

NORTH ATLANTIC TREATY ORGANIZATION

*HEADQUARTERS KOSOVO FORCE (KFOR)
FILM CITY, KOSOVO*

IFIB – ACO – KFOR -25-03

DINING FACILITY CATERING (DFAC) SERVICES FOR:
KFOR HQ CAMP FILM CITY (CFC), PRISTINA
AND
CAMP NOTHING HILL (CNH), LEPOSAVIC
KOSOVO

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HQ KFOR CAMP FILM CITY (CFC), PRISTINA
AND
CAMP NOTHING HILL (CNH), LEPOSAVIC
KOSOVO**

PART I, SECTION A

**BID
INSTRUCTIONS**



HEADQUARTERS KOSOVO FORCE
FILM CITY, PRISTINA
J8 Contracting Office
Tel. 00383 (0) 38 503 603 2806
Email: gounatidisn@hq.kfor.nato.int



DATE: 28 February 2025

SUBJECT: **IFIB-ACO-KFOR-25-03: INVITATION FOR INTERNATIONAL BIDDING (IFIB) FOR DFAC SERVICES FOR KFOR HQ'S CFC, PRISTINA AND CNH, LEPOSAVIC, KOSOVO**

Dear Madam or Sir,

Your company is hereby invited to participate in the International Competitive Bidding to provide Dining Facility Catering Services located at HQ KFOR, Camp Film City, Pristina and Camp Nothing Hill, Leposavic, Kosovo.

Partial bidding per location is not authorized.

The Bid Closing date for this IFIB shall be at on **Wednesday 14 May 2025 at 11:00 hrs** (local time, Pristina, Kosovo). In accordance with the NATO Procurement rules, Bi-SC 60-70 Procurement Directive, the bid opening is not public.

Bidders are required to attend the **mandatory site visit** at KFOR FILM CITY Camp at Pristina, Kosovo **on 02 April 2025, 09:00 hrs** (See Part I, Sect A, Para 60-70.929).

Bidders may submit any questions or concerns regarding this IFIB in the form of a Request for Information (RFI) to HQ KFOR via email: Pre Site Visit not later than 12 March 2025, Post Site Visit not later than 04 April 2025, 10:00hrs (**Local Time, Pristina, Kosovo**). Late RFIs will not be received by HQ KFOR.

Carefully read the instructions as stated in the bidding documents. Failure to comply with them may cause your offer to be rejected.

Enclosed are the following documents:

- a. Acknowledgement of Receipt;
- b. The Invitation for International Bid IFIB – KFOR – 25–03 containing;
 - Part I Section A: Bid Instructions;
 - Part I Section B: Price Bid Format;
 - Part II: General Provisions;
 - Part III Section A: Special Provisions;
 - Part III Section B: Technical Specifications.

Any questions related to the bidding procedure can be referred to Nikolaos Gounatidis (Tel: **00383 (0) 38 503 603 2806**) or E-mail GOUNATIDISN@hq.kfor.nato.int

Prospective Bidders are advised that HQ KFOR reserves the right to cancel this IFIB at any time in its entirety and bears no liability for the bid preparation costs incurred if cancellation occurs.

You are requested to complete and return the ACKNOWLEDGEMENT OF RECEIPT (at annex A) within 07 days of receipt of this notice for International Bidding and not later than the 06 March 2025 at 11:00 hrs (Local Time, Pristina, Kosovo).

In case your firm later decides not to submit a bid upon review of the IFIB documents, you are kindly requested to advise us by letter or e-mail.

Further correspondence will be mailed only to those firms that have returned this receipt and have indicated therein their intention to participate in the bidding.

Your participation on the bidding will be greatly appreciated

Sincerely,

“ORIGINAL SIGNED”

Nikolaos Gounatidis
NATO CIV A-3 GRC
Theatre Head of Contracting

ACKNOWLEDGEMENT OF RECEIPT

(To be completed and returned, by facsimile or email to J8 KFOR P&C within 07 days after receipt and not later than the 06 March 2025)

EMAIL: GOUNATIDISN@HQ.KFOR.NATO.INT

PLEASE COMPLETE CLEARLY – DO NOT USE COMPANY STAMP

FROM: Company:

 Address:

 Telephone

 Facsimile

 E-mail and Internet site address:

 Point of Contact:

TO: HQ KFOR, J8 BRANCH
THEATRE HEAD OF CONTRACTING

REFERENCE: IFIB- **KFOR - 25 – 03**
SUBJECT: Acknowledgement of Receipt of Invitation for International
 Bid

“DFAC SERVICES FOR KFOR HQ’S CFC AND CNH”

We hereby advise that we have received IFIB- **KFOR-25-03** on (date).....with all enclosures.

CHECK ONE:

☐ As of this date and without commitment on our part, we do intend to participate in the bidding.

☐ We do not intend to participate in the bidding and our company may be deleted from similar IFIBs mailing list.

NOTE: Only bidders indicating their intention to participate in the bidding will continue to receive all further correspondence related to this IFIB. Bids will be mailed per 60-70.911 (Bid Submission).

Date: Signature: Name and Title:

PART I, SECTION A

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60-70.9 – IFIB PROVISIONS SECTION**60-70.901 GENERAL**

The purpose of this Invitation for International Bidding (IFIB) is to award a firm fixed-price (not to exceed amount) and Indefinite Delivery, Indefinite Quantity (ID/IQ) contract for providing HQ KFOR (Pristina Kosovo) all labor, equipment, management, supervision and supplies necessary for the delivery of Dining Facility Catering Services at KFOR HQ's, Camp Film City (Pristina, Kosovo) and Camp Nothing Hill (Leposavic, Kosovo), as it is described in Part III, Section B Technical Specification / Statement of Works.

All bidders must carefully read the Contractual Terms and Conditions (as included in Part II, and Part III, Section A). Both these Terms and Conditions and the Technical Specification will become integral parts of the contract awarded under this IFIB. In the event of conflict between the Contractual Terms and Conditions and the Technical Specifications, the Contractual Terms and Conditions take precedence.

60-70.902 DEFINITIONS

1. The term "Prospective Bidder" shall refer to the entity that has completed and returned the Enclosure of the transmittal letter of this IFIB, and has indicated thereon its intention, without commitment, to participate in the bidding.
2. The term "Bidder" shall refer to the bidding entity that has submitted a bid in response to this IFIB.
3. The term "Contractor" shall refer to the bidder to whom the contract is awarded.
4. The term "KFOR, Film City" shall refer to the Headquarters Kosovo Force, located at Film City, Pristina, Kosovo.
5. The term "KFOR, Camp Nothing Hill" shall refer to a KFOR HQ satellite camp located at Camp Nothing Hill, Leposavic, Kosovo.
6. The term "SOW/TS" shall refer to the Statement of Work/Technical Specifications.
7. The term "Contracting Officer's Technical Representative" (COTR) is the person designated in writing by the Contracting Officer to be his/her authorised representative charged with the overall technical supervision of the contract and with measuring/monitoring Bidder performance.
8. The term "NATO" shall refer to the North Atlantic Treaty Organisation;
9. The term "days" as used in this IFIB shall, unless otherwise stated, be interpreted as meaning calendar days.

60-70.903 ELIGIBILITY

1. This Invitation for Bid is open to bids from governmental or commercial entities that originate and are chartered/incorporated within NATO-member Nations that provide the

funding for the ACO/ACT HQs and/or specific requirement and that maintain a professionally active facility (office, factory, laboratory, etc.) within NATO-member Nations. Only bidders that have been approved by the respective NATO delegations will be allowed to participate in this bidding process.

2. This invitation is not open to:

- a. Joint Venture and or any type of temporary grouping of companies;
- b. Consortium of firms/companies

3. At the time of bidding, Bidders must be legally authorized to operate these kinds of services in any of the above mentioned countries and comply with the following minimum requirement:

a. Having satisfactorily performed at least two (2) contracts with minimum six (6) months period of performance each within the last five (5) years substantially similar in:

- i. Scope and magnitude to the requirement described in this solicitation,
- ii. And magnitude to an annual amount of at least €1,500,000.00 or to a six months amount of at least €750,000.00 each (or other currency equivalent). This shows that you have the capability, experience, and resources to successfully manage a contract of that magnitude. If the Bidder does not have experience with a single €1,500,000.00/year or €750,000.00/6 months contract the Bidder may demonstrate the required capacity and experience by showcasing several (not to exceed three (3)) contracts, slightly below €1,500,000.00 on an annual basis or € 750,000.00 on a six month period and with similar scope, complexity, duration and magnitude projects that add up to or greater than €3,000,000.00 on an annual basis or 1,500,000.00 on a six month periods.

b. Having a valid Data Universal Numbering System (DUNS) number. Only bidders that hold a current and valid (DUNS) number and that the related Dun & Bradstreet (D&B) report or equivalent document does not highlight significant risk of business failure will be considered eligible for contract award. In the event that the Bidder is not registered with Dun& Bradstreet, HQ KFOR shall invite it to provide evidence of its financial strength either by reference to another international recognized rating system or by the production of financial documents (e.g. annual balance sheets). If HQ KFOR considers these documents insufficient, it may request additional information.

c. Having attend the mandatory Site Visit on **02 April 2025**.

d. The Contractor must independently perform requirements (core works) as stated in Part III, Section B. In the event subcontractors are required for non-core work (e.g maintenance of kitchen equipment, training of personnel), these subcontractors must be listed in Enclosure 2. Should a subcontractor not identified in Enclosure 2 at contract award be required during the performance of the contract, the Contractor will submit a request to the Contracting Officer for approval of the proposed subcontractor prior to any works performed required of the proposed new subcontractor.

60-70.904 AMENDMENT OR CANCELLATION OF IFIB

1. NATO reserves the right to amend or delete any one or more of the terms, conditions or provisions of the IFIB prior to the date set for the bid closing. An amendment or amendments to this IFIB will announce such action.

2. NATO reserves the right to cancel, at any time, this IFIB partially or in its entirety. No legal liability on the part of NATO for payment of any sort shall arise and in no event will a cause of action lie with any bidder for the recovery of any costs incurred in connection with preparing or submitting a bid in response hereto. All effort initiated or undertaken by the bidder shall be done considering and accepting this fact. If this IFIB is cancelled prior to the bid opening, the bids already received will be returned un-opened to the senders upon their request at Bidder's expense.

60-70.905 EXTENSION OF BID CLOSING DATE

Any bidder may request directly to the Contracting Officer (CO) an extension of the bid closing date. However, the request must reach the CO, in writing (facsimile or email is acceptable), not later than fourteen (14) calendar days prior to the bid closing date and must include a *strong* justification for the request. The CO may, at his/her own discretion, grant an extension of the bid closing date.

60-70.906 COMPLIANCE STATEMENT

1. Bidders' bid must be based on maximum compliance with the terms, conditions, and requirements of the IFIB and its future clarifications and/or amendments. The bidder may offer variations in specific implementation and operational details, provided that the stated functional and performance requirements are fully satisfied.

2. The bidder shall include in its bid the compliance statements (Enclosures 3 and 4 to this section). The bidder shall list, when applicable, all deviations from the provisions of the intended contract. In addition to the compliance sheets the bidders must clearly describe what is being offered and how the requirements are met.

3. Failure to submit a completed compliance statement may result in disqualification of the bid.

4. In case of conflict between the compliance statement and the detailed evidence or explanations/comments furnished, the detailed evidence/comments shall take precedence for the actual determination of compliance.

60-70.907 ACTIVATION SCHEDULE

The activation of the service by the Bidder shall be executed in such a way as to guarantee full operational availability of the services under the contract as of start of contract performance period (01 October 2025).

Mobilization shall take no longer than 30 calendar days from the contract effective date. The Bidder will start providing services on the 01 October 2025.

60-70.908 DURATION OF THE CONTRACT

1. The contract awarded through this IFIB will be effective from the date of last signature by the Parties. The performance of the contract will start on the 01 October 2025 or as determined at time of award) with a mobilization phase of thirty (30) calendar days. The mobilization phase start date will not be later than 01 September 2025 (or as determined at time of award). The contract will be in force for one (1) year with a performance start date the 01

October 2025 (or as determined at time of award), with the possibility of up to four (4) one-year extension options. The CO will provide notice of termination or extension in writing no later than sixty (60) days before the expiration date of the Agreement or subsequent extensions (if any).

2. Ratings reported through the Contractor's Performance Evaluation System will play a key role in the award of the aforementioned extension options (see Part III for further details about the evaluation of Contractor's performance).

60-70.909 EXEMPTION FROM TAXES

1. According to the NATO agreements (see IFIB Part II Paragraph 60-70.402), goods and services under the Agreement are exempt from taxes, duties and similar charges. Where notwithstanding the above, these are imposed by national regulations, bidders will enclose the list and the amounts of taxes, duties and similar charges which have been included in their bid, with a justification.

2. All prices quoted shall be free from any duties and taxes for which NATO/KFOR is exempt. According to NATO agreements, performance under the contract is exempt from taxes, duties, and similar charges. However, if national regulations impose such charges, bidders will enclose the list and amounts of taxes, duties, and similar charges that have been included in their bid. Bidders shall include justifications for all identified imposed charges. These should be shown separately.

60-70.910 BID CONTENT

The bid shall be subdivided into two separate parts (2 envelopes – see below): the Price Bid and the Technical Bid.

Each part shall be structured in detachable sections or files, wherein information is grouped per subject, so as to obtain separate elements for easy evaluation. (Please see and tick the checklist provided at Enclosure 1).

1. The Price bid shall consist of the following minimum documents:

- a. A table of contents for the entire proposal;
- b. Bidder's name, address, Point Of Contact, phone and fax numbers, e-mail address, Internet site and a valid Data Universal Numbering System (DUNS) number if available. In the event that the Bidder is not registered with Dun & Bradstreet, the Bidder may reference another international recognized rating system.
- c. The Price bid shall be submitted on the attached PRICE FORMAT (see Part I, Section B – Price Schedule). The basic breakdown on this format is not strictly limited and bidder may expand on these by adding such sub-items as deemed necessary. **The basic presentation must not change. Bidders must note that partial bidding is not authorized. Prices shall be quoted in Euros.** Submissions in other than Euro will be rejected. Bids received electronically shall not be accepted.
- d. A USB containing an electronic copy of all the documentation listed above in pdf and excel format. USB with price shall be labelled as such. This USB shall contain price

submission only. In case of discrepancies between the hard copy and USB the hard copy shall prevail.

Failure to provide the above information may render the offer non-compliant and the quotation may not be consider for contract award.

2. **Technical Bid:** to include to include a table of contents of the technical bid, as per Enclosure 1, with the following information:

a. Appropriate technical information in accordance with Part III, Section B Statement of Work/Technical Specification, such as;

i. Bidders Experience (managerial, resources, etc) in the supply of similar catering/food preparation/dining facility management services.

ii. Organizational plan illustrating the number and organization of the personnel, workforce composition - list of personnel with specific tasks assigned and total number of workers proposed for the execution of the this contract,

iii. Key personnel. A list which identifies the personnel proposed for the key positions associated with the execution of the services to be provided. This information shall include the individual(s) name(s), nationality, the qualifications associated with the relevant positions/jobs description, relevant work experience (types of similar work), intended positions of the proposed personnel, copies of educational diplomas, and curriculum vitae for each one of the proposed personnel describing their past experience,

iv. An Execution Plan to include illustrated methods to be used in performing the different services. The plan should include, methodology for the provision of the requested services and management of this process in line with applicable NATO Standards and ISO's, transition (phase-in) plan, dynamic plan, quality assurance plan for works execution, list of equipment to be used, confirmation of warranties (as applicable), information for the proposed work management system, a plan for the material acquisition/supply and storage required for the execution of the project, a plan for the health and safety of the workers, and other technical information as appropriate for a technical evaluation to determine whether bidders proposed terms and conditions comply with all the requirements of the IFIB.

v. The Bidder shall be certified for ISO standard minimum for 9001 & 22000 . The Bidder shall provide proof of these certification.

b. Key personnel's labour contracts or letters of commitment with the Bidder for the proposed contract.

c. The Certificate of Origin & Availability of Services – Enclosure 2 (If applicable)

d. The Compliance Statement – Contractual Provisions (Enclosure 3)

e. The Compliance Statement – Statement of Work (SOW) and/or Technical Specifications (Enclosure 4).

f. The list of all prospective Sub-contractors with the products, supplies and/or services they will provide with applicable documentary evidence (if/as applicable, in accordance with requirements described in this Part I and Part III, Section B Statement of Work/Technical Specifications).

g. References of Current Contracts (Enclosure 5). The indication of at least two (2) contracts with customer(s) other than HQ KFOR during the past five (5) years the Bidders have satisfactorily performed with a minimum six (6) months period of performance each – works and services substantially similar in:

i. scope to the requirement described in this solicitation as per Part III, Section B Statement of Work/Technical Specifications,

ii. and magnitude to an annual amount of at least €1,500,000.00 or to a six months amount of at least €750,000.00 each (or other currency equivalent). This shows that you have the capability, experience, and resources to successfully manage a contract of that magnitude.

NOTE: Always use external references other than HQ KFOR when available. A detailed description of the services provided should be included for each referenced project. If the Bidder does not have experience with a single €1,500,000.00/year or €750,000.00/6m months contract the Bidder may demonstrate the required capacity and experience by showcasing several (not to exceed three (3)) contracts, slightly below €1,500,000.00 on an annual basis or € 750,000.00 on a six month period and with similar scope, complexity, duration and magnitude projects that add up to or greater than €3,000,000.00 on an annual basis or 1,500,000.00 on a six month periods.

h. For each one of the contracts identified in Enclosure 5, you are requested to ask your previous **customer(s) to complete the “past performance questionnaire” (Enclosure 6)** and return it directly to HQ KFOR or you can include the **past performance questionnaire, signed and stamped by your previous customers,** with your bid. A minimum of two (2) completed past performance questionnaire(s) must be received NO LATER THAN the bid closing date, referencing this IFIB. Headquarters KFOR J8 reserves the right to verify the validity of the information provided in the past performance questionnaires. It is the exclusive responsibility of the Bidders to ensure that their previous customer(s) fulfil this obligation. A detail description of the services provided should be included in the Enclosure 6.

i. Entry in the professional register if required by the legislation or practice of the state in which the company is registered;

j. Pertinent Business license for the respective trades if required by the legislation or practice of the state in which the company is registered;

k. Certificate from tax authorities to the effect that the bidder has met all of the bidder’s tax obligations and of all pending tax disputes, payment and issues in accordance with the legal provisions of the country in which the bidder is registered. The certificate should not be older than three (3) months;

l. Certificate from social security authorities or equivalent legal authority to the effect that the bidder is up to date with the payment of social security/pension contributions. The certificate should not be older than three (3) months;

m. Certificate from the Commercial Court or equivalent (legal authority), of the country in which the Company is registered, certifying that no procedures have been initiated on economic crime and economic disputes, no execution proposal has been lodged against the Company, no notes that the assets of the Company are under

administration or court executor and no procedures for bankruptcy or liquidation have been executed, dated not more than six (6) months;

n. Companies, single owner enterprises must provide a certificate/confirmation from the Chamber of Commerce, Industry, Craft and Agriculture or equivalent legal authority, dated not more than six (6) months with the following information:

- Complete list of Company Legal Representative(s) and the complete list of any other delegated individual, giving the name, surname, place and date of birth of the persons authorized to enter into commitments, collect payments and issue receipts in the name of and on behalf of the company,
- Certifying that the company is free of any legal limitations on its rights, that is to say that it is not in receivership, or subject to deed of management or bankrupt;
- Statement concerning possible bankruptcy.

o. A valid Data Universal Numbering System (DUNS) number and a copy of DUNS Report which doesn't highlight significant risk of business failure. In the event that the Bidder is not registered with Dun & Bradstreet, the Bidder may provide evidence of its financial strength either by reference to another international recognized rating system or by the production of financial documents (e.g. annual balance sheets) or equivalent certificate from a national Chamber of Commerce or equivalent national authority. If HQ KFOR considers these documents insufficient, it may request additional information;

p. Bidder shall disclose all claims in excess of €250,000 or the U.S. Dollar equivalent filed against them on ongoing and completed contracts of a similar nature and duration. Bidder shall also disclose any ongoing or past civil or criminal litigation that pertain to contracts of a similar nature and duration. In the event that the bidder has had no claims in excess of €250,000 or the U.S. Dollar equivalent filed against them, their subsidiary or parent company or has not been involved in litigation as previously described, the bidder shall attach a statement attesting as such.

q. Statement of the bidder's bank that it is willing to immediately provide KFOR with the required performance bond/bank guarantee upon request in accordance with Part III, Section A "Special Provisions" paragraph 25.4.

r. Self-certifications are authorized only as an interim solution, while the concerning authority release the proper certification. You must attach to yourself declaration any official document that gives evidence that you are awaiting the original certificate.

s. A **USB** containing an electronic copy of all the documentation listed above under paragraph 2 (**NO PRICING SHOULD BE ON THIS USB**). This USB shall contain technical & administrative submission only. In case of discrepancies between the hard copies and CD-ROM the hard copies shall prevail.

NOTE:

- **All pages including the information submitted under paragraph two (2) "Technical Bid" shall be numbered. A-3 pages may be used to present organizations charts or similar. However the main body should be A4.**

- **If requested documents under i. to n are not foreseen in the respective national system then this should be properly and clearly addressed. Every national system may have different documentation that may suffice the requested**

documentation. Appropriate evidence and explanation should be provided with your bid.

No price data shall be included in the technical bid. If price data is included in the technical bid, the bid may be considered not compliant.

3. Failure to provide the above information may render the bid non-compliant and the quotation may not be considered for contract award.

NOTE: All documents/certifications in language other than English should be translated in English by an official authority (Notary or certified translator) or by the Bidder, self-certifying the accuracy of the translation. The bidders should include the official Host Nation documents in the language of the Host Nation along with HQ KFOR required translation.

60-70.911 BID SUBMISSION

1. The whole bid shall be written in English. **The NATO/KFOR Contracting Officer will not accept bids submitted in other languages. All documents/certifications should be translated in English by an official authority or by the Bidder, self-certifying the accuracy of the translation. The bidders should include the official Host Nation documents in the language of the Host Nation along with HQ KFOR required translation.**
2. Bids: The Sealed envelope with **the Price Bid** and the sealed envelope with **the Technical Bid** shall be submitted inside a single sealed envelope. The envelope will be marked “Sealed Bid to IFIB-KFOR - 25 – 03”. The sealed envelope will be placed in another (exterior) envelope or box on which will be written the mailing address below.
3. Bids may be submitted by courier or hand-carried. Bids hand-carried to HQ KFOR, Film City, Pristina, Kosovo or delivered on site by commercial courier and parcel-delivery companies must be packed and labelled as indicated in paragraph above. HQ KFOR is located in Film City, near Pristina, Kosovo. Packages are to be handed over to a representative of the procuring Contracting Officer, HQ KFOR J8 CONTRACT SECTION, Film City, 10000, Pristina, Kosovo (Tel. 00383(0) 38 503 603 2806 and +383 (0) 38 70 2806). Bids received electronically **shall not be** accepted.
4. The proposals should be addressed as follows:

**ATTN: Nikolaos Gounatidis NATO CIV A-3
North Atlantic Treaty Organization
Headquarters Kosovo Force (HQ KFOR)
J8 Head of Contracting Office
Attn. Nikolaos Gounatidis
Film City, Pristina**

60-70.912 LATE BIDS

1. The bidder must make every effort to ensure that its bid reaches HQ KFOR before or on the exact date and time set for the bid closing. Any bid received after this time is considered a late bid. Late bids shall be considered only before the contract has been awarded and on condition that their failure to arrive on time is solely the result of:

a. A delay in the government channels, i.e., governmental courier service or mail for which the bidder was not responsible. However, the bid should have been sent not later than ten (10) calendar days before the bid closing by Registered Mail or by Certified Mail, for which an official Post Office date stamp or the receipt for certification has been obtained. Note: commercial courier or parcel-delivery companies are not considered to be government channels.

b. Mishandling by NATO personnel upon or after receipt.

2. Other late bids cannot be considered for award. These bids will be treated as non-responsive and will be returned un-opened to the bidder, at the bidder's expense.

60-70.913 BID WITHDRAWAL

A bidder may withdraw its bid up to the date and time specified for the bid closing, by written or facsimile notice to the Contracting Officer. The bid will be returned un-opened to the bidder, at their expense.

60-70.914 BID CLOSING DATE

Bids must be received at the address stated in 60-70.911 not later than 14 May 2025, **11:00 hour's local time, Pristina, Kosovo**, as indicated on the transmittal letter of this IFIB, or the authorized extension thereof. At that time and date bidding will be closed.

60-70.915 BID VALIDITY

Bids submitted shall remain valid for a period of one hundred and twenty (120) calendar days counted from the bid closing date. NATO reserves the right to request an extension of validity if a decision cannot be made within this time. Bidder will be entitled to either grant or deny this extension of validity; NATO will automatically consider a denial as a withdrawal of the bid.

60-70.916 BID EVALUATION

1. The evaluation of Bids and the determination as to the responsiveness and technical compliance of the services, products and materials offered shall be the responsibility of NATO and shall be based on information provided by the bidders. NATO is not responsible for seeking any information that is not easily identified and available in the bid package.

