



REQUEST FOR PROPOSAL

MANAGE AND OPERATE IASL MOONIMA LOUNGE KITCHEN AND CATERING FOR CREW/PASSENGER MEAL

Bid Number	05/2021	Bid Submission Date	23 SEP 2021 11:00 hrs
Bid Announcement Ref	IAS/MIS/2021-1223		
Bid Submission Address	M.Dar-Al-Eiman Building, Majeedhee Magu, K.Male', Maldives		

Island Aviation Services Ltd. is seeking bids for the items specified in this document. Interested bidders are invited to submit their proposals for the supply of the goods and services as instructed in this document. Please ensure that all submissions comply with the instructions. Failure to comply with the instructions may result in disqualification of the bid.



SEPTEMBER 2, 2021

ISLAND AVIATION SERVICES LIMITED
M.Dar-Al-Eiman Building | Majeedhee Magu | K.Male' | Maldives

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1. Invitation to Bid

SUMMARY

2. IASL is the National Airline of the Republic of Maldives and is wholly owned by the Government of Maldives. In addition to Air Transport Services, IASL offers various other aviation related services such as Air Cargo, Airport Management, Aircraft Engineering, and Ground Handling Services.
3. IASL is seeking interested parties to submit their Bid to Manage and operate Moonima Lounge Kitchen and providing catering service to passengers and crews as per the requirement stated in Annexure -1 and Annexure - 2.
4. Island Aviation Services invites sealed bids valid for 90days from the date of opening the bids from Maldivian / International companies, for procuring requirement as per attachment. All bidders are advised to study the Bid Document carefully.

5. Information for Bidders

5.1. Goods / Services Required

Manage and operate Moonima Lounge Kitchen and providing catering service to passengers and crews as per the requirement stated in Annexure -1, Annexure – 2 and Annexure - 3.

5.2. Eligible Bidders

The Bidders must submit relevant documents as per below details.

- a) Bidder must be a Business Entity providing such goods and services as attachment.
- b) Bidder must be a Maldivian Firm, having its own operational office at Maldives and registered with Maldives Inland Revenue Authority (MIRA) and submit below documents:
 - a. Company Registration Certificate
 - b. GST Registration Certificate
 - c. Audited Financials (2018-2019)
- c) The Application must be submitted in English language. All required information must be provided, responding clearly and concisely to all the points set out. Any application which does not fully and comprehensively address this Request for Proposal may be rejected.

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5.3. Guideline for BID Submission:

Bidders are required to provide EOI (Expression of Interest) by mailing the completed EOI form to IASL procurement mail as per below mailing format. To attend information session and site a security pass will be required therefore bidders must send their representatives identity card copy or a valid visa copy in case of a foreign representative, along with EOI.

To: moohath.mohamed@iasl.aero and procurement.admin@iasl.aero

Cc to: mohamed.ziyau@iasl.aero

Subject: Moonima Kitchen Operation and Crew/Pax Meal Catering – (Bid No: 05/2021)

Last date for EOI (Expression of interest) is [8th September 2021, 11:00hrs local time.]

An information/site visit session shall be conducted for all parties, kindly note that attendance for the information session is **mandatory** and Bids will not be accepted of any party that does not attend these sessions.

Date of Information Session with Site Visit	<u>12th September 2021, 11:30 hrs Local Time</u>
Venue For Information Session	Moonima Lounge, Velana International Airport

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5.4. Bid Submission

Venue for Bid Submission	Island Aviation Services Ltd (Head Office), M.Dar-Al-Eiman Building, Majeedhee Magu, K.Male', Maldives.
Date and Time	<p><u>23 September 2021, 11:00 hrs Local Time</u></p> <p>No party will be allowed after the mentioned time.</p>

- a) The Bid Proposal must be submitted in English language. All required information must be provided, responding clearly and concisely to all the points set out. Any proposal which does not fully and comprehensively address this Request for Proposal may be rejected.

