

REQUEST FOR PROPOSALS (RFP)

Reference No: AUAF-RFP-21-001

Issue Date: February 15, 2021

Closing Date: March 14, 2021

PROJECT:

Provision of Food Services Operations

Only electronic proposals will be accepted through email to tender@auaf.edu.af no later than 5:00 pm on March 14, 2021.

Inquires/Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than 05:00 PM local Kabul time February 24, 2021, by email to procurement@auaf.edu.af

The American University of Afghanistan

Darulaman Road,

District 7, Kabul, Afghanistan

Request for Proposals

Solicitation No. AUAF-RFP-21-001
Title: Provision of Food Services Operations
Issue Date: 15 February 2021
Closing Date: 14 March 2021
Questions Due: 24 February 2021
Closing Time: 1700 hrs (Kabul Local)
Subject: Provision of Food Services operations
for the American University of Afghanistan

The American University of Afghanistan, invites proposals for Providing Food Services Operations across both campuses located on Darul Aman road, Kabul, Afghanistan as described in Attachment I “Statement of Work.”

The period of performance for this activity anticipates commencing on 01 July 2021 and ending on 30 June 2024, subject to contract compliance and AUAF’s continued funding. The issuance of a subcontract is subject to successful negotiation of the subcontract terms and budget.

AUAF offers an outstanding opportunity for an established catering services or hospitality company to expand its operations and provide the food services operations for the universities two cafeterias, two fast food outlets and two grocery stores. The limit of this contract is only constrained by a lack of imagination. Therefore, you are encouraged to submit a proposal in accordance with the instructions in Attachment II “Instructions to Offerors”. Proposals will be evaluated based on the evaluation criteria established in Attachment III of this solicitation. An award will be made to the Offeror whose proposal represents the best value to the project after evaluation in accordance with the criteria stated in the solicitation.

To be considered under the solicitation process, the Offeror should submit a complete proposal by the means indicated herein no later than the closing date and time indicated above. Offerors should ensure that the proposals are well written, easy to read and follow, and contain only the requested information.

Proposals should be submitted **electronically** via email to:

AUAF Procurement Department

Email: tender@auaf.edu.af

Site Visit (Mandatory): All vendors who intend to submit an offer in response to this solicitation must conduct a site visit to the site (AUAF Campus). The companies must send their technical representative details (Company Name, Representative Name and Contact number) to procurement@auaf.edu.af before 1700 hrs on Thursday 18th February 2021 in order to be qualified for the site visit. The companies will be informed through email about the date, time, location and contact person for the site visit.

The solicitation number above must also be mentioned in the subject of the email.

All questions relating to this solicitation must be submitted **electronically** via email to:

Mohammad Shafiq Besmil and Bernaba E. Ghanim at Procurement@auaf.edu.af no later than **1700 hrs, Wednesday 24 February 2021**. Unless otherwise notified by an amendment to this RFP, no questions will be accepted after this date. No questions/clarifications will be entertained if received by means other than the specified email address. The solicitation number should be stated in the subject. If you are planning to submit a proposal, it is imperative to confirm receipt of this solicitation by email in order to be included on the solicitation mailing list to receive answers to questions and any future amendment(s).

Proposals must be submitted separately via two different emails. The first email shall include the technical proposal as an attachment and should be named “Technical Proposal” and the second email should include the cost/business proposal and should be named “Business Proposal.”

Attachments:

- Attachment I Statement of Work
- Attachment II Instructions to Offerors
- Attachment III Evaluation Criteria
- Attachment IV Menus (optional as a guide)
- Attachment V Mandatory Clauses

Sincerely,

Bernaba E. Ghanim
Procurement Director
American University of Afghanistan

ATTACHMENT I

STATEMENT OF WORK

Background:

Founded in 2006, the American University of Afghanistan (AUAF) is a private, non-profit, nationally-accredited university offering an American-style liberal arts education. A dynamic university with a full time student population of over 1,000, part time student population of over 1,500, 300 plus international and national staff, AUAF is a vibrant and exciting educational environment serving the educational needs of Afghanistan.

For over a decade, AUAF has been managing food services operations for the university and is now looking to consolidate these and in line with a high percentage of similar institutions globally, outsource the services to an external contractor. AUAF are looking for an external contractor who can deliver these services using the latest innovative technology, business practices and quality to deliver the best available products and services.