2. The evaluation of the bids received in response to this IFIB shall be made by the KFOR Contract Award Committee solely on the basis of the requirement stated in this IFIB.

3. KFOR will evaluate the bids for technical compliance in accordance with the evaluation criteria listed in Part III, Section B "Statement of Work/Technical Specifications", Appendix 8 "List of Evaluation Criteria for Technical Compliance CFC" and Appendix 9 "List of Evaluation Criteria for Technical Compliance CNH" and the instructions provided under Part I, Section A "Bid Instructions".

4. KFOR Contract Award Committee may waive informalities and/or minor irregularities in bids received at its sole discretion.

5. As part of the evaluation process, KFOR reserves the right to verify any of the information provided by the bidder in its bid (for example –list is not all inclusive: the responsibility, responsiveness, experience and expertise of the prospective bidder), i.e. by conducting interviews, financial reports, verification of past performance records, etc. KFOR will not bear any cost bidders may incur for their participation in any interview, whether required. The Contracting Officer may authorize phone interviews should KFOR decide to conduct the verification stated above including those required to confirm English language proficiency of the bidder's proposed personnel.

6. KFOR reserves the right, in addition to the past performance data obtained from the bidder, to independently review bidders' past performance based on contracts similar in nature in support of NATO or other Allies. For the technical compliance evaluation of potential bidders, NATO reserves the right to independently assess bidders past performance for services performed for NATO.

7. KFOR reserves the right to disqualify from the bidding process any Company bidding on KFOR projects if relevant information or intelligence is identified that the company as well as the owners are considered or suspected to be either affiliated with criminal activity or a security threat to KFOR personnel and or installations. If a contract is in place then the CO may terminate the contract for cause without any recourse by the Bidder for payment of goods delivered or services provided, for which KFOR retains title.

8. After the bid submission KFOR reserves the right to conduct a pre-award survey of the bidder(s) technical and/or financial capacity (to include visit to the bidder's working facilities/installations). The pre-award survey may also include contacting National/ International authorities. Bidders found responsible to have provided false documentation or information will be debarred and, therefore, precluded from doing business with KFOR.

9. The bid will be evaluated taking into consideration the following factors.

a. Selection criteria: assessment of financial, technical and administrative documents;

b. Award criteria: to determine the lowest price technically compliant tender, the assessment will be based on the following criteria:

i. Total cost of the bid (lowest price technical compliant tender);

ii. Technical compliancy with bidding, contractual and technical provisions / specifications / required performance criteria.

iii. Capability of the bidder to perform and complete the work;

iv. Experience in similar work;

v. Timeliness of delivery offered;

vi. Verify compliance with required Performance/service.

Bids that DO NOT COMPLY to the above criteria may be declared non-compliant and may not be further evaluated by HQ KFOR.

10. The factors used to evaluate each bidder's bid are as follows, listed in descending order of importance. Bids will be evaluated Technically (where appropriate) on a pass/fail basis and economically on a lowest bid price/cost:

(1) Price will be the primary important factor in assessing “Lowest price Technically Compliant Bidder”. However, it will not be the overriding factor. Bids that vary substantially from the majority of the bids may be discarded as not fair and reasonable. Proposed rates must be fair and reasonable and in line with market trends. Any price bid determined to be low in relation to average and /or historical market prices of same or like services as solicited under the provisions of this solicitation may require Bidders be called upon to justify that their proposed pricing is fair and reasonable. Failure to provide reasonable justifications may result in the elimination of the bid from further competition.

(2) Management/Technical Abilities: Bids will be evaluated for technical compliance in accordance with the evaluation criteria listed in Part III, Section B “Statement of Work/Technical Specifications”, Appendix 8 “List of Evaluation Criteria for Technical Compliance CFC” and Appendix 9 “List of Evaluation Criteria for Technical Compliance CNH”.

a. Does the bidder understand the requirements and is the bidder able to provide support for all of the services required and is this understanding clearly shown on the bid?

b. Has the bidder submitted the appropriate technical information in accordance with Part III, Section B Statement of Work/Technical Specifications so that HQ KFOR can determine whether Bidder's proposed works, services, terms and conditions comply with all the requirements of this solicitation?

c. Has the bidder demonstrate that has sufficient experience (managerial, technical, resources, etc.) in the execution of similar works in scope and magnitude, to include satisfactory past performance/experience information within the past five (5) years?

d. Has the bidder submitted an Organizational plan illustrating the number and organization of the personnel, workforce composition - list of personnel proposed for each specific task described in Part III, Section B Statement of Work/Technical Specifications with total number of workers proposed for this contract?

e. Has the bidder submitted a list which identifies the personnel proposed for the key positions associated with the execution of the services to be provided with the applicable information and documentary evidence? This information shall include the individual(s) name(s), nationality, the qualifications associated with the relevant positions/jobs description, relevant work experience (types of similar work), intended positions of the proposed personnel, copies of educational diplomas, curriculum vitae for each one of the proposed personnel describing their past experience and evidence of labour contracts or letters of commitment with the Bidder for the proposed contract.

f. Has the bidder presented a consistent and feasible execution plan allowing HQ KFOR to determine whether the bidder can achieve the results and level of service requested? The plan should include, methodology for the provision of the requested services and management of this process in line with applicable NATO Standards and

ISO's, transition (phase-in) plan, dynamic plan, quality assurance plan for works execution, list of equipment to be used, confirmation of warranties (as applicable), information for the proposed work management system, a plan for the material acquisition/supply and storage required for the execution of the project, a plan for the health and safety of the workers, and other technical information as appropriate for a technical evaluation to determine whether bidders proposed terms and conditions comply with all the requirements of the IFIB.

g. Has the bidder illustrated the methods to be used in performing the required services?

h. Has the bid demonstrated that the bidder has sufficient managerial and technical, resources/qualifications necessary for the execution of the works?

i. Has the bidder enclosed and completed the Compliance Statements (Enclosures 3 & 4), as required/applicable?

j. Has the bidder indicated at least two (2) contract(s) (Enclosure 5) that the Company has performed for previous customers within the last five (5) years and with a minimum duration of six (6) months each, substantially similar in scope and magnitude to the requirements described in this solicitation?

k. Has the bidder submitted at least two (2) Enclosure 6 (past performance questionnaire(s)) for the projects identified in Enclosure 5? – Has the bidder ensured the submission of Enclosure 6 (past performance questionnaire(s)) to the best of their ability?

l. Has the bidder submitted a list of any prospective Sub-contractors with the products, supplies and/or services the bidder will provide with applicable documentary evidence (if/as applicable, in accordance with requirements described in this Part I and Part III, Section B Statement of Work/Technical Specifications) ?

m. Has the bidder submitted the Certificate of Origin & Availability - Enclosure 2 (If applicable)?

n. Has the bidder submitted a Pertinent Business license for the respective trades and/or Entry in the professional register of the state in which the company is registered?

o. Has the bidder submitted the Certificate from social security authorities or equivalent legal authority to the effect that the bidder is up to date with the payment of social security contributions, dated not more than 3 months?

p. Has the bidder submitted the Certificate from tax authorities to the effect that the bidder and/or subcontractor (when applicable) has met all its tax obligations in accordance with the legal provisions of the country in which the Company is registered, dated not more than three (3) months?

q. Has the bidder submitted Certificate from the Commercial Court or equivalent of the country in which the Company is registered certifying that no procedures have been initiated on economic crime and economic disputes, no

execution proposal has been lodged against the Company, no notes that the assets of the Company are under administration court executor, and no procedures for bankruptcy or liquidation have been executed, dated not more than six (6) months?

r. Has the bidder provided a certificate/confirmation from Chamber of Commerce, Industry, Craft and Agriculture or equivalent, dated not more than six (6) months with the following information:

- Complete list of Company Legal Representative(s) and the complete list of any other delegated individual, giving the name, surname, place and date of birth of the persons authorized to enter into commitments, collect payments and issue receipts in the name of and on behalf of the company,
- Certifying that the company is free of any legal limitations on its rights, that is to say that it is not in receivership, or subject to deed of management or bankrupt;
- Statement concerning possible bankruptcy

s. Has the Bidder provided a Copy DUNS Report or equivalent documentation from another international recognized rating system or from a national Chamber of Commerce or equivalent national authority?

t. Has the bidder disclosed all claims in excess of €250,000 or the U.S. Dollar equivalent filed against them on ongoing and completed contracts of a similar nature and duration? Has the bidder disclosed any ongoing or past civil or criminal litigation that pertain to contracts of a similar nature and duration? In the event that the bidder has had no claims in excess of €250,000 or the U.S. Dollar equivalent filed against them, their subsidiary or parent company or has not been involved in litigation as previously described, has the bidder attached a statement attesting as such?

the bidder shall attach a statement attesting as such

u. Has the bidder submitted the Statement of the bidder's bank that it is willing to immediately provide KFOR with the required performance bond/bank guarantee upon request?

v. Has the bidder submitted a **USB** containing an electronic copy of all the documentation listed above (**NO PRICING SHOULD BE ON THIS USB**)?

60-70.917 AWARD

1. NATO Contract Award Committee (CAC) will award the contract to the compliant bidder determined to have submitted the **lowest priced and technically compliant** bid. To be compliant, the bidder must meet all mandatory requirements of the IFIB. The evaluation for technical acceptance will be based on the bidder's technical bid. To be considered technically acceptable, the bidder must show a full understanding of the Statement of Work/Technical Specifications (Part III, Section B) and have the capability to perform accordingly.
2. Once the lowest priced and technically acceptable Bidder has been selected, the selected Bidder will be required to provide a "Performance Bond" in accordance Part III Section A

”Special Provisions” par 25.4 at the time of award. Should the selected Bidder be unable to provide the “Performance Bond”, the selected Bidder will be disqualified from this acquisition and the next lowest compliant Bidder will be awarded the contract, if able to provide the required “Performance Bond”.

3. KFOR reserves the right to:

(a) Reject any or all bids, and to not proceed with any award as a result of this IFIB;

(b) Make multiple awards if, after considering any potential additional administrative cost, it is in NATO's best interest to do so. Individual awards will be for services or combination of services that result in the lowest aggregate cost to KFOR, including the assumed administrative costs.

60-70.918 CLARIFICATION OF BIDS

During the entire bid evaluation process NATO reserves the right to discuss any bid with the bidders in order to clarify what is being offered and to resolve any potential areas of non-compliance.

60-70.919 COMMUNICATION

Any communication related to this IFIB between a prospective bidder or a bidder and NATO shall only be through the Procuring Contracting Officer in the first instance. Designated NATO personnel will assist the Procuring Contracting Officer in the administration of this IFIB. **There shall be no contact with other NATO personnel.** This is to maintain all bidders on equal and competitive footing.

60-70.920 BIDDERS REQUEST FOR CLARIFICATION

1. Prospective bidders should seek clarification as soon as possible. Any explanation desired by a bidder regarding the meaning or interpretation of this IFIB, clauses, specifications etc, must be requested in writing (letter, email or facsimile) from the Contracting Officer. **The Contracting Officer must receive such requests for clarification:**

Pre Site Visit not later than 12 March 2025, 10:00 hrs (Kosovo time)

Post Site Visit not later than 04 April 2025, 10:00 hrs (Kosovo time).

Late RFIs will not be received by HQ KFOR.

2. Information given to a prospective bidder will be furnished to all prospective bidders, as an amendment to this IFIB, only if such information is necessary to bidders in submitting offers or if the lack of such information would be prejudicial to other bidders. Oral explanations or instructions will not be binding unless confirmed in writing by the Contracting Officer.

60-70.921 POINTS OF CONTACT

1. All correspondence will be forwarded to the KFOR Contracting Officer:
POC Name: Nikolaos Gounatidis

Telephone: 00383 (0)38 503 603 2806

Email address: gounatidisn@hq.kfor.nato.int

2. All bids will be forwarded to the PCO:

ATTN: Nikolaos Gounatidis

Theatre Head of Contracting

HQ KFOR J8

Film City 10000 Pristina

Kosovo

60-70.922 AMENDMENTS TO INVITATIONS FOR INTERNATIONAL BIDS

1. If this solicitation is amended, then all terms and conditions, which are not modified, remain unchanged.

2. Bidders shall acknowledge receipt of any amendment to this solicitation

a. By signing and returning the amendment,

b. By identifying the amendment number and date in the space provided for this purpose on the form for submitting a bid; and

c. By letter, telegram, fax or email.

3. NATO must receive the acknowledgment by the time and at the place specified for receipt of bids (Paragraph 60-70.911 & 60-70.914).

60-70.923 TYPE OF CONTRACT

NATO contemplates award of a firm “Fixed Price” and “Indefinite Quantity/Indefinite Delivery contract resulting from this solicitation.

60-70.924 EVALUATION EXCLUSIVE OF OPTIONS

RESERVED

60-70.925 EVALUATION OF OPTIONS EXERCISED AT TIME OF CONTRACT AWARD

NATO will evaluate the total price for the basic requirement together with any option(s), if any, exercised at the time of award.

60-70.926 EVALUATION OF OPTIONS

NATO will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate NATO to exercise the option(s).

60-70.927 BID GUARANTEE

RESERVED

60-70.928 SITE VISIT (CONSTRUCTION)
RESERVED

60-70.929 SITE VISIT

1. In order to fully understand the requirement, Bidders are **required** to attend **the mandatory** site visit and shall inspect the location where services are to be performed and to satisfy themselves regarding all general and local conditions that may affect the cost of contract performance, to the extent that the information is reasonably obtainable.

- a. An organized site visit has been scheduled for **02 April 2025, 09:00 hours**.
- b. Participants will meet at the main entrance of:

HEADQUARTERS KFOR Main Gate
(Next to the Parking Area of Melodia PX)
FILM CITY
KOSOVO

2. If you plan on attending the site visit, please e-mail to the CO the following information: Name of Company; Number of attendees (limited to 3); First Name and Last Name of each participant; Date and Place of Birth of each participant and a valid ID card copy. Late responses may not be accommodated. **All participant information must** be furnished to Nikolaos Gounatidis Theatre Contracting Officer Tel 00383 (0) 38 503 603 2806; email gounatidisn@hq.kfor.nato.int no later than **five (5) days prior the scheduled visit** (contact information given in paragraph 60-70.921) in order for the necessary clearance requests to be made.

60-70.930 KFOR REPRESENTATIVES SITE VISIT

The Contracting Officer and designated NATO representatives reserve the right to inspect the bidder's facilities prior to contract award as part of the evaluation process, and throughout contract performance to help ascertain compliance with the terms and conditions of the solicitation and resultant contract.

60-70.931 DEBRIEFING

Bidders are eligible to receive a debriefing on the Contract Award Committee's decision. To obtain debriefing, bidders shall submit a written request to the Contracting Officer within five (5) working days of the date on which they receive notification of the aforementioned decision. No late requests for debriefing shall be accepted.

60-70.932 PRE AWARD AND POST AWARD DISPUTES / APPEAL

1. Prospective bidders with a vested interest may submit a written objection to the responsible Contracting Officer by registered letter within ten (10) working days from the date the Contracting Officer releases the solicitation to the Industry. The Contracting Officer will consider the pre-award objection and make a decision which will be communicated in writing to the originator within ten (10) working days from the receipt of the written submission of the objection. The date of receipt will be that of the registered letter receipt. The Objection shall stay the award until the Contracting Officer communicates the decision.

If the protest cannot be resolved amicably with the Contracting Officer the IFIB will proceed normally and a Contract Award Committee will be convened.

2. An unsuccessful bidder may submit a written objection to the responsible Contracting Officer regarding the sourcing decisions or the process by registered letter within 10 working days of the notification of the contract award decision. If the objection cannot be resolved amicably with the Contracting Officer, the Contract Award Committee will reconvene to assess the merits of the objection. A decision will be rendered by the Contract Award Committee and communicated in writing to the originator within 10 working days from the receipt of the written submission of an objection. The date of receipt will be that of the registered letter receipt. The Objection shall stay the award until the Contracting Officer communicates the decision of the Contract Award Committee.

3. No late pre-award and/or post award disputes shall be accepted by the CO.

4. An appeal may be submitted in writing via registered letter within five (5) working days of receiving the decision to the first level of protest as per the subparagraphs 1 and 2 here above, for review by the ACO Head of Contracts. A final decision will be communicated in writing within 5 working days from the receipt of the formal appeal. The Appeal shall not stay the award. Any dispute which remains unresolved may be submitted in accordance with the Budget Procurement Guidance available on the Doing Business with ACO website <https://shape.nato.int/page183282250.aspx>. Submitting a bid demonstrates acceptance of these conditions and any limitations therein.

60-70.933 ZERO TOLERANCE POLICY

1. All HQ KFOR Purchasing and Contracting personnel observes a “zero tolerance” policy and does not accept any type of gift or any offer of hospitality. Bidders are therefore expected not to offer any gift or hospitality during any phase of the acquisition process (i.e. pre-award, award, post-award).

2. By submitting a bid in response to this solicitation the Bidders implicitly certify that neither the Bidders nor their agents or representatives have offered or given any gratuity whatsoever to any NATO personnel with a view to securing a contract or favourable treatment with regard to the award, modification or execution of any contract under this solicitation.

3. The CO may, by registered letter, terminate any contract awarded as a result of this solicitation at no cost to NATO without notice if it is found, after an investigation that gratuities such as, but not limited to entertainment and gifts were offered or given by the Bidder to NATO personnel with the respect to the award of any contract under this solicitation, or to the taking of any decision regarding its execution.

4. If the CO established that the provisions stated in paragraphs 1, 2 and 3 above have been disregarded, the Bidder(s) may be removed from any NATO source list after HQ KFOR will have informed both NATO Commands and the relevant national authorities.

Enclosure 1 to Part I, Section A

BID TABLE OF CONTENT / CHECKLIST¹

TECHNICAL BID:

- ☐ Bidder's name, address, POC, phone, fax, e-mail address, Internet site, valid DUNS number;
- ☐ Entry in the professional register. Pertinent licence/ Certificate of registration
- ☐ Business registration in the respective trades.
- ☐ Certificate of Origin & Availability of Service (Enclosure 2 – if applicable);
- ☐ Compliance Statement for Part II & Part III, Section A – Contract provisions for the intended contract (Enclosure 3);
- ☐ Compliance Statement for Part III, Section B- SOW for the intended contract (Enclosure 4);
- ☐ Certificate – Evidence of payment from social security authorities as regards social security/pension contributions;
- ☐ Certificate from tax authorities as regards tax;
- ☐ Certificate/Confirmation from Chamber of Commerce, Industry, Craft and Agriculture, or equivalent legal authority;
- ☐ DUNS Report or equivalent;
- ☐ Certificate from District Commercial Court or equivalent authority;
- ☐ Disclosure of claims (in case no claims are filed a Statement shall be provided;
- ☐ Statement of the bidder's bank it is willing to immediately provide KFOR with the required performance bond/bank guarantee upon request;
- ☐ Proof of financial stability/reliability of the bidder to show that the bidder has the adequate financial resources to perform the contract, to include demonstration that the bidder is/was not subject to bankruptcy over the last three (3) years;
- ☐ Bidder experience information (60-70.910).
- ☐ References of current or recent contracts other than HQ KFOR when available (Enclosure 5).
- ☐ Past Performance Questionnaire(s) (Enclosure 6).
- ☐ Technical information – In accordance with Part III, Section B Statement of work;
 - ☐ Organizational Plan
 - ☐ Workforce – Recommended list of workers (number of persons) for each specific task;
 - ☐ Key Personnel: (List of names, qualifications (CV's, Diplomas), types of similar work, expertise, similar work experiences labour contracts, letters of commitment etc – as applicable);
 - ☐ Transition (phase-in) plan
 - ☐ Execution Plan
 - ☐ Work Management System

¹ This enclosure is meant to help you ascertain that you are providing NATO/KFOR with all documents/information required. However it remains the sole responsibility of the bidder to ensure they submit all documents required/requested. For more information regarding these titles, please refer to detailed description previously provided in Part I.

- ☐ Menu Plan
- ☐ Recipe Cards
- ☐ Material Acquisition, Supply and Storage
- ☐ Quality Control Plan
- ☐ Preventive Maintenance plan
- ☐ Cleaning and Hygiene Plan
- ☐ Health and safety plan. A plan for the safety of the workers
- ☐ ISO Certification minimum 9001 & 22000
- ☐ Dynamic Plan for phase-in and contract implementation
- ☐ Confirmation of delivery time
- ☐ Use of Subcontractors (if applicable): List of subcontractors with qualifications (i.e evidence of registration in the appropriate national authorities – experience, factory authorization etc)
- ☐ USB containing an electronic copy of all the Administrative and Technical documents in pdf format;

PRICE BID:

- ☐ Price Bid format in pdf and excel format;
- ☐ USB containing an electronic copy of all the documentation included in the Financial Part of the Bid.

Enclosure 2 to Part I, Section A

(To be completed and enclosed with your bid)

CERTIFICATE OF ORIGIN AND AVAILABILITY OF SERVICE

I hereby certify that the product and services described in this quotation IFIB-**KFOR - 25 – 03** and to be furnished under the resultant contract, if awarded to my company, will be performed by sub-contractors (if applicable) or individuals originating from the indicated countries:

NAME:

COUNTRY:

We/I guarantee that, in case of contract as a result of this IFIB, a source of an adequate supply of services will be maintained to the end of the contract including the option years from the date of contracting.

Date: _____

Signature: _____

Name and Title: _____

Company: _____

Company Bid Reference: _____

Enclosure 3 to Part I, Section A

(To be completed and enclosed with your bid)

**COMPLIANCE STATEMENT FOR PART II and Part III, Section A
General and Special Provisions**

It is hereby stated that our bid to IFIB-KFOR - 25 – 03 is fully compliant with the Contractual Provisions, as contained in Part II & Part III, Section A of the IFIB, with the following exception(s):

CLAUSE:

DESCRIPTION OF DEVIATION:

Date: _____

Signature: _____

Name and Title: _____

Company: _____

Company Bid Reference: _____

Note: Bidders' response to this IFIB must be based on full compliance with the terms, conditions, and requirements of the IFIB and its future clarifications and/or amendments. The bidder may offer variations in specific implementation and operational details, provided that the functional and performance requirements are fully satisfied. In case of conflict between the compliance statement and the detailed evidence or explanations/comments furnished, the detailed evidence/comments shall take precedence for the actual determination of compliance. KFOR reserves the right to not accept the variations offered by the Bidder and, therefore, disqualify the Bidder from this IFIB.

Enclosure 4 to Part I, Section A

(To be completed and enclosed with your bid)

COMPLIANCE STATEMENT FOR PART III, SECTION B
Statement of Work/Technical Specifications

IMPORTANT: This compliance statement must be completed for each offered option(s) or alternative.

It is hereby stated that our bid to IFIB-**KFOR - 25 – 03** is fully compliant with the Technical Specifications contained in Part III, Section B of the IFIB with the following exception(s):

CLAUSE:

DESCRIPTION OF DEVIATION:

Date: _____

Signature: _____

Name and Title: _____

Company: _____

Company Bid Reference: _____

Note: Bidders' response to this IFIB must be based on full compliance with the terms, conditions, and requirements of the IFIB and its future clarifications and/or amendments. The bidder may offer variations in specific implementation and operational details, provided that the functional and performance requirements are fully satisfied. In case of conflict between the compliance statement and the detailed evidence or explanations/comments furnished, the detailed evidence/comments shall take precedence for the actual determination of compliance. KFOR reserves the right to not accept the variations offered by the Bidder and, therefore, disqualify the Bidder from this IFIB.

Enclosure 5 to Part I, Section A**REFERENCES OF CURRENT OR RECENT CONTRACTS****SUBSTANTIALLY SIMILAR IN SCOPE TO THE REQUIREMENTS**²

For each contract/agreement, please indicate:

1.

Contract reference (if applicable)	
Description of the contract	
Starting date of contract	
End date of contract	
Value of contract	
Customer's name	
Customer's Point of Contact capable of providing information giving name, telephone and fax numbers. EMAIL ADDRESS	

² Contracts listed may include those entered into by the Government, agencies of state and local governments, non-profit entities, and commercial concerns. The Bidder may also provide information on problems encountered on the identified contracts and the Bidder's corrective actions.

2.

Contract reference (if applicable)	
Description of the contract	
Starting date of contract	
End date of contract	
Value of contract	
Customer's name	
Customer's Point of Contact capable of providing information giving name, telephone and fax numbers. EMAIL ADDRESS	

3.

Contract reference (if applicable)	
Description of the contract	
Starting date of contract	
End date of contract	
Value of contract	
Customer's name	
Customer's Point of Contact capable of providing information giving name, telephone and fax numbers. EMAIL ADDRESS	

Enclosure 6 to Part I, Section A

PAST PERFORMANCE QUESTIONNAIRE

For each of the contracts or subcontracts listed in Enclosure 5, bidders are requested to ask their previous customer(s) to complete and return directly to KFOR FILM CITY, PRISTINA the “Past Performance Questionnaire” hereafter no later than the bid closing date or you may include the **past performance questionnaire, signed and stamped by your previous customers,** with your bid. A minimum of two (2) completed past performance questionnaire must be received NO LATER THAN the bid closing date, referencing this IFIB. Headquarters KFOR J8 P&C reserves the right to verify the validity of the information provided in the past performance questionnaires. An average past performance score of Good is the minimum required in order to not disqualify the bidder’s bid.

