

## **Annex II**

### **Terms of Reference Provision of Canteen Operator Services Frontex/OP/790/2018/JL/DT**

#### **1. NATURE AND SUBJECT OF THE CONTRACT**

The Frontex Agency's objective is to ensure canteen, cafeteria, catering, coffee & kitchenettes services and provision of supplies to kitchenettes by concluding a framework service contract with a professional and experienced company. The Framework Contract for the provision of Canteen Operator services will be signed for an initial period of two years. It may be renewed twice by tacit agreement of the Parties for another one year, up to four years duration in total, unless one of the parties receives formal notification to the contrary at least three months before the end of the ongoing duration.

#### **2. BACKGROUND INFORMATION**

##### **2.1. FRONTEX PREMISES**

Frontex headquarters (HQ) are located in Warsaw Spire complex, plac Europejski 6, 00-844 Warsaw, Poland, where the Agency occupies the entire building B. At the beginning of 2018, the Agency further expanded to three floors of an adjacent building on Wronia 31 street. The total leased area amounts to approx. 22,000 sq m. Frontex personnel currently amounts to around 600 people and is expected to reach around 1,250 people by 2020. In order to accommodate the growing number of staff, internal reconstructions of floors and relocations will take place throughout 2018-2020.

Frontex premises provide for numerous kinds of workplaces: office rooms, open space areas, conference and meeting rooms, kitchenettes, special purpose areas. The access to Frontex premises is restricted. All visitors and deliveries are checked by Frontex Security; entry may be denied.

In the Warsaw Spire complex, the delivery zone is located underground on -2 level. It is accessible by lorries with a maximum height of 4.5 m. A cargo elevator, accessible from the same level, has the following size and capacity: width 1,400 mm (door width 1,300 mm), depth 2,450 mm, height 2,850 mm and nominal load 1,600 kg. The corridors of Frontex HQ are 1.5 m wide and 2.6 m high on average. The office doors openings are 0.90 m wide and 2.3 m high.

In the Wronia 31 building, there is no typical delivery zone for big lorries nor a cargo lift. Consequently, only regular cars (up to 2m high and 6m long) may enter, not trucks. All deliveries take place on -1 level. The elevator, accessible from the same level, has the following size and capacity: width 1,350 mm (door width 1,300 mm), depth 2,070 mm, door height 2,070 mm and nominal load 1,650 kg. The lobby doors are 2.1 m wide and 2.09 m high. The corridors are 3.3 m high.

##### **2.2. ORGANISATION OF MEETINGS**

Frontex organizes over 1,000 external meetings a year, hosting on average 1,450 guests per month. Table 1 shows the number of meetings held in Frontex premises in 2017 and in the first months of 2018. Out of all meetings organized by the Agency in its premises, the majority are internal meetings with occasionally ordered refreshments (coffee, tea, water). For the external meetings, usually, a catering service is organized.

In the main HQ building there are more than 30 conference and meeting rooms, able to host almost 600 participants. The biggest Management Board Conference Room can host up to 90 delegates and smaller rooms have the capacity from 8 to 34 participants. Most of the meetings are held on the 6<sup>th</sup> conference floor, where 13 rooms are located, with coffee breaks served in the foyers or inside the conference rooms. Other meeting rooms are spread over office floors and they require occasional deliveries of refreshment beverages. There are 25 kitchenettes in total (in both buildings), on average two per floor. Due to planned reconstructions of floors as well as expansion to additional office areas, the overall number of meeting rooms and kitchenettes will increase.

*Table 1 Meetings in Frontex premises January 2017 - May 2018*

Month	Number of meetings	External meetings	Internal meetings	Number of participants (Frontex staff excluded) - external meetings
January	482	81	401	1331
February	480	110	370	1688
March	772	161	611	1778
April	582	118	464	1015
May	464	72	392	1795
June	563	75	488	2174
July	436	43	393	1038
August	500	51	449	784
September	587	81	506	1587
October	581	80	501	1688
November	618	95	523	1692
December	440	57	383	941
<b>Jan-Dec 2017</b>	<b>6505</b>	<b>1024</b>	<b>5481</b>	<b>17511</b>
<b>Average 2017 monthly</b>	<b>542</b>	<b>85</b>	<b>457</b>	<b>1459</b>

January	591	74	517	1594
February	588	80	508	1436
March	663	82	581	1396
April	369	38	331	1774
May	542	95	447	2331
<b>Jan-May 2018</b>	<b>2753</b>	<b>369</b>	<b>2384</b>	<b>8531</b>
<b>Average 2018 monthly</b>	<b>551</b>	<b>74</b>	<b>477</b>	<b>1706</b>

### 2.3 CANTEEN OPERATOR SERVICES

The current Framework Contract with the Canteen Operator provides for (1) canteen and cafeteria services, (2) catering services for meetings, (3) coffee and kitchenette services, (4) supplies to kitchenettes.

### 2.4 KITCHEN TECHNOLOGY

The original kitchen technology project of Frontex Canteen ('the Canteen') was initially elaborated by Tanake in 2013 and revised by Gastro-Project in 2014. In view of constantly growing needs to cater more meetings and guests, the kitchen technology project may be revised again in the future in consultation with the Canteen Operator and may entail the need for reconstruction works in the Canteen area, costs of which will be covered by Frontex. For more information on the Canteen, Cafeteria and Catering Service Area please refer to the relevant Annex titled 'Kitchen Technology'.

### 2.5 CANTEEN SERVICES

Frontex Canteen is located on the top 14<sup>th</sup> floor of the Agency's HQ and comprises of an area of almost 500 sq m. This includes an open court area (with up to 120 seats), two separate VIP rooms (each for 40-50 guests) and a Cafeteria. The kitchen facility measures approx. 100 sq m and is divided into smaller areas.

The Canteen operates during the working days of Frontex, from Monday to Friday, from 8:00 to 17:00. Lunches are served from 12:00 to 15:00. The Agency's canteen is designed as a dependent kitchen. Some products are delivered from the Canteen Operator's central kitchen as pre-prepared meals ready for reheating (e.g. soups), others are cooked inside the Frontex kitchen. The Canteen menu includes but is not limited to breakfast sets, lunch sets (meat, fish, vegetarian), hot and cold beverages, freshly squeezed juices and cocktails, sandwiches, salads, pastries, snacks, dairy products as well as take away sets (sushi, salads, etc.). Live cooking sessions are organized a couple of times a week.

