05.09. 2019

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5. **General information**

**Full name, registration number:** Evolution Georgia LLC

**Postal address:** #1 Mekanizatsia, Tbilisi, Georgia

**Internet address:** www.evolutiongaming.com

**Short description of the contract/procurement:** Around-the-clock provision of catering services to company employees and their guests (24 hours a day, 7 days a week).

**Place of provision of service:** #1 Mekanizatsia, Tbilisi, Georgia

**Period of validity of the contract:** 12 months

Companies who are interested in the participation in tender shall submit their proposals [on](http://on) company’s email geotender@evolutiongaming.com with CC to mbiniashvili@evolutiongaming.com by 18:00 of September 15th, 2019

The Evolution Gaming leads the way in B2B Live Casino services delivered to the customers’ players via multiple channels and devices. Through company’s innovative software, well-established enterprise-class infrastructure and people, Evolution Gaming adds real value to its’ customers’ gaming businesses.

The Evolution Gaming has been operating in Georgia, through Evolution Georgia LLC (Company), since January 2018 and runs its work during 24/7. The number of employees is actively increasing on monthly based. Nowadays, the company totally counts 2000+ staff members and is still increasing. Consequently, adequate food delivery service is in high demand from our company. Currently the part of the office is under construction process, but the kitchen is fully equipped with all necessary equipment and fully functioning food court (heating and cooling systems). Thus, this space is professionally furnished but the food delivery must be packed and delivered in special containers.

Good food supplier is crucially important to provide solid food delivery processes and arrange the control management on it.

We are pleased to invite interested parties to participate in open tender.

1. **Who can apply for participation in the tender and tender process**

**Who can apply for participation in the tender**: The catering companies with a respective experience in catering service are invited to apply for participation in the tender. It will be considered an advantage, if the company has at least 5 years of experience in provision of catering services.

**Tender process and criteria.** 2 rounds are provided in the tender process.

**Description of the tender rounds:**

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| --- | --- | --- | --- |
| **Round of the tender** | **Who participates** | **What is necessary to submit/organize** | **What and how will be evaluated** |
| Round 1 | All those who expressed interest | -Requisites and contact information printed on the company’s letterhead including the below listed information:-Name/identification code of the company-Legal address-Name/surname of the authorized person of the company-Name/surname of the contact person of the company-Brief information of the activities of the company (brief description of the activities, expertise, reference letters, list of partner companies, etc.)-Letter(s) of recommendation | * Experience in the area of public catering;
* The breadth of the offer;
* Prices;
* Food composition.
 |
| Round 2 | Those who qualify in Round 1 | Tasting must be organized – the Customer chooses dishes from each menu for tasting. | * Presentation (appearance of food on a plate);
* Taste.
 |

**Documents to be submitted.** Registration certificate, composition of employees, work organization plan, references from previous clients (if available)

Tender will be

**Tender deadlines:**

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| --- |
| 1. **Round 1** Informing selected tenderers
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|  |
| 1. **Round 2 –** tasting at the selected tenderers
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| 1. **Deadline for conclusion of the contract**
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|  |

1. **Tender conditions**

Tenderers must familiarize themselves with all conditions and the attached contract and its annexes. By signing this regulation, it must be certified that the tenderer is capable of meeting all of these conditions in an appropriate quality.

**3.1. Conditions for services**

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| --- | --- |
| **Subject matter of conditions** | **Conditions** |
| 1. The menu
 | * 1. There must be 4 types of menu in the offer: general menu, breakfast menu, lunch offer, A La Carte (for orders made 24 hours in advance);
	2. There must be lunch offer available. The Lunch Offer **for 5 GEL must include**: **second course** (meat, fish, vegetarian and vegan course) **with side dish** (potatoes, rice, etc.) + **salad** or **soup;**
	3. The amount of food included in the lunch offer must meet the following minimum requirements: second course – 200 g, side dish – 200 g, salad – 150 g, soup – 280 g,
	4. The lunch offer must be available during the day from 13:00 to 19:00, and during the night from 19:00 to 09:00.
	5. The breakfast menu must be available from 09:00 to 13:00.
	6. The breakfast menu offer should be **for 4 GEL.**
	7. 2 types of sauce and bread must be for free.
	8. Food delivery will be in accordance of request by the Customer.
 |
| 1. Food ingredients
 | * 1. Meals must only be cooked from quality (fresh) products;
	2. Seasonal fruits and vegetables must be included;
	3. Meals must be cooked in a way that is healthy for human health (do not over roast or overbake, do not use too much oil, mayonnaise, etc.);
	4. Food composition **in English and Georgian** must be printed on the price tag or attached to it;
	5. Information on allergenic ingredients must be posted in an easily accessible place for visitors **in English and Georgian**.
 |
| 1. Client service
 | * 1. Service must be provided in a similar quality around-the-clock (24/7). This means that freshly cooked and hot meals must be available at any time of the day;
	2. Service must be quick and friendly.
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* 1. **Economic conditions and conditions related to work organization**

**Planned personnel composition and duties.** Desirable personnel composition includes the following positions: canteen manager, counter person (s), cleaners, dishwashers. Positions may be combined provided that this will not prevent a full-fledged fulfilment of each position's functions. The main duties of the canteen manager must include management and coordination of canteen personnel work, monitoring of the quality of personnel work and the fulfilment of hygiene standards in accordance with legislation. The canteen manager must provide a responsible contact person 24/7. When responsible persons are absent, the selected contractor (Contractor) must appoint other responsible person.