The completed questionnaire is to be returned directly to KFOR FILM CITY at the following address:

**North Atlantic Treaty Organization
Headquarters Kosovo Force
J8 Head of Contracting Office
Attn. Nikolaos Gounatidis
Film City, Pristina
Kosovo**

or via email to the Contracting Officer, Nikolaos Gounatidis, at the following Email address: gounatidisn@hq.kfor.nato.int.

PAST PERFORMANCE QUESTIONNAIRE

<p>1. Contractor's Details <i>(the name, address, etc of the company that has <u>provided</u> the goods/services)</i></p>
<p>2. Customer's Details <i>(the name, address, etc of the company which has <u>received</u> the goods/services)</i></p>
<p>3. Customer's POC:</p> <p>Name: _____ Tel: _____</p> <p>Email: _____ Fax: _____</p>
<p>4. Contract reference/Title:</p>
<p>5. Contract type:</p> <p>() Firm Fixed Price* () Cost Reimbursement*</p> <p>() Other* (Please specify)</p> <p>(*) <i>Mark with a cross</i></p>
<p>6. Period of Performance:</p> <p>From _____ to _____</p>
<p>7. Contract amount:</p> <p>- at the time of award: _____</p> <p>- after modifications: _____</p>
<p>8. Description of Contract Service:</p>
<p>9. Complexity of Work: () Difficult* () Routine* (*) <i>Mark with a cross</i></p>

10. Evaluation Factor	11. Comments (Attach additional sheets, if necessary.)	12. Rating ³
a. Quality of Work		
b. Personnel		
c. Subcontractor Mgmt		
d. Business Relations		
e. Timeliness of Performance		
f. Customer Satisfaction		
g. Cost/Budget Control		
<p>13. Considering all of the information provided above, please rate the contractor's performance overall (*):</p> <p>() Excellent () Good () Fair () Poor () Unsatisfactory</p> <p>(*) <i>Mark with a cross</i></p>		
<p>14. Would you select this firm again? Please explain. (Attach additional sheet if necessary.)</p>		
<p>15. Name & Date</p> <p>16. Title</p>	<p>17. Signature</p>	

³ Please use adjectival ratings from attached sheet

PAST PERFORMANCE RATING GUIDELINES

Summarize Contractor Performance in each of the rating areas.

Assign each area a rating of Unsatisfactory, Poor, Fair, Good, and Excellent.

Use the following instructions as guidance in making these evaluations.

Note: There is no corresponding guidance for “Customer Satisfaction”.

Please use the comments area on the preceding form to justify the rating given “Customer Satisfaction.”

Ratings	Quality of Work/ Personnel/Service	Cost Control	Timeliness of Performance	Business Relations/Sub Contractor Mgmt
	-Compliance w/contract requirements -Accuracy of reports -Appropriateness of personnel -Technical excellence	-Within budget -Current, accurate, complete billings -Relationship of negotiated costs to actual -Cost efficiencies -Change orders issued	-Met interim milestones -Reliable -Responsive to technical direction -Completed on time	-Effective Mgmt -Businesslike correspondence -Responsive to contract requirements -Prompt notification of problems -Reasonable/cooperative -Flexible -Pro-active -Effective SB/SDB Subcontract Program
Unsatisfactory	Non conformances are compromising the achievement of contract requirements	Cost issues are compromising performance	Delays are compromising achievement of contract requirements	Response is not effective
Poor	Non conformances require major agency resources to ensure achievement of contract requirements	Cost issues require major agency resources to ensure achievement of contract requirements	Delays require major agency resources to ensure achievement of contract requirements	Response is marginally effective
Fair	Non conformances require minor agency resources to ensure achievement of contract requirements	Cost issues require minor agency resources to ensure achievement of contract requirements	Delays require minor agency resources to ensure achievement of contract requirements	Response is somewhat effective
Good	Non conformances do not impact achievement of contract requirements	Cost issues do not impact achievement of contract requirements	Delays do not impact achievement of contract requirements	Response is usually effective
Excellent	There are no quality problems	There are no cost issues	There are no delays	Response is effective

Note: an average past performance score of Good is the minimum required in order to not disqualify the bidder’s bid.

Enclosure 7 to Part I, Section A

The label below is to be completed by the bidder and affixed/glued to the exterior envelope or parcel with which the Bid Packages are mailed to KFOR, FILM CITY, PRISTINA.

(Cut along the lines)

IFIB-KFOR - 25 – 03 To be opened by the Contract Award Committee (CAC) only	
SENDER:	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
TO: HQ KFOR MAIN (J8-THOC) Att: NATO CIV A-3 Nikolaos Gounatidis J8 Head of Contracting Office Film City 10000 Pristina Kosovo	

NORTH ATLANTIC TREATY ORGANIZATION

*HEADQUARTERS KOSOVO FORCE (KFOR) FILM
CITY, KOSOVO*

IFIB – ACO – KFOR-25-03

**DINING FACILITY CATERING (DFAC) SERVICES FOR:
KFOR HQ CAMP FILM CITY (CFC), PRISTINA
AND
CAMP NOTHING HILL (CNH), LEPOSAVIC
KOSOVO**

PART I, SECTION B

PRICE - BID

SUPPLIES OR SERVICES AND PRICE/COSTS (SCHEDULE)

1. **CONTRACT LINE ITEMS AND CONTRACT SUB LINE ITEMS:** Offerors shall enter unit prices and amounts for contract line items (CLINS) and contract subline items as indicated in the schedules in **EURO**. The Price Bid shall be submitted in this price format or a similar format. The basic breakdown of this format is not strictly limited and bidder may expand on these by adding such sub-items as deemed necessary.
2. **PERIOD OF PERFORMANCE:** The estimated performance start date for this bid is **1 October 2025, after 30 days of Mobilization Period**. The contractor awarded this contract will not start until he receives the Notice to Proceed from the Contracting Officer.
3. **PRICING WARRANT:** the bidder warrants that the price arrangements in the below spreadsheets are for similar services and/or supply quantities, terms and conditions equal to or less than those proposed or that would be proposed to the Bidder's most favored customer, including but not limited to any government, international organization, company or individual.
4. **PRICE SCHEDULE – SCALABILITY OF THE REQUIREMENT:** Bidders shall provide the prices they offer corresponding to the various meal bands. This will enable scalability of the requirement. The following pricing adjustment mechanism will be used for any future adjustments:

At the end of each month, should the actual number of meals/water consumed and reported during the one month timeframe consistently differ (fall below or go above) from the initial estimated ranges at start of contract (For CFC: breakfast = 650/day; lunch = 735/day; sandwich bar lunch = 100; dinner = 576/day; sandwich bar dinner = 90; midnight meal = 40/day, bottle water (1,5lt) = 400; bottle water (0,5lt) = 7,400; For CNH: breakfast = 200/day; lunch = 200/day; dinner = 200/day; bottle water (1,5lt) = 120; bottle water (0,5lt) = 1400; or, for subsequent adjustments, at the beginning of each month; then the price for each affected meal/water type (breakfast, lunch, dinner, sandwich bar, midnight meal, bottle water) will be adjusted according to the applicable and appropriate range as outlined below. The adjusted price(s) will start to apply as of the first day of the next month and until a new price adjustment, based on the mechanism described above, will be required.

5. Furthermore, bidders shall quote separately the mobilization, demobilization during base period and demobilization during option period.

CFC CONTRACT TOTAL (NOT TO EXCEED AMOUNT)TOTAL €

CLIN 0000-1: MOBILIZATION

CLIN 0000: BASE YEAR

CLIN 1000: OPTION YR 1

CLIN 2000: OPTION YR 2

CLIN 3000: OPTION YR 3

CLIN 4000: OPTION YR 4

CLIN 5000-1: DEMOBILIZATION

NOT TO EXCEED TOTAL FOR (BASE + 4 OPT YRS +
MOBILIZATION & DEMOBILIZATION)**CNH CONTRACT TOTAL (NOT TO EXCEED AMOUNT)**TOTAL €

CLIN 0000-1: MOBILIZATION

CLIN 0000: BASE YEAR

CLIN 1000: OPTION YR 1

CLIN 2000: OPTION YR 2

CLIN 3000: OPTION YR 3

CLIN 4000: OPTION YR 4

CLIN 5000-1: DEMOBILIZATION

NOT TO EXCEED TOTAL FOR (BASE + 4 OPT YRS +
MOBILIZATION & DEMOBILIZATION)**CFC & CNH CONTRACT TOTAL (NOT TO EXCEED AMOUNT)**NOT TO EXCEED TOTAL FOR (BASE + 4 OPT YRS +
MOBILIZATION & DEMOBILIZATION)

(Bidder's Signature)

(Date)

NATO/KFOR **CANNOT GUARANTEE** that this contract will reach the maximum value. All prices for services offered by the bidder shall include all labour cost, supplies, equipment, supervision, etc. as per attached Technical Specifications/SOW Part III, Section B.

**PRICE SHEDULE FOR DFAC SERVICES FOR KFOR HQ CAMP
FILM CITY (CFC), PRISTINA, KOSOVO**

CFC PHASE-IN/PHASE-OUT (ONE TIME ONLY)		<u>FFP- One Time Only</u>	<u>Total</u>
CLIN 0000-1	Mobilization Cost (Not to Exceed (NTE) 30 Days)		
CLIN 1000-1	Demobilisation Cost if option 1 is not exercised		
CLIN 2000-1	Demobilisation Cost if option 2 is not exercised		
CLIN 3000-1	Demobilisation Cost if option 3 is not exercised		
CLIN 4000-1	Demobilisation Cost if option 4 is not exercised		
<i>CLIN 5000-1</i>	<i>Demobilisation Cost if all options are exercised</i>		

NOTE: For evaluation purposes the Mobilization cost CLIN 0000-1 and the demobilization cost for CLIN ***5000-1*** will be used.

CFC PRICE SCHEDULE BASIC YEAR FROM 01 OCTOBER 2025 TO 30 SEPTEMBER 2026					
CLIN 0000	TYPE OF MEAL	ESTIMATED DAILY PRESENCE CONSUMPTION	UNIT COST	UNIT QUANTITY	TOTAL BASIC YEAR €
CLIN 0001	BREAKFAST	650		365 DAYS	
CLIN 0002	LUNCH	735		365 DAYS	
CLIN 0003	SANDWICH BAR LUNCH	100		365 DAYS	
CLIN 0004	DINNER	576		365 DAYS	
CLIN 0005	SANDWICH BAR DINNER	90		365 DAYS	
CLIN 0006	LATE MEAL	40		365 DAYS	
CLIN 0007	WATER BOTTLE .5	7400		365 DAYS	
CLIN 0008	WATER BOTTLE 1.5	400		365 DAYS	
CLIN 0009	COM KITCHEN STAFF	-		12 MONTHS	
INDEFINITE QUANTITY WORK					
Price to perform Indefinite Quantity work in accordance with all the terms of this contract					
	TYPE OF FUNCTION	ESTIMATE QUANTITIES (pax)	UNIT COST	UNIT QUANTITY	
CLIN 0010	CONFERENCE BEVERAGES AND BISCUITS (12.0.4.1)	3600		EA	
CLIN 0011	MEDAL PARADE (12.0.4.2)	1800		EA	
CONTRACT TOTAL Basic Year					

**CFC PRICE SCHEDULE OPTION YEAR 1
FROM 01 OCTOBER 2026 TO 30 SEPTEMBER 2027**

CLIN 1000	TYPE OF MEAL	ESTIMATED DAILY PRESENCE CONSUMPTION	UNIT COST	UNIT QUANTITY	TOTAL 1 ST OPTION YEAR €
CLIN 1001	BREAKFAST	650		365 DAYS	
CLIN 1002	LUNCH	735		365 DAYS	
CLIN 1003	SANDWICH BAR LUNCH	100		365 DAYS	
CLIN 1004	DINNER	576		365 DAYS	
CLIN 1005	SANDWICH BAR DINNER	90		365 DAYS	
CLIN 1006	LATE MEAL	40		365 DAYS	
CLIN 1007	WATER BOTTLE .5	7400		365 DAYS	
CLIN 1008	WATER BOTTLE 1.5	400		365 DAYS	
CLIN 1009	COM KITCHEN STAFF	-		12 MONTHS	
INDEFINITE QUANTITY WORK					
Price to perform Indefinite Quantity work in accordance with all the terms of this contract					
	TYPE OF FUNCTION	ESTIMATE QUANTITIES (pax)	UNIT COST	UNIT QUANTITY	
CLIN 1010	CONFERENCE BEVERAGES AND BISCUITS (12.0.4.1)	3600		EA	
CLIN 1011	MEDAL PARADE (12.0.4.2)	1800		EA	
CONTRACT TOTAL Option Year 1					

**CFC PRICE SCHEDULE OPTION YEAR 2
FROM 01 OCTOBER 2027 TO 30 SEPTEMBER 2028**

CLIN 2000	TYPE OF MEAL	ESTIMATED DAILY PRESENCE CONSUMPTION	UNIT COST	UNIT QUANTITY	TOTAL 2 nd OPTION YEAR €
CLIN 2001	BREAKFAST	650		366 DAYS	
CLIN 2002	LUNCH	735		366 DAYS	
CLIN 2003	SANDWICH BAR LUNCH	100		366 DAYS	
CLIN 2004	DINNER	576		366 DAYS	
CLIN 2005	SANDWICH BAR DINNER	90		366 DAYS	
CLIN 2006	LATE MEAL	40		366 DAYS	
CLIN 2007	WATER BOTTLE .5	7400		366 DAYS	
CLIN 2008	WATER BOTTLE 1.5	400		366 DAYS	
CLIN 2009	COM KITCHEN STAFF	-		12 MONTHS	
INDEFINITE QUANTITY WORK					
Price to perform Indefinite Quantity work in accordance with all the terms of this contract					
	TYPE OF FUNCTION	ESTIMATE QUANTITIES (pax)	UNIT COST	UNIT QUANTITY	
CLIN 2010	CONFERENCE BEVERAGES AND BISCUITS (12.0.4.1)	3600		EA	
CLIN 2011	MEDAL PARADE (12.0.4.2)	1800		EA	
CONTRACT TOTAL Option Year 2					

**CFC PRICE SCHEDULE OPTION YEAR 3
FROM 01 OCTOBER 2028 TO 30 SEPTEMBER 2029**

CLIN 2000	TYPE OF MEAL	ESTIMATED DAILY PRESENCE CONSUMPTION	UNIT COST	UNIT QUANTITY	TOTAL 3 RD OPTION YEAR €
CLIN 3001	BREAKFAST	650		365 DAYS	
CLIN 3002	LUNCH	735		365 DAYS	
CLIN 3003	SANDWICH BAR LUNCH	100		365 DAYS	
CLIN 3004	DINNER	576		365 DAYS	
CLIN 3005	SANDWICH BAR DINNER	90		365 DAYS	
CLIN 3006	LATE MEAL	40		365 DAYS	
CLIN 3007	WATER BOTTLE .5	7400		365 DAYS	
CLIN 3008	WATER BOTTLE 1.5	400		365 DAYS	
CLIN 3009	COM KITCHEN STAFF	-		12 MONTHS	
INDEFINITE QUANTITY WORK					
Price to perform Indefinite Quantity work in accordance with all the terms of this contract					
	TYPE OF FUNCTION	ESTIMATE QUANTITIES (pax)	UNIT COST	UNIT QUANTITY	
CLIN 3010	CONFERENCE BEVERAGES AND BISCUITS (12.0.4.1)	3600		EA	
CLIN 3011	MEDAL PARADE (12.0.4.2)	1800		EA	
CONTRACT TOTAL Option Year 3					

**CFC PRICE SCHEDULE OPTION YEAR 4
FROM 01 OCTOBER 2029 TO 30 SEPTEMBER 2030**

CLIN 4000	TYPE OF MEAL	ESTIMATED DAILY PRESENCE CONSUMPTION	UNIT COST	UNIT QUANTITY	TOTAL 4TH OPTION YEAR €
CLIN 4001	BREAKFAST	650		365 DAYS	
CLIN 4002	LUNCH	735		365 DAYS	
CLIN 4003	SANDWICH BAR LUNCH	100		365 DAYS	
CLIN 4004	DINNER	576		365 DAYS	
CLIN 4005	SANDWICH BAR DINNER	90		365 DAYS	
CLIN 4006	LATE MEAL	40		365 DAYS	
CLIN 4007	WATER BOTTLE .5	7400		365 DAYS	
CLIN 4008	WATER BOTTLE 1.5	400		365 DAYS	
CLIN 4009	COM KITCHEN STAFF	-		12 MONTHS	
INDEFINITE QUANTITY WORK					
Price to perform Indefinite Quantity work in accordance with all the terms of this contract					
	TYPE OF FUNCTION	ESTIMATE QUANTITIES (pax)	UNIT COST	UNIT QUANTITY	
CLIN 4010	CONFERENCE BEVERAGES AND BISCUITS (12.0.4.1)	3600		EA	
CLIN 4011	MEDAL PARADE (12.0.4.2)	1800		EA	
CONTRACT TOTAL Option Year 4					

SCALABILITY OF THE REQUIREMENT FOR CFC:

Breakfast:	Price per meal (EUR)				
Range (Average daily number of meals consumed/reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
1,001 – and above					
701 – 1,000					
0 - 700					
Lunch:					
Range (Average daily number of meals consumed/reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
1,001 – and above					
751 – 1,000					
0 - 750					
Sandwich Bar Lunch:					
Range (Average daily number of meals consumed/reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
300 – and above					
151 - 300					
0 - 150					
Dinner:					
Range (Average daily number of meals consumed/reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
1,001 – and above					
601 – 1,000					
0 - 600					
Sandwich Bar Dinner:					
Range (Average daily number of meals consumed/reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
300 – and above					
151 - 300					
0 - 150					
Midnight Meal:					
Range (Average daily number of meals consumed/reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
201 – and above					
101 - 200					
0 - 100					
Bottle of Water (1.5 LT):					
Range (Average daily number of bottle water consumed / reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
1001 – and above					
501 – 1,000					
0 - 500					
Bottle of Water (0.5 LT):					
Range (Average daily number of bottle water consumed / reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
10,001 – and above					
8,001 – 10,000					
0 – 8,000					

**PRICE SHEDULE FOR DFAC SERVICES FOR CAMP NOTHING
HILL (CNH), LEPOSAVIC, KOSOVO**

CNH PHASE-IN/PHASE-OUT (ONE TIME ONLY)		<u>FFP- One Time Only</u>	<u>Total</u>
CLIN 0000-1	Mobilization Cost (Not to Exceed (NTE) 30 Days)		
CLIN 1000-1	Demobilisation Cost if option 1 is not exercised		
CLIN 2000-1	Demobilisation Cost if option 2 is not exercised		
CLIN 3000-1	Demobilisation Cost if option 3 is not exercised		
CLIN 4000-1	Demobilisation Cost if option 4 is not exercised		
<i>CLIN 5000-1</i>	<i>Demobilisation Cost if all options are exercised</i>		

NOTE: For evaluation purposes the Mobilization cost CLIN 0000-1 and the demobilization cost for CLIN 5000-1 will be used

CNH PRICE SCHEDULE BASIC YEAR FROM 01 OCTOBER 2025 TO 30 SEPTEMBER 2026					
CLIN 0000	TYPE OF MEAL	ESTIMATED DAILY PRESENCE CONSUMPTION	UNIT COST	UNIT QUANTITY	TOTAL BASIC YEAR €
CLIN 0001	BREAKFAST	200		365 DAYS	
CLIN 0002	LUNCH	200		365 DAYS	
CLIN 0003	DINNER	200		365 DAYS	
CLIN 0004	WATER BOTTLE .5	1400		365 DAYS	
CLIN 0005	WATER BOTTLE 1.5	120		365 DAYS	
CONTRACT TOTAL Basic Year					

CNH PRICE SCHEDULE OPTION YEAR 1 FROM 01 OCTOBER 2026 TO 30 SEPTEMBER 2027					
CLIN 1000	TYPE OF MEAL	ESTIMATED DAILY PRESENCE CONSUMPTION	UNIT COST	UNIT QUANTITY	TOTAL 1ST OPTION YEAR €
CLIN 1001	BREAKFAST	200		365 DAYS	
CLIN 1002	LUNCH	200		365 DAYS	
CLIN 1003	DINNER	200		365 DAYS	
CLIN 1004	WATER BOTTLE .5	1400		365 DAYS	
CLIN 1005	WATER BOTTLE 1.5	120		365 DAYS	
CONTRACT TOTAL Option Year 1					

**CNH PRICE SCHEDULE OPTION YEAR 2
FROM 01 OCTOBER 2027 TO 30 SEPTEMBER 2028**

CLIN 2000	TYPE OF MEAL	ESTIMATED DAILY PRESENCE CONSUMPTION	UNIT COST	UNIT QUANTITY	TOTAL 3RD OPTION YEAR €
CLIN 2001	BREAKFAST	200		366 DAYS	
CLIN 2002	LUNCH	200		366 DAYS	
CLIN 2003	DINNER	200		366 DAYS	
CLIN 2004	WATER BOTTLE .5	1400		366 DAYS	
CLIN 2005	WATER BOTTLE 1.5	120		366 DAYS	
CONTRACT TOTAL Option Year 2					

**CNH PRICE SCHEDULE OPTION YEAR 3
FROM 01 OCTOBER 2028 TO 30 SEPTEMBER 2029**

CLIN 3000	TYPE OF MEAL	ESTIMATED DAILY PRESENCE CONSUMPTION	UNIT COST	UNIT QUANTITY	TOTAL 3RD OPTION YEAR €
CLIN 3001	BREAKFAST	200		365 DAYS	
CLIN 3002	LUNCH	200		365 DAYS	
CLIN 3003	DINNER	200		365 DAYS	
CLIN 3004	WATER BOTTLE .5	1400		365 DAYS	
CLIN 3005	WATER BOTTLE 1.5	120		365 DAYS	
CONTRACT TOTAL Option Year 3					

**CNH PRICE SCHEDULE OPTION YEAR 4
FROM 01 OCTOBER 2029 TO 30 SEPTEMBER 2030**

CLIN 4000	TYPE OF MEAL	ESTIMATED DAILY PRESENCE CONSUMPTION	UNIT COST	UNIT QUANTITY	TOTAL 4TH OPTION YEAR €
CLIN 4001	BREAKFAST	200		365 DAYS	
CLIN 4002	LUNCH	200		365 DAYS	
CLIN 4003	DINNER	200		365 DAYS	
CLIN 4004	WATER BOTTLE .5	1400		365 DAYS	
CLIN 4005	WATER BOTTLE 1.5	120		365 DAYS	
CONTRACT TOTAL Option Year 4					

SCALABILITY OF THE REQUIREMENT FOR CNH:

Breakfast:	Price per meal (EUR)				
Range (Average daily number of meals consumed/reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
601 – and above					
201 – 600					
0 - 200					
Lunch:					
Range (Average daily number of meals consumed/reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
601 – and above					
201 – 600					
0 - 200					
Dinner:					
Range (Average daily number of meals consumed/reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
601 – and above					
201 – 600					
0 - 200					
Bottle of Water (1.5 LT):					
Range (Average daily number of bottle water consumed / reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
401 – and above					
201 – 400					
0 - 200					
Bottle of Water (0.5 LT):					
Range (Average daily number of bottle water consumed / reported in a month)	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4
4,001 – and above					
2,001 – 4,000					
0 – 2,000					

NORTH ATLANTIC TREATY ORGANIZATION

*HEADQUARTERS KOSOVO FORCE (KFOR) FILM
CITY, KOSOVO*

IFIB-ACO-KFOR- 25 – 03

**DINING FACILITY CATERING (DFAC) SERVICES FOR: HQ
KFOR CAMP FILM CITY (CFC), PRISTINA AND CAMP
NOTHING HILL (CNH), LEPOSAVIC KOSOVO**

PART II

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RESERVED

60-70.101 DEFINITIONS

As used throughout this contract, the following terms shall have meanings as set forth below:

- a. The term "days" shall be interpreted as meaning calendar days.
- b. Firm Fixed Contract means a contract for the provisions of services or supplies for a price, resulting from a bid process, which is not subject to any adjustment.
- c. Indefinite Delivery Indefinite Quantity Contract: A contract for the indefinite delivery of indefinite quantities of supplies or services, within stated limits of supplies or services during a fixed period, for which the unit value is established in the contract.
- d. Delivery/Task Order means a delivery order placed against a previously awarded IDIQ Contract.
- e. Calling Officer means a staff member of NATO appointed in writing by the Contracting Officer to place Call-Orders.
- f. Installation Safety Officer means the staff member of NATO for the purpose of determining compliance with health protection, hygiene and safety regulations.
- g. The term "**Prospective Bidder(s)**" shall refer to the entity that has completed and returned the ACKNOWLEDGMENT OF RECEIPT which is attached to the transmittal letter of this Invitation for International Bid (IFIB), and has indicated thereon its intention to participate.
- h. The term "**Bidder**" shall refer to the proposing entity that has submitted a proposal in response to this IFIB.
- i. The term "**Proposal**" and "**Request for Proposal (RFP)**" are considered synonymous to "**Bid**" and "**Invitation for International Bidding**" (IFIB).
- j. **Formal Bidding Process** shall refer to process that is synonymous with Invitation For International Bidding (IFIB).
- k. The term "**Contractor**" shall refer to the Bidder to whom the contract is awarded.
- l. The term "**CED**" means **Contract Effective Date** refers to the date final award of the contract has been made. This date will typically be consistent with the date of last signature by the contracting parties, or a specific date set forth in the contract.
- m. **SHAPE** – Supreme Headquarters Allied Powers Europe, located at SHAPE, Belgium.
- n. **Contracting Officer** – the person executing and managing this contract for HQ KFOR.
- o. **COTR** – Contracting Officer Technical Representative
- p. **QAE** – Quality Assurance Evaluator.
- q. **Inspector** – person appointed by the Contracting Officer for the purpose of determining

Part II,

compliance with the technical requirements of the contract.