A separate office, able to host up to 3 persons, dedicated for the Canteen management, is located in the vicinity of the Canteen on the 14<sup>th</sup> floor. Daily, around 12 persons of the Canteen Operator work in the Canteen, namely a canteen manager, a deputy canteen manager, a chef, a sous-chef, two cooks, two kitchen assistants, four cashiers / bartenders. Additional 6 persons support the deliveries and provide general supervision.

In 2017, the Canteen served more than 22,000 lunch sets (in addition to catering options). In the first months of 2018, a 40% increase in the numbers of served lunch sets has been observed.

*Table 2 Lunch sets served by the Canteen January 2017 - May 2018*

<b>Month</b>	<b>2017</b>	<b>2018</b>
January	1791	2503
February	1962	2765
March	2181	2517
April	1506	2565
May	1727	2437
June	1822	
July	1526	
August	1483	
September	2147	
October	2061	
November	2555	
December	1949	
<b>Total</b>	<b>22710</b>	<b>12787</b>
<b>Average monthly</b>	<b>1892</b>	<b>2557</b>

## 2.6 CATERING SERVICES

Catering Services have at their disposal the kitchen facilities of the Canteen on the 14<sup>th</sup> floor as well as a Catering Service Area on the conference 6<sup>th</sup> floor. There is an additional storage area and a dressing room for catering staff located on the 14<sup>th</sup> floor.

The catering services include coffee breaks and lunches for the purpose of meetings and conferences. As a rule, mini or standard options are used for catering services. The procurement of VIP option(s) requires a prior internal approval, so it is not a frequently used option.

There are two types of catering services for lunch: lunch - voucher and lunch - buffet. The type lunch - voucher is used for smaller groups, while for more participants or VIP visitors the type lunch - buffet can be used. In 2017, the value of catering services amounted to 95,500 € and in the period January-May 2018 amounted to 71,500 €. Table 3 presents the types of catering services ordered between January 2017 and May 2018.\*

\*Future figures may vary. The Agency cannot guarantee the volume of the demand for services and provides these figures purely for information purposes.

Table 3 Types of catering January 2017 - May 2018

	2017			2018		
	Coffee break	Voucher lunch	Buffet lunch	Coffee break	Voucher lunch	Buffet lunch
January	138	246	0	1120	113	247
February	813	437	238	853	85	125
March	1635	100	260	1295	72	513
April	1093	75	250	1250	18	374
May	1325	185	253	1264	95	254
June	654	0	280			
July	635	0	270			
August	230	100	42			
September	1098	144	427			
October	1451	90	297			
November	1385	135	313			
December	367	25	81			
Total	10824	1537	2711	5782	383	1513
Average monthly per year	902	128	226	1156	77	303

## 2.7 COFFEE AND KITCHENETTES SERVICES

In addition to the meetings that are served through catering orders, on a daily basis Frontex staff organizes internal meetings or meetings with external participants. Those smaller meetings (usually up to 15 people) are served by the Coffee and Kitchenettes Service personnel, which is present at Frontex premises every day from 8.00 to 18.00. At the moment, the Coffee and Kitchenettes Service comprises of 7 persons and includes the cleaning of kitchenettes.

A dedicated storage area for kitchenettes supplies is located on a designated office floor (currently the 12<sup>th</sup> floor). The Canteen Operator is responsible for the proper distribution and monitoring of supplies.

## 2.8 PROVISION OF SUPPLIES TO KITCHENETTES

Frontex offers coffee, tea, milk, sugar, water and fresh fruit and vegetables free of charge to its employees. The Canteen Operator organizes coffee, tea, milk and sugar for all kitchenettes, while other contractors provide drinking water and healthy snacks (fresh fruit and vegetables). Every kitchenette is equipped with a coffee machine that is used by the staff and for the preparation of refreshments for guests. As Frontex holds many small meetings with external experts, it often offers coffee from before mentioned coffee machines without engaging Catering or Coffee and Kitchenette service. However, this has an impact on the amount of coffee used during the year. Table 4 illustrates the consumption of kitchen supplies from January 2017 to May 2018.

Table 4 Average yearly consumption of kitchen supplies

	2017						
	Ground coffee (kg)	Instant coffee (jar)	Bean coffee (kg)	Black tea (box 100 teabags)	Flavoured tea (25 teabags)	Milk (l)	Sugar (kg)
January	48	12	114	49	71	744	60
February	56	12	126	46	84	684	20
March	56	12	126	72	67	576	100

April	44	12	96	27	99	588	20
May	72	12	102	33	67	792	60
June	72	0	108	43	72	756	40
July	64	18	126	44	50	680	60
August	64	12	126	16	67	756	60
September	64	30	126	56	74	660	30
October	64	18	126	36	75	795	40
November	64	0	126	24	88	624	35
December	64	6	138	24	63	752	68
<b>Total</b>	<b>732</b>	<b>144</b>	<b>1440</b>	<b>470</b>	<b>877</b>	<b>8407</b>	<b>593</b>
<b>Average 2017 monthly</b>	<b>61</b>	<b>12</b>	<b>120</b>	<b>39</b>	<b>73</b>	<b>701</b>	<b>49</b>

	2018						
	Ground coffee (kg)	Instant coffee (jar)	Bean coffee (kg)	Black tea (box 100 teabags)	Flavoured tea (25 teabags)	Milk (l)	Sugar (kg)
January	64	12	138	58	90	960	24
February	64	0	180	20	173	816	40
March	64	12	180	42	80	948	24
April	64	12	186	36	159	936	48
May	68	6	210	32	126	744	36
<b>Total</b>	<b>324</b>	<b>42</b>	<b>894</b>	<b>188</b>	<b>628</b>	<b>4404</b>	<b>172</b>
<b>Average 2018 monthly</b>	<b>65</b>	<b>8</b>	<b>179</b>	<b>38</b>	<b>126</b>	<b>881</b>	<b>34</b>

## 2.9 SATISFACTION SURVEY

A satisfaction survey on Frontex Canteen and Canteen Operator services was launched among the Agency's staff mid-April 2016. The online questionnaire was accessed by 186 people, out of whom 162 fully completed it. Fifteen questions were divided into three sections concerning Canteen Services, Coffee and Kitchenettes Services, and Catering Services.

