

## **TECHNICAL SPECIFICATIONS FOR THE PROCUREMENT OF MEALS/CATERING SERVICE PROVIDER**

- I. **Project Title :** **CATERING SERVICE PROVIDER/PROVIDER OF MEALS FOR THE CONDUCT OF THE TRAINING ON EXCELLENCE IN CUSTOMER SERVICE**
- II. **Total Appoved Budget (based on the Approved Corporate Operating Budget and/or Indicative Annual Procurement Plan):**

Approved Budget for Contract (ABC) of PhP **79,200.00**

- III. **Brief discussion why the goods and services to be procured are necessary**

The Human Resources Office (HRO), Government Service Insurance System (GSIS) will conduct the training program entitled *Excellence in Customer Service* (ECS) in the first quarter of CY 2020.

Provision of good quality and quantity of nutrition suited to the needs of the participants in a training program assures better body and mind performance. This stimulates thinking and concentration, and contributes to the conducive learning environment as it improves the general disposition of the participants.

- IV. **Scope of the Project**

The GSIS-HRMD is in need of a catering service/meal provider for its various that training programs that will meet the following requirements/deliverables:

1. Managed buffet for all meal requirements. Meals should include the following for the whole duration of the training programs:

- Breakfast;
- Lunch; and
- PM Snacks.

2. Meal Inclusions:

- 2.1 Breakfast inclusive of steamed or fried rice, main course with at least two (2) viands, fresh fruit/s, and one (1) cold bottled juice.
- 2.2 Lunch inclusive of steamed rice, main course with at least two (2) viands, salad and/or soup, dessert, and (1) cold bottled juice.
- 2.3 PM snacks inclusive of at least a combination of pasta or noodles, sandwich or bread, and one (1) cold bottled juice.
- 2.4 With provision of mineral water (in water dispenser), flowing coffee and tea, candies/mints and nuts, and biscuits during the workshop.

3. Appropriate utensils (such as flat ware, glasses, china)

Notes: **Proposal must include menu for each training schedule.**

**The GSIS-HRMD will notify the Provider of the number of meals to be prepared for those participants with food restrictions (no-pork for**

**Muslims, etc.) at least two (2) days before the conduct of the program/s.**

**V. Detailed specifications of the items, materials, equipment/hardware/ software, accessories and or services to be procured**

Managed buffet for Breakfast, Lunch and PM Snacks for the whole duration of the training programs, with flowing coffee and tea, water, candies/mints and nuts and biscuits during its implementation in the first quarter of CY 2020.

**VI. Manpower Requirement:**

1. The Provider shall guarantee the provision of at least two (2) qualified, trained, courteous and capable personnel per program who observe proper hygiene and shall be required to wear clean and appropriate uniform and identification (ID) card. Said personnel shall assist in the distribution of food to the participants.
2. The Provider shall assign a point person to coordinate with GSIS regarding the schedule of conduct of the training program and its requirements.

**VII. Support service requirements - Not Applicable**

**VIII. Warranty and after-sales service requirements - Not Applicable**

**IX. Clear statement of the required standards of workmanship, materials and performance of the goods and services to be procured**

1. The Provider shall guarantee the provision of at least two (2) qualified, trained, courteous and capable personnel who observe proper hygiene and shall be required to wear hair net, clean and appropriate uniform and identification (ID) card to assist in the distribution of food.
2. Menu proposals will be evaluated by the GSIS vis-à-vis the Technical Specifications.
3. The Provider may be requested for food tasting for the GSIS to determine whether the meals to be served in various training programs have passed the standards. The Provider shall obtain an overall rating of at least 90% based on the following criteria for selection:

<b>Criteria</b>	<b>Percentage</b>
Taste and Quality of Food	50%
Serving Size/ Balanced Menu/Complimentary Dishes	35%
Food Variety / Options	15%
<b>TOTAL</b>	<b>100%</b>

4. The Provider shall assign a point person to coordinate with GSIS regarding the schedule of conduct of the training program and its requirements.
5. Cooking is not allowed at the GSIS premises. In case the Provider needs electrical supply, the GSIS-HRMD should be informed in writing at least one (1) week before the scheduled training. The wattages of the electrical

equipment/appliance should be specified. Also, the Provider shall bring extension cord if they need one.