- r. **NATO** – North Atlantic Treaty Organization.
- s. **KFOR** – NATO’s Kosovo Force.
- t. **HQ KFOR** – Headquarters KFOR, “Film City,” Pristina Kosovo.

60-70.102 AUTHORITY

Any modifications, including changes, additions or deletions and instructions under this contract shall not be binding unless issued in writing by the HQ KFOR Contracting Officer (CO). For Calling Officers, and Contracting Officer Technical Representatives (COTR.) the authority, and responsibility, is limited to what is stipulated in the relevant clauses of these General Provisions and only the authority to provide advice and/or direction to the Contractor that does not create an additional financial liability above what has already been contractually established under this contract. The NATO Contracting Officer (CO) is the only one that can financially and contractually obligate NATO.

60-70.103 ORDER OF PRECEDENCE

In the event of any inconsistency in this contract, unless otherwise provided herein, the inconsistency shall be resolved by giving precedence in the following order:

- a. The signed contract agreement or signed purchase order ;
- b. The Special Provisions, if any and the Specifications/Statement of Work ;
- c. The General Provisions;
- d. The Contractor’s Bid or Proposal accepted by NATO;
- e. The laws and customary practices of the country where the contract is performed.

60-70.104 APPLICABLE LAW

1. The Parties understand this contract serves the legitimate purpose of implementing the operational mandate further described here under in pursuance of the functional tasks of NATO and “Allied Command Operations” (ACO) and cannot be construed as used or intended for other than non-commercial purposes during the mission.

2. The governing law of this contract shall be Public International Law, including the United Nations Security Council Resolutions and any international agreement or NATO and “Allied Command Operations” (ACO) rules of the organization applicable to the NATO operation for the procurement of which this contract has been designed. As regards any arbitration agreement and procedure, the Arbitral Tribunal shall apply the law which it determines to be appropriate, should the case arise.

3. When performing at a NATO Installation, the Contractor and his personnel (including also the Sub-Contractor’s personnel, if any) shall comply with all applicable laws of the host nation and all relevant official NATO and local installation Directives.

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4. The contractor shall comply with all applicable laws regarding human trafficking and labour exploitation not only within the company but also in the supply chain. In addition, the contractor shall ensure the prevention of any kind of human rights violations.

60-70.105 CONTRACT EFFECTIVE DATE (CED)

The effective date of the contract is the date of last signature by the contracting parties, or a specific date set forth in the contract.

60-70.106 INCONSISTENCY BETWEEN ENGLISH VERSION AND TRANSLATION OF CONTRACT

In the event of inconsistency between any terms of this contract and any translation thereof into another language, the English version shall prevail.

60-70.107 CONTRACT ADMINISTRATION AND COMMUNICATIONS

1. All notices and communications between the Contractor and NATO shall be written in English and addressed to the Contracting Officer, may be hand delivered, mailed, e-mailed or faxed.
2. Any discussion/negotiation between Contractor and NATO representatives shall be recorded in Minutes by the Contracting Officer. If there is a change in the contract terms and conditions, a modification will be executed.

60-70.108 SECURITY

1. The Contractor shall comply with all security requirements prescribed by NATO and the National Security Authority or designated security agency of each NATO country in which the contract is performed.
2. The Contractor shall be responsible for the safeguarding of NATO classified information or any other information labelled sensitive, entrusted to it or generated by it in connection with the performance of the contract. Any data gathered and reported shall be properly classified. It undertakes not to pass on to anyone outside its staff information provided for the performance of the contract, or any information or to use it for any purpose whatsoever. NATO retains ownership of any and all data and recordings and this information will not be disclosed to other sources without written consent of cognizant NATO authorities. To this effect, all Contractor personnel shall be required to sign a non-disclosure statement.
3. Any known or suspected breaches of security or other matters of security significance shall be reported immediately by the Contractor to the Contracting Officer.
4. The Contractor shall place the Sub-Contractor, if any, under security obligations no less stringent than those applied to its own Contract.
5. The Contractor undertakes to provide NATO Security office, through the Contracting Officer or his representative, with a Security Clearance Certificate on all its employees, before they take up their duties, using the form provided by that office.
6. The Contractor accepts to terminate immediately the duties at a NATO location of any employee whose presence is deemed undesirable by NATO on the same day that such notification is given by the Contracting Officer or NATO Security Officer, without NATO being required to

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state the reason. Furthermore, in no case may NATO be held responsible for the consequences of such a decision.

7. The Contractor shall provide the KFOR Contracting Officer or his representative with a list of personnel and vehicles for which a requirement to enter KFOR installations exists. This list shall be updated continuously until completion of final acceptance.

60-70.109 ACCESS CONTROL

Before commencing work on a NATO installation, the Contractor's personnel must be in possession of an access card, and all his vehicles must display access permits. The request for these documents must be submitted to the Contracting Officer or his technical representative and the Contractor should plan fifteen (15) days to obtain these. The access cards and permits remain valid for twelve (12) months maximum and any renewal must be requested fifteen (15) days before expiration. Time lost due to the failure of the Contractor to request in a timely manner access cards and access permits will not entitle him to a claim for lost time or for an extension of the completion date for the performance of the contract.

60-70.110 NATO FURNISHED PROPERTY

1. The term "NATO Furnished Property" as used in this clause refers to items of equipment, material or property furnished by NATO to the Contractor which shall be subject to overhaul, repair, test, embodiment or other work as specified in the contract to be performed by the Contractor.

2. NATO shall deliver to the Contractor, for use only in connection with this contract, the property described in the contract (hereinafter referred to as "furnished property", at the times and locations stated therein. If NATO furnished property suitable for its intended use, is not so delivered to the Contractor, the Contracting Officer shall, upon timely written request made by the Contractor and if the facts warrant such action, equitably adjust any affected provisions of this contract.

3. Title to NATO furnished property shall remain vested, in NATO. The Contractor shall maintain adequate property control records of NATO furnished property in accordance with sound industrial practice.

4. Unless otherwise provided in this contract, the Contractor, upon delivery to him of any NATO furnished property shall assume the risk of, and shall be responsible for, any loss thereof, or damage thereto, except for reasonable wear and tear, and except to the extent that such property is consumed in the performance of this contract.

5. The contractor, upon completion of this contract, shall prepare for shipment, Deliver Duty Unpaid (DDU), of all NATO furnished property not consumed in the performance of this contract as directed by the Contracting Officer.

6. The contractor shall not modify any NATO furnished property unless specifically authorised by the Contracting officer or directed by the terms of the contract.

60-70.111 OPTION

1. HQ KFOR shall have the unilateral right to exercise any or all of the options, in whole or in part, at the firm fixed prices and at the conditions set forth in the contract. Options are exercised in writing by the Contracting Officer at least sixty (60) days before the expiration of the contract.

2. The options may be exercised by HQ KFOR either as a modification to the initial contract or as a separate contract, incorporating all applicable terms and conditions.

60-70.112 CHANGES

1. The HQ KFOR CO may at any time, by a written order, make changes, within the general scope of this contract. Any changes, modifications, additions or deletions and instructions under the contract shall not be binding unless issued in writing as formal amendments by the Contracting Officer and signed by both Parties in the same manner as the contract.

2. If any such change causes an increase or decrease in the cost of, or the time required for the performance of any part of the work under this contract, a negotiated adjustment shall be made in the contract price or delivery schedule, or both, and the contract shall be modified in writing accordingly.

3. Failure to agree to any adjustment shall be a dispute concerning a question of fact within the meaning of the clause of this contract entitled "Disputes". However, nothing in this clause shall excuse the Contractor from proceeding with the contract as changed.

4. Disclaimer: Any modifications, including changes, additions or deletions and instructions under the contract shall not be binding unless issued in writing by the HQ KFOR CO. Should the Contractor follow directions other than from the HQ KFOR CO in the performance of the contract, the risk taken will be solely that of the Contractor.

60-70.201 CONTRACTOR RESPONSIBILITY

The Contractor shall be responsible for the execution of all terms of this Contract. It may not delegate or transfers its rights or obligations without the prior written permission of the Contracting Officer.

60-70.202 SUB-CONTRACTS

1. The Contractor may place, and shall be responsible for, the administration and performance of all sub-contracts that it deems necessary to meet the requirements of this contract in full. The Contractor shall apply to the Contracting Officer for approval before sub-contracting any part of the work, being such approval pending the presentation of the same documentation, related to the Sub-Contractor's personnel to be employed at NATO, as stated in the Clause titled "EMPLOYEES" herein.
2. Even if a sub-contract is placed, the Contractor remains responsible to NATO for all obligations it assumes under this contract.
3. Sub-Contractors shall be limited to persons and firms of member nations of NATO, unless specifically authorised by the appropriate NATO Authority through the Contracting Officer.
4. The Sub-Contractor, if any, shall procure all permits and licenses necessary for the execution of the Contract, at no cost to NATO.
5. The Contracting Officer reserves the right to approve or disapprove any sub-Contractor or plan submitted by the prospective bidder.

60-70.203 WORKING HOURS

1. The work shall be performed in accordance with the Technical Specifications/Statement of Work (Part III, Section B).
2. Special requests shall be made to the Contracting Officer for permission to work outside normal NATO working hours or on NATO holidays. Start times and planning of various stages of the work shall be coordinated with the Contracting Officer and these times shall be adhered to.
3. Exceptionally, the Contractor accepts that NATO may have a requirement that work be performed outside the normal working hours. The financial compensation, if any, shall be mutually agreed between the Contractor and the Contracting Officer.

60-70.204 IMPLEMENTATION SCHEDULE

The Contractor shall submit a "dynamic plan" (i.e. Gantt chart) explaining plan of execution in accordance with the Statement of Work.

60-70.205 CONTRACTOR PERSONNEL

1. The Contractor shall provide and pay, as required, qualified personnel as needed for the proper performance of the services required under this contract; he shall strictly comply with all

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Host Nation Labour Laws, tariffs and social security and other regulations applicable to the employment of his personnel.

2. Privileges and Immunities granted to NATO personnel are an exclusive right and as such not transferable to the Contractor and his employees. This includes the right to access and use the facilities managed and/or operated by NATO's Community Services.
3. The Contractor's status shall be that of an independent Contractor and it is expressly understood that neither the Contractor (and its personnel) nor Sub-Contractors shall be considered in any respect as being employees, servants or agents of NATO.
4. NATO will not give any directives to the Contractor's personnel for any matter under this contract other than safety and security instructions.

60-70.206 CONTRACTOR EQUIPMENT

1. The Contractor shall furnish, install and maintain his own furniture and equipment without any cost or expense to NATO. Approval from Contracting Officer is required prior to the installation of any major item of contractor equipment. The equipment, furniture and fixtures provided by the Contractor shall not be removed without prior written approval of the Contracting Officer and, in the event of removal; all costs and expenses thereof shall be borne by the Contractor.
2. All property of the Contractor while at NATO's premises shall be at the risk of the Contractor, and NATO shall accept no liability for any loss or damage, except to the extent that any loss or damage is the result of a willful act or gross negligence on the part of NATO's agents, representatives or employees.

60-70.207 CORRUPTION AND ILLICIT GRATUITIES

1. The Contractor certifies that neither he nor his agents or representatives have offered or given any gratuity whatsoever to any NATO personnel, with a view to securing a contract or favourable treatment with regard to the award, modification or execution of this contract.
2. The HQ KFOR CO may, by registered letter, terminate this contract without notice if it is found, after an investigation instituted by NATO, that gratuities (in the form of entertainment, gifts or others) were offered or given by the Contractor to NATO personnel with respect to the award of this contract or to the taking of any decision regarding its execution.

60-70.208 RELEASE OF NEWS/INFORMATION

1. No news release (including photographs and films, public announcements or denial or confirmation of same or interviews with news media representatives) on any part of the subject matter of this contract or any phase of any programme hereunder shall be made without prior written approval by the Contracting Officer.
2. Furthermore the Contractor shall, in no other manner whatsoever use the name, emblem or official seal of NATO and/or any NATO Headquarters in connection with its business or otherwise.

- 1 None of the work performed under this contract, including project design, labour and services, shall be performed by firms other than from and within NATO Participating Countries.
- 2 No services and/or materials or items of equipment to be provided under the contract, down to and including identifiable sub-assemblies, will be provided, manufactured or assembled by a firm other than from and within a NATO Participating Country.
- 3 The Contractor warrants that, to the best of the Contractor's knowledge and belief, any exceptions to the origin of services and/or supplies established in paragraphs above have been disclosed as part of the Contractor's proposal as incorporated in this Contract.
- 4 The Contractor agrees that if any deviations from the origin of services and/or supplies specified in this clause or in the Contractor's proposal is discovered after award, the Contractor will make a full disclosure in writing to KFOR. This disclosure shall include a description of the actions which the Contractor has taken or proposes to take, after consultation with KFOR, to avoid the deviation and any cost and price data that may be reasonably required by KFOR in order to assess any price reductions that KFOR may be entitled to in accordance with the terms of this clause.
- 5 Any deviation from the origin of services and/or supplies specified in this clause or in the Contractor's proposal must be approved in writing by KFOR. If such a deviation results in a reduction of the costs originally foreseen by the Contractor for the performance of the contract, KFOR will be entitled to an equitable reduction of the contract price and the contract will be modified accordingly. In no case a deviation from the origin of services and/or supplies specified in this clause or in the Contractor's proposal will result in an increase of contract prices.
- 6 If the Contractor was aware of a potential deviation prior to award or discovered an actual or potential deviation after award and did not disclose or misrepresented relevant information to KFOR, KFOR may terminate the contract for default, in whole or in part, and pursue such other remedies as may be permitted by law or this contract.

60-70.301 AUTHORISATION TO PERFORM

The Contractor warrants that it and its sub-Contractors have been duly authorized to provide the required services and do business in the country or countries in which this contract is to be performed. That it and its sub-Contractors have obtained or will obtain all necessary licenses and permits required in connection with the contract. That it and its sub-Contractors will fully comply with all the laws, decrees, labour standards and regulations of such country or countries during the performance of this contract. And that no claim for additional monies with respect to any authorisations to perform will be made upon NATO.

60-70.302 PROTECTION AND INDEMNIFICATION

1. The Contractor in the performance of this contract shall at all times hold NATO, its agents, representatives and employees harmless from any and all suits, claims, charges and expenses which arise out of acts or omissions of the Contractor; his agents, representatives or employees.
2. The Contractor shall indemnify and hold NATO harmless against claims for injury to persons or damages to property of the Contractor, of NATO or other parties arising from the Contractor's possession or use of NATO furnished property, including facilities and utilities.
3. The Contractor shall repair at his expense any damage resulting from his work and inflicted to the NATO buildings, equipment, services, utilities, roads and grassed areas, where such work is not included in the scope of work. In the case of buried utilities, this will apply to any utility, which was previously notified to the Contractor by the issue of a digging permit. The repair work shall be done according to the Contracting Officer's specifications. All excavations and damages to other areas that were not a part of the contract work shall be repaired at the Contractor's expense.

60-70.303 HEALTH, SAFETY AND ACCIDENT PREVENTION

1. Except as otherwise provided in this contract, this contract shall be governed, interpreted and construed in accordance with the laws of the Local HQs Host Nation (Contracts). The Contractor as well as the Contractor's (or Sub-Contractor's) personnel shall comply with generally accepted European standards for health, safety at work and with similar laws and regulations at all NATO sites where work under the contract is performed or will be performed.
2. If the Contracting Officer notifies the Contractor in writing of any non-compliance in the performance of this contract, with regard to health, safety and accident prevention laws and regulations and the Contractor fails to take immediate corrective action, then the HQ KFOR CO may order the Contractor to stop all or part of the work until satisfactory corrective action has been taken. Such an order to stop work shall not entitle the Contractor to an adjustment of the contract price or other reimbursement for resulting increased costs or losses.
3. At any time, NATO Safety Officer and Host Nation labour inspection authorities will be entitled to inspect any Contractor's activities in order to guarantee that this clause is enforced.

60-70.304 SAFETY, TESTS AND INSPECTIONS

It is the Contractor's responsibility to obtain, at no additional cost to NATO, the required official certificates for all parts, equipment and installations (such as tanks, generators, transformers, gas lines, etc.). The certificates, together with the validated test reports, shall be available and submitted

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to the Contracting Officer prior to the start of the acceptance testing by NATO. In case of a disagreement between the Contracting Officer and the Contractor concerning the conformity of materials and equipment, tests may be called for by NATO, whereby in the event of failure of the item under test, all costs associated with the tests costs shall be at the Contractor's expense. **All new electrical and mechanical installations or modifications must be inspected and accepted by a certified inspection agency when required by Host Nation or International regulations.**

60-70.305 INSURANCE

1. At all times during the performance, the Contractor agrees to procure and maintain, without any cost to NATO, any workmen's compensation, employees' liability or other type of insurance required by the host nation's laws.
2. The Contractor agrees to procure and maintain, without any cost to NATO, a suitable civil liability insurance to cover damage that could be caused to NATO property and/or individuals. This insurance will be submitted to the Contracting Officer for verification of adequacy upon request.

60-70.306 MAINTENANCE OF NATO PREMISES

1. If NATO premises are put at disposal of the Contractor, he shall maintain these premises safe, secure and clean; he shall also assume all expenses of repair caused by his negligence, that of his employees, or any other deed for which he may be held responsible. The Contractor shall not make any alterations to the premises without prior written approval of Contracting Officer.
2. The premises shall be available for inspection at any time by NATO.
3. Failure by the Contractor to fulfil any of the provisions in the above paragraphs, after appropriate written notice by the Contracting Officer, shall give NATO the right to cause these provisions to be fulfilled to NATO's requirements and to pass the full costs of such fulfilment to the Contractor for immediate reimbursement to NATO without regard to any actions the Contractor may plan to take to obtain reimbursement from any other party or parties.

60-70.401 PREFERRED CUSTOMER

1. The Contractor warrants that the prices set forth in this contract are as favourable as those extended to any Government, Agency, Company, Organisation or individual purchasing like quantities covered by the contract under similar conditions. In the event that prior to complete delivery under this contract the Contractor offers any of such items in substantially similar quantities to any customer at prices lower than those set forth herein, the Contractor shall so notify NATO and the prices of such items shall be correspondingly reduced by a supplement to this contract.

2. Prices in this sense means "Base Price" prior to applying any bonuses, export tax reduction, turnover tax exemptions and other reductions based on National Policies.

60-70.402 PRICES, TAXES AND CUSTOMS CHARGES

1. Unless otherwise indicated in the contract, all prices are firm and fixed, except for taxes and custom charges, if due.

2. NATO by virtue of its status is exempt from all taxes and all customs charges on merchandise and services. The Contractor, therefore, certifies that the prices stipulated in this contract do not include amounts to cover such taxes or customs charges.

3. NATO is exempt from all taxes and duties by application of the Ottawa Agreement, dated 20 September 1951 and by application of the Agreement between NATO and the Republic of North Macedonia dated 24 Dec 1998, and the Memorandum of Understanding (MOU) between the Supreme Headquarters Allied Power Europe (SHAPE) and the Ministry of Defence of the Hellenic Republic regarding the provision of Host Nation Support (HNS) for the execution of Supreme Allied Commander Europe (SACEUR) Operational Plan 10413, "Joint Guardian", dated 9 Jan 1999. (See UNMIK Regulation No. 2000/47, "On the Status, Privileges and Immunities of KFOR and UNMIK and Their Personnel in Kosovo").

4. Goods and services sold to or through NATO are to be considered as exports. Consequently, the Contractor is responsible for obtaining any documentation required to permit NATO and its customers to benefit from the fiscal regime applicable to exports.

5. However, if the Contractor is compelled by application of any governmental law or regulation to pay any readily identifiable tax or duty in relation to this contract, he will indicate such tax or duty as a separate item of cost on his invoice(s). Any such tax or duty shall be fully identified by reference to the governmental law or regulation pursuant to which such tax or duty is enforced.

6. Following payment by NATO of the amount(s) for taxes and/or duties pursuant to paragraph 3 above, should the Contractor receive a rebate or rebates of any part or all of the said amount(s) so paid by NATO, the Contractor shall notify NATO promptly and the amount(s) of such rebate(s) shall be credited or paid over by the Contractor to NATO at NATO's option. The Contractor shall take any action that could be reasonably required in order to obtain such rebate(s) whenever he is aware of the possibility of obtaining it (them).

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60-70.403 INVOICES**

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1. An Original Invoice shall be submitted and shall contain: contract number, item number, bank details (IBAN & BIC Codes), contract description of supplies or services, sizes, quantities, unit prices (exclusive of taxes or duties for which relief is available) and extended totals.
2. Invoice shall be addressed to the NATO Contracting Officer unless otherwise specified on the contract/purchase order. If the original invoice is missing, copies of the invoice must contain the following statement before it can be proceed for payment:

"I certify that the above invoice is true and correct and that payment has not been received".

The certificate must then be followed by the signature of a duly authorized company official.

60-70.404 PAYMENTS

1. Payment for all supplies and services shall be made within thirty (30) calendar days after receipt of properly supported and acceptable invoices submitted upon completion of delivery or of the works, inspection and acceptance.
2. No payment shall be made with respect to undelivered supplies, work not performed and/or services not rendered under this contract.
3. Payment will be effected in the currency or currencies of the contract.
4. NATO shall not bear any cost related to financial guarantees, which the Contractor is required to provide under this contract.

60-70.405 ADVANCE PAYMENTS

1. No advance payments shall be authorised except as otherwise provided in the contract. The Contracting Officer may authorize advance payments on a case-by-case (by project) basis not to exceed fifteen (15) percent of the total project cost on the condition that the contractor establishes an equivalent Bank Guarantee and NATO interests are adequately safeguarded.
2. The Bank Guarantee may be in the form of a certified cheque, cashier's cheque, irrevocable letter of credit, or such other financial instrument issued by a Host Nation banking institution governed by Host Nation legislation and acceptable to the Contracting Officer. Limited or automatically terminated bank guarantees are not acceptable.
3. A copy of the Bank Guarantee will be attached to the invoice presented for payment under this clause.
4. The Contractor will extend the validity of the Bank Guarantee until the date of Final Acceptance, at which time this collateral will be released.

60-70.406 PROGRESS PAYMENTS

No progress payments shall be authorised except as otherwise provided in the contract. The HQ KFOR Contracting Officer may authorize progress payments upon specified milestones on a case-by-case (by project) basis and in total of two and not to exceed sixty (60) percent of the total project cost on the condition that the contractor's work progress warrant such a move. Contracting Officer,

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reserves the explicit right to reduce or suspend progress payments or to increase liquidation rate, should a contractor's work progress warrant such a move.

60-70.407 PERFORMANCE BOND/BANK GUARANTEE

1. If the contract foresees that the Contractor deposits with HQ KFOR a Performance Bond this shall be a Bank Guarantee in the form of a certified cheque, cashier's cheque, irrevocable letter of credit, or such other financial instrument issued by a Host Nation banking institution governed by Host Nation legislation and acceptable to the Contracting Officer.
2. Limited or automatically terminated bank guarantees are not acceptable.
3. The Bank Guarantee will usually represent ten (10) % of the contractual amount or of the estimated contractual amount.
4. The Bank Guarantee must be delivered to the Contracting Officer within fifteen (15) days of award of the contract.
5. In the event the contract is terminated for default, the bidder is liable for any cost of acquiring the work that exceeds the amount of its bid, and the bond is available to offset the difference.

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60-70.5 – RECEIVING SECTION**

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60-70.501 INSPECTION

1. Unless otherwise specifically provided for or approved by NATO in the specifications, all equipment, materials and articles incorporated in the work covered by this contract are to be new and of the most suitable grade of their respective kinds for the purposes intended.
2. All supplies (which terms throughout this clause includes without limitation raw materials, components, intermediate assemblies, and end products) shall be subject to inspection and test by NATO, to the extent practicable at all times and places including the period of manufacture, and in any event prior to acceptance.
3. In case any supplies are defective in material or workmanship or otherwise not in conformity with the requirements of this contract, NATO shall have the right either to reject them (with or without instructions as to their disposition) or to require their correction or to accept them against reduction in price, which is equitable under the circumstances.
4. If any inspection or test is made by NATO on the premises of the Contractor, the Contractor without additional charge shall provide all reasonable facilities and assistance to NATO inspectors in the performance of their duties. If NATO inspection or test is made at a point other than the premises of the Contractor, it shall be at the expense of NATO except as otherwise provided in this contract. In case of rejection NATO shall not be liable for any reduction in value of samples used in connection with such inspection or test. NATO reserves the right to charge to the Contractor any additional cost of NATO inspection and test when supplies are not ready at the time such inspection, when test is requested by Contractor or when re-inspection or re-test is necessitated by prior rejection. Failure to inspect supplies shall neither relieve the Contractor from responsibility for such supplies, as are not in accordance with the contract requirements nor impose liability on NATO therefore.
5. The inspection and test by NATO of any supplies does not relieve the Contractor from any responsibility regarding defects or other failures to meet the contract requirements, which may be discovered prior to acceptance. Except as otherwise provided in the contract, acceptance shall be conclusive except as regards latent defects, hidden deficiencies, fraud, or such gross mistakes as amount to fraud.