Purpose:

AUAF is seeking a qualified, Innovative and registered Food and Catering Services Company to provide food services operations across both of its campuses located in southern Kabul. The services include:

1. Management of the two Cafeterias, one on each campus
2. Management of the two Fast Food Outlets, one on each campus
3. Management of Catering services for AUAF events
4. Management of the two Grocery Stores, one on each campus

Scope and Requirements of Services

1. Food Services

AUAF's Food Services Program includes; Two Cafeteria Operations, Two Fast Food Outlet operations, and Catering Services for AUAF events with the intention to complement the university's educational mission and serve the AUAF community to achieve the following objectives:

- Disseminate information and feature displays which educate consumers in becoming better informed and in developing healthier habits, e.g., nutritional requirements, nutritional content of menu's served, deceptive packaging and labeling of food products.
- Employ environmentally sound practices which will enhance the university's efforts in recycling, and water and utility conservation including composting efforts.
- Work with the AUAF facilities department to promote recycling and to control waste products. Considering the environment, the university is mandated by its mission to cut waste and comply with recycling efforts.
- Provide a good working environment for their employees.

- Endeavor to employ students enrolled at the university whenever possible.
- Participate in the university's web page to advertise catering menus, daily specials and convey important information to the AUAF at large.
- Provide the use of Electronic Benefit Transfer (EBT) if they have the capacity.

Vendor's Responsibilities

1. Cafeterias and Fast Food Outlets

- Assign a full-time qualified manager, employed directly by the company (no sub-contractors are permitted in any location), interviewed and approved by the Vice President of Operations and Administration, who shall be responsible for the efficient operation of all food services and catering. The manager shall be “on call” and shall be responsible for operations of the Vendor under the Contract. The Vendor must provide contact information for local, senior management who will be “on call” at all times to address needs as they arise. Companies without local (Kabul), senior level management will not be considered.
- Maintain adequate employees on duty to assure efficient operation and provide the necessary supervision. Only employees acceptable to AUAF will be assigned for duty. The Vendor will require their employees to comply with instructions pertaining to security, Code of Conduct and Health and Safety rules and regulations. The Vendor shall provide its employees with the correct instruction and training in customer relations and functional job-related skills. The Vendor agrees to employ, train and promote as much student labor as practical in its operations, provided that the Vendor shall determine, in its sole discretion, the amount of such student labor that it may practically train and employ. The Vendor shall be responsible for providing food handler certificates and/or other licensing/certification as required by law and shall make such records available for review upon AUAF’s request.
- All food service personnel wear clean, distinctive uniforms, and shall follow best practice food service industry established hygiene practices in food handling.
- Supervision, direction and annual safety training for his/her employees in Food Handling Safety, right to Know, Blood-borne Pathogens, and hazardous waste training.
- All equipment used by the Vendor shall be maintained in safe operating condition at all times, free from defects or wear which may in any way constitute a hazard to any person or persons on AUAF property.
- All electrical equipment will be properly grounded. All employees will wear the correct and necessary personal protective equipment while working on AUAF property.
- Honor any request by AUAF for removal of any of the Vendor’s employees who are deemed unsuitable by AUAF for any reason.
- Shall not use the name of AUAF in any way, including on paper cups, paper plates, napkins, matches, vehicles or condiments unless approved in writing by AUAF senior management. All design, advertising and lettering of textile or paper goods shall be subject to approval by AUAF.
- Comply with any and all rules and regulations of AUAF, now or hereafter promulgated, regarding food or catering services. The AUAF reserves the right to make and enforce such reasonable rules and

regulations in its judgment that may be necessary or advisable from time to time to promote safety, care and cleanliness in the food service areas.

- The operations of these facilities shall be on the normal working hours of the university and beyond that if needed.
- Operating Hours for the fast-food outlets is. – Mondays to Sundays; Main Campus 8 AM to 7 PM and for West Campus 8am to 7 PM Except for Fridays and the University cafeteria operates seven days a week during the fall and Spring semesters with reduced services over the summer and winter break.
- Holidays and other closing: The operation closes on approximately 65 days each year for major holidays, breaks between academic semesters and weekends during the summer.

These days are subject to annual revision. The schedule of typical closings is as follows:

- July - 12 days (4th of July plus 11 days comprised of Fridays and weekends)
- August – 9 days (Comprised of Fridays and weekends)
- November - 3 days (Thanksgiving Thursday, Friday and Saturday)
- December - 11 days (December 21 to December 31)
- January - 6 days (New Year’s Day plus 6 winter break days)
- March – 2 days (Spring Break weekend days)
- May - 10 (Memorial Day plus 9 days comprised of Fridays and weekends)
- June - 12 Days (comprised of Fridays and weekends)
- Assume Operational expenses for the following:
 - Food products and kitchen supplies.
 - Taxes, insurance, and labor, including wages, benefits, Social Security tax, Workers' Compensation and employment insurance.
 - All linens, towels, and laundry service, and disposable supplies including biodegradable paper plates and plastic products including cups and utensils.
 - Uniforms.
 - Routine sanitation and cleaning of kitchen and service equipment necessary to the operation of food services.
 - Replacement of AUAF glassware, silverware, and other small items, as agreed upon at time of inventory.
 - Office supplies.
 - Transportation and vehicle costs required for food service operations.
- Accounting:
 - Collection, retention, and accounting of all revenues from sales in the food service operation. The Vendor shall maintain financial procedures and record-keeping in accordance with generally accepted accounting principles and shall make said financial records and supporting documents available for inspection, reproduction and audit by AUAF at its request.