### *Canteen Services*

Almost half of respondents bought food from the Canteen more than twice per week. Alternatively to the Frontex Canteen, staff members mainly ate in nearby restaurants and bars or brought meals from home. The clients of the Canteen assessed that there was a variety of food in the canteen, the meal portions were adequate, but the food was neither tasty nor worth its price. It was also doubted whether the food was healthy and fresh. The respondents had no strong preferences for any initiatives and promotions that they would welcome in the canteen (happy hours, loyalty cards, nutritional information, national days). Similarly, low fat and fit dishes only slightly surpassed other dishes that employees would like to additionally see in the menu (seafood, steaks, burgers, vegan, gluten-free and dairy-free).

### *Coffee and Kitchenettes Services*

Two thirds of respondents ordered refreshments and/or healthy snacks for meetings at the premises of the Agency. The majority agreed that the standard of services provided by the Coffee and Kitchenettes Personnel was high, the personnel was polite, the orders were served on time, the service was clean and the quality of the

equipment was fine. The respondents rated the cleanliness of the kitchenettes as good or very good as well as the quality of supplies there. Two thirds did not miss any supplies in the kitchenettes.

#### *Catering Services*

Almost 40% of respondents procured catering services from the Canteen Operator for meetings at the premises of Frontex. They mainly ordered coffee breaks, rather than voucher and buffet lunches. Almost no negative replies were received as regards the standard of catering service, the politeness of personnel, the timing of meals, the cleanliness of service and the quality of the equipment (the respondents were neutral or positive in their opinions). Ninety percent of respondents did not encounter any problems while ordering catering.

### **3 DESCRIPTION OF REQUIRED SERVICES**

#### **3.1 FACILITIES AND EQUIPMENT - DIVISION OF RESPONSIBILITY BETWEEN FRONTEX AND CANTEEN OPERATOR**

##### *Use of premises*

Frontex hands over to the Canteen Operator the Canteen premises, facilities and equipment free of charge. Similarly, the Agency makes also available other areas (such as kitchenettes, catering areas, meeting rooms, storages, etc.) at no additional costs. The Canteen Operator is entitled to use these facilities and equipment solely for the performance of the services under this Contract. The Canteen Operator has to exercise due diligence over the equipment entrusted to it.

Frontex hands over the Canteen premises designed and constructed according to the applicable sanitary and hygiene law, standards and norms, confirmed by relevant documentation of SANEPID. The Canteen Operator is fully responsible for providing the services described in the Contract in compliance with food, hygiene, public health and accident prevention and other applicable legislation, as described in, among others, the HACCP procedures. Such compliance has to be ensured in the Canteen no later than on the first operating day of the Canteen for Frontex employees and guests under the responsibility of the Canteen Operator.

##### *Kitchen and catering equipment*

Frontex divides the responsibility for furnishing Canteen facilities in the premises between itself and the Canteen Operator. The detailed list of kitchen and catering equipment provided by the Agency is recorded in the relevant Annex titled 'List of Kitchen and Catering Equipment'. As a part of this contract, the Canteen Operator is expected to deliver, install and maintain all kitchen and catering equipment (**with no additional charge**) that was assigned to it in the above-mentioned Annex.

Additionally, in order to ensure high quality of performance and services delivered to Frontex staff and guests, the Canteen Operator shall provide all other equipment necessary for the execution of the Contract. In particular, the Canteen Operator is obliged to supply:

- kitchenware and kitchen tools,
- crockery, cutlery, serving dishes and glassware,
- condiment sets, sauces, sugar dispensers,
- linen, such as tablecloths, tea towels, hand towels,
- decorations, such as flowers, Christmas / Easter / national holiday elements etc.,

for the use in the Canteen, Cafeteria and during specific events catered by it. The Agency is not liable for any breakages or loss of such equipment unless due to its negligence. The Canteen Operator is responsible for ensuring the availability of a sufficient amount of the above-mentioned equipment of a high standard.

The Agency has no specific requirements regarding tablecloths, tea towels, hand towels or other decorations. They shall be of high quality, durable and shall constitute a coherent and aesthetic integrity. Nevertheless, Frontex reserves the right to influence and/or refuse the elements of interior design.

*Furniture:* Frontex furnishes the Canteen and Cafeteria according to its Interior Design Concept. On the request of the Canteen Operator, the Agency may purchase additional pieces of equipment and/or furniture, if properly justified.

*Maintenance:* The kitchen and catering equipment and furniture made available by Frontex remain its property. The technical maintenance of such equipment is the responsibility of the Agency and it is performed regularly (currently once a quarter). The Canteen Operator is responsible for daily preservation in a good condition and the proper use of the equipment and furniture entrusted to it. The Canteen Operator should report immediately any need for repair. Maintenance and repairs of the equipment bought and brought by the Canteen Operator is its sole responsibility.

*Utilities:* The Agency bears the cost of utilities (water, electricity, heating, sewage, etc.) for these areas. The Canteen Operator is responsible for the transportation and dispose of all kitchen waste to the containers provided for that purpose by the Agency and / or building administrator. The charges for the collection and disposal of waste are to be covered by the Canteen Operator and then reimbursed monthly by the Agency to the Canteen Operator on the basis of actual costs evidenced after the end of each calendar month (however, up to max.200 EUR per month). The invoices for the costs incurred in PLN will be submitted in EUR at the exchange rate of the date that an invoice is issued.

*Water treatment equipment:* The Canteen premises are equipped with a water treatment station. However, the cost of purchase of chemical detergents is borne by the Canteen Operator.

*Cleaning:* The Canteen Operator makes sure that the Canteen premises are kept clean and in conformity with the hygiene standards applicable by relevant Polish law. In particular, the Canteen Operator is in charge of:

- washing of dishes, equipment and other appliances
- washing of all linen products
- daily cleaning

for all the areas it is responsible for, namely kitchen, Canteen, Cafeteria, VIP rooms, Catering Service area. The Canteen Operator also bears the cost of all necessary cleaning and hygiene materials for the above-mentioned areas.