60-70.502 MARKING AND LABELLING

A label showing the NATO contract number and the name of the Contractor shall be affixed in a visible place to each major item of equipment and independent component. The label shall resist rubbing and minor abrasion.

**60-70.503 NOTICE OF SHIPMENT
RESERVED****60-70.504 TITLE TO PROPERTY AND RISK OF LOSS**

1. Unless this contract specifically provides for earlier passage of title, title to property of the supplies covered by this contract shall pass to NATO upon formal acceptance, regardless of when or where NATO takes physical possession.
2. Unless this contract specifically provides otherwise, risk of loss or of damage to supplies

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covered by this contract shall remain with the Contractor until, and shall pass to NATO upon:

- a. Delivery of the supplies to a carrier, if transportation is Ex Works (EXW);
 - b. Acceptance by NATO or delivery of the supplies to NATO at the destination specified in this contract, whichever is later, if transportation is Delivered Duty Unpaid (DDU).
3. Notwithstanding (1) above, risk of loss of or damage to supplies which so fail to conform to the contract as to give a right of rejection shall remain with the Contractor until cure or acceptance, at which time (1) above shall apply.
4. Notwithstanding (2) above, the Contractor shall not be liable for loss of or damage to supplies caused by the negligence of officers, agents or employees of NATO acting within the scope of their employment.

60-70.505 ACCEPTANCE

1. Acceptance or rejection of the services/supplies shall be made as promptly as practicable after delivery, except as otherwise provided in this contract.
2. Acceptance shall be conclusive, except for latent defects, fraud, gross mistakes amounting to fraud, or otherwise stated in the contract. It is the action by which NATO acknowledges that the Contractor has fully demonstrated that the deliveries are complete and operational.
3. Acceptance will be accomplished when the following requirement are met:
 - a. Availability at final destination of all deliverables.
 - b. Successful completion of acceptance testing.
 - c. Verification of the inventory.
 - d. Satisfactory completion of all training or other services, if any, required by that date.
 - e. Agreement between the Contracting Officer and the Contractor on a discrepancy list (if necessary) and corresponding clearance dates.

**60-70.506 WARRANTY
RESERVED**

60-70.507 SERVICE AND PARTS AVAILABILITY

Unless as specified otherwise in the technical Specifications, the Contractor will maintain and furnish a source of an adequate supply of services, components, spare parts and sub-assemblies to properly maintain the supplies to the end of the contract including option years from the date of contracting.

60-70.508 VARIATION IN QUANTITY

No variation in the quantity of any item called for by this contract will be accepted unless such variation has been caused by conditions of loading, shipping, or packaging, or allowances in manufacturing processes and then only to the extent, if any, specified elsewhere in contract.

60-70.601 DISPUTES

1. All disputes arising out of the performance of this contract will be settled through amicable settlement between the Contracting Officer and the Contractor.
2. Considering the privileges and immunities of the Supreme Headquarters and their subordinate Allied Headquarters which have been granted to the Allied Command Operations (ACO) International Military Headquarters by the Agreement between the Parties to the North Atlantic Treaty regarding the Status of their Forces (NATO SOFA) signed in London on 19 June 1951, the Protocol on the Status of International Military Headquarters set up pursuant to the North Atlantic Treaty signed in London on 28 August 1952 and any applicable Supplementary Agreement or Accord de Siege, in particular the immunity from legal process, the Parties shall use their best efforts to amicably settle any dispute, controversy or claim arising out of or relating to the present contract or the breach, termination, or invalidity thereof.

In the event of any dispute, controversy or claim arising out of or relating to this contract, or the breach, termination, or invalidity thereof, the parties shall first refer it to the conciliation in accordance with the UNCITRAL Conciliation Rules by one conciliator to be appointed by the Secretary-General of the Permanent Court of Arbitration. If the dispute, controversy or claim has not been settled within 90 days following the receipt by one Party of the other Party's written invitation to conciliate, then it shall be finally settled by arbitration in accordance with the UNCITRAL Arbitration Rules in effect on the date of this contract.

The Parties further agree as follows:

- (a) The appointing authority referred to in the UNCITRAL Arbitration Rules shall be the Secretary-General of the Permanent Court of Arbitration;
- (b) The place of arbitration shall be Paris, France;
- (c) The language to be used in the arbitral proceedings shall be English;
- (d) The arbitration proceedings shall be administered by the International Bureau of the Permanent Court of Arbitration.
- (e) The number of arbitrators shall be one.

In reaching its decision, the arbitral tribunal should apply general principles of public international law and the governing law of the contract as applicable.

The Parties hereby waive their right to any form of recourse against an award to any court or other competent authority, insofar as such waiver can validly be made under the applicable law. Without limitation, the Parties hereby expressly and specifically agree to waive their right to bring an action to set aside an arbitral award ("recours en annulation") pursuant to Articles 1518 and the following of the French Civil Procedure Code.

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Nothing in the present contract or relating thereto shall be deemed to constitute a waiver, either express or implied, of any right to immunity from jurisdiction or from execution to which a party or any entity related thereto might otherwise be entitled, in particular, but without limitation, any immunity with respect to the enforcement of any award rendered by an arbitral tribunal constituted pursuant to this agreement.

60-70.602 NATO DELAY OF WORK

1. If the performance of all or any part of the work is delayed or interrupted by an act of the Contracting Officer in the administration of this contract, which act is not expressly or implicitly authorized by this contract, or by his failure to act within the time specified in this contract (or within a reasonable time if no time is specified), an adjustment shall be made for any increase in the cost of performance of this contract caused by such delay or interruption and the contract modified in writing accordingly. Adjustment shall be made also in the delivery or performance dates and any other contractual provision affected by such delay or interruption. However, no adjustment shall be made under this clause for any delay or interruption (i) to the extent that performance would have been delayed or interrupted by any other cause, including the fault or negligence of the Contractor; or (ii) for which an adjustment is provided or excluded under any other provision of this contract.

2. No claim under this clause shall be allowed (i) for any costs incurred more than twenty (20) days before the Contractor shall have notified the Contracting Officer in writing of the act or failure to act; and (ii) unless the claim in an amount stated, is asserted in writing as soon as practicable after the termination of such delay or interruption, but not later than the date of final payment under the contract.

3. No claim under this clause shall be allowed for any delay resulting from the restriction of access to NATO facilities as a consequence of the conduct of security or safety exercises provided that such restrictive measures do not exceed five (5) working days over a year period, and that the access restrictions are notified by the Contracting Officer, in writing, to the Contractor at least seven (7) days prior to their implementation.

60-70.603 LIQUIDATED DAMAGES

In lieu of actual damage the Contractor shall pay to NATO as fixed, agreed, and liquidated damages for each calendar day of delay, 0.1% of the total contract price, less handling, transportation and taxes, to a maximum of ten 10% of the contract price. Alternatively, NATO may terminate this contract in whole or in part as provided in paragraph 1(a) of the Default Clause and in that event the Contractor shall be liable, in addition to the excess costs provided in paragraph 1(b) of the Default Clause, for such liquidated damages accruing until such time as NATO may reasonably obtain delivery or performance of similar supplies or services. The Contractor shall not be charged with liquidated damages when the delay arises out of causes beyond the control and without the fault or negligence of the Contractor, as defined in paragraph (3) of the Default clause and in such event, subject to the Disputes clause, the Contracting Officer shall ascertain the facts and extent of the delay and shall extend the time for performance of the contract when in his judgement the findings of fact justify an extension.

60-70.604 TERMINATION FOR CONVENIENCE

1. The performance of work under this contract may be terminated by NATO in accordance with this clause in whole, or in part, whenever the Contracting Officer shall determine that such termination is in the best interest of NATO. Any such termination shall be effected by delivery to the Contractor of a Notice of Termination specifying the extent to which performance of work

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under the contract is terminated and the date upon which such termination becomes effective.

2. After receipt of a Notice of Termination and except as otherwise directed by the Contracting Officer, the Contractor shall:

- a. Stop work under the contract on the date and to the extent specified in the Notice of Termination;
- b. Place no further orders or sub-contracts for material, services or facilities, except as may be necessary for completion of such portion of the work under the contract as is not terminated;
- c. Terminate all orders and sub-contracts to the extent that they relate to the performance of work terminated by the Notice of Termination;
- d. Settle all liabilities and all claims arising out of such termination of orders and sub-contracts, with the approval or ratification of the Contracting Officer, to the extent he may require, which approval or ratification shall be final for all the purposes of this clause;
- e. Transfer title and deliver to NATO in the manner, at the times, and to the extent, if any, directed by the Contracting Officer:
 - (1) The fabricated parts, work in process, completed work, and
 - (2) The completed or partially completed plans, drawings, information, and other property which, if the contract has been completed, would have been required to be furnished to NATO;
- f. Complete performance of such part of the work as shall not have been terminated by the Notice of Termination.

3. After receipt of a Notice of Termination, the Contractor shall submit to the Contracting Officer his termination claim, in the form and with certification prescribed by the Contracting Officer. Such claim shall be submitted promptly but in no event later than ninety (90) days from the effective date of termination. Upon failure of the Contractor to submit his termination claim within the time allowed, the Contracting Officer may determine, on the basis of information available to him, the amount, if any due to the Contractor by reason of the termination and shall thereupon pay to the Contractor the amount so determined.

4. Subject to the provisions of paragraph c., the Contractor and the Contracting Officer may agree upon the whole or any part of the amount or amounts to be paid to the Contractor by reason of the total or partial termination of work pursuant to this clause, which amount or amounts may include a reasonable allowance for profit on work done; provided that such agreed amount or amounts exclusive of settlement costs shall not exceed the total contract price as reduced by the amount of payments otherwise made and as further reduced by the contract price of work not terminated.

5. In the event of the failure of the Contractor and the Contracting Officer to agree as provided in paragraph d. upon the whole amount to be paid to Contractor by reason of the termination of work pursuant to this clause, the Contracting Officer shall pay to the Contractor the amounts determined by the Contracting Officer.

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6. Unless otherwise provided for in this contract, or by applicable statute, the Contractor, from the effective date of termination and for a period of three years after final settlement under this contract, shall preserve and make available to NATO at all reasonable times at the office of the Contractor but without direct charge to NATO, all his books, records, documents and other evidence bearing on the costs and expenses of the Contractor under this contract and relating to the work terminated hereunder, or to the extent approved by the Contracting Officer, photographs, micro-photographs, or other authenticated reproductions thereof.

60-70.605 TERMINATION FOR DEFAULT

1. NATO may by written notice of default to the Contractor, terminate the whole or any part of this contract if any one of the following circumstances:

- a. If the Contractor fails to make delivery of the supplies or to perform the services within the time specified herein or any extension thereof; or
- b. If the Contractor fails to perform any of the other provisions of this contract, or so fails to make progress as to endanger performance of this contract in accordance with its terms and in either of these two circumstances does not cure such failure within a period of ten (10) days (or such longer period as the Contracting Officer may authorise in writing) after receipt of notice from the Contracting Officer specifying such failure.

2. In the event NATO terminates this contract in whole or in part as provided in paragraph 1a. of this clause, NATO may procure supplies or services similar to those so terminated and the Contractor shall be liable to NATO for any excess costs for such similar supplies or services. The Contractor shall continue the performance of this contract to the extent not terminated under the provisions of this clause.

3. The Contractor shall not be liable for any excess costs if the failure to perform the contract arises out of causes beyond the control and without the fault or gross negligence of the contractor.

4. If this contract is terminated as provided in paragraph a. of this clause, NATO, in addition to any other rights provided in the clause, may require the Contractor to transfer title and deliver to NATO in the manner and to the extent directed by the Contracting Officer:

- a. Any completed supplies and
- b. Such partially completed supplies and materials, parts, tools, dies, jigs, fixtures, plans, drawings, information and contract rights (hereinafter called "manufacturing materials") as the Contractor has specifically produced or specifically acquired for the performance of such part of this contract as has been terminated; and the Contractor shall, upon direction of the Contracting Officer, protect and preserve property in the possession of the Contractor in which NATO has an interest. Payment for completed supplies delivered to and accepted by NATO shall be at the contract price. Payment for manufacturing materials delivered to and accepted by NATO and for the protection and preservation of property shall be in an amount agreed upon by the Contractor and Contracting Officer; failure to agree such amount shall be a dispute concerning a question of fact within the meaning of the clause of this contract entitled "Disputes". NATO may withhold from amounts otherwise due the Contractor for such completed supplies or manufacturing materials such sum as the Contracting Officer determines to be necessary to protect NATO against loss because of outstanding liens or claims of former lien holders.

5. If, after notice of termination of this contract under the provisions of this clause, it is determined for any reason that the Contractor was not in default under the provisions of this clause, or that the default was excusable under the provisions of this clause, the rights and obligations of the parties shall, if the contract contains a clause providing for termination for convenience of NATO, be the same as if the notice of termination had been issued pursuant to such clause. If, after such notice of termination of this contract under the provisions of this clause, it is determined for any reason that the Contractor was not in default under the provisions of this clause, and if this contract does not contain a clause providing for termination for convenience of NATO the contract shall be equitably adjusted to compensate for such termination and the contract modified accordingly; failure to agree to any such adjustment shall be a dispute concerning a question of fact within the meaning of the clause of this contract entitled "Disputes".

6. Both parties are under duty of good faith. The contract includes not only the specific terms, but also law and customary practice applicable in the place where the contract is to be carried out and to the Type of Trade to which the contract relates.

60-70.606 SPECIAL TERMINATION CLAUSE

1. If at any time while this contract is in force either party finds itself in one of the following situations:

- a. Death, supervened incapacity or extinction of its legal entity;
- b. Declaration of bankruptcy, reorganisation of debts, take over by a trustee, or any other legal status implying lack of capacity to enter new financial liabilities,
- c. Change of activity in such a manner that it becomes incompatible with the purpose of this contract.

2. Then the other party shall be entitled to terminate this contract upon giving written notice of termination under the provisions of this clause to the other party. Such termination shall not be considered as termination for convenience and shall be effective on the date stated on the notice of termination.

60-70.607 CONTRACTOR NOTICE OF DELAY

In the event the Contractor encounters difficulty in meeting performance requirements, or when he anticipates difficulty in complying with the contract delivery schedule or date, he shall immediately notify the Contracting Officer in writing, giving pertinent details; provided, however, that this data shall be informational only in character and that this provision shall not be construed as a waiver by NATO of any delivery schedule or date, or of any rights or remedies provided by law or under this contract.

60-70.608 STOP WORK ORDER

1. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of ninety (90) days after the order is delivered to the Contractor and for any further period to which the parties may agree. Any such order shall be specifically identified as Stop Work Order issued pursuant to this clause. Upon receipt of such an order, the Contractor shall forthwith comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the

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order during the period of work stoppage. Within a period of ninety (90) days after a stop work order is delivered to the Contractor, or within any extension of the period to which the parties shall have agreed, the Contracting Officer shall either:

- a. Cancel the stop work order, or
- b. Terminate the work covered by such order as provided in the "Termination for Convenience" clause of this contract.

2. If a stop work order issued under this clause is cancelled, or the period of the order or any extension thereof expires, the Contractor shall resume work. An equitable adjustment shall be made in the delivery schedule or contract price, or both, and the contract shall be modified in writing accordingly, if:

- a. The stop work order results in an increase in time required for, or in the Contractor's cost properly allowable to, the performance of any part of this contract and;
- b. The Contractor asserts a claim for such adjustment within thirty (30) days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify such action, he may receive and act upon any such claim asserted at any time prior to final payment under this contract.

3. If a stop work order is not cancelled and the work covered by such order is terminated for the convenience of NATO the reasonable costs resulting from the stop work order shall be allowed in arriving at the termination settlement.

60-70.701 SOFTWARE RELEASES AND UPDATES

RESERVED

60-70.702 RIGHTS IN TECHNICAL DATA AND COMPUTER SOFTWARE

1. Ownership. As between the parties, the parties agree the portion of the work product as created by operation of this Agreement relating to NATO's information shall belong exclusively to NATO. That portion of the work product as created by operation of this Agreement relating to Contractor's information, pre-existing work or which is generic to Contractor's software products shall belong exclusively to the Contractor.

2. Pre-Existing Materials. Contractor may include in the supplies pre-existing work or materials. Contractor grants to NATO a non-exclusive, non-transferable, non-assignable, worldwide, royalty-free right and license to use, execute, reproduce, display, perform, and distribute (internally) copies of, and prepare derivative works based upon, such work and materials and the right to authorize others to do any of the foregoing solely for NATO's purposes and benefit under the applicable statement of work.

60-70.703 TECHNICAL BROCHURES AND MAINTENANCE PLANNING

The contractor shall provide one (1) set (in English) of the technical specifications and maintenance programmes (compatible with NATO Planned Preventive Maintenance) for any installed equipment. These documents shall be submitted with the as-built drawings, or to a previously agreed schedule.

60-70.704 NOTICE AND ASSISTANCE REGARDING PATENT AND COPYRIGHT INFRINGEMENT

1. The Contractor shall report to the Contracting Officer, promptly and in reasonable written detail, each notice or claim of patent or copyright infringement based on the performance of this contract of which the Contractor has knowledge.

2. In the event of any claim or suit against NATO on account of any alleged patent or copyright infringement arising out of the performance of this contract or out of the use of any supplies furnished or work or services performed hereunder, the Contractor shall furnish to NATO, when requested by the Contracting Officer, all evidence and information in possession of the Contractor pertaining to such suit or claim. Such evidence and information shall be furnished at the expense of NATO except where the Contractor has agreed to indemnify NATO.

3. This clause shall be included in all sub-contracts.

60-70.705 PATENT INDEMNITY

The Contractor shall indemnify NATO and its officers, agents and employees against liability, including costs, for infringement of any letters patent (except letters patent issued upon an application which is now or may hereafter be kept secret or otherwise withheld from issue by order of the government which issued the letters patent) arising out of the manufacture or delivery of supplies under this contract, or out of the use or disposal by or for the account of NATO of such supplies. The foregoing indemnity shall not apply unless the Contractor shall have been informed

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as soon as practicable by NATO of the suit or action alleging such infringement and shall have been given such opportunity as is afforded by applicable laws, rules, or regulations to participate in the defence thereof; and further, such indemnity shall not apply to:

- a. An infringement resulting from compliance with specific written instructions of the Contracting Officer directing a change in the supplies to be delivered or in the materials or equipment to be used or directing a manner of performance of the contract not normally used by the Contractor;
- b. An infringement resulting from an addition to, or change in, such supplies or components furnished which addition or change was made subsequent to delivery or performance by the Contractor; or
- c. A claimed infringement, which is settled without the consent of the Contractor, unless required by a court of competent jurisdiction.

60-70.8 – CONSTRUCTION SECTION

RESERVED

NORTH ATLANTIC TREATY ORGANIZATION

*HEADQUARTERS KOSOVO FORCE (KFOR) FILM
CITY, KOSOVO*

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**DINING FACILITY CATERING (DFAC) SERVICES FOR:
HQ KFOR CAMP FILM CITY (CFC), PRISTINA AND CAMP
NOTHING HILL (CNH), LEPOSAVIC KOSOVO**

PART III, SECTION A

SPECIAL PROVISIONS

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SPECIAL CONTRACTUAL PROVISIONS

1 MANAGEMENT CLAUSES

1.1 Obligations, Privileges and Responsibilities.

1.1.1 Contractor Employee(s) serving under this contract shall retain the obligations and privileges of their employment contract with their employer to the extent that they do not conflict with NATO's requirements as stated herein. NATO will not provide Contractor Employee(s) with any additional rights or privileges.

1.1.2 All Contractor Employee contact with external governmental authorities/agencies for the purpose of obtaining performance information shall only be made through or by the Contracting Officer (CO).

1.1.3 The Contractor must furnish the necessary manpower, equipment, management, and supervision to provide the referred services in accordance with the provisions of the Statement of Work/Technical Specifications (Part III, Section B).

1.1.4 The Contractor is solely responsible for the organization and management of their personnel. All Contractor personnel are under the authority, direction and supervision of the Contractor. The Contractor shall provide evidence and documents of compliance with national laws in the hiring of employees upon request by the CO. NATO is not the employer of the Contractor's personnel.

1.2 Responsibility of the HQ KFOR CO (or designated alternate).

The HQ KFOR CO is responsible for, and has the authority to provide for the overall management of the contract, liaise between the Contractor and the COTR and any other NATO personnel.

Through the Contracting Officer's Technical Representative (COTR) the CO will:

- 1.2.1 Provide the overall technical direction of the work.
- 1.2.2 Assure that the work stays within the set technical bounds.
- 1.2.3 Co-ordinate Contractor tasks and assess Contractor performance.
- 1.2.4 Review and evaluate the performance of the Contractor.

1.3 Responsibility of the HQ KFOR COTR (or designated alternate)

The COTR is responsible for, and has the authority as delegated by the CO to:

- 1.3.1 Become involved and administer pro-active "day to day" execution of technical works and/or services.
- 1.3.2 Monitor, document and communicate/evaluate the contract performance, including inspections and acceptance of deliverables.

- 1.3.3 Ensure satisfactory, timely delivery within the financial constraints of the contract and provide contract technical direction and guidance as per Statement of Work.
- 1.3.4 Assure that the work stays within the set technical bounds.
- 1.3.5 Serve as POC for technical matters; and *laissez* on technical matters between the CO and the Contractor.
- 1.3.6 Coordinate Contractor tasks and assess Contractor performance.
- 1.3.7 Review and evaluate the performance of the Contractor.
- 1.3.8 Accept the services/works as per the relevant request.
- 1.3.9 Reject the whole of any consignment for the articles if, on inspection, it is found not to conform to the specified requirements of the contract.

The COTR is not authorized to award, modify and/or terminate the contract and/or any contractual modifications.

1.4 Force Majeure

"Force Majeure" means acts of God, natural disaster, invasion or armed conflict (whether declared or not) and other hostilities, revolution, rebellion or industrial disturbances, except whether solely restricted to the employees of the Contractor, insurrection or riot, commotion or other disorder, ionizing, radiation or contamination by regular activity from any nuclear fuel or waste, radio-active/toxic explosives or other hazardous properties of any explosives, nuclear assembly of nuclear components thereof, or epidemics of contagious diseases or quarantine restrictions, or other act, event or circumstance of a similar nature or force arising from circumstances beyond the control of the Parties which could not reasonably be expected to have been taken into account at the time of the conclusion of the Contract and which, or the consequences of which, the Parties could not reasonably have avoided or overcome."

In the event of and as soon as possible after, the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to HQ KFOR CO of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this contract. The Contractor shall also notify HQ KFOR CO of any other changes in the conditions or the occurrence of any event which interferes or threatens to interfere with its performance of the contract. On receipt of the notice required under this Article, HQ KFOR CO shall take such action as, in his sole discretion, is considered to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under the Contract.

If the Contractor is rendered permanently unable, wholly or in part, by reason of force majeure, to perform its obligations and meet its responsibilities under this contract, HQ KFOR shall have the right to suspend or terminate forthwith this contract without compensation or advance notice.

2 TAXES

The present contract is exempted from Value Added Tax (V.A.T.) according to the following regulations (list is not all-inclusive as supplementary regulations applicable to specific NATO Areas of Operation can apply on a case-by-case basis):

- The Ottawa Agreement, 20 September 1951 Article X;
- Article VIII of the Paris Protocol, dated 28 August 1952;
- Application of the Agreement between NATO and the Republic of North Macedonia, dated 24 Dec 1998;
- Memorandum of Understanding (MOU) between the Supreme Headquarters Allied Power Europe (SHAPE) and the Ministry of Defence of the Hellenic Republic regarding the provision of Host Nation Support (HNS) for the execution of Supreme Allied Commander Europe (SACEUR) Operational Plan 10413, “Joint Guardian” dated 9 Jan 1999;
- UNMIK Regulation No. 2000/47, “On the Status, Privileges and Immunities of HQ KFOR and UNMIK and Their Personnel in Kosovo”;
- EC Directive on Value Added Tax, Article 151, dated 28 November 2006; (PbEU L 347), changed on 19 December 2006 (PbEU L 384);
- EC Directive 92/12/EEC, Article 23 para 1;
- EU Directive 2006/112/EC, dated 28 November 2006

3 PRICE BID

Bidder’s price bid shall consist of a **Firm Fixed Price**, using the price bid format at Part I, Section B. Award will be based upon the lowest priced technically compliant offer.