- Maintain separate records and shall remit to AUAF monthly payments or commissions identified by AUAF by the fifteenth (15th) of the month following the close of each month. AUAF expects the Vendor to use a modern networked cashiering system and provide itemized receipts to the customer. Further, AUAF expects access to reports that show peak and slow hours and all sales data.
- The accounting period for the operation of food services shall be a fiscal year July 1 - June 30, and all accounting records and statements will be based upon that period. The Vendor shall supply AUAF, the Vice President for Operations and Administration with Profit and Loss Statements and commissions for each month.

2. Catering

Catering is seen as an opportunity for AUAF to put its best foot forward and serve the AUAF community. Catering events on campus range from coffee breaks, pizza and sandwich delivery to formal receptions and dinners. The Vendor must demonstrate the knowledge, experience, and capability necessary to meet AUAF's full range of catering needs. AUAF expects its food services partner to provide high quality catering services for a variety of AUAF events. Services should include event planning and coordination as well as competitive pricing. The Vendor must provide a full formal catering menu and a description of how to manage functions from initial inquiry through execution to completion. A commission structure shall also be proposed separately for these types of events and the Vendor's responsibilities include:

- Provide a basic catering guide with available items and prices. All prices will include all costs associated with a given service. Catering guides shall include at least three levels of menu pricing to reflect the differences in services ranging from (1) table linen with decorations, china service, glassware, and silverware, (2) paper and disposables, and (3) pick-up/carry-out. The Catering Guide shall also include a statement that the Vendor will work with customers to create custom menu choices. Any request for changes in the catering brochure pricing structure by the Vendor, must be submitted in writing to AUAF and will be subject to prior approval.
- Conduct the catering services operation in a safe, efficient and sanitary manner. The Vendor shall comply with any and all applicable laws, ordinances, rules and regulations affecting the operation of the food service.

AUAF Rights and Responsibilities:

- Provide, as mutually agreed, the space and facilities reasonably required by the Vendor for the efficient operation of its food services, all of which shall be and remain the sole property of AUAF.

- Entrust the Vendor with duplicate keys to the food services areas. The Vendor shall have control of the entrances and exits of the cafeterias/kitchens and grocery stores and will ensure that the same are locked and unlocked at such times as will accommodate all uses of the food service locations and otherwise maintain the locations' security. Should campus Security officers need to unlock any access to the food service location, re-securing the same areas will become their responsibility. The AUAF will have the right to enter the location and all parts thereof at all times. If AUAF decides to change any of the locks on any of the doors in or about the food service locations, it shall provide duplicate keys for such new locks to the Vendor. The Vendor shall not change the locks on any doors. If the Vendor loses any of the keys that are entrusted to it, the Vendor is responsible for the cost of changing any and all locks or similar devices.
- The Vice President of Operations and Administration and Quality of Life Committee has final responsibility for administration of the contract and resolution of any disputes. The Vendor and on-site management staff will report directly to the Director of Procurement.
- Reserves the right to have designated representatives review, inspect and evaluate the operation and condition of the food service and facilities at any time with respect to the quantity, quality, grades and nutritional value of food proposed for purchase, the methods of service, the prices of menu offerings, the hours of service, and sanitation and maintenance of facilities and equipment, all of which shall be maintained at levels satisfactory to AUAF.
- AUAF will collaborate with the Vendor on the menu cycle and selection, both for the food service menu and the catering menu and reserves the right to approve any changes in the menu or schedule other than those mentioned in the contract.
- Responsible for base buildings functionality, including the maintenance and repair of the building, all plumbing, heating, air conditioning, and electrical systems necessary to the operation of the building, providing no negligence or malicious damage has been caused by the Vendor or his/her employees.
- Make major capital purchases, replacements or additions to the buildings as is necessary at the discretion of AUAF and in conjunction with the Vendor.
- Reserves the right of authorized Administrative Services personnel, or authorized representatives thereof, to conduct unannounced audits of cash control procedures, and financial reporting practices of the Vendor.
- AUAF is responsible to ensure that all required food service equipment is operational at start-up and throughout the term of the contract in cooperation with the Vendor.
- AUAF reserves the right to have separate contracts with providers outside of the scope of this agreement.