The daily cleaning of the foyers and meeting rooms is the responsibility of Frontex.

Frontex reserves the right to change the way, in which the Canteen is organized, but according to the kitchen technology in force.

### **3.2 CALENDAR**

The Canteen Operator provides services during working days and hours of the Agency. On days, which are Frontex holidays but are working days in Poland, the Agency may demand the presence and the services of the Canteen Operator personnel on duty. The Frontex holiday calendar is shared with the Canteen Operator, who is also informed about important events having an impact on the functioning of the Canteen (i.e. integration days, Christmas parties, European Border and Coast Guard Day).

The Canteen, similarly, operates on all working days of the Agency. From Monday till Friday, the Cafeteria must be open from 8:00 to 18:00 and the kitchen must serve lunches from 12.00 to 15.00. The Canteen Operator is free to propose longer opening hours, which must be pre-agreed by the Agency. The Canteen Operator may under no circumstances decide to change the agreed opening times without prior written authorization of the Agency. However, in exceptional and justified cases, e.g. during holiday periods, the Agency may agree to reduce the opening hours or to close the Canteen.

### **3.3 MENU**

The main responsibility of the Frontex Canteen is to provide balanced, healthy and tasty food for all who eat there. When used daily by Frontex staff, the food provided by the Canteen accounts for a significant portion of total food intake and has a significant impact on health and nutrition. Thus, the menu needs to be balanced, nutritious and sustainable.

The Canteen Operator must provide the Agency with a varying and diverse choice of healthy, nutritious, attractive and satisfying meals at a fair value competitive price, in clean and pleasant surroundings, in a quick, efficient and friendly manner. The Canteen Operator should be flexible and open to suggestions from its customers.

The Canteen Operator shall receive the raw materials from reliable sources and provide the relevant information about it to the Agency on its request. It shall use its specialist expertise to make use of fresh and seasonal ingredients to the maximum extent possible. Gluten free and vegan products should also be made available, if requested by the Agency. The introduction of products with fair trade, organic labels will be of added value.

The Canteen Operator should propose and regularly introduce seasonal or themed menu options e.g. international, national, Christmas specials, etc. However, such options must guarantee a high standard of quality and may not imply a reduction in the choices available to customers. Live cooking and tasting sessions should be regularly organized as well.

All food should be clearly labeled in English, indicating the main ingredients. Information about calorie / gluten / fat content, and potential allergens for all dishes should be displayed, if requested by Frontex. The Canteen Operator may be requested to photograph or display examples of its daily lunches if needed. A la carte menu is possible within the limitations of the kitchen technology. The Canteen Operator must offer the possibility of take away food.

A weekly Canteen menu in English should be drawn up and notified to the Agency's Contract Manager in a preceding week for wider distribution. The Canteen Operator should also regularly communicate any news about the services it provides (Canteen, Cafeteria, Coffee and Kitchenette).

### **3.4 ALCOHOLIC BEVERAGES**

If requested, the Canteen Operator will be expected to supply and serve alcoholic beverages to the Agency. Therefore the Canteen Operator must comply with any applicable legislation concerning licenses and permits (valid concession) in this regard. Alcoholic beverages might be available in the Canteen, Cafeteria and/or as a catering option, if decided by Frontex. The Canteen Operator must also be able to provide adequate glassware and other equipment necessary for this purpose.

### **3.5 PRICES**

The Canteen Operator must provide food at a fair value. It should compare the prices of the offered products and meals to market prices and aim at establishing competitive pricing. It should follow market trends and consumers' new food preferences. Regular benchmarking and site visits to comparable venues would be welcomed.

The products for the purchase by staff must be offered by the Canteen Operator at reasonable and competitive prices. Additionally, the Canteen Operator should introduce special solutions and initiatives aiming at making the Canteen more attractive for Frontex employees and guests. Loyalty cards, happy hours and promotions should be offered on a regular basis.

### **3.6 PAYMENT METHODS**

The Canteen operates on a self-service basis, i.e. customers serve themselves and pay at the desk. Payment methods in the Canteen must include at least cash and bank card payment. The Agency welcomes innovative or new methods of payments, including the use of charge cards, chip-card technology, or other payment methods. The cost of the installation and implementation of such systems will be the responsibility of the Canteen Operator. In the future, the Agency may decide to subsidize partially the prices of meals for Agency employees. The Canteen Operator must enable customers to make payments in a local currency (PLN). A possibility to pay in EUR would be of an added value.

### **3.7 CAFETERIA SERVICES**

The Canteen Operator must offer a complete range and variety of products for the purchase by staff and other customers of the Cafeteria. Cafeteria products served throughout the day must include but should not be limited to:

- Hot beverages/drinks: a selection of coffee, tea, hot chocolate, caffeine free drinks etc. Coffee should include various coffee options, such as espresso, latte, cappuccino, etc. Alternatives to cow milk may be proposed (lactose-free milk, plant-based milk, etc.).



- Cold beverages/drinks (bottled or/and canned): a selection of soft drinks, juices, still and sparkling water, power drinks.
- Freshly squeezed juices and smoothies (fruit and vegetable).
- Sandwiches (hot and cold) and salads: a variety of freshly made 'grab and go' sandwiches (including different types of bread) and salad portions (with/without meat and fish).
- Pastries: a selection of freshly baked pastries including Polish specialties.
- Healthy snacks: nuts, seeds, fresh and dried fruit, chocolate / fruit / cereal bars, etc.
- Dairy products: a selection of yoghurt, muesli, granola, pudding, low-fat, lactose-free options, etc.

The Agency may request to approve the full list of products, together with their prices, in advance. If, for any reason beyond the control of the Canteen Operator, products are not available, the Canteen Operator may propose alternatives. Such alternative products must be of an equivalent or higher quality than the unavailable product. The Canteen Operator may propose to adapt the list, for example to include seasonal products and/or remove others.

### **3.8 CANTEEN SERVICES**

Throughout the lunchtime (12:00-15:00), the Canteen must serve at least the following:

- Starters: choice of two freshly made soups with accompaniments min. 300g, mix of salads min. 100g, international cuisine appetizers, etc.
- Main course with accompaniments: three options of international cuisine meals (meat, fish, vegan/vegetarian), of energy value of at least 600 kcal, comprising of: meat/fish/vegetables, starch products (rice, potatoes, pasta, couscous etc.), vegetables/fresh salad.
- Dessert: choice of minimum two desserts (fruit, cake, pudding, yogurts, cheese etc.).
- Salad bar: a variety of vegetables, seeds, nuts, etc. with condiments and sauces.
- Live cooking food: pasta, sushi, grill, etc.