The Bid Proposal Document **must** comprise of the following:

Cover Letter	The cover letter for the proposal must be signed by an authorized person who has the authority to bind the Proposal to a Contract;
Company Profile	Profile of the Firm including the firm's shareholding structure and details;
Project Cost and Payment Terms	<ul style="list-style-type: none"> The Project Cost and Payment Terms and arrangements quoted in Maldivian Rufiyaa (MVR) inclusive of all freight, insurance, and taxes. Proposal must remain valid for a period of 90 days after the date of Proposal Submission.
Financial Capacity and Relevant Experience	<ul style="list-style-type: none"> Provide last 2 years' financial statements (audited) to indicate financial strength of the company to execute a project of this nature. List of experience in similar projects with letters of completion. If past experiences are not accompanied with an official letter of completion by the client, marks will not be awarded to that section.
Bid Form (Form A)	Bid Application Form, signed by with duly authorized personnel
Related Party Disclosure (Form B)	The form serves to justify that the bidder has or does not have any relationship in terms of employment or close family relationship. Close family relationship here refers to spouse, including former spouse relatives, which comprise: siblings; cousins; uncles and aunts; nephews and nieces; lineal ancestors (presumably, it means parents, grandparents and other ancestors of direct lineage) lineal descendants (children, grandchildren and other direct descendants).

- b) Island Aviation Services Ltd reserves the right to reject a Proposal in the following circumstances:
- If less than two total bids have been received, the IASL reserves the right to continue or reject the evaluation or request for a resubmission.
 - If any of the required documents mentioned in section **2.4. a)** is not submitted by a party, IASL has the right to reject the BID or request for a resubmission.
- c) Proposals shall be evaluated in accordance with the Party's demonstrated capacity and experience and expertise. The awarding criteria and weightage will be annexed to this document.
- d) Parties shall bear all costs associated with the preparation and submission of the Application and Island Aviation will not in any case be responsible and liable for the costs incurred.

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- e) All information given in writing to or verbally shared with the Party's in connection with this Request for Proposal is to be treated as strictly confidential. The Party's shall not share or invoke such information to any third party without the prior written approval of IASL. This obligation shall continue after the procurement process has been completed whether the Party is successful or not.
- f) All materials submitted in Response to the Request for Proposal shall become the property of IASL. Proposals and supporting materials will not be returned to the Party.
- g) All information provided will be subjected to verification by IASL. Submission of incomplete or unsigned forms may result in rejection of the bid as non-responsive.
- h) IASL will only accept one bid document from every bidder.
- i) To assist in the evaluation and comparison of bids, IASL may, at its discretion, request any bidder for clarification of its bid. This will be clarified in writing, but no change in substance or price of the bid will be sought.
- j) IASL will evaluate and compare only those bids determined to be responsive in accordance with requirements specified in the bidding document.
- k) IASL will award the contract in writing to the bidder who scores the highest marks in compliance with the criteria decided by the Bid Evaluation Committee.
- l) Upon furnishing by the successful bidder, IASL will promptly notify the other bidders through telephone or email that their bids have been unsuccessful.

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5.5. Evaluation Criteria

IASL intends to apply the following criteria for the selection of bids. The Bid will be evaluated by the Bid Evaluation Committee of IASL. Points will be given to proposals according to the evaluation criteria below.

Category	Details	Points
Passenger/Visitor Per Head Charge Offered	Each bidder's price is used to identify their relative position on a 0 – 60 price scale. This is done by allocating the lowest priced qualified bid 60 points and scaling-down the remaining bidder's score in relation to this, based on the price proposed by the bidder. <i>Price percentage = 60 x (lowest price / quoted price)</i>	40%
Crew Meal (Per Meal) Rates Offered	<ul style="list-style-type: none"> ○ Rate Offered for Snack Meal – 7.5% ○ Rate Offered for Main Course Meal – 7.5% 	15%
Passenger Meal (Per Pax) Rates Offered		15%
Strength/Reliability	Marks will be awarded under criteria for Strength/Reliability considering the submitted audited financials for the latest two years (2018 -2019).	10%
Relevant Past Experience	Letters from clients stating the successful execution of similar tasks or evidence of operation of a café' or restaurant by the bidder is required to attain marks for the "Past Experience" category.	10%

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Annexure -1

Manage and Operate Moonima Lounge Kitchen

Purpose

- Setup kitchen equipment, maintain and manage the kitchen.
- Provide high quality food at the lounge, adhering to HACCAP standards.
- Maintain consistency in food quality.
- Provide fast service.
- Maintain a high standard of hygiene.