- Use available information networks to promote menu offerings. The Vendor may submit monthly/weekly menus and special events for distribution to faculty, staff and students via university information networks. The Vendor will restock advertised menu items regularly.
- AUAF agrees to provide the following use of facilities and utilities, electrical power, gas, water, the actual cafeteria/kitchen, actual café and grocery shops and internet service.

2. Grocery Stores

Due to the security environment, AUAF opted to have operate its own grocery stores for employees and students within the university campuses. The Vendor is expected to operate these two grocery shops beyond the regular working hours of AUAF, with the below scope of work:

- Keep the stores clean and tidy with a maintenance schedule and systems.
- Supply for its nature of business the necessary equipment and machinery.
- Furnish a wide variety of products that are essentials including but not limited to; a small variety of fruits and vegetables, dairy products and others canned foods.
- Furnish a variety of cleaning, household and personal hygiene products.
- Ensure there is enough stock levels to cover at least a week.
- The vendor will be responsive to any needs or additional products requested by staff and students and supply these products if reasonable.

ATTACHMENT II

INSTRUCTIONS TO OFFERORS

General Instructions

These instructions to Offerors will not form part of the offer or of the Subcontract. They are intended solely to aid Offerors in the preparation of their proposals.

- This is a Limited competition, open to all pre-qualified companies who submitted an Expression of Interest Letter in response to the RFEOI issued by AUAF who meet the following minimum requirements:
 - a. Have a valid business license in the field of Food Services.
 - b. Have an established office in Kabul.
 - c. Accept AUAF terms and conditions.
 - d. Provide all the required documentation.
- The proposals, and all corresponding documents related to the proposal must be written in English unless otherwise explicitly stated.
- No costs incurred by the Offerors in preparing and submitting the proposal are reimbursable by AUAF. All such costs will be at the Offeror's expense.
- Proposals and all cost and price figures must be presented in Afghani (AFN) currency. All prices should be net of Afghan taxes and customs duties.
- The Offeror must state in its Proposal the validity period of its offer. The minimum offer acceptance period for this RFP is **120 days** after the closing date of the RFP. Offers with a shorter acceptance period will be rejected. This RFP in no way obligates AUAF to award a contract.
- **Responsibility Determination:** Award shall only be made to "responsible" prospective Offerors. To enable AUAF to make this determination, the Offeror must briefly describe in the Attachment Section of the proposal that it:
 - Has adequate financial resources including appropriate insurance coverage to perform the work stated herein, or the ability to obtain them.
 - Is able to comply with the required or proposed delivery or performance schedule, taking into consideration all existing commercial and governmental business commitments.
 - Has a satisfactory performance record.
 - Has a satisfactory record of integrity and business ethics.
 - Has the necessary technical capacity, equipment and facilities, or the ability to obtain them.
 - Is otherwise qualified and eligible to receive an award under applicable laws and regulations.

- In addition to the above and to comply with Afghan local laws, Offerors must be licensed and authorized to conduct business in Afghanistan.
- **Late Offers:** Offerors are wholly responsible for ensuring that their offers are received in accordance with the instructions stated herein. A late offer will not be eligible for consideration and will be rejected without evaluation, even if it was late as a result of circumstances beyond the Offeror's control.
- **Modification/Withdrawal of Offers:** Offerors have the right to withdraw, modify or correct their offer after such time as it has been emailed to AUAF; at the email address stated above and provided that the request is made before the RFP closing date.
- **Disposition of Proposals:** Proposals submitted in response to this RFP will not be returned. Reasonable efforts will be made to ensure confidentiality of both Business and Technical Proposals received from all Offerors. This RFP does not seek information of a highly proprietary nature but if such information is included in the Offeror's proposal, the Offeror must alert AUAF and must annotate the material by marking it "Confidential and Proprietary" so that these sections can be treated appropriately.
- Regardless of the method used in the submission of the proposal, the Technical Proposal and Business Proposal must be kept separate from each other. Technical Proposals **must not** make reference to cost or pricing data in order that the technical evaluation may be evaluated strictly on the basis of technical merit.
- **Clarification and Amendment to the RFP:**
- Any question raised regarding this solicitation should be received no later **1700 hrs on Wednesday 24 February 2021**. All questions must be **in writing**, emailed to the email address specified in the cover letter. No questions/clarifications will be entertained if they are received by means other than the aforementioned directions to the email address. The solicitation number should be stated in the subject line. Responses to questions received will be compiled and emailed to potential Offerors.
- If an Offeror intends to submit a proposal in response to this solicitation and wishes to receive any updates thereto, the Offeror is encouraged to confirm receipt of this solicitation by email to the email address specified in the cover letter.
- The Offeror's email message should state in the subject the solicitation number. Also, the email should include the name of your organization, the name of a contact person, email address and telephone number.
- AUAF anticipates that discussions with Offerors will be conducted; however, AUAF reserves the right to make award without discussions. Therefore, it is strongly recommended that Offerors present their best offer in their initial submission.
- AUAF may waive informalities and minor irregularities in proposals received.