The above must be accompanied by a selection of non-alcoholic beverages (water, compote, juice, soft drink, etc.) and a selection of freshly made breads with spreads (butter). A variety of condiments and sauces including at least salt, pepper, olive oil, vinegar, tomato ketchup, mustard, mayonnaise, soy sauce, must be made available in the Canteen. So must the toothpicks.

Lunches, in three options - meat, fish, vegan/vegetarian, shall be served in a form of a full lunch (starter, main course, dessert), a meal of the day and/or separate dishes. The prices of individual meals must be reasonable and competitive (price per soup, main course, dessert).

### **3.9 CATERING SERVICES**

The Canteen Operator must be able to provide catering services for meetings ranging from 5 to 100 persons. In exceptional cases, the Canteen Operator will be expected to provide catering for more than 100 persons. The meetings will mostly take place within Frontex premises in the Warsaw Spire complex and, on request also, at other locations in the Warsaw area, indicated by Frontex.

The required catering services include but are not limited to the following:

- Business lunches
- Coffee breaks
- Exceptional services

The specific conditions and requirements for each type of catering service are detailed below. The Agency provides the Canteen Operator with a meetings and events calendar, regularly updated, in order to allow optimal use of resources.

The Canteen Operator should propose prices for each catering option. Prices should be all-inclusive.

Particular catering services will be provided on the basis of detailed specific contracts issued by the Agency. The order shall be submitted sufficiently in advance and must be confirmed by the Canteen Operator. However, it is expected that the Canteen Operator is flexible and capable to process a catering order as soon as possible in emergency situations. The Canteen Operator must submit to the Agency a separate invoice for each order.

Depending on the type of catering ordered, the Canteen and Catering Manager is responsible for organising the Canteen and catering in such a way to be able to accommodate all guests. It is also responsible for issuing vouchers, which will be then distributed by the Agency among event participants. Lunch service must be planned to ensure efficiency, in particular in a way ensuring that waiting times and queues are minimised.

The catering services must be available on all working days of the Agency, during normal working hours, for the purpose of this Contract between 8:00h and 18:00h. In exceptional cases, the Agency may require catering services to be provided outside normal working hours.

### Coffee breaks

The estimated duration of a coffee break (for events organized in Frontex premises) is between 30 min and 1 hour.

The Canteen Operator must offer at least the following coffee break options:

*Table 1 Coffee breaks options*

Type of service	Mini option	Standard option	VIP option
<b>Short - single coffee break</b>	<ul style="list-style-type: none"> <li>▪ Hot drinks</li> <li>▪ Milk, sugar</li> <li>▪ Water</li> <li>▪ Cookies</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hot drinks</li> <li>▪ Milk, sugar</li> <li>▪ Water</li> <li>▪ Cookies</li> <li>▪ Fruit</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hot drinks</li> <li>▪ Cold drinks</li> <li>▪ Milk, sugar</li> <li>▪ Water</li> <li>▪ Fruit</li> <li>▪ Mini appetizers (sweet / sour version)</li> </ul>
<b>Long - all day coffee break</b>	<ul style="list-style-type: none"> <li>▪ Hot drinks</li> <li>▪ Milk, sugar</li> <li>▪ Water</li> <li>▪ Cookies</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hot drinks</li> <li>▪ Milk, sugar</li> <li>▪ Water</li> <li>▪ Cookies</li> <li>▪ Fruit</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hot drinks</li> <li>▪ Cold drinks</li> <li>▪ Milk, sugar</li> <li>▪ Water</li> <li>▪ Fruit</li> <li>▪ Mini appetizers (sweet / sour version)</li> </ul>

The Canteen Operator shall also provide water (natural and sparkling, in glass bottles, possibly on equal share) in the amount of min. 0.25 l per participant, and place it in the meeting room.

### Business lunches

The estimated duration of a business lunch (for events organized in Frontex premises) is between 30 min and 2 hours.

Business lunches are normally held in the Canteen or in VIP rooms. VIP rooms are primarily reserved for delegations and external guests visiting Frontex and are designed to host up to 100 people. VIP rooms can be used in separation to the whole Canteen, but they can be also used as a reserved sitting area when guests make use of the main buffet service.

The Canteen Operator must offer at least the following business lunch options:

*Table 2 Lunch options*

Type of service	Mini option	Standard option	VIP option
<b>Lunch - voucher</b>	<ul style="list-style-type: none"> <li>▪ Sandwich/salad</li> <li>▪ Cold or hot drink</li> </ul>	<ul style="list-style-type: none"> <li>▪ Starter</li> <li>▪ Main course</li> <li>▪ Dessert</li> <li>▪ Cold drink</li> </ul>	<ul style="list-style-type: none"> <li>▪ Starter</li> <li>▪ Main course</li> <li>▪ Dessert</li> <li>▪ Cold drink</li> <li>▪ Hot drink</li> </ul>
<b>Lunch - buffet</b>	<ul style="list-style-type: none"> <li>▪ Starters</li> <li>▪ Desserts</li> <li>▪ Cold drinks</li> <li>▪ Hot drinks</li> </ul>	<ul style="list-style-type: none"> <li>▪ Starters</li> <li>▪ Main courses</li> <li>▪ Desserts</li> <li>▪ Cold drinks</li> <li>▪ Hot drinks</li> </ul>	<ul style="list-style-type: none"> <li>▪ Starters</li> <li>▪ Main courses</li> <li>▪ Desserts</li> <li>▪ Cold drinks</li> <li>▪ Hot drinks</li> <li>▪ Wine</li> </ul>

Lunch - seated	▪ n/a	▪ Starters ▪ Main courses ▪ Desserts ▪ Cold drinks ▪ Hot drinks	▪ Starters ▪ Main courses ▪ Desserts ▪ Cold drinks ▪ Hot drinks ▪ Wine
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Vouchers issued to guests for a pre-defined option would entail self-service from a menu available in the Cafeteria and/or Canteen.