4 PRICES

Prices to be paid for the goods and services provided under the **Firm Fixed-Price and Indefinite Delivery, Indefinite Quantity (ID/IQ) Contract** are stated in the Part I hereof. The referred prices shall include all the expenses in connection with this contract; therefore, no additional sums will be paid to the Contractor for any cost that it could deem as necessary for the performance of the contract, unless otherwise specified in the contract.

If the Contractor's solution includes power requirements outside the provision of HQ KFOR, those requirements must be supplied by the Contractor. HQ KFOR will not be held liable for any claim fees or charges of any kind for supplies, repairs or substitution of the Contractor's supplied power source. Any repairs to be performed that are shown to be caused by NATO personnel's fault and/or negligence shall be presented separately to the CO within three (3) business days from discovery. Any such repairs are deemed to be outside the scope of this contract. As such, only the CO can approve these types of repairs on a separate purchase order.

The prices arrangements cover a full and unconditional acceptance by the Contractor of all the requirements and conditions included in the contract.

The prices arrangements satisfy any and all expenses incurred by the Contractor for the satisfactory performance of the work required under this contract and remain firm and fixed for the duration of this contract.

The prices arrangements shall be exclusive of all taxes and duties from which NATO is exempt in accordance with the Ottawa Agreement, dated 20 September 1951.

5 INVOICES AND PAYMENTS

The Contractor shall submit monthly invoices for goods/services provided under the contract. Each invoice shall contain, at a minimum, the following information:

- Invoice reference and issue date;
- The HQ KFOR address;
- The contract number;
- Purchase Order number (if applicable);
- The description of goods and deliverables;
- The quantities and unit prices (exclusive of taxes and duties).
- The total amount to be paid.
- The bank account details where the Contractor will receive the payment.

Payment for the services/supplies furnished by the Contractor under the terms of this contract shall be made within thirty (30) days after receipt of the invoices duly supported by the acceptance document duly signed for acceptance by the HSG, HQ KFOR representative. No payment shall be made with respect to undelivered supplies under this contract. Payment will be effected in the currency or currencies of the contract.

In accordance with to Payment Services Directive (EU Regulation No 2007/64) related to SEPA (Single European Payment Area), all bank payments in Kosovo from NATO to suppliers are subject to bank fees that will be incurred by both NATO and the supplier. The supplier will observe a charge for any payment/bank transfer from NATO/KFOR that will represent his share of the bank fee.

6 INTERNATIONAL EVENTS

If HQ KFOR Pristina, Kosovo ceases or suspends its activities, or have its liberty of action restricted or suspended, in the event of or resulting from international events such as a change in its mandate and/or lack of funding, this contract may be terminated forthwith by the HQ KFOR Pristina, Kosovo with fifteen (15) days notice, without additional charges assessed to HQ KFOR Pristina, Kosovo. HQ KFOR will pay only the applicable demobilization costs with no further / additional termination costs.

7 TECHNICAL SPECIFICATION/STATEMENT OF WORK (SOW)

Part II, contains GENERAL CONTRACTUAL PROVISIONS for this contract and taken into account in connection with the clarifying remarks below:

7.1 The Statement of Work to be performed under the contract is contained in the Part III Section B of this bidding package. The SOW provides general information about the service to be carried out, specifies the main Contractor's tasks and timelines, and establishes the minimum qualifications for Contractor's personnel.

7.2 HQ KFOR reserves the right to modify performance standards during the term of the contract in order to ensure that requisite outcomes are being assessed and that the performance standards are appropriate. Any changes will be accomplished through a bilateral agreement upon modification. The Contractor shall be responsible for the execution of all terms of the present contract and may not delegate rights or transfer obligations without the prior permission of HQ KFOR.

7.3 The Contractor shall conform to all safety rules and requirements in effect at the HQ KFOR sites or as applicable at other operating locations and shall take such additional precautions as may be prescribed on such premises for safety and accident prevention purposes. This includes compliance with all traffic rules, base access formalities, and any other administrative requirements and formalities as may be or may come into effect at such bases.

8 LIABILITY AND INSURANCE

The Contractor is liable for any damage, especially personal and material ones, caused to KFOR's facilities and staff members as well as any damage, especially material or personal ones, caused to a third party, in the course of its operations. In this regard, the Contractor shall contract and maintain a sufficient liability insurance policy to cover any damage caused to the Headquarters, its sub-commands or third parties in the performance of this contract. A copy of the insurance policy shall be submitted to the CO, upon his request, for approval prior to the award of the contract. NATO/HQ KFOR declines all responsibility concerning theft, disappearance or damage which could happen to machines, equipment, or materials utilized in the execution of this contract and stored on HQ KFOR premises.

9 LIMITATION OF LIABILITY

Under no circumstances shall HQ KFOR be liable for any payment, claim, and/or any legal action(s) whether filed by the Contractor or by Third Parties in relation to the obligations of the

Contractor of the reference contract. (This does not apply to invoices properly submitted by the Contractor for services carried out under the contract). This understanding shall not be affected by any oral or written understanding or representation by anyone made prior to the establishment of this contract or subsequently to its effective date.

10 CONTRACT MANAGEMENT

10.1 The Contractor shall manage the total work effort to include, but not limited to managing, planning, scheduling, accounting, report preparation, establishing and maintaining records, and quality control.

10.2 Non-Transferability: The Contractor shall not assign, transfer, pledge, or make other dispositions of this contract or any part thereof or of any rights, claims or obligations hereunder without the prior written consent of the HQ KFOR CO.

10.3 Modifications: Any modifications to this contract shall not be binding unless agreed by the Contractor in writing and issued in writing by a HQ KFOR CO.

10.4 Miscellaneous: The entire agreement between the Contracting parties is contained in this contract and is not affected by any oral understanding or representation whether made previous to or subsequent to this contract. The Contractor is considered to have fully read all terms, clauses, specifications and detailed General and any Special conditions stipulated in this order. The Contractor unreservedly accepts all terms thereof.

11 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)

For CO's direct official control and coordination of the requirements, upon award of the contract, the CO will designate, in writing the staff element who has the authority to coordinate start-up of the contract, monitor, and ensure Contractor's performance is in accordance with the SOW.

12 LANGUAGE

The Contractor must be able to conduct all business and correspondence with HQ KFOR in English language. All contractual documentation must be in English.

13 PUBLICITY AND PUBLIC RELATIONS - USE OF NAME, EMBLEM OR OFFICIAL SEAL OF HQ NATO

13.1 The Bidder shall not make any press release, including but not limited to, photographs and films or public statements concerning the Bid and the Contract (when in place) without the prior written approval of NATO/HQ KFOR CO

13.2 The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with the HQ KFOR without the prior written approval of NATO/HQ KFOR CO. The Contractor shall, not use the name, emblem of official seal of HQ KFOR, or any abbreviation of the name HQ KFOR, in connection with its business or otherwise.

14 CONFIDENTIAL INFORMATION

Neither the Contractor nor its employees, agents, or sub-Contractors shall disclose to any person or organization, in any manner or form, during the contract period or after its expiration, any privileged or confidential information of HQ KFOR.

15 PERSONS INDICTED FOR WAR CRIMES (PIFWC)

The Contractor, being made aware of HQ KFOR's fundamental policy of not dealing with or allowing benefit to persons indicted for war crimes (hereinafter referred to as "PIFWC") by the International Tribunal for the Former Yugoslavia, situated in The Hague, The Netherlands, warrants that none of the PIFWC publicly indicted has a relationship of any kind with them, in the execution of this contract, or derives any financial profit from this contract. If the CO determines that this is nevertheless the case, the CO may terminate the contract for cause without any recourse by the Contractor for payment of goods delivered or services provided, for which HQ KFOR retains title. Alternatively, the CO may impose lesser sanctions than termination if the CO deems, in his sole discretion, that a lesser sanction is appropriate.

16 ANTI-SMUGGLING

In the event that the Contractor or any of the Contractor's employees are found smuggling goods in the performance of this contract, the following actions shall take place without any recourse by the Contractor:

- a. The smuggled goods will be confiscated;
- b. The employee smuggling shall be barred from doing any further business under NATO contracts;
- c. Based on the circumstances involving the smuggling incident, the CO may direct the following actions be taken:
 - Terminate the contract using the "Termination for Default" Clause within this contract; and/or
 - Bar the Contractor from doing any further business with NATO.

17 INDEMNIFICATION OF HQ KFOR

The Contractor shall indemnify and hold HQ KFOR harmless against claims for injury to persons or damages to property of the Contractor or others arising from the Contractor's possession or use of HQ KFOR furnished property, including facilities and utilities.

18 ASSIGNMENT OF CLAIM

No assignment of claim shall be made by the Contractor without prior written authorization from the CO.

19 CONTRACT ADMINISTRATION AND COMMUNICATION

Any discussion/negotiation between Contractor and HQ KFOR representative(s), appointed by the CO shall be recorded in Minutes, which shall be signed by authorized representatives of both the Contractor and HQ KFOR. All Minutes are considered to be a summary record of discussions and specific actions to be undertaken by the Contractor and the HQ KFOR representative(s) as a result of meetings. If the contents of these Minutes fall within the scope of the contract or specifications, HQ KFOR CO shall decide if a contract amendment action is needed.

If however it is considered by either party that certain discussions and decisions fall outside the scope of the contract, then this fact should be recorded at the time and contract amendments will be necessary prior to any action. In this respect, the Contractor understands that only the CO can make binding changes or give binding instructions in writing.

This contract shall be administrated by, **HQ KFOR FILM CITY PRISTINA.** All correspondence pertaining to work and administrative matters will be sent to the following address:

North Atlantic Treaty Organization

Headquarters Kosovo Force (HQ KFOR)

Film City, , Pristina, Kosovo

J8 Head of Contracting Office

Phone: 00381 (0) 38 503 603 2806 – 00386 (0) 49 750 249

20 ASSIGNMENT OF CONTRACT

The HQ KFOR reserves the right to assign in part or in full to any successor organization, country, or group of countries, all or any of its rights, obligations, title and interest in and to this contract, and the Contractor agrees to perform under any such assignments.

21 BANKRUPTCY

Should the Contractor be judged bankrupt, or should the Contractor make a general assignment for the benefit of its creditors, or should a Receiver be appointed on account of the Contractor's insolvency, HQ KFOR Pristina, Kosovo may, without prejudice or discharge of other rights or remedies it may have under the terms of those conditions, terminate forthwith this contract.

22 DOCUMENTATION

Any document, which is required to be submitted for HQ KFOR review and approval, will be categorized by HQ KFOR as follows:

- a. Approved;
- b. Conditionally approved subject to the incorporation by the Contractor of HQ KFOR comments;and/or
- c. Not approved for the reasons stated by HQ KFOR.

No contractual relief shall be granted for documents not approved.

23 HQ KFOR FURNISHED PROPERTY

HQ KFOR will provide equipment and building facilities as described in the SOW part Part III, Section B. Furthermore KFOR will provide power, water and one KPN land line at no expence to the Contractor.

The Contractor will be responsible for the provision of a forklift, for each place, to unload and store all deliveries. All fuel costs for the execution of the contract are the responsibility of the Contractor.

24 STORAGE

The storage of the Contractor's tools, equipment and material shall be the Contractor's responsibility and shall be confined to a designated area. The Contractor remains solely responsible for the security of their stored equipment and supplies. NATO assumes no liability and/or responsibility for the damage and/or loss of the Contractor's equipment.

25 SUPPLEMENTARY INFORMATION TO GENERAL PROVISIONS

Part II contains GENERAL CONTRACTUAL PROVISIONS for this contract and includes the clarifying remarks below:

25.1 Definitions: add following definitions

25.1.1 "Purchaser" is the legal entity awarding the contract (i.e. NATO).

25.1.2 "Receiving State" is the State to which the Contractor pays taxes or State in which services are provided.

25.1.3 The Contractor shall be responsible for the execution of all terms of the present contract and may not delegate rights or transfer obligations without the prior permission of HQ KFOR.

25.1.4 "Specifications" is to be understood as "Statement of Work (SOW)".

25.2 Advance payments -NO advance payments shall be authorized.

25.3 Progress payments - NO progress payments shall be authorized

25.4 Performance Bond - The Contractor shall deposit to the CO, prior to the signing of the contract, a Performance Bond up to ten (10) % of the total amount of the signed contract for each year of performance base/option year. The Contractor is obliged to renew it for every option year of the contract, if applicable. The Performance Bond shall be a Bank Guarantee in the form of an irrevocable letter of credit, or such other financial instrument issued by a banking institution governed by the Contractor's National legislation and acceptable to the CO. Limited or automatically terminated bank guarantees are not acceptable.

The validity of the Bank Guarantee must be until the date of Final Acceptance at which time this collateral will be released.

26 PENALTIES

HQ KFOR shall not be billed for the period of time that services were not provided and will not be received. In case goods/services are not received, HQ KFOR reserves the right to apply penalties for liquidated damages in accordance with Part II, General Provisions, paragraph 60-70.603, “Liquidated Damages”, accruing from the non-delivery of contracted goods/services and terminate the contract for default in accordance with Part II, General Provisions, paragraph 60-70.605 “Termination for Default”.

27 CONSIDERATION

27.1 In case HQ KFOR requires an extension of the scope of services to be furnished under this Contract, the Contractor will price the additional services required based on the price arrangements explained in Part I Section B and submit a price offer at his earliest convenience. In the price offer the Contractor will provide sufficient details (such as supplier invoices) to allow the CO to determine the fairness and reasonableness of the price(s) offered.

28 EXCLUSIVITY

HQ KFOR reserves the right at its sole discretion the right to negotiate other contractors for specific or specialized catering services with other parties.

29 AUDIT

29.1 NATO is authorized to conduct an examination of all calculations and pricing in connection with this agreement, of the correct compliance in a general sense with the financial terms and terms having financial aspects included in the agreement and of the acceptability of any deviations from such terms.

29.2 For the purposes of the examination the Contractor shall promptly grant inspection of all books and records and shall further provide all such additional information as NATO deems necessary for properly carrying out its examination. This examination will be conducted in accordance with the requirements of International Financial Accounting Standards (IFAS). The Contractor shall ensure that the information required by NATO can be derived from the accounting records in a simple manner.

29.3 When carrying out its examination, NATO shall be authorized to call in the assistance of an external reputable accounting firm. The examination shall be confidential and shall extend no further than will be necessary for the assessment of the matters provided for in this article.

29.4 If NATO has reason to believe that the financial and economic state of affairs in the Contractor’s enterprise as a whole could preclude the Contractor from completing its obligations under the contract, this may cause an examination to be carried out in order to help NATO determine if the Contractor is capable of completing its contractual obligations. This examination would be expected to include discussions with the Contractor’s management, discussions with the Contractor’s external auditors and/or discussions with the Contractor’s banks.

29.5 The auditable periods will commence from the contract start date. The audits are to be conducted at a maximum of twice per year and will be finalized within two months after the starting dates. Upon completion of the audit(s), the periods covered by the audit(s) will be deemed closed. NATO will provide the Contractor with one month notice prior to the commencement of an audit(s).

29.6 The Contractor agrees that NATO or any of its duly authorized representatives shall, until the expiration of one (1) year after final ending of this contract to audit the last period, have access to and the right to examine any pertinent books and records and shall further provide all such additional information as NATO will deem necessary for properly carrying out its examination.

29.7 Notwithstanding this right to audit, the Contractor will issue, a quarterly report of incurred costs no later than the twenty-first (21st) day of the month (next available working day in the event that the 21st should fall on a weekend or Public Holiday in the Contractor's home country) following the end of the quarter. This report will contain detailed transaction listings from the Contractor's accounting system and such supporting schedules and analysis as mutually agreed between the parties to provide substantive evidence of all the costs incurred and included in the pricing model. In case the prices are fixed for the whole duration of the contract, this requirement is not valid, unless differently requested by the CO.

INVENTORY OF LARGE DFAC EQUIPMENT CAMP FILM CITY			
NUMBER	ITEM DESCRIPTION	QUANTITY	NOTES
1.	AUTOMATIC MEATBALL MAKER MACHINE	1	
2.	BAN-MARI, SRV SHELF AND HEATERS	15	
3.	BLAST CHILLER	1	
4.	BOILER INDUSTRIAL 100L	1	
5.	BOILER WATER 30 LT	11	
6.	BOOKCASE SMALL W/DORS	1	
7.	BOOKCASE BIG	6	
8.	BOOKCASE SMALL WITH DOORS	1	
9.	BOOKCASE BIG WITH DOORS (GLASS)	1	
10.	BOOKCASE BIG WITH DOORS (METAL)	5	
11.	BOOKCASE SMALL	1	
12.	BRATT PAN 12 LT	3	
13.	BRATT PAN 70 LT	2	
14.	BUFFET, CHAFING DISH STAINLESS	7	
15.	CABINET KITCHEN WALL 2 DOORS	5	
16.	CABINET FILING 4 DRAWER	1	
17.	CABINET HEATING	1	
18.	CABINET MOBILE 3 DRAWERS	18	
19.	CAN OPENER ELECTRIC	2	
20.	CHAIR DFAC	315	
21.	CHAIR ROTARY EXECUTIVE	3	
22.	CHAIR ROTARY W/ARMS	7	
23.	COAT RACK STANDING POLE	1	
24.	COFFEE MACHINE BRAVILOR B10HW 2/10L	1	
25.	COFFEE MACHINE BRAVILOR B10HW 1/10L	1	
26.	COFFEE MACHINE BRAVILOR B10HWW	1	
27.	COFFEE MACHINE (FILTER COFFEE)	6	

28.	COLD CONTAINER 2800X2200X2400 MM	4	
29.	COMMERCIAL COFFEE BREWER	8	
30.	COMERCIAL FOOD PROCESSOR	1	
31.	CONVEYOR TOASTER DOUBLE	2	
32.	COUNTER, TRAYES, CUTLERY & BREAD	4	
33.	COUNTER W/SLIDING DOORS	2	
34.	DEEP FRYER 15L	1	
35.	DESK DRY STORE	1	
36.	DISHWASHER HEAVY DUTY	1	
37.	DISHWASHER WINTERHALTER GS 502	1	
38.	DISPENSER COLD DRINKS 2X12L	13	
39.	DISPENSER PLATE	3	
40.	DISPLAY COLD CENTERS SALAD/FRUIT	5	
41.	DONNER MACHINE	2	
42.	DOUBLE DOOR FRIDGE	8	
43.	DOUGH ROLLER PIZZA FORMER	2	
44.	FIMAR VEG. PROCESOR	1	
45.	FORMING MACHINE FOR BUFGRERS DEIGHTON R1200/180	2	
46.	FREEZER SINLE DOOR STAND UP	4	
47.	FREEZER POLAR 2 DOORS 1200LT	2	
48.	FRIDGE 175LT	1	
49.	FRIDGE UNDERCOUNTER 3 DOOR	4	
50.	FRIDGE DESSERT DISPLAY	4	
51.	FRIDGE SINGLE DOOR 600LT	1	
52.	FRIDGE SINGLE GLASS DOOR	10	
53.	FRIDGE ICE-CREAM GLASS DOOR	1	
54.	FRUIT & VEGETABLE WASHER	1	
55.	FRYER ELECTRIC 21KW 2X13-15LT	1	
56.	FRYING TABLE FOR DONUTS	1	
57.	GRIDDLE ELECTRIC KOGAST 900	4	

58.	GRIDDLE ELECTRIC COUNTER TOP	5	
59.	GRIDLE DOUBLE CONTACT TOASTER	1	
60.	HEATER OIL	5	
61.	HEATER WILMS	1	
62.	HEAVY DUTY STICK BLENDER	5	
63.	HONEY DISPENSER	3	
64.	HOT CHOCOLATE DISPENSER	2	
65.	ICE MACHINE & DISPENSER	1	
66.	ICECREAM DISPENSER	1	
67.	ICE CREAM DISPLAY FREEZER	3	
68.	INDUSTRIAL WALK IN CHILLER/FREEZER	10	
69.	JAM DISPENSER	1	
70.	KNIFE SHARPENER ELECTRIC	1	
71.	MANUAL PINEAPPLE PEELER	2	
72.	MEAT MINCER	2	
73.	MICROWAVE	1	
74.	MIXER FLOOR 30LT PLANETARY BUFALO	1	
75.	MIXER FLOOR STANDING	1	
76.	MULTI TANK RACK CONVEYOR DISHWASHER	1	
77.	NEUTRAL COUNTER MEAL DELIVERY	20	
78.	NUTELLA DISPENSER/WARMER	1	
79.	OUT DOOR TABLE WOODEN	8	
80.	OVEN COMBI RATIONAL	5	
81.	PALLET JACK 3TON	3	
82.	PALLET TRUCK 2 TON ELECTRIC	2	
83.	PARTITION WALL WOODEN	4	
84.	PC DESKTOP TERMINAL	3	
85.	PC LAPTOP TERMINAL	1	
86.	PEELER POTATO	1	
87.	PIZZA OVEN	2	

88.	PIZZA PREPARATION REFRIGERATOR	1	
89.	POTATO OVEN	1	
90.	POTWASHER	1	
91.	RACK HEAVY DUTY	24	
92.	REFRIG. SERVICE DISPLAY	1	
93.	REFRIG. DISPLAY CABINET	3	
94.	ROBOT COUPE R602VV	2	
95.	SALT MACHINE WATER SOFTENER	3	
96.	SEA CONTAINER 20FT	1	
97.	SINK UNIT 2 SECTORS	1	
98.	SINK KITCHEN STAINLESS STEEL	2	
99.	SLICER MEAT	3	
100.	SLICING MACHINE BREAD	1	
101.	SOFA 2 SEATS	1	
102.	SOUP KETTLE	6	
103.	TABLE 120X80	2	
104.	TABLE 140X80	4	
105.	TABLE 160X80	5	
106.	TABLE 80X80	6	
107.	TABLE COFFEE LARGE	2	
108.	TABLE CORNER	1	
109.	TABLE DFAC DINING #4	38	
110.	TABLE DINING 6 PERSONS	35	
111.	TABLE STEEL 1,5M LONG	11	
112.	TABLE STEEL 1,8 M LONG	22	
113.	TRAY DISPENSER	3	
114.	TROLLEY TRAY AND CUTLERY EDESA	1	
115.	TROLLEY TRAY	16	
116.	TV 40"	2	
117.	TV 52"	1	

118.	VEGETABLE DRYER	1	
119.	WAFFLE MAKER	1	
	COM KFOR KITCHEN		
	FRIDGE DOUBLE DOOR	1	
	FRIDGE SINGLE DOOR	6	
	FRIDGE SINGLE GLASS DOOR	1	
	DEEP FREEZER	1	
	RATIONAL OVEN	1	
	MEAT SLICER	1	
	DISHWASHER GS 630	1	
	OVEN COOKER 4 RING STOVE	1	

INVENTORY OF LARGE DFAC EQUIPMENT CAMP NOTHING HILL			
NUMBER	ITEM DESCRIPTION	QUANTITY	NOTES
1.	AIR CONDITION HEAVY DUTY	1	
2.	BAIN MARIN	2	
3.	BLAST CHILLER	1	
4.	BOILER COFFEE WATER 30LT	1	
5.	BOILER ELECTRICAL	6	
6.	BOILING PAN WITH ROUND VESSEL EKT9/150	1	
7.	BRAT PAN TPE-75	2	
8.	CABINET HEATING	1	
9.	CHAIR DFAC	200	
10.	CHICKEN GRILL MACHINE	1	
11.	COFFEE MACHINE BRAVILOR B10HW1/10LT	1	
12.	COFFEE MACHINE FILTER COFFEE	1	
13.	CONTAINER FRIDGE 20 FT	2	
14.	CONTAINER FRIDGE 40 FT	5	
15.	CONVEYOR TOASTER DOUBLE	1	
16.	DISHWASHER HEAVY DUTY	1	
17.	DISPENSER COLD DRINK	2	
18.	DISPENSER PLATE	1	
19.	DOUBLE DOOR FRIDGE	4	
20.	DOUGH ROLLER PIZZA FORMER	1	
21.	FENCE DIVIDER WOODEN METAL FRAMED	14	
22.	FREEZER SINGLE DOOR	2	
23.	FREEZER POLAR 2 DOORS 1200LT	1	
24.	FRIDGE UNDERCOUNTER 3 DOORS	2	
25.	FRIDGE DESSERT/SALAD DISPLAY	1	
26.	FRIDGE SINGLE GLASS DOOR	2	
27.	FRIDGE ICE-CREAM	1	

28.	FRYER ELECTRIC 21KW 2X13-15LT	1	
29.	GRIDDLE ELECTRIC KOGAST 900	1	
30.	GRIDDLE ELECTRIC COUNTER TOP	2	
31.	HOT CHOCOLATE DISPENSER	1	
32.	ICE MACHINE & DISPENSER	2	
33.	KNIFE SHARPENER ELECTRIC	1	
34.	MEAT MINCER	2	
35.	MICROWAVE	1	
36.	MIXER FOOD	1	
37.	MIXER FLOOR STANDING	2	
38.	NEUTRAL COUNTER MEAL DELIVERY	3	
39.	OVEN COMBI STEAMER RATIONAL	3	
40.	PALLET JACK 3 TON	3	
41.	PALLET JACK 2 TON ELECTRIC	1	
42.	PEELER POTATO	2	
43.	PIZZA PREPARATION REFRIGERATOR	1	
44.	RACK CONVEYOR DISHWASHER	1	
45.	SALT MACHINE WATER SOFTENER	1	
46.	SATELITE RECEIVER DIGITAL	1	
47.	SHELF ALUMINUM	25	
48.	SINK UNIT 2 SECTOR	2	
49.	SINK KITCHEN STAINLESS STEEL	1	
50.	SINK KITCHEN STAINLESS STEEL 3 UNIT	1	
51.	SLICER MEAT	2	
52.	SOUP KETTLE	1	
53.	TABLE 80X80	2	
54.	TABLE DFAC DINING #4	50	
55.	TABLE S/S 2M	9	
56.	TABLE STEEL 1.5M	5	
57.	TABLE STEEL 1.8M	3	

58.	TROLLEY TRAY & CUTLERY EDESA	1	
59.	TROLLEY TRAY	8	
60.	TV 65''	1	
61.	WARDROBE TWO DOORS WOODEN	12	
62.	WATER SOFTENER MONOMATIK WINTERHALTER	1	

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**HEADQUARTERS KOSOVO FORCE
STANDARD OPERATING PROCEDURES**

KFOR SOP 4099: PREVENTIVE MEDICAL SERVICES
OPR: JMED
Last Update: 08 DEC 2023

REFERENCES:

- A. Regulation (EC) No 178/2002 of The European Parliament and of The Council of 28 January 2002 laying Down the General Principles and Requirements of Food Law, Establishing the European Food Safety Authority and Laying Down Procedures in Matters of Food Safety
- B. Regulation (EC) No 852/2004 of the European Parliament and of the Council of 29 April 2004 on the Hygiene of Food
- C. Regulation (EC) No 853/2004 of the European Parliament and of the Council of 29 April 2004 Laying Down Specific Hygiene Rules on the Hygiene of Food Stuffs
- D. Regulation (EC) No 854/2004 of the European Parliament and of the Council of 29 April 2004 Laying Down Specific Rules for the Organization of Official Controls on Products of Animal Origin Intended for Human Consumption
- E. United States Federal Food, Drug and Cosmetic Act, 21 United States Code, chapter 9, § 301 et seq
- F. World Health Organization (WHO) Guidelines for Drinking Water Quality, 4th ed., 2017
- G. STANAG 2136, Minimum Standards of Water Potability During Field Operations and in Emergency Situations, AMedP-4.9, 7th ed., 19 October 2022
- H. Commission Regulation (EC) No 2073/2005 of 15 November 2005 on microbiological criteria for foodstuffs (<http://eur-lex.europa.eu>)
- I. STANAG 2556, Food Safety, Defense, and Production in Support of NATO Operations, as cited in AMedP-4.5 and AMedP-4.6, 29 June 2022

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1. **Introduction**

Medical Services are an essential part of the Force Protection program. Disease and non-battle injuries have historically had a far greater negative impact on the number of troops available to the Commander than injuries due to armed conflict. Therefore, disease prevention and health protection are crucial to the KFOR mission.