6. **Operation and Control.** The Provider shall submit a copy of their Business Permit, Sanitation Permit and all other relevant government permits to GSIS as part of the GSIS requirements.
7. **Sanitation.** Proper sanitation in accordance with law (under “*Food Establishment*” as stipulated in Presidential Decree No. 856) shall be observed at all times. The Provider shall guarantee that food is prepared in accordance with sanitation law and shall maintain safe and clean food, equipment and other facilities in the surrounding areas of the activity.
8. **Safety.** The Provider shall ensure that safety precautions are observed, monitored and provided at all times.
9. **Waste Management.** The Provider shall manage wet and dry garbage properly and also place covered garbage disposal bins around the training venue. Hauling, transport and disposal of used utensils, plastic plates, plastic bottles and other waste materials shall be the Provider’s responsibility.
10. **Right to Inspect.** The GSIS-HRMD, together with designated personnel of the Building and Maintenance Department (BMD) and Security Department (SD), shall have the right to visit/inspect the business site of the Provider to check for sanitation, food handling, and the like so as to monitor compliance with the agreement.
11. **Reparation.** Any damage to any of the facilities and equipment of the GSIS, directly or indirectly, caused by the external provider’s personnel shall be charged to the account of the Provider.
12. **Grounds.** The GSIS shall have the right, power and privilege to terminate this agreement for any cause whatsoever without need of judicial action and the Provider hereby agrees to abide by the decision of the GSIS.
13. **Return of the Premises.** The Provider shall remove all things brought to the GSIS premises immediately after the event. The Provider shall allow the GSIS security personnel to check, if warranted, the wares and equipment to be brought out of the GSIS premises.
14. **In case of Breach or Pre-termination.** If the agreement is terminated or cancelled by reason of any breach of the terms and conditions committed by the Provider, the Provider shall be liable for any and all damages, actual or consequential resulting from such breach.
15. **Penalty.** In case the Provider for any reason whatsoever fails to deliver the very satisfactory service expected from them, they will be meted out with corresponding penalties, equivalent to 25% of the Contract price. The GSIS shall have the right, power and privilege to cancel the order without need of judicial action and the Provider hereby agrees to abide by the decision of the GSIS.
16. In the event of, but not limited to, any acts of God, government acts under its police power, war, terrorist attack, fire, flood, explosion, civil commotion and any other cause or causes beyond reasonable control, no party shall be liable to the other party for any delay or non-performance of its obligation.

17. Other Requirements. To ensure timely delivery and high quality of the meals to be provided, the area of operations of the Provider must be within two (2)-kilometer radius of the GSIS premises in Pasay City.

**X. Brand and specifications of the existing items, materials, equipment/hardware/software and accessories, if the former are related to the goods and services to be procured - Not Applicable**

**XI. Drawings/Plans and other necessary information - Not Applicable**

**XII. Schedule and place of delivery**

The two (2)-day workshop will be conducted in **two (2) batches**, with **25 to 30 participants per batch**. It shall be conducted in the first quarter of CY 2020, with the following schedule:

<b>Batch</b>	<b>Proposed Dates of Conduct</b>
<b>1</b>	February 20-21, 2020 (Thursday and Friday)
<b>2</b>	March 05-06, 2020 (Thursday and Friday)

The venue shall be provided by the GSIS and to be finalized by the end-user at least two (2) weeks prior to the conduct of the program.

**XIII. Terms of Payment**

Payment shall be made ten (10) days upon completion of services required by the GSIS and complete submission of documentary requirements (Statement of Account, etc.).

It is understood that all applicable taxes shall be borne by the **TRAINING PROVIDER**.

**SUBMITTED BY:**

**NOTED BY:**

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