Buffet and seated lunches would provide for waiters' service. The Canteen Operator is requested to delegate adequate number of personnel to smoothly operate catering for groups of each size.

For the buffet and seated lunch, the Canteen Operator should offer as a minimum:

**Starters:**

- Soups with accompaniments
- Mix of salads
- International cuisine appetizers

**Main courses:**

- Meat meal
- Fish meal
- Vegan/ vegetarian meal
- Accompaniments (starch products, vegetables)

**Desserts:**

- Fresh fruit
- Healthy snacks and pastries
- Puddings / creams

**Hot drinks:**

- Selection of coffees
- Selection of teas

**Cold drinks:**

- Natural and sparkling water
- Juices and soft drinks (min. 2 kinds)

**Wine:**

- Selection of red and white wines

**Exceptional catering services**

Exceptionally, the Agency may require a particular menu or type of menu, not included in the above-mentioned services, for specific events held during or after normal working hours (town hall meetings, farewell parties, receptions, children's day, etc.).

In very exceptional cases, the Agency may request the provision of catering services for events held outside the Agency's premises.

The Canteen Operator is expected to be able to provide catering for such events as long as they are ordered a reasonable time in advance.

The price for exceptional services, including any charge for services outside normal working hours, are subject of an agreement between the Agency and the Canteen Operator for each specific service. The pricing of such services must be based on competitive market prices.

In such cases, the Agency provides a detailed description of the services required and requests a proposal from the Canteen Operator. Once an agreement is reached concerning both quality and price, a specific contract is placed by the event organiser.

The Canteen Operator must submit to the Agency a separate invoice for each order, indicating the reference number of the order and the name of an event organizer.

### 3.10 COFFEE AND KITCHENETTES SERVICES

The Canteen Operator is requested to delegate adequate number of personnel, who are responsible for preparing refreshments for meetings with internal and external guests in the premises, ensuring tidiness in the conference and meeting rooms (after the conclusion of meetings) as well as daily cleaning and maintenance of the kitchenettes.

The staff should be available on all working days of the Agency, during normal working hours, for the purpose of this Contract implementation between 8:00h and 18:00h. In exceptional cases, the Agency may require Coffee and Kitchenettes Services to be provided outside normal working hours.

The Coffee and Kitchenette Services personnel is responsible for:

#### Daily

- Washing sinks;
- Cleaning tops, desks and tables in the kitchenettes, meeting and conference rooms;
- Sweeping and cleaning floors in the kitchenettes;
- Clearing out trash bins;
- Filling in reserves of kitchen supplies;
- Cleaning soap and paper towels dispensers;
- Refilling soap and washing liquid;
- Monitoring the quantities of cutlery and tableware;

#### Weekly

- Cleaning interiors and exteriors of kitchen furniture;
- Cleaning fridges and getting rid of expired products;
- Cleaning walls up to the height of 2m;
- Decalcifying of kettles and coffee machines;

#### Activities performed and verified on a regular basis during the day

- Performing cleanness check-ups in the kitchenettes;
- Emptying trash bins in the kitchenettes;
- Cleaning of microwaves, refrigerators, coffee machines and kettles;
- Operating dishwasher(s) and monitoring their functioning; informing person(s) responsible about any malfunctions;
- Washing up dishes;
- Maintaining tidiness in meeting and conference rooms after the meetings;
- Brewing coffee and serving healthy snacks and cookies for events;
- Refilling water and coffee in coffee machines;
- Replenishing water in the jugs;
- Taking deliveries of kitchenettes supplies;
- Monitoring supplies (coffee, tea, milk, sugar etc.) in the kitchenettes and in the dedicated storage(s); in case of shortage informing person(s) responsible for their delivery.

The Canteen Operator is obliged also to provide necessary equipment and materials for the performance of the above-mentioned services. The costs of purchase of cleaning and hygiene materials (paper towels, soap, dish wash, dustbin bags, sheet and soap feeders, dishwasher specifics, etc.) for the kitchenettes **will be reimbursed** monthly by the Agency to the Canteen Operator on the basis of actual costs evidenced after the end of each calendar month. The invoices for the costs incurred in PLN will be submitted in EUR at the exchange rate of the

date that an invoice is issued. Cleaning services performed by the personnel of the Canteen Operator shall be performed in accordance with all rules regarding this type of service and to the highest professional standards.

### 3.11 PROVISION OF COFFEE MACHINES, SUPPLIES AND TABLEWARE TO THE KITCHENETTES

Frontex furnishes and equips its kitchenettes with necessary kitchen equipment, except for coffee machines, which need to be delivered by the Canteen Operator. Frontex owns a considerable amount of tableware and kitchenette equipment. It is expected, however, that the Canteen Operator, within the framework of this Contract **and with no additional charge**, will take over the responsibility of provision of tableware and kitchenette equipment and provide Frontex, if necessary, with additional items of the same or higher standard. Once per year, the Canteen Operator will perform the inventory of all kitchenettes equipment and submit the report to Frontex for its knowledge and action.

The Canteen Operator is required to provide necessary equipment, materials and supplies to the kitchenettes. In particular, it will be responsible for:

- Provision and maintenance of coffee machines and coffee makers,
- Provision and maintenance of kitchenette equipment (kettles, coffee makers, etc.),
- Provision of tableware (adequate number and type of additional cutlery, glassware, chopping block, etc.),
- Provision of supplies (coffee, tea, sugar, milk, salt, paper, napkins).

The proposed equipment, materials and supplies should be of high quality and of standard similar or higher to the ones currently possessed by the Agency.

The Canteen Operator must offer as a minimum a 100% Arabica coffee and a selection of teas (black, mint, green, fruit, etc.) and a variety of other products (milk, sugar, etc.) for the prior acceptance of the Agency. Frontex reserves the right to change supplies according to the Agency's requirements.

It is expected that each kitchenette is equipped with at least one coffee machine. Coffee machines must be made available to the Agency on request. Once provided to the Agency, free of charge, they are to be regularly serviced and maintained in excellent condition by the Coffee and Kitchenettes Services staff. Additionally, extra coffee machines shall be made available, free of charge, in case of equipment breakdowns or failures.