2. **Purpose**

- a. Provide information for commanders and staff on theater health risks and appropriate preventive and preparedness measures to protect troops deployed to the KFOR AOR.
- b. Establish minimum standards for food hygiene to prevent food-borne diseases among KFOR personnel.
- c. Provide information to commanders and KFOR medical staff on the use of the theater preventive medical laboratory.

3. **Force Health Promotion**

To ensure troops are medically fit to fulfill their duties, healthy life styles and behaviours shall be encouraged. Three major areas that impact troops are: stress management, suicide prevention and life style issues. These topics should be covered by each contingent during in-processing.

a. **Stress Management:**

Stress is normal for troops but sustained high stress levels will degrade individual performance both physically and mentally. Deployment adds a number of stress factors due to being away from home, family, friends and a familiar job.

b. **Suicide Prevention:**

Members shall be briefed on the signs and symptoms of suicide at least once during deployment. Any individual who attempts suicide or makes a suicidal gesture will be immediately enrolled in a medical/psychological review process as outlined by the troop's national military procedures.

All suicides will be reported to both the unit and National Support Element (NSE) Commanders, and to HQ KFOR/JMED Chief.

c. **Life Style Improvement:**

Commanders, logisticians and medical personnel will ensure troops are provided education and training (if needed) on the following areas:

- (1) Safe Food and Water Sources
- (2) Healthy Eating
- (3) Tobacco Cessation

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- (4) Prevention of Alcohol Abuse
- (5) Prevention of Sexually Transmitted Diseases/Infections (STD/STI)
- (6) Physical Training
- (7) Occupational Health (to include hearing protection)

4. **Force Health Protection**

Every effort shall be made to protect KFOR personnel from environmental threats. Commanders and medical personnel will work together to accomplish:

a. **Disease Prevention:**

(1) **Immunizations:**

(a) Commanders will ensure that all troops in theater are immunized as stated within Annex N.

(b) It is highly recommended that all troops in theater are immunized against seasonal influenza as per Annex A; however, the decision to vaccinate lies solely with each troops contributing nation (TCN).

(c) Other immunizations are each national military's responsibility. Refer to World Health Organization (WHO) standards for recommendations on vaccinations needed for Kosovo.

(2) **Repellents:**

Insects and ticks present in theater carry a number of dangerous diseases. Repellent use (Permethrin products on clothing, DEET on exposed skin) is highly recommended. Procurement and distribution of repellents is a national responsibility.

(3) **Food:**

Commanders will ensure that all catering facilities under their control are obliged to follow Annex D regulations and all personnel are briefed on food and water borne disease prevention when eating outside the camps.

Additionally, all personnel (military, KFOR civilian, or local civilian) must undergo pre-employment and routine health examinations, and be cleared by a KFOR Medical Treatment Facility Medical Officer according to Annex D.

(4) **Water:**

JMED and HSG will ensure potable water used by KFOR facilities is treated to ensure no pathogens are present that could cause illness.

(5) **Hygiene:**

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Commanders shall ensure troops have the ability to maintain their personal hygiene.

(6) Waste Disposal:

Commanders are responsible for elimination of waste products to ensure these potential sources of disease and attractants of vermin do not present a threat to the health and safety of the troops. Waste disposal practices must meet local municipality standards at minimum. If local standards are not present or below troop contributing nation (TCN) acceptable limits the waste disposal methods must not cause further harm to the environment or the population.

(7) Stray Animals (Cats and Dogs):

–Commanders shall be responsible for education of all troops in not feeding/touching stray animals or adoption of strays to become “mascots”. Additionally, pets of any kind are not allowed on KFOR installations regardless of vaccination status.”

(8) Working Dogs:

Working dogs will be provided appropriate veterinary care, and will be provided adequate shelter facilities

(9) Hot Weather:

Temperatures in Kosovo can exceed 38° Celsius (C) or 100° Fahrenheit (F). When the weather is hot, care must be taken when exercising or working indoors and outdoors. See Annex B, Heat Injury, for tips on recognizing, preventing and treating heat injuries.

(10) Cold Weather:

Temperatures in Kosovo can also drop below 0° C or 32° F. Warm, dry clothing will be necessary; and people working or exercising outside must remember to drink enough liquids.

See Annex C, Cold Injury, for tips on recognizing, preventing and treating cold injuries.

b. Accident Prevention:

Commanders should develop a safety program and ensure all troops are briefed on aspects of proper behavior and safe operations as outlined within the program. This briefing should address risks of automobile accidents and the use of seatbelts by all passengers while travelling within Kosovo AOR and while on holiday/pass.

c. Environmental Pollution:

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Commanders will be aware of the environmental threats that exist in this theater and not unnecessarily expose troops and civilians.

The air quality index (AQI) will be available for all in KFOR to reference. Commanders should restrict the outdoor activity of their personnel when the AQI is over 150.

d. Epidemic Investigations:

(1) Infectious and Zoonotic Endemic Disease Monitoring:

The Joint Medical Preventive Medicine (JMED PM) office will maintain contact with local and national medical and veterinary offices to monitor endemic diseases that could affect KFOR troops. JMED PM will coordinate with military intelligence organizations to evaluate gathered intelligence about local medical problems.

(2) Outbreak Investigations:

Food, water, and vector-borne disease outbreaks will be investigated by the Medical Treatment Facilities (lowest level) according to Annex H. A request to JMED PM can be made if additional help is needed. Lowest level investigations allow for rapid response in diagnosis, development, and implementation of intervention strategies.

5. Epidemiological Evaluation

To better direct and evaluate the effectiveness of preventive measures and evaluate disease and non-battle injury rates incurred by KFOR personnel, medical statistics are collected for epidemiological study. This is done by way of the Epi-NATO report process that is collected weekly. See SOP 4045, Annex G.

6. Medical Force Protection Team

a. Pan-Balkans Preventive Medicine Officer/Non-Commissioned Officer (NCO):

- (1) Serves as expert consultant in public health, preventive medicine, pest management, and environmental and occupational health for KFOR.
- (2) Serves as liaison with JENG
- (3) Researches and provides input for medical intelligence.
- (4) Responsible for the collection and distribution of EPINATO 2 data in the absence of the Epidemiologist.

b. Pan-Balkan Veterinarian:

- (1) Principal formulator for veterinary policy in theater.
- (2) Responsible for food and water safety issues.

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- (3) Interacts with HQ KFOR JMED and host nation agricultural and medical authorities to evaluate threats of circulating domestic animal and zoonotic diseases.
- (4) Coordinates veterinary activities in KFOR with the Regional Commands and National Support elements in the Area of Operation.

7. Food Safety, Sanitation, and Hygiene

Prevention of food-borne disease is of the utmost importance. Unit operations can be seriously affected by food-borne illness if hygiene standards are not maintained.

Therefore minimum standards must be set for food hygiene to prevent food-borne disease among KFOR personnel. Units may establish stricter standards as they desire or as required by national laws.

a. Responsibilities

- (1) JMED Branch is responsible for providing technical oversight and guidance to the food safety program and monitoring implementation.
- (2) Medical Officers are responsible for providing guidance to and overseeing the program within their respective Regional Commands.
- (3) Commanders are responsible for the implementation of the program within their units.
- (4) Units will ensure a food inspection and/or veterinary service program. Veterinary/Preventive Medicine support personnel will inspect and report on supply of food and water, and sewage disposal and waste to ensure health risks are minimized. Veterinary Service/Preventive Medicine personnel are responsible to provide guidance and monitor the program on behalf of the commander.

b. Scope:

- (1) Standards of catering premises and equipment found in theater vary, but in all cases the food safety practices established within Annex D of this SOP shall be adopted.
- (2) All caterers or unit dining facilities are required to undertake food hazard analysis of their catering operations and identify Critical Control Points (CCP) in accordance to Annex E of this SOP necessary to ensure food safety is maintained. The requirement to conduct this analysis shall be included in all catering and concessionaire contracts that provide/sell food to KFOR personnel.

At a minimum this shall be included, but not limited to:

- (a) Safe food temperature control,
- (b) Prevention of contamination and cross contamination hazards,

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- (c) Maintenance of personal hygiene of food handlers,
 - (d) Protection from pests and vermin,
 - (e) Cleanliness of premises and equipment.
- (3) Personnel Requirements for food handlers:
- (a) Prior to employment, contracted and locally employed food handlers will certify they are free of disease using Appendix 1 to Annex D, if necessary translated in the local language.
 - (b) They will also have a medical examination in the KFOR Medical Center by a medical officer, after compiling a questionnaire (Appendix 2 to Annex D) to be retained by the medical organization. The employee must be free of infectious diseases, tuberculosis (sputum test or chest X-ray) and gastro-enteritis causing pathogens (stool sample examination). Exams will be performed by the camp MTF and charge the employer.
 - (c) At the discretion of the Medical Center any employee can be required to undergo additional medical examinations, at the expense of the employer.
 - (d) It is the responsibility of the facility manager to maintain the certificate on record and to ensure that it is kept up to date. Units that contract for food services will make sure that this requirement is included in the contract.
 - (e) This procedure will be performed annually (sputum test and stool sampling). Chest X-ray will be conducted on annual basis only if clinically indicated.
 - (f) Persons, who exhibit signs of illness to include skin diseases, diarrheal illness (admitted or suspected), burns, boil or cuts need to be referred to the medical officer for evaluation.
 - (g) All food handlers are to be medically reviewed under the following circumstances:
 - 1/ The food handler has been absent from duty for medical reasons.
 - 2/ The food handler has contracted a communicable disease.
 - 3/ Prior to returning to work after a period of exclusion.
 - (h) After the clinical examination, the medical officer has to communicate both to the employer and the JMED if the evaluated employee has been found fit (and therefore provided with a written clearance authorizing the employee to return to food service duty) or

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unfit (with recommendations to undergo additional medical examinations, to be charged to the employer, or periods of rest).

(4) The prevention of water-borne disease is of the utmost importance. It is the responsibility of Commanders to ensure that sufficient quantities of potable water are supplied to their unit personnel. Bacteriological and chemical standards for water are described in Annex F.

(5) Microbiological standards for food based on Food and Agriculture Organization (FAO) and WHO standards are described in Annex G.

8. Public Facility Sanitation

Prevention of communicable disease is of the utmost importance. In particular, consideration must be given to the acute risks for the operational effectiveness of units posed by communicable disease in regards to public facility sanitation if sanitary hygiene standards are not maintained.

The purpose of this SOP is to establish minimum standards for public facility sanitation to prevent the transmission of communicable diseases among KFOR personnel. Units may establish stricter standards as they desire or as required by national laws.

a. Responsibilities

(1) KFOR JMED Branch is responsible for providing technical oversight and guidance to the program and monitoring implementation.

(2) Medical Officers are responsible for providing guidance to and overseeing the program within their respective Regional Commands.

(3) Commanders are responsible for the implementation of the program within their units.

(4) Units will ensure inspection of public facilities. Veterinary/Preventive Medicine support personnel will inspect and report on public facilities and disposal of sewage and waste to ensure that any health risks are minimized. Veterinary Service/Preventive Medicine personnel are responsible to provide guidance and monitor the program on behalf of the commander.

b. Scope:

(1) Standards of public facilities and equipment found in theater vary, but in all cases the sanitary guidelines established within Annex M of this SOP shall be adopted.

9. Food & Water Laboratory Services

The primary mission of the Food & Water Laboratory Services (FWLS) is to enhance the overall KFOR force health protection effort and to make highly advanced medical diagnostic capabilities available for KFOR health providers. The German FWLS teams will deploy to Kosovo and elsewhere within the Balkans JOA, as needed and

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requested by users (KFOR or TCNs), to survey food and water with the aim of maintaining the health of deployed troops in the Balkans theater of operations.

Such requests will be forwarded to HQ KFOR JMED for staffing and approval.

a. Available Services:

The FWLS can perform services in the following categories (See Annex I for food and water exam requests, Annex J for available food and water services, Annex K for Clinical Exam requests and Annex L for full clinical description of lab services):

- (a) Examination of food and water (DEU).
- (b) Hygiene (DEU).
- (c) Consultation (American Spitali).

b. Capabilities:

The FWLS will provide all food and water testing as specified in Annex I.

c. Sampling and Handling:

All food and water samples will be collected and shipped by the FWLS teams as specified in Amendment I to Technical Arrangement. Clinical samples will be taken by American Spitali when a patient is referred by a Role 1 provider, using annexes L and K.

FOR THE CHIEF OF STAFF:

John W. BOZICEVIC
QF-6 USA-A
CHIEF OF STAFF



ANNEXES:

- A. SEASONAL INFLUENZA IMMUNIZATIONS
- B. HEAT INJURIES
- C. COLD INJURIES
- D. STANDARDS OF CATERING PREMISES AND EQUIPMENT
- E. INTERNAL CATERING AUDIT REPORT (HACCP)
- F. BACTERIOLOGICAL AND CHEMICAL STANDARDS FOR POTABLE WATER
- G. MICROBIOLOGICAL GUIDELINES FOR FOOD
- H. INVESTIGATION AND CONTROL OF A FOODBORNE/DISEASE OUTBREAK
- I. THE PROVISION OF FOOD AND WATER LABORATORY SERVICES
- J. FOOD AND WATER LABORATORY SERVICES
- K. CLINICAL EXAMINATION REQUEST

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- L. AMERICAN SPITALI SERVICES AND CONSULTATION
- M. STANDARDS OF PUBLIC FACILITY SANITATION
- N. ABBREVIATIONS

SEASONAL INFLUENZA IMMUNIZATION**1. Seasonal Influenza**

Influenza vaccination is a crucial part of Health Protection and offers KFOR personnel the best protection against this seasonal disease. In an environment such as Kosovo / Balkans, it is extremely important that personnel are protected against diseases which can hinder KFOR's ability to accomplish its mission. Vaccination is the best way to avoid contracting influenza.

2. Influenza Policy

NATO forces, when operational and travel parameters are such that they may be exposed to [specific] diseases, are to be adequately immunized prior to exposure to the diseases. Influenza is listed among these diseases.

- a. In order to sustain health readiness and prevent loss of duty due to Influenza, personnel assigned to KFOR shall be immunized according to the national medical requirements of each respective troop contributing nation (TCN).
- b. Personnel assigned to KFOR, NHQ SKOPJE, and COMMZ (S) shall be immunized against Influenza between the months of October and December, subject to the availability of vaccine, and in accordance with each nation's immunization policy standards.
- c. Each Nation / National Support Element (NSE) deciding to immunize its personnel shall coordinate with their Role 1, 2 or 3 MTF for administering of vaccine. They will need to provide the number of personnel anticipated to require vaccination.
- d. Nations will coordinate with their MTF once they acquire the necessary vaccine and provide any support related material and staff required for facilitating the vaccination of identified personnel.
- e. MTF providing health care to KFOR personnel will continue vigilant respiratory disease surveillance and reporting to ensure prompt intervention in any influenza or communicable disease outbreaks.
- f. Any TCN who does not have an appropriate MTF should develop a bi-lateral agreement with another nation to complete all necessary immunizations, preferably prior to deployment.



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ANNEX B 1 U
KFOR SOP 4099
DATED 08 DEC 2023

HEAT INJURIES

Signs and symptoms of ...	Action	Caution
Sunburn <ul style="list-style-type: none"> • Red hot skin • Moderate to severe pain • Can result in fever. 	<ul style="list-style-type: none"> • Move to shade; loosen clothing if necessary • Apply cold compress or immerse in cool water • Apply moisturizing lotion to affected areas • Hydrate with fluids 	<ul style="list-style-type: none"> • Adequate sun protection • Use sunscreen liberally and apply often • Proper wear of clothing and headgear
Dehydration <ul style="list-style-type: none"> • Dry mouth • Headache • dizzy 	<ul style="list-style-type: none"> • Consume water/ sport drinks with electrolytes • Seek shade • Loosen clothing • Rest 	<ul style="list-style-type: none"> • Ensure sufficient water supply • Use sun protection (light, loose clothing & headgear)
Heat Cramps <ul style="list-style-type: none"> • Painful skeletal muscle cramps or spasms • Mostly affects legs and arms 	<ul style="list-style-type: none"> • Replace salts • Sit in the shade or cool area • Massage affected muscle • Drink fluids to replace electrolytes 	<ul style="list-style-type: none"> • Eat all meals to replace salt • Consume salt-supplemented beverage (sports drinks if possible) • Ensure adequate heat acclimatization
Heat Exhaustion <ul style="list-style-type: none"> • Dizziness • Fatigue • Weakness • Headache nausea 	<ul style="list-style-type: none"> • Move to shade, lay flat, elevate head, and loosen clothing • Spray/ pour water on casualty and fan for cooling effect • Slowly drink cool water 	<ul style="list-style-type: none"> • Allow for acclimatization • Stay in shade when possible • Observe work-rest cycles • Modify uniform accordingly • Avoid exercise during heat hours
Heat Stroke (this is a MEDICAL EMERGENCY) <ul style="list-style-type: none"> • Altered mental status with agitation, confusion, delirium, disorientation • Elevated temperature usually above 40°C 	<ul style="list-style-type: none"> • EVACUATE CASUALTY TO MEDICAL FACILITY IMMEDIATELY • Elevate head • Begin cooling aggressively • Body temp. must be lowered below 40°C 	<ul style="list-style-type: none"> • Follow measures for heat exhaustion • Ensure appropriate capabilities • Plan medical support for severe heat injury casualty

To keep cool remember the words "HEAT SHADE"

H Heat Category S Sun Protection
 E Exertion Level HA Hydration / Acclimatization
 A Age and pre-existing health issues D Dress Properly
 T Time of Heat Exposure & Recovery E Environmental Check

B - 1

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COLD INJURIES**1. Chilblains**

Chilblain involves a superficial tissue injury of the hands, ears or nose, which occurs after prolonged exposure of bare skin to temperatures above freezing. It appears most often when high winds and high humidity accompany low, but non-freezing temperatures. The severity depends on the temperature, wind velocity, and duration of the exposure. While painful, chilblains cause little or no permanent impairment. It appears as red, swollen skin, which is tender, hot to the touch, and may itch. This can worsen to an aching, prickly sensation and then numbness.

a. Prevention:

To prevent chilblains, avoid prolonged exposure to the elements or protect the obvious exposure areas with adequate clothing or coverings.

b. First Aid:

Gradually re-warms the exposed areas using skin-to-skin contact.

2. Non-freezing Cold Injuries (Immersion Foot or Trench Foot)

These include tissue injuries resulting from prolonged exposure to cold water or dampness at above freezing temperatures. The combination of cold and water softens the skin, causing tissue loss and often infection. The first sign of an immersion injury may be itching, numbness or tingling pain. Later the feet may appear swollen and the skin may be mildly red, blue, or black as well as become numb. Red or bluish blotches appear on the skin, sometimes with open weeping or bleeding. Commonly, immersion injuries show a distinct "water-line" coinciding with the water level in the boot.

a. Prevention:

To prevent immersion injuries, change socks and boots frequently to keep feet as dry and warm as possible.

b. First Aid:

Treatment consists of gentle drying and elevation.

3. Frost-nip and Frostbite

Frost-nip involves freezing of water on the skin surface. The signs include a circumscribed, numb and painless area. After thawing, the skin will become reddened and possibly swollen. Although painful, there is usually no further damage after re-warming. Frost-nip should be taken seriously since it may be the first sign of

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impending frostbite. Skin freezes at about -2 degrees C (28 degrees F). As frostbite develops, skin will become numb and turn to a grey or waxy white color. The area will be cold to the touch and may feel stiff or like wood. With frostbite, ice crystal formation and lack of blood flow to the frozen area damages the tissues.

a. **Prevention:**

Insure proper gear (gloves, boots, etc.) for conditions, allow periods for warming, change socks frequently, and be aware of wind chill levels. Do not expose flesh when temperatures or wind chills are at dangerous levels.

b. **First Aid:**

First aid for frostbite includes preventing further exposure to cold, removing wet clothing, re-warming the affected areas by direct skin-to-skin contact between the injured area and non-injured skin of the victim or body, and providing the victim warm, sweet drinks like hot tea or hot chocolate; never alcohol. Never massage the frozen skin; massaging can damage the skin. Seek immediate medical attention for the casualty. However, do not re-warm a frostbite injury if it could refreeze during evacuation, do not re-warm frost-bitten feet if the victim must walk for medical treatment and do not re-warm a frostbite injury over an open flame.

4. **Hypothermia**

Hypothermia is an abnormal reduction of the body's core temperature below its maximum efficiency level, which results in a progressive deterioration in cerebral, musco-skeletal and cardiac functions. Hypothermia can develop in situations where the ambient temperature is well above freezing whenever calories lost due to the environment (either in keeping warm or in hard work) exceeds those produced by the body's metabolism. Hypothermia is a medical emergency. Untreated, it results in death. Hypothermia may be difficult to recognize in its early stages of development. Things to watch for include unusually withdrawn or bizarre behavior, irritability, and confusion, slowed or slurred speech, altered vision, uncoordinated movements and unconsciousness. Even mild hypothermia can cause victims to make poor decisions or act as if drunk.

a. **Prevention:**

Avoid becoming wet in cold weather, eat and drink more food than usual, avoid alcohol, use the body system, carry an individual cold-weather survival kit, dress in layers.

b. **First Aid:**

Prevent further cold exposure, removing any wet clothing, initiating cardiopulmonary resuscitation (if required), re-warming the casualty by covering with blankets and sleeping bags and with body-to-body contact. Seek medical attention for the casualty.

5. **Carbon Monoxide (CO) Poisoning**

CO poisoning is not a cold injury as such. It can occur in all types of weather; however, in cold weather personnel are more likely to remain inside a warm vehicle with the engine running and the windows closed and use kerosene heaters in confined spaces, which may also result in a quiet death. CO poisoning is a form of suffocation that results from inhaling carbon monoxide gas. Carbon monoxide, a deadly gas even in low concentrations, is particularly dangerous because it is odorless and colorless. Symptoms of CO poisoning include such varied conditions as intense headaches, dizziness, impaired vision, mental confusion, and nausea, ringing ears, weakness, muscle pains, unconsciousness and death. A classic sign of CO poisoning is the appearance of a cherry color of the lips and skin.

a. **Prevention:**

To lessen the risk of CO poisoning, carefully supervise heater discipline and fire watches, check ventilation, be sure exhaust outlets of internal combustion engines are properly placed and forbid smoking in closed places.

b. **First Aid:**

Remove the person from the source of the CO. Do not put yourself at risk. The person must receive medical attention at once.