Per Customer Charge

- Rate offered per customer

Agreement

- The Kitchen will initially be leased for a duration of 3 years. The contract will then be reviewed and extended up to 2 years, based on the performance of the contractor
- Within the agreement period, the Bid awarded party will not be allowed to sell the investment to any other party.
- Kitchen shall be set up within 40 days of agreement signing

Number of passengers

- Pre – Pandemic: An estimated average of 300-500 passengers per day. Monthly estimated pax figure is 9000-12000.
- Post Pandemic: 6000-9000
- Peak hours are from 0730-1030hrs and 1230-1430hrs
- Maximum Seating Capacity:
 - Actual Capacity: 170
 - Covid related restriction seating capacity: 150

Buffet Setup

- Required to provide breakfast, lunch, snacks and dinner buffet according to the timings.
- Buffet timings are as follows:
- Breakfast 0600-1130 hrs.
- Lunch 1200-1430hrs
- Snacks 1500-1830hrs
- Dinner 1900-2230 hrs.

Breakfast

- The Continental breakfast shall at least comprise of:
- Brown and White bread
- Soft buns
- Chicken Sausages
- Eggs
- Cornflakes and muesli
- Butter, Honey
- Strawberry jam and Orange marmalade.
- Fresh fruits

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- Vegetable salad

Lunch

- Lunch shall at least comprise of:
- Six main dishes based on Passenger profiling
- Two salad dishes
- Two dessert dishes
- Two fresh fruits

Snacks

- A choice of sandwiches (Tuna/Chicken/Cheese/Veg)
- Muffins, cakes, cookies
- Cashew and Almond Nuts
- Fruits

Beverages

- Soft Drinks (Coca Cola, Fanta, Coffee, Granini/Fruit Juice etc.)
- Instant Coffee
- Premium Coffee

Dinner

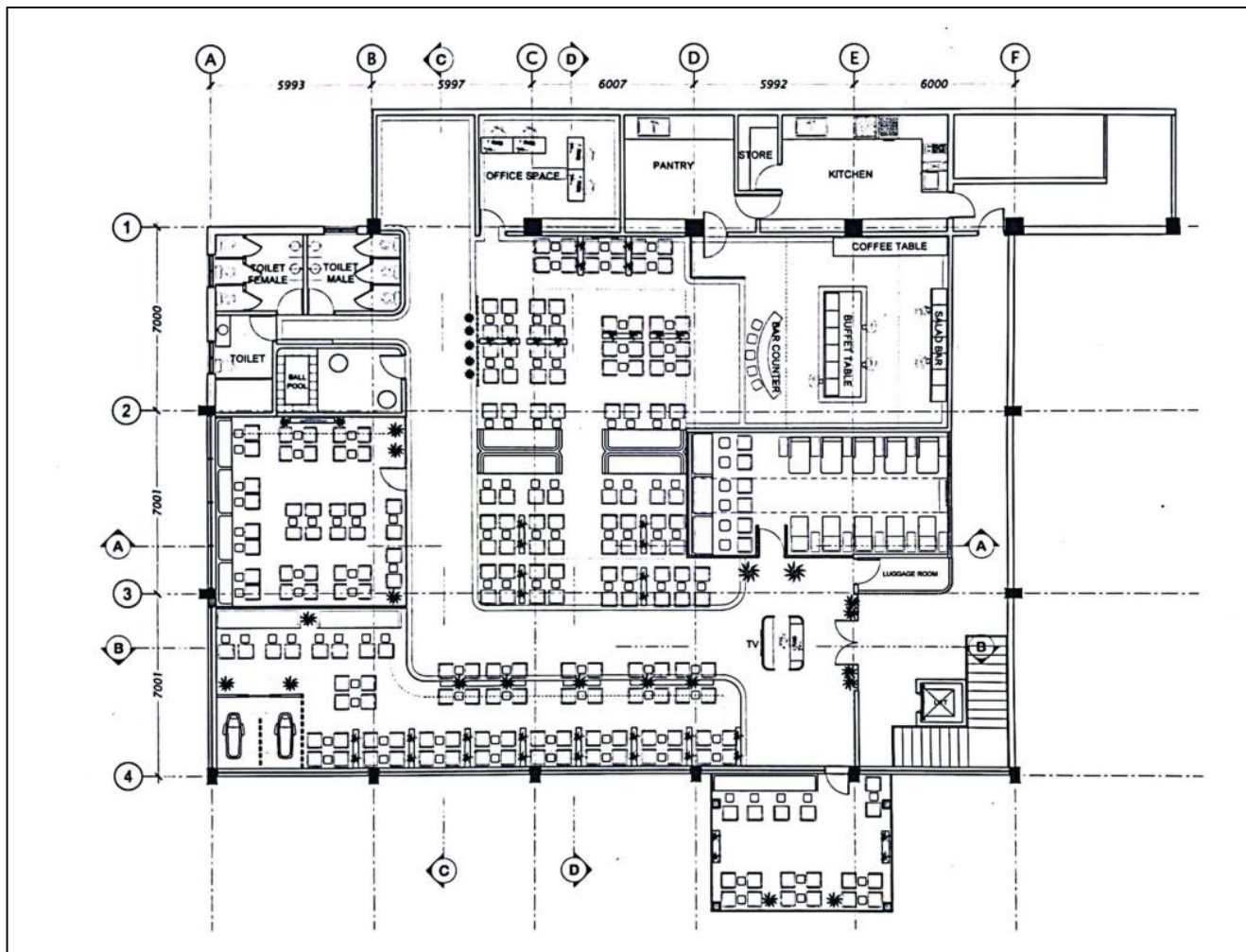
- Dinner shall at least comprise of:
- Six main dishes based on Passenger profiling
- Two salad dishes
- Two dessert dishes
- Two fresh fruits