The Canteen Operator is required to monitor, purchase and distribute ingredients ensuring that kitchenettes are fully stocked at all times. The predicted cost of supplies to kitchenettes (including the above-mentioned cleaning and hygiene materials) is maximum 7,000 EUR per month in 2019 (and growing in next years); this cost **will be reimbursed** monthly by the Agency to the Canteen Operator on the basis of actual costs evidenced after the end of each calendar month. The invoices for the costs incurred in PLN will be submitted in EUR at the exchange rate of the date that an invoice is issued. The Canteen Operator may calculate a commission for the provision of these supplies up to the threshold of 10% of the purchased amount.

### 3.12 STAFF

The Canteen Operator shall, in principle, perform the services using its own staff. The Canteen and Cafeteria shall be operated by a sufficient number of professional staff with relevant education and experience. Their assignment to the Canteen and Cafeteria shall be subject to the approval of the Agency and the Agency reserves the right to request the replacement of a member of the Canteen Operator's staff, if duly justified.

Any apprentices or trainees working for the Canteen Operator on the Agency's premises shall be in addition to normal staffing requirements. Exceptionally, and with the Agency's prior approval, the Canteen Operator may use temporary staff or casual staff. The Canteen Operator shall promote full-time contracts (umowa o pracę) among its staff.

In case of the absence of its staff, the Canteen Operator is responsible for providing suitable replacements with the prior agreement of the Agency. For security reasons, the Agency must be informed in advance about the replacement of staff and shall have the right to object, if the replaced person does not have the relevant skills and/or experience or does not perform satisfactorily.

All Canteen and Cafeteria staff that is in contact with customers must be able to communicate well in English, which is the working language of Frontex. For example, they must be able to enumerate and explain the ingredients of served dishes.

All Canteen and Cafeteria staff must maintain professional look and behavior at all times. They must wear service clothing/uniforms or appropriate protective clothing and must be easily identified as the Canteen Operator's staff.

The Canteen Operator shall meet all the applicable requirements imposed by Polish law or regulations relating to staffing, in particular, those concerning health and safety at work and insurance. Additionally, its staff may be required to participate in specific training(s), organized by Frontex, e.g. in the area of fire prevention and/or maintenance of kitchen and catering equipment.

The Canteen Operator bears all responsibility for the security of its staff. Additionally, it assumes the responsibility for their behaviour and performance of the services.

The Canteen Operator is required to propose a team of employees who will be delegated to work in Frontex. The following persons shall fulfill the minimum criteria set below:

#### Canteen and Catering Manager(s)

The Canteen Operator should nominate a Canteen and Catering Manager and a Deputy Canteen and Catering Manager, who would be responsible for all services and supervise the work of the whole team. They would be immediate contact persons between the Canteen Operator's staff and Frontex representatives in practical day-to-day issues.

These persons will be also responsible for the smooth running of all services, calendar and events management. The managers will closely liaise with the reception and co-ordinate catering for Frontex guests including the distribution of vouchers for lunch. The managers will organize appropriate type(s) of coffee breaks and business lunches based on the information provided by Frontex.

The managers must be available during normal working hours (Monday to Friday, from 8.00 to 18.00). The persons shall meet the following requirements:

- Minimum 5 years in canteen/restaurant and catering services, of which minimum 2 years' experience related to canteen/restaurant managerial work;
- Experience in an international working environment;
- Certificate of completion of relevant and adequate training as a canteen/restaurant manager would be of added value;
- Very good level of spoken and written English.

In case of absence of the Canteen and Catering Manager(s), an adequate replacement must be appointed by the Canteen Operator.

The current division of responsibility between Canteen and Catering Manager and its Deputy are as presented below; a different distribution of tasks between the managers is at the Canteen Operator's discretion.

#### Canteen and Catering Manager:

- Team management and supervision;
- Event management;
- Catering coordination;
- Lunch vouchers distribution;
- Customer service;
- Liaising with Frontex, subcontractors and company headquarters;
- Budget monitoring and reporting;

#### Deputy Canteen and Catering Manager:

- Cooperation with Canteen and Catering Manager as regards the functioning of Canteen, Cafeteria, Catering and Coffee & Kitchenettes Services and its deputizing during absences;
- Document circulation and control;
- Making orders and quality control of deliveries;
- Creation of employee working timesheet(s).

#### Chef

Chef will be responsible for the running of the kitchen and designing menu for the Canteen. The person shall meet the following requirements:

- Minimum 5 years' experience in gastronomy of which minimum 2 years' experience as a chef;
- Gastronomy experience in international working environment;
- Solid knowledge of international cuisine;
- Communicative knowledge of spoken English.

#### Assistant Chef / Sous-chef

The person shall meet the following requirements:

- Minimum 3 years' experience in gastronomy of which minimum 1 year experience as an assistant chef;
- Gastronomy experience in international working environment;
- Solid knowledge of international cuisine;
- Communicative knowledge of spoken English.

#### Other staff

It is expected that other persons delegated permanently or temporarily to provide the Canteen, Catering and Coffee & Kitchenettes Services, such as kitchen assistant(s), waiters/waitresses, cashiers, coffee and kitchenettes services staff will possess at least 1 year of relevant experience and communicative knowledge of spoken English.

The Canteen Operator must ensure that there is a sufficient number of staff to ensure the smooth and efficient provision of services in the Cafeteria, Canteen and also for the service of catering to the Agency to avoid queues during peak periods.

All staff should be healthy, trained in health and safety measures and should possess necessary working permits (such as issued by Polish food safety authorities SANEPID). In case of person's illness, it should be reported immediately to the Canteen and Catering Manager(s) and the person should remain at home until full recovery.

It is expected that the Canteen Operator will encourage its staff to improve skills by attending trainings, seminars or short courses related to food processing, food safety and international cuisine.

The replacement of the staff will be accepted by Frontex only in exceptional situations, based on written explanation providing reasons for the replacement, and it will be subject to Frontex prior approval. Frontex also reserves the right to request the replacement of the staff, if the quality of his/her services and performance appear to be unsatisfactory.