Submission of Proposal:

- Proposals must be submitted in electronic format as an email attachment, sent to the email address specified in the cover letter, no later than the date and time specified in the cover letter.
- The email should state the solicitation number in the subject line.
- The file attachment should be in a format that can be opened by one of the following applications: PDF, MSWord, MS Excel, MS PowerPoint. The submission of attachments in any other format may result in disqualification of the offer.
- Please note that the AUAF email server has a limitation of 20MB for the total attachments per single email. It is strongly recommended that the size of ALL attachments per a single email be less than 20MB.
- The technical proposal and business proposals should be submitted in two separate emails. The first should be named “Technical” and the second named “Cost/Business.” If the submission is through several emails, then the emails should be sequentially numbered indicating the total number of emails that will be submitted (example 1/4, 2/4, 3/4 etc).

Content of Proposal:

The proposal shall consist of five (5) sections - 1) The Cover Page-Technical, 2) The Technical Proposal, 3) The Cover Page-Cost, 4) the Cost/Business Proposal; and 5) Any further Attachments.

1. The Cover Page-Technical:

The cover page should be on the Offeror’s letterhead and MUST contain the following information:

- Solicitation Number.
- Company’s Name.
- Company’s Address.
- Name of Company’s authorized representative.
- Telephone No, Cellular Phone #, Email address.
- Validity of Proposal.
- Signature, Date and time.

2. Technical Proposal:

The technical proposal should describe how the Offeror intends to carry out the statement of work. It will also address the Offeror’s corporate capabilities to carry out the work and the extent to which the Offeror has a demonstrated ability to provide the required services.

The Offeror will also include the resumes of the Food Services Manager and four other Key personnel intended to work at AUAF's facility. The Offeror shall provide information about past performance implementing similar work in Afghanistan within the last 3 years. Capacity to undertake the technical and administrative support of all interventions described in the Scope of Work. The Offeror should also provide detailed description of existing facilities in Kabul and across Afghanistan, if applicable.

The technical proposal should be divided into three sections following the same order of the technical evaluation criteria mentioned in Attachment III.

3. The Cover Page - Cost/Business:

The cover page should be on the Offeror's letterhead and MUST contain the following information:

- Solicitation Number.
- Company's Name.
- Company's Address.
- Name of Company's authorized representative.
- Telephone No, Cellular Phone #, Email address.
- Total Proposed Price.
- Validity of Proposal.
- Acceptance of Tax Withholding Statement.
- Tax identification Number.
- Name and address of Government Audit Agency and name and phone number of the auditor.
- A valid business license.
- Signature, Date and time.

4. The Cost/Business Proposal:

As stated earlier, the cost proposal shall be submitted separately from the technical proposal. **The budget will present the cost for performing the work specified in this solicitation.** At a minimum, the cost proposal will include the following information:

- A detailed cost break-down of the proposed budget to the maximum extent practical using the Excel template provided.
- A detailed and comprehensive budget narrative explaining the basis for the cost estimates.

- The most recent two fiscal year pool and base cost compositions along with derived rates, the bases of allocation of these rates and an independent certified audit by a certified accounting firm of these rates.

5. Attachments:

- This section will include any information or document that was not listed in the above sections and the Offeror finds necessary to include in the proposal. In this section, the Offeror will also include the information that will assist AUAF to determine the Offeror's responsibility. The following are required documents to be submitted with the proposal:
 - Current copy of the business registration (front and back).
 - Proof of good standing with the Afghanistan Revenue Department.
 - Proof that there are no outstanding tax liabilities with the Afghan Government that could lead to company being unable to provide services as set out in the RFP.
 - Proof of medical insurance coverage for staff.

Disclaimer: This solicitation in no way obligates AUAF to award a contract, nor does it commit AUAF to pay any costs incurred in preparation and submission of a proposal in response to the RFP. Furthermore, AUAF reserves the right to reject any and all offers if such action is in the best interest of AUAF.

ATTACHMENT III

EVALUATION CRITERIA

TECHNICAL PROPOSAL EVALUATION

Proposals will be evaluated according to the criteria stated herein. The relative importance of each individual criterion is indicated by the number of points assigned thereto. A total of 80 points is the maximum possible technical score for each proposal. The evaluation criteria serve to: (a) identify the significant factors which the Offeror should address in their proposal under each section and (b) set the standard against which all proposals will be evaluated.