Additional Note

- Minimum 7 staffs must be employed.
- Veg, Non-veg and gluten free options shall be available.
- The menu to be revised every six months.
- Coffee cups without logo shall be provided.
- Tea, coffee, snacks (a choice of two sandwiches, cakes, nuts) shall be available throughout the day.
- Choice of three fruit juices (Apple/Orange/Mixed fruit) shall be available throughout the day.
- Five varieties of soft drinks (Coke/Diet coke/ Sprite/Fanta Orange/Bitter lemon) shall be available throughout the day.
- Bottled water shall be made available throughout the day, with 300ml bottles to be made available to guests upon request.

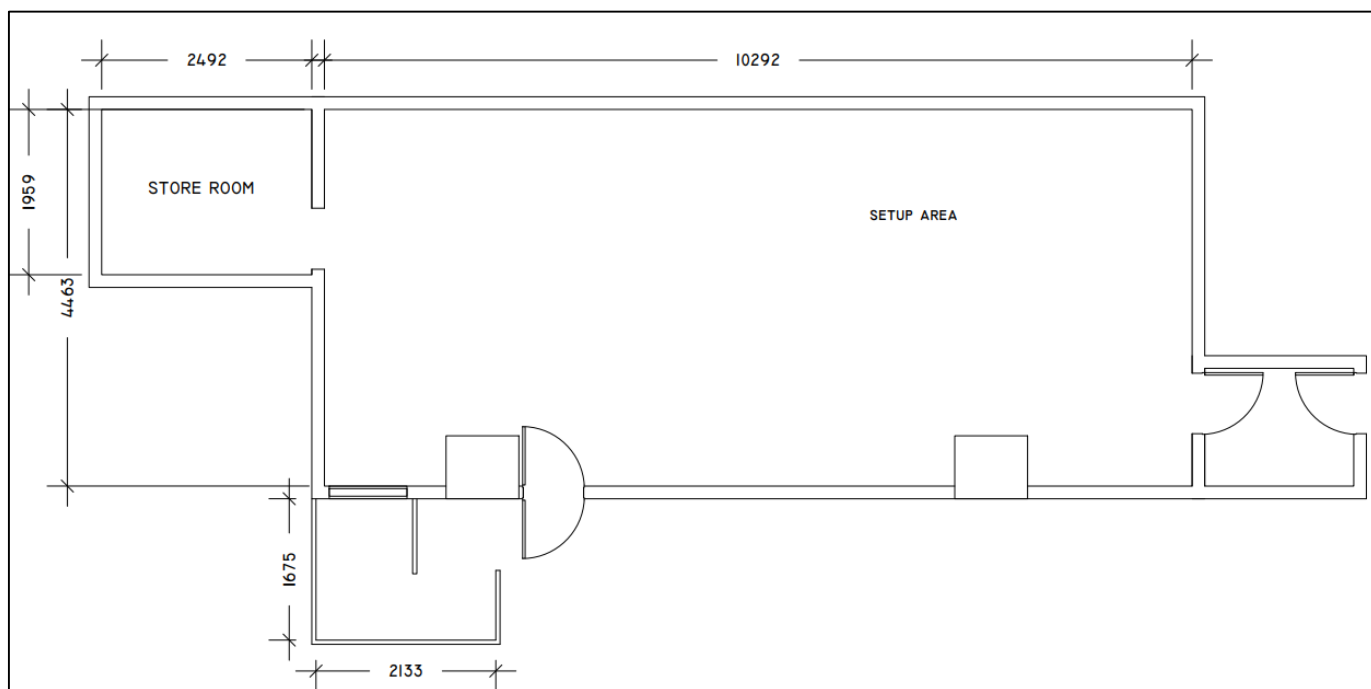
DRAWINGS

LOUNGE





KITCHEN AREA



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Annexure -2

CREW MEAL

Requirement

- Caterer shall prepare all the meals as per the Menu on its cost and expenses.
- Shall ensure meals are properly packed in appropriate packing.
- Shall ensure that meals are uplifted as per below time frame requirement:
 - First Flight of the day till 11:00LT – **BREAKFAST**
 - 11:00 – 15:00 LT – **LUNCH MEALS**
 - 15:00 – 19:00 LT – **SNACK MEALS**
 - 19:00 till last departure for the day – **DINNER MEALS**
- All Meals shall be labeled to indicate VEG and NON VEG meals
- Once the meal is prepared it should be labeled to separate VEG and NON-VEG and 3-4 for meal package should be labeled with the **aircraft registration**.
- Caterer shall be responsible to provide VEG meals for specific Crew as per the aircraft allocation requirement.
- Caterer shall provide meals everyday as per the pre ordered requirement and as per meal.
- Demonstration of Meals setup will be conducted after BID submission.
- Meals should be labeled Capt. Meal / FO (First Officer) Meal / Cabin crew
- If a hygienic complain is raised for a particular meal and proven, that meal should not be charged.
- Permission to conduct safety audits from IASL Safety Department upon request.
- Menu to be reviewed and updated every 6 months.
- Caterer must acknowledge daily meal request sent to kitchen.
- Create a rotation from the given menu below in four cycle for the whole year.

Menu

Breakfast

Roshi
 Disk
 Paratha
 Kulhi mas
 Mashuni
 Chicken curry
 Sandwich /tuna/ chicken / ham & cheese /vegetable
 Chicken croissant or tuna croissant
 Omelets with bread roll
 Breakfast including muffin and fruits

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LUNCH AND DINNER (MAIN COURSE)

Grill chicken boil vegetables rice
 Tuna steak boil vegetables rice
 chicken rice with fried egg
 tuna rice with fried egg
 pasta carbonara
 pasta chicken
 pasta tuna