Every new staff of the Canteen Operator, before taking up his/her duties, will have to provide to the Agency's Contract Manager a valid certificate of non-conviction (i.e. a clean criminal record evidence) issued by relevant Polish authorities as well as a copy of an identification card. They will also have to sign a confidentiality declaration in Polish or English language (attached as Appendix 1). Due to a special status of Frontex (diplomatic status on the territory of Poland) Agency reserves the right to conduct also other verification of the Canteen Operator's personnel, who will perform work on the Frontex premises, and to refuse certain candidates.

The Canteen Operator may consider delegating a dedicated foreperson responsible for supervising the work(s) of the Coffee & Kitchenettes Services personnel. This person would be in charge of ordering, delivery, control and distribution of supplies to the kitchenettes as well as reporting the results of monitoring to Canteen and

Catering Manager(s). Such a position does not exist yet, but the practice shows that the management of staff and supplies to kitchenettes is becoming more and more complex and time-consuming.

### 3.13 ENVIRONMENTAL FRIENDLINESS AND ECO-SOLUTIONS

Frontex is committed to continuous environmental improvement and sustainability. Therefore, any environmental friendly, waste and energy saving solutions are welcomed by the Agency. Tenderers are encouraged to present their ideas and solutions in regards to energy and water saving, food waste management and recycling as well as certificates, eco- and good food labels, if they have any.

The main elements that can have impacts on the environment are<sup>1</sup>:

- The amount of packaging and (particularly for event catering) single-use cutlery and tableware. Measures to reduce this waste should be a priority.
- The management of food and packaging waste. In order to minimize impacts the contractor should guarantee selective waste collection (in accordance with the municipal system) and separate waste collection of used oils and fats (which will have to be collected/managed through an authorized waste collector).
- The equipment and machinery used to perform the catering service (fridges, ovens, dishwashing machines, etc.). Whenever possible they should be energy and water efficient. They should also not contain harmful substances such as HFCs and HCFCs.
- The cleaning products used, which should be environmentally friendly.
- The vehicles used to carry out the catering service. The vehicles should be energy efficient and produce low emissions of exhaust gases. Unnecessary delivery should be avoided and tools like route planning and eco-driving should be in use.

Consequently, the Agency will welcome the Canteen Operator that<sup>2</sup>:

- Procures organic food and livestock products,
  - Procures food produced under “integrated production systems”,
  - Procures sustainably-produced or caught aquaculture and marine products,
  - Procures livestock products with high welfare standards,
  - Procures in bulk or in packaging that has a high recycled content,
  - Uses reusable cutlery, crockery, glassware and tablecloths,
  - Uses environmentally friendly paper products,
  - Collects waste selectively and trains its staff,
  - Minimizes the use of hazardous chemicals in food processing,
  - Uses environmentally friendly cleaning and dishwashing products,
  - Procures water and energy efficient kitchen appliances,
  - Improves transport routes and energy efficiency and emissions of vehicles in the catering service,
- 
- Promotes food donation and cooperates with food banks,

Finally, the Agency expects the Canteen Operator to:

- Ban on single-use plastic products, such as straws, cutlery, stirrers, drinks containers, etc. where alternatives are available and affordable.
- Use recyclable, reusable and/or biodegradable products in packaging and food distribution.
- Use cleaning products, which carry the EU Ecolabel or equivalent (<http://ec.europa.eu/ecat/>).

### 3.14 CUSTOMER SATISFACTION AND QUALITY CONTROL

The Canteen Operator must carry out regular quality controls and provide the results thereof to the Agency. Additionally, it shall share with Frontex the results and recommendations of SANEPID’s inspections. The Canteen

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<sup>1</sup> „Food and Catering Services. Background Product Report”, European Commission Green Public Procurement (GPP) Training Toolkit, Module 3: Purchasing Recommendations, 2008. [http://ec.europa.eu/environment/gpp/eu\\_gpp\\_criteria\\_en.htm](http://ec.europa.eu/environment/gpp/eu_gpp_criteria_en.htm)

<sup>2</sup> Ibidem.



Operator shall possess a valid civil liability insurance and shall present a copy of it to Frontex before the entry into force of the Framework Contract.

The Agency may decide to set up an ad-hoc quality control committee and/or carry out customer satisfaction surveys to ensure a high level of quality and compliance with the terms of the Contract. Frontex may organize unannounced visits to the Canteen and central kitchen of the Canteen Operator during the whole period of the Framework Contract.

If the results indicate serious deficiencies in the quality of the services, the Agency will inform the Canteen Operator in writing and allow up to one month for rectifying the situation. If the damage is not undone, the serious deficiencies may constitute a justification for an earlier termination of the Framework Contract.

A regular feedback from customers should be encouraged through satisfaction surveys and complaint books. Any feedback must be dealt with by the Canteen Operator and its staff in a professional manner. The records of complaints and any measures taken shall be maintained and regularly reported to the Agency.

The Agency also reserves the right to propose improvements and to make suggestions to the Canteen Operator.

If the complaint received is warranted, where applicable, the Canteen Operator shall provide compensation in the form of either a refund or a replacement, at the customer's discretion, and at no charge to the Agency.

### **3.15 COMMUNICATION AND REPORTING**

After the signature of the Contract, a kick-off meeting between the Agency and the Canteen Operator's representatives will be held at the Agency's premises.

The Agency will appoint a member of staff as Contract Manager for this Framework Contract. The Contract Manager will be the main contact person for all issues relating to the implementation of the Contract.

The Canteen Operator must appoint a project manager for the contract execution. She/he will be Frontex's contact person throughout the duration of the contract and must possess very good level of spoken and written English. It may be Canteen and Catering Manager(s).

Day-to-day communication between the Agency and the Canteen Operator may be face-to-face, by e-mail and/or by telephone. The Canteen Operator must provide specific e-mail address(es) and mobile phone number(s) for this purpose.

Regular meetings will be held between the Canteen and Catering Manager(s) and the Agency's Contract Manager to discuss ongoing issues.

### **3.16 BUSINESS CONTINUITY AND HANDOVER**

The Canteen Operator must set up and maintain a business continuity and an exit plan for the services. This combined plan must be provided to the Agency on its request.

In particular, at the end of the Framework Contract duration, the Canteen Operator shall take all necessary actions to provide a smooth transition to a new service provider, where applicable.

The Canteen Operator shall provide the Agency with all necessary information for the transition (inventory, management information, working procedures, etc.) at the latest three months before the end of the contract duration.