP 2526, Vientiane RDP Lao Site du Primaire : Route de Thadeua Téléphone : (856) 21-260-926</p>
<b>SCHOOL WEBSITE:</b>	<p><a href="https://www.lyceehoffet.org/">https://www.lyceehoffet.org/</a></p>

## ANNEX 2. ESTIMATED TENDER TIMETABLE

ACTIVITY	DATE
Terms of Reference open for submission	From 1 <sup>st</sup> of February 2023 To Friday 10 <sup>th</sup> of March 2023
Kitchen Site Visit dates in both schools	Sunday, 12 <sup>th</sup> of February 2023 All morning from 8:00 to 12:00
Deadline for questions to be received from bidders	Tuesday, 14 <sup>th</sup> of February 2023 (Questions need to be formulated in English)
Published of answers	Before Friday, 28 <sup>h</sup> of February 2023
<b>TENDER SUBMISSION DEADLINE</b>	<b>Friday, 10<sup>th</sup> of March 2023</b> Tenders must be sent by email to service gestion <a href="mailto:secretaire.ape@lfiv.org">secretaire.ape@lfiv.org</a> and <a href="mailto:COMM.NUTRI@lfiv.org">COMM.NUTRI@lfiv.org</a> , and in cc <a href="mailto:gestion@lfiv.org">gestion@lfiv.org</a> at the latest by 4:00pm on Friday the 10 <sup>th</sup> of March 2023, and if preferred, also deposited in hard copy at the COGES assistant Viengmala SIHAPANYA in Site du Route de Thadeua. Tenders deposited only in hard copy will not be considered.
Notification to bidders of successful tender and unsuccessful tenders	30 <sup>th</sup> of April 2023
Contract signature and administrative procedures	May-June 2023
Contract Commencement	1 <sup>st</sup> of September 2023