 pasta Arabiata
 pasta Maldivian style
 chicken noodles boil egg
 tuna noodles boil egg
 devil chicken & rice
 devil tuna & rice
 devil beef & rice
 Stir fry chicken with rice
 Stir fry beef with rice
 Chili chicken with rice
 All the meals including dessert and salad

SNACKS

Chicken pizza
 Tuna pizza
 chicken puff / tuna puff / sausage rolls
 sandwich tuna/chicken /ham &cheese /vegetables
 All the snacks including muffin and fruits

Sample meal rotation

e.g. Breakfast *main* course;
 Day 1 -Roshi & Kulhi mas
 Day 2- Tuna Sandwich with boiled egg or omelet
 Day 3- Disk & Mashuni with sausage
 Day 4- Paratha &Chicken curry
 Day 5- ham & cheese with Omelet/boiled egg

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Annexure -3

PASSENGER MEAL

Requirement

uplifting meal packs for passengers traveling to regional destinations as per below terms:

- Caterer shall prepare all the meals as per the Menu on its cost and expenses.
- Rate offered for meal per head shall not exceed MVR 45 (Forty-Five)
- Shall ensure meals are properly packed in appropriate packing.
- Shall ensure that meals are uplifted as per below time frame requirement:
 - Meal orders will be communicated directly to Kitchen within 4 time cycles, such as 24hrs, 12hrs, 6hrs and 4hrs ahead of scheduled time of departure.
- Meal packs service will be monitored and uplifted by IASL In-flight Services.
- Demonstration of Meals setup will be conducted after BID submission.

Meals set up & preparation procedure

- All packed Passenger and Crew meals shall be delivered to Maldivian In-flight Services as per set timings.
- All meals for passengers shall be dished in proper storage containers (aluminum or paper casserole/fruit bowl/salad bowl) suitable for airline catering standards.
- All meal boxes shall be labeled with meal name, flight number and sector.
- Meal containers (aluminum or paper casserole/fruit bowl/salad bowl) shall never be delivered as individual loose items.
- Crew meals shall be dished in proper storage containers (aluminum or paper casserole/fruit bowl/salad bowl) suitable for airline standards.
- Crew meals shall be labeled identifying Captain, F/O and Crew.
- Captain and F/O's meal must be different from each other for aviation safety reasons.
- Meals for flight crew (Captain, F/O and Cabin Crew) on domestic flights must be stored collectively in a larger box or strapped together, labeled with flight details and meal type (Breakfast, Lunch, Snack or Dinner).
- Boxes or Casseroles used for packing meals such as Snack, Breakfast, Lunch and Dinner shall meet the following measurements:
 - Height = 50mm
 - Width = 192mm
 - Length = 272mm