A. Business Information (5 Points):

- A letter of intent summarizing in a brief and concise manner, the Vendor's understanding of the scope of work. The letter must be signed by an official authorized to make such commitments and enter into a contract with AUAF. The letter must include the officer's title or authority. The letter should not exceed two pages in length.
- Contact person; address and contact details.
- Identify the type of business entity involved (e.g; corporation, sole proprietorship, partnership, joint venture, etc.) If Vendor is a corporation, provide a copy of the certification from Afghanistan.
- Provide a listing of office locations where national and/or regional personnel are located.
- Provide a brief history of company, including number of years in business.
- Provide a description of the standard services offered by the company.
- Provide a listing of professional organizations of which the Vendor is a member.
- Business License and Tax Identification Number.

B. Financial Status (10 Points):

Include the Balance Sheet, Income Statement, and Cash Flow Statement from the prior two (2) fiscal years. Financial statements shall be prepared in conformity with generally accepted accounting principles. Said statements and reports should be from the corporate entity making the proposal rather than its parent corporation. Complete audited financial statements are preferred.

- Financial Stability 5 Points.

- Financial Status 5 Points.

C. Capabilities and Experience (25 Points):

- Provide a brief statement of qualifications that includes the company's size, geographic location in relation to the project, and the office that will support the contract for this project.
- Include information regarding previous or current contracting experience with AUAF or other public/education agencies in Kabul.
- The Vendor must furnish a representative client listing of up to five (5) current clients which AUAF may contact (include the name, phone number and email address of the current primary contract representative and the date the account was acquired). AUAF prefers that the client references be similar to the AUAF's student population.
- Indicate the number of personnel proposed to staff our facilities at the AUAF's location. Provide an organizational chart, including position/title and whether full time or part time. Provide resumes for those in management positions. Provide position descriptions for those not in management positions. Indicate the training that staff receive in providing service to customers both at initial hire and ongoing.
- Detail the qualifications and responsibilities of each position and their salary ranges, with minimums and maximums.
- Contract Manager/Site Supervisor: list experience of proposed contract manager/site supervisor. Include current job description and resume, if applicable.
- Include statements regarding employment policies to include, but not be limited to discrimination, drug/alcohol abuse, and background checks and fingerprinting.
- Submit proposed operating hours.
- Submit staffing schedules for one complete week both during the academic year and summer/holiday/break periods. Schedules must include position titles.
- Provide schedule of management coverage in terms of days and hours.
- Identify the location of your home office and the specific office that will have direct responsibility for the AUAF's food service department.
- Indicate transition proposal for existing vendor's employees.

D. Food Services Program (30 Points):

1. Dining Services (10 Points)

- Outline plan to provide everyday food service for students, staff, faculty and guests in the cafeteria, fast food outlets and grocery stores. Include proposed menus with portion and pricing information.
- Provide a brief assessment of the current food services operation along with a description of what changes

your company is proposing to make. This portion of your response must include the assessment plus your company's proposal regarding:

- i. Cosmetic Improvements.
- ii. Proposed service concepts, menus, prices and portions.
- iii. Advertising/marketing plans.
- iv. Any other pertinent elements necessary to affect an operationally and financially efficient foodservice program.

2. Catering Services (10 points)

- Submit an assessment and specific catering plan proposal including:
- Catering guide to include at least three levels of menu pricing to reflect the differences in services ranging from:
 - i. Table linen with decorations, china service, glassware, and silverware
 - ii. Paper and disposables
 - iii. Pick- up/carry-out
- Staffing levels per customer for seated service lunch and dinner functions as well as for receptions and buffet service.
- Provide a detailed marketing plan to be implemented which will support the attainment and retention of catering customers. Describe how a successful non- exclusive catering program will be built and maintained. The program must earn business by providing the best quality, prices and service
- Describe Vendor experience with catering. Include overview of experience working with student clubs and organizations regarding catering and food service.

3. Food Quality (5 points)

- Provide source of supply and length of supplier relationship.
- Grades of food they intend to supply.
- Indicate the training given to staff on food preparation with specific emphasis on sanitation both at initial hire and ongoing.

4. Creative Ideas (5 Points)

Submit any creative ideas specific to AUAF for which are used in comparable situations to enhance food service participation not already presented in this proposal. In addition, please provide sufficient background information as to how such ideas were generated, the process for implementation and what assistance was

necessary from the client to affect a successful outcome.

