

Questions & Answers

for

Solicitation number 19EN1026Q0383

Project: Commercial food delivery services

Nr.	Question as submitted by bidder	Answer from Contracting Office
1.	We have read the document thoroughly and are interested in the service. At the same time, we must honestly admit that the volume of requirements — monthly quality and KPI reporting, menu acceptability and waste reports, HACCP plan, security assessment, personnel background checks, transition plan and other deliverables — forms a disproportionately large administrative burden for an order of this volume (7 people, 14 meals per day). In our opinion, meeting these requirements would require at least 20–30 hours of administrative work per month. This inevitably affects the price of the service, as this time must somehow be included in the monthly fee. We understand that many requirements arise from legislation and Department of State standards and are not directly influenced by you. However, we would like to say openly that this is one of the main considerations that influence the price of our tender and the willingness to participate in the procurement, and we would like to ask whether there is flexibility in some parts (e.g. the frequency or format of reporting).	A review was made of the statement of work, and an amendment is issued to reduce the reporting.
2.	Do I understand correctly that you need meals 7 days a week? We could only cover working days.	The requirement is to have food delivered to the residence three times a week which covers the full 7-day need.

3.	We would like to know if this is a brand-new contract OR if there is (was) an incumbent performing these services.	This is a brand-new requirement.
4.	What are the expectations for the food itself as it is not clear in the statement of work? Dietary restrictions etc.	Currently there are no dietary restrictions for the marines, but this is subject to change with turnover. The marines have roughly above 3000-calory diet due to the high level of physical activities.e
5.	Are you expecting food by portion or as buffet style?	Please see SECTION 1 - THE SCHEDULE, paragraph 1. PRICES AND PERIOD OF PERFORMANCE
6.	Do we need to separate the meals by person?	Depends on the company's meal plan and whether marine requested individual items or based on dietary restrictions.
7.	When making the meal deliveries, do we need to put the items in the fridges?	No need for that, a marine will be responsible for it.