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- In case of situations where double sector catering uplift is required, especially during Ramadan period, a meal box comprising of below dimensions shall be used:

Height = 55mm

Width = 125mm

Length = 175mm

- Meal containers (aluminum or paper casserole/fruit bowl/salad bowl) shall be in defined dimensions to ensure that it should effortlessly fits into the meal cart.
- All meal boxes must include a 5 in 1 (fork, spoon, knife, toothpick & tissue) wooden cutlery pack.
- All meal boxes must contain a 200ml water bottle and 185ml juice packet.
- Caterer or the Kitchen operator shall have capacity to provide catering for the following 3 categories of passengers:
 - 1 – Commercial passengers
 - 2 – Flight crew
 - 3 – VVIP passengers
- Caterer shall provide a 3-cycle menu for all meal types (Breakfast/Lunch/Dinner/Snack) for Dash8 operated international flights identifying Vegetarian and Non- Vegetarian options.
- For Dash8 operated VVIP flights, Caterer shall provide a 3- cycle menu comprising of all types of meals (Breakfast/Lunch/Dinner/Snack/Maldivian Cuisine).

Menu requirement

Passengers: Breakfast/Lunch & Dinner/Snack at Velana International Airport.

Crew: Breakfast/Lunch & Dinner/Snack

VVIP: Breakfast/Lunch & Dinner/Snack/Maldivian Cuisine

Packing requirement

All meals shall be packed strictly within the dimensions provided and material must be durable. All meals shall be packed well to ensure no spillage occurs during transportation or at the of meals handling by crew.

Delivery requirement

All meals shall be delivered in warm condition to ensure freshness.

All meals shall be delivered to the doorstep d Maldivian Inflight Services s at Velana International Airport.

Passenger Travel Forecast

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Jul - Dec 2021	-	-	-	-	-	-	34,053	34,053	33,489	34,053	46,893	47,607	230,148
Jan - Dec 2022	51,180	47,797	47,643	35,132	43,159	42,688	54,871	54,871	46,041	49,584	51,988	67,710	592,663
Jan - Dec 2023	64,811	58,345	58,638	44,482	53,663	53,078	72,903	72,903	56,354	59,202	62,469	85,031	741,880

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Submission Check List

REQUIRED DOCUMENTS		TICK IF SUBMITTED	
1	Company Registration Certificate	<input type="checkbox"/>	<input type="checkbox"/>
2	Cover Letter	<input type="checkbox"/>	<input type="checkbox"/>
3	Company Profile	<input type="checkbox"/>	<input type="checkbox"/>
4	Project Cost and Payment Terms	<input type="checkbox"/>	<input type="checkbox"/>
5	Audited Financial Statements of the past 3 years	<input type="checkbox"/>	<input type="checkbox"/>
6	Manufacturer's Authorization Letter	<input type="checkbox"/>	<input type="checkbox"/>
7	Technical Proposal	<input type="checkbox"/>	<input type="checkbox"/>
8	Related Party Disclosure (Form A)	<input type="checkbox"/>	<input type="checkbox"/>

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RELATED PARTY DISCLOSURE (FORM A)

Island Aviation Services Limited
M. Dar Al-Eiman Building,
Majeedhee Magu,
Male' 20345,
Republic of Maldives

[Date]

Dear Sir/ Madam,

Project: Dell EMC Integrated System for Microsoft Azure Stack HCI Solution

Subject: Related Party Disclosure

With the exception of the below specified, I hereby declare that, we, the party is in no way, shape or form related to Island Aviation; created either through an employer-employee agency relationship between employees or directors of Island Aviation or by way of ownership of Island Aviation.

Name of the Related Party	Designation of the Related Party	Relationship

Yours sincerely,

[Name of signatory]

[Title]

Note:

1. Related parties for this purpose include:
 - 1.1. Employees or directors of the Company
 - 1.2. Close family members of any employee/ director of the Company. Close family members here refer to spouse, including former spouse relatives, which comprise: siblings, cousins, uncles and aunts, nephews and nieces, lineal ancestors (presumably, it means parents, grandparents and other ancestors of direct lineage), lineal descendants (children, grandchildren and other direct descendants).