**Requirements for canteen personnel.** Failure to comply with any of the requirements listed below may be a reason for the Company to request a change of employees:

* All personnel in the canteen must be dressed in clean, non-torn clothing appropriate to their position;
* All canteen personnel involved in cooking and serving must wear a special headgear (scarf, strainer or other headgear provided for this purpose);
* Personnel working with clients must communicate in Georgian, Russian and English at least average.
* Personnel working with the clients must ensure an appropriate appearance – clean hair, wearing gloves is a must.
* Personnel working with the clients must ensure pleasant communication (be smiling, helpful, give clients the advice they need about the food on offer in a friendly manner, etc.).

**Description and arrangement of premises:** The Company transfers the respective premises to the Contractor with all equipment and facilities necessary for the preparation and delivery of the services. The Company is and remains the owner of all transferred inventory and furniture located in the premises for the entire period of validity of the Contract. If dishes (plates, glasses, etc.) are broken or something in the kitchen equipment is damaged in any other way, it is necessary to take a photograph and send it to the responsible contact person of the Company before disposal.

**Communication with supervisory authorities:** When supervisory authorities carry out inspections or controls, the Contractor must provide appropriate representation and communication with respective authorities.

**Use of equipment owned by the Company:** The Contractor is responsible for damage to equipment used by the Contractor and owned by the Company. In the event of equipment damage, the Contractor immediately notifies the Company and makes the equipment available for the needs of repair and damage elimination. If damage to equipment, which has occurred due to the Contractor's fault and is not covered by the warranty, is found during the equipment warranty period, the Contractor agrees to cover the repair costs or the cost of new equipment (in case the repair of the damaged equipment is not possible) by agreement with the Company.

**Rules for labour order, security and video surveillance:**

* The Contractor must familiarize its employees with the Company's internal rules for labour order (work safety, protection and fire safety), which the Contractor and its employees must strictly observe while staying in the Company's building (the binding rules are in the annex to the contract);
* The security system usage rules are binding for the Contractor;
* The Contractor is aware that the building is under video surveillance.

**Fingerprint system usage rules:**

* At least 2 working days prior to commencement of activity, the Contractor must submit to the Company's Reception employees a Request for granting access;
* The Contractor must notify the Company of the dismissal of the employee not later than within 24 hours by submitting (by e-mail) an informative letter to the Company's Reception employees;
* Failure to comply with the mentioned requirements of this paragraph may be the cause of termination of the contract.

**Meetings and offer of dishes:** Each month, the Contractor must meet with the Company to evaluate the Offer and the Service, and to discuss the provisional menu. The Company must confirm the minimum weight, types and recommended price of the meals included in the following month's offer by the 25th of the current month. If necessary, the Contractor and the Company may agree on an extraordinary meeting or cancellation of the meeting.

* 1. **Legal information and conditions related to the contract**

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| **Condition** | **Description** |
| Availability of services | The services provided by the Contractor are available only to the Company 's employees and their guests. |
| Lease of premises | In order to provide the Service, the Company transfers the premises to the Contractor for lease free of charge. |
| Costs covered by the Customer: | The Company covers costs of: * Lease of premises;
* Electricity;
* Water;
* Heating;
* Sewerage;
* Premises cleaning in the part of the dining hall of the Premises;
* Other costs, if any, specified in the contract.
* Deratisation and disinsection services to be performed on a scheduled basis, at a frequency prescribed by law, to ensure that the Premises meet all sanitary hygiene requirements;
 |
| Costs covered by the Contractor: | The Contractor covers costs of:* Cleaning of parts of the premises made available to it (including the area of trays and the area behind the counter);
* Regular removal of all waste generated in the Premises, including in the dining hall (at least once per day). Special containers provided for disposing of food waste must be used;
* Other costs, if any, specified in the contract.
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| Permissions for providing the service | The Contractor ensures that it has/will have the valid necessary permissions for the provision of catering services at the time of provision of the Service and during the entire period of validity of the Contract, it will have all necessary licenses, permits or registration as required by the Georgian laws and registration will not be cancelled during the period of validity of the Contract. |
| Restrictions | The Contractor is not entitled to offer and sell alcoholic beverages and any tobacco products at the Company 's premises. |
| Responsibility of the Contractor | The Contractor is responsible for direct financial loss caused to the Company and its employees, as well as for damage to human life and health caused due to the Contractor's fault. |
| Insolvency | There are no valid insolvency cases; |
| Taxes | There are no tax debts to the State or any limitations or encumbrances on the activities of the company at the time of submission of the offer and conclusion of the contract. |

1. **Consent to participate in the tender**

The Contractor hereby confirms that has familiarized itself with the tender regulation and the offer submitted by the Contractor complies with all paragraphs of this tender regulation.

Information about this tender and information contained in this regulation are confidential and may not be disclosed to third parties.

Contractor (name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Position, signature, printed name, date