E. Quality Assurance /Sanitation/Safety (10 points):

- Submit a plan to provide quality assurance with respect to all aspects of the campus food services program.

The plan should include:

- i. Corporate, regional and local area visitation schedule by job title.
- ii. Length of visit and who will be called upon.
- iii. Follow-up procedures for customer complaints.
- iv. A plan for ongoing as well as periodic customer service monitoring.
- v. Forecasting, merchandising, production and quality control techniques such as taste testing, temperature testing, sample recipes, utilization of leftovers, identification and deletion of unpopular items and related tasks.
- vi. Provisions to provide pro-active attention to customer needs.
 - a. Briefly describe the approach to sanitation and safety practices and the anticipated program to train and reinforce standards in the food service facility.
 - b. Outline sanitation and safety self-inspection procedures for all food service operations at the two AUAF campuses. Provide a sample copy of any checklist used during inspection.
- vii. Submit data to support the existence and quality of programs your company brings to the operation with respect to providing a safe, sanitary (with a particular emphasis on proper food handling), and secure food service environment.
- viii. Provide a brief description of your company's overall policy/philosophy regarding Environmental Sustainability. Describe the company's environmental sustainability program and how it would be incorporated at the AUAF campus. Provide a plan to address environmental issues: organic foods, vegetarian menu, biodegradable paper & plastic products, recycling, and composting.

F. Cost Proposal Evaluation (20 points):

The review of the cost proposal shall include cost realism. This process will include a review of the cost portion of the Offeror's proposal to determine if the overall costs proposed are reasonable and realistic for the work to be performed, if the cost reflects that the Offeror understands the requirements, and if the costs are consistent with the technical part of the proposal.

Evaluation of cost proposals will consider, but not be limited to, the following:

- The Offeror should propose a financial offer to the AUAF, **which may include a minimum guarantee, commission on net sales, profit sharing and/or other value-added programs. “Net Sales” shall be defined as all sales less sales and use tax. Commissions should be broken out by service, i.e., cafeteria, Fast Food Outlet, Grocery Store etc.**
- The Offeror shall describe what in-kind services they are prepared to provide AUAF. Further, please indicate any scholarships or other types of support your organization is willing to propose to support the mission and goals of AUAF.
- The Offeror shall also submit a year-one proforma financial statement of revenues and expenses for the foodservice operations. Revenues should be broken out by cafeteria/catering, etc. The food service proforma statements are to include only those revenue and expense items directly associated with AUAF operations.

After the final evaluation of the proposals, AUAF will make the award to the Offeror whose proposal presents the best value to AUAF considering both technical merits and cost factors.

ATTACHEMENT IV

SAMPLE MENU

The contractor will not be bind by the below menu for the fast food outlets and the below menu is a sample menu (indicative) for the reference only:

PIZZA

- Chicken Fajita
- Margarita
- Pepperoni
- Meatballs
- Vegetable
- Four Seasons
- Mix Pizza
- Beef
- Fish Pizza

FRIES

- Fried Chicken
- Chicken Wings
- Fish Fry
- Nuggets
- Chicken Tenders
- Fish Tenders
- French Fries

BURGERS

- Zinger Burger
- Beef Burger
- Chicken Burger
- Fish Burger
- Veggie Burger

NOODLES

- Veg Chowmein
- Egg Chowmein

- Chicken Chowmein

KEEBABS

- Chicken Shawarma
- Chicken Wrap
- Chicken Kebab

The below menu is an optional menu for the AUAF Cafeteria and is not binding:

Weekly and Monthly Menus - The Contractor is expected to design and produce, in an attractively designed format, weekly menus that will be posted online and on location bulletin boards, as well as distributed to all residence halls for placement on bulletin boards and to such other locations and offices as the University may direct.

Menu Option: Lunch and Dinner will be local Afghan cuisine and one International cuisine. Breakfast is optional on request from the University.

Rotating Hot Entrees

- Includes: Two (2) Main course, two (2) Vegetables (one (1) Must be Fresh and Not Canned or Frozen), two (2) Starches
- Vegetarian and / Vegan
- One (1) Hot Vegetarian Entree Daily
- Vegetarian Salads
- Vegetarian Pastas
- One Vegan Protein Option Daily
- Baked Potatoes and Sweet Potatoes
- Tofu

Fresh Fruits

- Daily Seasonal Whole Fruit (minimum of Three (3) daily): i.e., Apples, Oranges, Bananas, Pears, Peaches, Plums
- Daily Seasonal Cut Fruit (Minimum of Three (3) daily): Pineapple, Watermelon, Citrus Sections
- Yogurt (two (2) Varieties, Non-fat and Regular)

Gourmet Pizza / Pasta

- Cheese Pizza, Daily
- Vegetable Pizza - One (1) Daily, Rotating
- Meat - One (1) Daily, Rotating
- Cooked-to-Order Pasta (Three (3) Varieties Available at all Times)
- Bread variety of 2 (Naan Bread, Bread Rolls)

Beverages

- Juices (at Minimum Orange, Apple, Grape)
- Soda (Variety of Eight (8))
- Still Waters
- Selection of Coffee and Tea Offerings

Soups

- At Least Two (2) Varieties

Desserts

- Cakes, Brownies, Muffins, Bars, Squares (Four (4) varieties)
- Cookies (two (2) varieties)

ATTACHEMENT V

(A) TRAFFICKING IN PERSONS (April 2016)

1. The recipient, sub awardee, or contractor, at any tier, or their employees, labor recruiters, brokers or other agents, must not engage in:
2. Trafficking in persons (as defined in the Protocol to Prevent, Suppress, and Punish Trafficking in Persons, especially Women and Children, supplementing the UN Convention against Transnational Organized Crime) during the period of this award.
3. Procurement of a commercial sex act during the period of this award.
4. Use of forced labor in the performance of this award.
5. Acts that directly support or advance trafficking in persons, including the following acts:
 - Destroying, concealing, confiscating, or otherwise denying an employee access to that employee's identity or immigration documents.
 - Failing to provide return transportation or pay for return transportation costs to an employee from a country outside the United States to the country from which the employee was recruited upon the end of employment if requested by the employee, unless:
 - Exempted from the requirement to provide or pay for such return transportation by USAID under this award; or
 - The employee is a victim of human trafficking seeking victim services or legal redress in the country of employment or a witness in a human trafficking enforcement action;
 - Soliciting a person for the purpose of employment, or offering employment, by means of materially false or fraudulent pretenses, representations, or promises regarding that employment;
 - Charging employee's recruitment fees; or
 - Providing or arranging housing that fails to meet the host country housing and safety standards.
 - In the event of a violation of section (a) of this provision, USAID is authorized to terminate this award, without penalty, and is also authorized to pursue any other remedial actions authorized as stated in section 1704(c) of the National Defense Authorization Act for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013).
6. If the estimated value of services required to be performed under the award outside the United States exceeds \$500,000, the recipient must submit to the Agreement Officer, the annual "Certification regarding Trafficking in Persons, Implementing Title XVII of the National Defense Authorization Act for Fiscal Year 2013" as required prior to this award, and must implement a compliance plan to prevent the activities described above in section (a) of this provision. The recipient must provide a copy of the compliance plan to the Agreement Officer upon request and must post the useful and relevant contents of the plan or related materials on its website (if one is maintained) and at the workplace.

7. The recipient's compliance plan must be appropriate to the size and complexity of the award and to the nature and scope of the activities, including the number of non-United States citizens expected to be employed. The plan must include, at a minimum, the following:
 - An awareness program to inform employees about the trafficking related prohibitions included in this provision, the activities prohibited and the action that will be taken against the employee for violations.
 - • A reporting process for employees to report, without fear of retaliation, activity inconsistent with the policy prohibiting trafficking, including a means to make available to all employees the Global Human Trafficking Hotline at 1-844-888-FREE and its e-mail address at help@befree.org.
 - • A recruitment and wage plan that only permits the use of recruitment companies with trained employees, prohibits charging of recruitment fees to the employee, and ensures that wages meet applicable host-country legal requirements or explains any variance.
 - • A housing plan, if the recipient or any sub awardee intends to provide or arrange housing. The housing plan is required to meet any host-country housing and safety standards.
 - • Procedures for the recipient to prevent any agents or sub awardee at any tier and at any dollar value from engaging in trafficking in person's activities described in section a of this provision. The recipient must also have procedures to monitor, detect, and terminate any agents or sub awardee or sub awardee employees that have engaged in such activities.
8. If the Recipient receives any credible information regarding a violation listed in section a(1)-(4) of this provision, the recipient must immediately notify the AUAF Procurement Director; and must fully cooperate with any AUAF personnel responsible for audits, investigations, or corrective actions relating to trafficking in persons.
9. The Agreement Officer may direct the Recipient to take specific steps to abate an alleged violation or enforce the requirements of a compliance plan.
10. For purposes of this provision, "employee" means an individual who is engaged in the performance of this award as a direct employee, consultant, or volunteer of the recipient or any sub recipient.

The recipient must include in all sub awards and contracts a provision prohibiting the conduct described in section a (1) -(4) by the sub recipient, contractor, or any of their employees, or any agents. The recipient must also include a provision authorizing the recipient to terminate the award as described in section b of this provision.