6. **Wind Chill Planing Guide**

Heat is lost through the direct passage of heat conduction, radiation of heat, and the indirect passage of heat via air (or water) warmed by the hot body (convection). Wind causes the warm air next to the body to be replaced with cool air and therefore increases both convection and radiation.

The Wind Chill Chart in Table C.1 is a ready guide which shows the apparent temperature of a hot body when it is subjected to moving air, be it from a motorcycle, a ski run or wind itself.

To use, plot the Still Air Temperature (SAT) in °C on the top axis and look down the column. Plot the current or predicted wind speed (mph) on the left and move across to the right into the relevant SAT column. Altitude changes and the weather forecast must be taken into account. The apparent temperature may be read directly from the chart. In order to aid commanders in their decisions the areas causing concern have been shaded.

Table C.1

Wind Chill Chart

Wind Speed (MPH)	Still Air Temperature (SAT) in °C										
	10	4	-1	-7	-12	-18	-24	-29	-35	-40	
0	10	4	-1	-7	-12	-18	-24	-29	-35	-40	
5	9	3	-3	-9	-15	-21	-28	-32	-38	-44	
10	4	-2	-9	-16	-23	-31	-36	-44	-50	-57	
15	2	-6	-13	-21	-28	-36	-43	-50	-58		
20	0	-8	-16	-23	-32	-40	-47	-55			
25	-1	-9	-18	-26	-34	-43	-51				
30	-2	-11	-19	-28	-36	-45	-53				
35	-3	-12	-20	-30	-38	-46	-55				
40	-3	-12	-21	-31	-39	-47	-56				

-  LITTLE DANGER FOR PROPERLY CLOTHED SOLDIERS
GREATEST DANGER IS FALSE SENSE OF SECURITY!
-  UNCOVERED SKIN WILL FREEZE WITHIN 1 MINUTE
INCREASED DANGER!
-  UNCOVERED SKIN WILL FREEZE WITHIN 30 SECONDS
GREAT DANGER!

COLD INJURIES ARE PREVENTABLE



Signs and symptoms of ...	Action	Caution
Hypothermia <i>(Medical Emergency)</i> <ul style="list-style-type: none"> Entire body cold, inside & out Numb; Semi-conscious; Exhausted. 	<ul style="list-style-type: none"> Provide shelter, remove wet clothing. Feel for pulse and breathing; use body heat of companion. Evacuate to nearest Medical Aide. 	<ul style="list-style-type: none"> Do not rub extremities to restore circulation. Do not allow further physical exertion. Do not heat too quickly.
Trench/Immersion Foot <i>(non freezing injury)</i> <ul style="list-style-type: none"> Swollen, numb feet which are very painful when rewarmed. 	<ul style="list-style-type: none"> Warm and handle feet gently Clean & sterile bandage Provide medicine for pain 	<ul style="list-style-type: none"> Do not rub or burst blisters. Avoid walking on feet if possible.
Superficial Frostbite/Frostnip <ul style="list-style-type: none"> Body part numb, soft and white in color. 	<ul style="list-style-type: none"> Warm hands in armpit & warm toes & nose in hands. Handle body part gently & rewarm. Clean & sterile bandage Provide medicine for pain. Seek medical attention urgently at nearest Medical Aid Station. 	<ul style="list-style-type: none"> Do not rewarm with hot, dry heat.
Deep Frostbite <ul style="list-style-type: none"> Body part numb, cold, hard, white/waxy in color. 	<ul style="list-style-type: none"> Seek medical attention urgently at nearest Medical Aid Station. 	<ul style="list-style-type: none"> Do not rub. Do not rewarm; wait for doctor. Do not give alcohol.

To keep warm remember the words "COLD FEET"

C Keep clothing clean.
O Avoid overheating.
L Wear clothing loose and in layers.
D Keep clothing dry.
F Fit your clothing properly.
E Exercise your face, fingers, and toes.
E Eat your rations and drink plenty of warm tea.
T Tight boots constrict blood flow & movement.

STANDARDS OF CATERING PREMISES AND EQUIPMENT**1. General**

- a. Primary concern in all dining facilities shall be prevention of spreading or growth of contaminants in raw foods or cross contamination from the time food arrives at the dining facility until the time it is served. Kitchens shall be organized to prevent cross contamination. Food that will be served raw shall be separated from food that could cross contaminate them. Trash and garbage removal routes shall avoid crossing paths with cooked or uncooked food. There shall be no contact between uncooked food and food that is to be served raw.
- b. Facilities and equipment shall be maintained in good repair to prevent the possible contamination of food. Areas that cannot be cleaned and disinfected properly, such as areas of missing or cracked tiles, wall or floor damages, and cracks on ceilings and/or walls are all areas of concern. Every effort shall be made to repair these areas.
- c. Hand washing facilities will be made available in all food preparation areas. These hand washing facilities will be equipped with hot and cold running water, dispensers (preferable wall mounted) with liquid disinfectant/soap, single service paper towel dispensers, and (whenever possible) hands-free water control.
- d. Facilities shall be maintained in such a way to prevent the entry of insects or animals. All windows will have screens or other barriers to prevent the entry of insects. Doors shall not be left open.
- e. Facilities shall be made as safe as possible.
- f. All military food service facilities will be equipped with washrooms for staff use only and shall be marked to indicate this. These washrooms shall be equipped with a hand washing area as described in section 4.b. of this Annex. This area shall also have the capability to maintain a comfortable temperature.
- g. When new facilities or renovations to existing facilities are planned, Veterinary and Preventive Medicine Personnel must be included in the planning process.
- h. Appendix 10, NATO Food Operation Inspection Report is available for use as inspection documentation.

2. Food Sources

- a. Only approved food and water sources must be used. Approval of a food source is the responsibility of national Veterinary and Preventive Medicine Personnel. It is highly recommended that food sources already approved by national authorities be used (for example, food sources approved by EU, USDA, etc.). This requirement

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applies to water, milk, eggs, vegetables, meat/meat items, bakery items, and all other raw food items. Units wishing to purchase food from local sources are to have those sources approved by their Veterinary or Preventive Medicine personnel prior to purchases being made. It is highly recommended that the Theatre Veterinarian and Preventive Medicine Officer in the HQ KFOR JMED Branch be consulted prior to approving local purchases, as they may have access to information on animal health and other food hygiene issues that is not readily available at the MNBG level.

b. All water used in food service facilities is to be from approved potable sources. Potable water is defined as water which is drinkable and usable for culinary purposes, as a result of being free of pathogenic organisms (or their indicators), toxic substances, objectionable taste, odour, colour, and other undesirable physical, chemical, and biological characteristics. Drinking water quality guidelines are indicated in Annex F. If such water is not available, then facilities must use bottled water from approved sources for drinking purposes. Food service facilities may use other available water under medical supervision with sufficient heat treatment from boiling.

c. All food deliveries are to be inspected by personnel with training and experience in food hygiene to ensure that they are acceptable. For all temperature sensitive deliveries, the temperature will be taken and recorded.

d. Rejected, damaged, unfit, or contaminated goods on delivery are to be segregated and clearly labelled to be certain they will not be used.

e. After inspection, goods are to be labelled with date received and immediately placed in appropriate storage.

3. Food Storage

a. Food and bottled water that is being delivered shall be protected from outside influences as much as possible. Food shall be unloaded in an area that is covered to protect it from the weather, insects, and other sources of contamination.

b. Food will be protected from sun, heat, dust, insects, rodents, and other contamination or damage. Perishable food that requires refrigeration/freezing will be placed in refrigerators/freezers immediately on delivery and stored at least approx. 15 cm (six inches) above the floor and away from the walls on shelves and racks that are easy to clean. This will allow adequate circulation of air within the refrigerator/freezer and proper cooling efficiency.

c. Food not requiring refrigeration/freezing will be stored in store rooms that are dry, clean, dark, ventilated, and protected from insects and rodents, and stored at least approx. 15 cm (six inches) above the floor on shelves and racks that are easy to clean.

d. The floor of the storerooms shall be made of a durable and easy to clean material.

e. Storerooms shall be furnished with shelves and covered containers. Food storage platforms shall be movable. Shelving and racks shall be non-porous, non-corrosive, and easy to clean.

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- f. Bulk items shall be stored in the original packing on pallets and loose food on shelves in an organized manner.
- g. Sugar, coffee, flour, rice, beans, and other dry stores shall be stored in metal or other waterproof containers with tight-fitting covers. Containers shall be rust resistant.
- h. Old stock shall be used first; the dating of new supplies will help accomplish this. Stock is to be arranged on a first in, first out basis.
- i. Food will be stored in clean containers. Containers shall not have been previously used for contaminants like cleaning agents.
- j. Food will not be stored where chemicals such as cleaning supplies may contaminate it.
- k. Temperature sensitive food will be kept under temperature control and the temperature shall be checked at least twice per day. When the temperature is checked it shall be recorded in a log that is kept available. The log shall indicate at the top what the correct temperature shall be. There shall be a sign on the refrigerator that indicates what the correct temperature shall be.
- l. The interiors of freezers and refrigerators will be kept clean. The maximum allowable temperature for refrigerators will be 4°C (40°F). All frozen food when not in the process of defrosting will be stored at a temperature of -18°C (0°F) or less. Easily readable thermometers will be conveniently located in every refrigerator or freezer.

4. Kitchen Personnel

a. Personnel Requirements:

All military personnel and civilian government personnel will have medical clearances in accordance with their national regulations and the following:

- (1) Prior to employment, contracted and locally employed food handlers must be certified, that they are free of disease, using Appendix 1-3 to Annex D, if necessary translated to the local language.
- (2) They will also have a medical interview/examination with a medical officer (or other medical personnel authorized to provide physicals for food service workers) using a questionnaire as Appendix 4-6 to Annex D, that will be documented by the Medical Treatment Facility.
- (3) At minimum, the exam will document that the employee is free of an infectious disease, and will certify that the employee has no evidence of tuberculosis, either by tuberculin skin test, sputum test, or chest X-Ray. Stool samples will be checked for common (chronic) gastro-enteritis causing pathogens.
- (4) It will be the responsibility of the facility manager to maintain the certificate on record, and to insure it is kept up to date. Units that contract for food services will make sure that this requirement is included in the contract.

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- (5) At the discretion of the employer, any employee can be required to undergo additional medical examination(s).
 - (6) Furthermore, these annual interviews/examinations will include stool testing. Testing for tuberculosis by tuberculin skin test, sputum test or chest x-ray will be conducted on an annual basis.
 - (7) Required exams, including testing and diagnostic lab work, are at the expense of the (future) employer.
 - (8) No person shall work in a food service facility in any capacity unless cleared for the specific duty by a KFOR physician or locally accredited physician and will certify that the applicant is free of:
 - (a) Infection/disease in a communicable form that can be transmitted by food or who is a carrier of organisms that causes such a disease.
 - (b) Boils, infected wounds, or an acute respiratory infection.
 - (9) Supervisors will inspect all personnel daily at the start of the work period. Persons, who exhibit signs of illness to include skin diseases, diarrhoeal illness (admitted or suspected), burns, boil, or cuts are referred to the medical officer for evaluation.
 - (10) All food handlers are to be medically reviewed.
 - (a) if the food handler has been absent from duty for medical reasons, not including physical injury.
 - (b) if the food handler has contracted a communicable disease.
 - (c) prior to returning to work after a period of exclusion.
 - (11) After an absence from work because of a communicable illness (including diarrhoeal disease) the employee will be referred to the medical officer for re-evaluation before resuming work. Persons so referred are evaluated and if found fit, are provided with a written clearance signed by a KFOR physician or locally accredited physician authorizing them to return to their food service duties.
 - (12) All food handlers are required to report promptly any illness of an infectious nature to their supervisor.
 - (13) A record of medical interview/examination must be kept by the employer indicating personnel names and last interview/examination including dates of tuberculosis and stool testing, as per Appendix 7-9 to Annex D.
- b. Personal hygiene (also applies to visitors and supervisors / inspectors in the food preparation area):

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- (1) Employees must maintain a high degree of personal cleanliness and conform to good hygiene practices during all working periods in the food service facility.
 - (2) Food handlers must use a separate toilet assigned for food service establishment employees only.
 - (3) Personnel who handle or serve food will not also clean latrines, garbage cans, sewers, drains, grease traps, or perform similar custodial duties during food preparation times. Custodial duties may be performed by food handlers at the end of the shift.
 - (4) Food handlers are to be provided with and wear clean, light-coloured protective clothing that completely covers their ordinary clothing and prevents contamination of food. A clean uniform will be worn daily. Ensure that the working clothing is getting heated above 85°C for a thermal disinfecting when they get washed.
 - (5) The only jewellery authorized is a plain wedding band/ring and a medical alert necklace/bracelet. No other jewellery such as bracelets, watches, or other rings will be worn while preparing or handling food.
 - (6) All personnel working in food service facilities will wear hair restraints. The hair restraints must prevent hair from entering food or falling onto food-contact services. Hair restraints will be kept clean.
 - (7) Hand washing facilities will be provided in the wash room and in all food preparation areas. These hand washing facilities will be equipped with hot and cold running water, dispensers for liquid soap and an alcohol-based hand disinfecting solution, single service paper towel dispensers, and hands-free water control. Signs will be prominently posted directing all employees to wash their hands. To ensure the correct order the dispensers shall be labelled, for example:
 - (a) Cleaning - labelled on the soap dispenser.
 - (b) Disinfecting - labelled on the disinfecting solution dispenser.
 - (8) All visitors and maintenance workers must observe appropriate hygiene rules.
- c. Employee Practices (also applies to visitors and supervisors / inspectors in the food preparation area):
- (1) All food handlers must practice behaviour that will prevent food contamination. It is prohibited to eat, drink, use tobacco, or spit while preparing or serving food.
 - (2) No food will be eaten in the food preparation area.

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(3) Food service personnel must be reminded that constant hand washing is one of the most essential key points to avoid food-borne diseases. Hands (including forearms) must be washed at the following times:

- (a) The beginning and at the end of duty.
- (b) Before and after using toilet facilities.
- (c) After handling soiled utensils and before handling clean utensils and equipment.
- (d) After handling raw food and before handling cooked food.
- (e) After performing custodial duties.
- (f) After handling garbage or trash.
- (g) After using tobacco.
- (h) As often as necessary to maintain a high level of personal cleanliness.

(4) Correct hand washing procedures include these steps:

- (a) Proper hand washing with soap and warm water including the forearms for minimum of 30 seconds.
- (b) Rinse of the soap by using clear water.
- (c) Dry hands and forearms only with paper towels.
- (d) Turn off water with paper towels.
- (e) At least disinfect hands and forearms with an alcohol-based hand disinfecting solution which has to be kept in contact with the skin for a minimum of 10 seconds, towels are not needed after this step.

(5) Employees may wear gloves to protect food from contamination only if necessary. Gloves are not a substitute for proper hand-washing techniques. The gloves must be of a disposable nature, and must not be made of rubber, such as gloves designed for use while cleaning. The gloves must be discarded as frequently as hands are washed. Gloves must be discarded immediately after touching food that can contaminate other food.

(6) Food handlers are to keep their fingernails short, clean, and without nail polish.

(7) Smoking is forbidden within all kitchens and food areas or stores. Notices prohibiting smoking are to be prominently displayed in all catering areas.

(8) Outdoor clothing, footwear and private property are not to be kept in catering areas. A separate staff room or locker space is to be used for the storage of these items. The washing and drying of clothes in the kitchen is

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strictly prohibited. The working clothing will be light-coloured, changed daily, and will completely cover any private articles of clothing that are worn. Military personnel may wear the T-shirt of their combat uniform, but shall be provided extra T-shirts to ensure they are able to change T-shirts each day, and at a minimum shall be provided with a light-coloured apron, to protect clothing.

(9) Employees will avoid touching ready to eat food with their hands. Ladles, gloves, lifters, tongs or scoops shall be used.

d. Employee Training:

(1) All food handlers shall be at least annually trained in proper sanitation techniques, as a minimum requirement. Training shall include the following:

- (a) Hand-washing and personal hygiene.
- (b) Proper food temperatures.
- (c) Proper food handling techniques.
- (d) Techniques to avoid cross contamination.
- (e) Proper cleaning and disinfecting procedures.

(2) Educational programs, signs, and other instructional or directive material must be developed and presented in the native language of the food service personnel.

(3) The facility manager must maintain records of employee training.

e. Food Preparation:

(1) General:

(a) Food must be prepared as near to serving time as possible. High-risk foods such as locally prepared sauces, salad dressings, ham salads, chicken salads, cream fillings, cream sauces, custards and hash must never be prepared more than three hours before serving and kept below 4°C. These foods shall not be served in box lunches or held over for another meal.

(b) All water used in food service facilities is to be from approved potable sources. If such water is not available, then facilities must use bottled water from approved sources for drinking purposes. Food service facilities may use other available water under medical supervision with sufficient heat treatment from boiling.

(c) Raw and prepared food to be served without further heat treatment is to be kept apart at all times.

(d) Fruits and vegetables must be washed thoroughly.

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- (e) Food shall be handled as little as possible.
 - (f) Temperature sensitive food must be kept as cold as possible during preparation and returned to temperature control when appropriate.
 - (g) Food that is to be thawed is to be kept separate from other food, thawed in suitable areas, and completely thawed before use. Food must not be thawed at room temperature and not in water. It shall be thawed at a temperature between 2°-3°C (36°-38°F), and shall not exceed 7°C (45°F). Food that is defrosting must be protected from contamination (i.e. be covered) during the defrosting process. Residual liquids that are a result of thawing poultry shall be carefully managed so as not to contaminate other food preparation surfaces. Salmonella poisoning is of the utmost importance when dealing with poultry.
 - (h) Worktables must be kept clean and tidy. Where possible one surface shall be used for one purpose only and washed, sanitized, and dried between each task.
 - (i) Work surfaces and cutting boards shall be made of a material that can be disinfected between uses, such as metal or plastic. Wood shall not be used, as it cannot be properly disinfected. Cutting surfaces shall not be used after they are heavily gouged. The gouges can either be removed by smoothing the surface, or the item shall be replaced.
 - (j) Separate tools, utensils and cutting boards for preparing raw and high-risk food. Colour-coding shall be used where practical.
 - (k) Paper towels shall be used as wiping cloths. Where cloth materials are used, they must be clean, discarded or sterilized at the end of the day and where practicable colour-coded between raw and prepared food areas.
- (2) Cooking:
- (a) Ensure food is thoroughly cooked to core temperature of 75°C (167°F).
 - (b) Ensure cooked food is not contaminated after cooking such as a result of adding spices.
 - (c) Only food that is to be consumed on the same day is to be kept in the kitchen.
 - (d) Measures shall be taken to protect food from flies by using suitable coverings. Electric flytraps are not to be used in food preparation areas.
- (3) Service:

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(a) Hot food, which is cooked for immediate consumption will be kept above 65°C (149°F) while on the distribution line. Such food cooked or partly cooked for later use shall be quickly cooled and always stored in a refrigerator at a temperature of 4°C (40°F) or lower. Any food that is re-heated must reach a core temperature of at least 75°C (167°F).

(b) Foods that are served cold shall be held at a temperature below 4°C (40°F). Ensure that temperature sensitive food never returns to the refrigerator if the cooling chain was interrupted for example in an un-cooled service line - that leftover food must be thrown away. If the cooling chain was not interrupted, the food can be served at a later meal but it must be kept below 4°C and used within 24 hours.

(c) Food shall not be left uncovered prior to serving. This includes trays of cheeses, fruits, salads, vegetables and breads. They shall be kept in a covered container, or covered with a plastic wrap until it is time to serve them.

(d) Ensure that containers in which prepared food is placed are in a clean and sanitized condition.

(e) Leftover food that can be served at a later meal must be refrigerated promptly and used within 24 hours. The container must be labelled with the time and date the food was prepared, and the container must be closed. No food that has been displayed in the steam line/service line, except for unpeeled fruit and originally packaged items, can be kept as leftovers.

(f) Cooked leftovers must be reheated to a core temperature of 75°C (167°F) before serving. Left over food, such as macaroni or casserole, will not be saved under any conditions, since a sufficiently high temperature does not penetrate to the center of them evenly though they are heated for several hours in an oven set at high temperature.

(g) When only a portion of a large can of perishable food, such as peaches, is required, the unused portion shall be stored in a clean, sanitized easily closed container. The container shall be labelled with the time and date it was stored.

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(5) Cleaning:

(a) Sinks used for the washing of poultry, fish, fruits and vegetables and for other forms of food preparation shall not be used for hand washing or the cleaning of cooking equipment, containers or kitchen utensils. If this is unavoidable, the sinks must be cleaned and sanitized between uses.

(b) Kitchen utensils, sinks, cooking equipment and all food preparation surfaces are to be thoroughly cleaned and sanitized after each use and air-dried. When air-drying is not possible these items shall be dried with paper towels if necessary after each use. Utensils used for preparation of high risk raw materials like poultry, eggs and strong minced meat must be thoroughly cleaned and disinfected and also dried with paper towels after each use if air-drying is not possible.

(c) All dishwashing machines will be properly maintained and operated in accordance with manufacturers' recommendations. These machines will operate at a temperature of 82°C. Thermometers shall be provided for single tank machines on wash and rinse cycles and for double tank machines on wash, rinse, and final curtain rinse cycles. Defective thermometers will be repaired or replaced immediately.

(d) Ensure that suitable cleaning/sanitizing materials and chemicals suitable for food preparation areas are available for use, and utilized to prevent product contamination. To ensure that employees never mistake chemical products for a food item, chemicals and disinfecting products must be stored separately from food products. All chemicals must be labelled in English and local language. These labels must indicate contents, purpose, directions of use, and warnings. Cleaning products shall not be stored next to food or where there is any possibility of contaminating food.

(e) Ensure that cleaning equipment is kept in a clean condition.

(f) Ensure that adequate protective clothing is available for staff when carrying out cleaning tasks.

(g) Ensure that all food contact surfaces and all other areas are maintained in a clean condition.

(h) If dishwashing machines are not available, dishwashing will be done in heated water containing soap or detergent; they will be rinsed to remove the detergent; and finally they will be immersed for at least 30 seconds in a chlorine solution of approximately 250mg/l. The solution will be freshly made for each period and will not be re-used.

(i) A comprehensive cleaning schedule will be maintained. A complete cleaning and disinfecting of the facilities and equipment such as refrigerators and coolers must be conducted on a routine cleaning/sanitizing schedule.

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(j) Refrigerators and freezers shall be operated in accordance with the manufacturer's instructions. Attention is to be paid to the internal cleaning, periodic defrosting and correct storage of food held in these appliances.

(k) No waste food or refuse shall be deposited or allowed to accumulate within any food preparation/storage room. Any spillage of liquids or solids shall be cleaned immediately.

(l) The floors of all kitchen annexes, food stores and ancillary areas are to be kept clean and dry. Any evidence of rodent or insect infestation is to be reported to the unit hygiene officer.

(6) Waste Disposal:

(a) Food waste and other refuse must not be allowed to accumulate in food preparation/storage rooms except so far as is unavoidable for the proper functioning of the business. All waste shall be removed from the kitchen, preparation and serving areas by a route that avoids contact with the kitchen or preparation areas (pure areas).

(b) Waste shall not be stored close to the kitchen. The waste tends to attract rodents and other pests.

(c) Waste shall be stored in containers that can be kept securely closed, and are animal proof. Containers must be easy to clean and disinfect and using foot pedal covers would be highly recommended.

(d) Adequate provision must be made for the removal and storage of food waste and other refuse. Refuse stores must be designed and managed in such a way as to enable them to be kept clean and to protect access by pest, animals, insects, and unauthorized personnel and against contamination of food, drinking water, equipment or premises. The waste storage area shall be well maintained. No trash shall be scattered on the ground. Preferably the area shall be enclosed in a way that keeps out of the area.

(7) Pest Control:

(a) A contractor or a qualified and trained person from the unit shall be responsible to control pests based on a pest management/monitoring program customarily designed for each facility.

(b) Premises must be maintained in a pest proof condition, so pests cannot gain access; this includes screens on the windows and doors. All animals must be prohibited from entering any food service facility. Food service staff must not feed, befriend or handle animals at any food premise and surrounding.

(c) Refuse must be removed as quickly as possible. It must not be left overnight and must be stored in a manner to prevent attraction of pests. Garbage can lids must be kept closed when not in use to prevent

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the attraction of birds. Animals must not be allowed to remain around refuse collection points.

5. Management Controls

a. All locations shall receive a formal Veterinary and Preventive Medicine advisory visit and inspection by their own Veterinary and Preventive Medicine Staff at regular intervals. Monthly or bimonthly inspections shall be adequate. In the event Veterinary and Preventive Medicine personnel are not available, the unit will request support from their MNBG HQ Staffs. In the event the MNBG does not have available staff, the request for support will be passed through Joint Medical Branch (JMED) Chief to the Pan-Balkan Force Health Protection Team at HQ JFC Naples.

b. Catering facilities shall retain samples of all foodstuffs served at meal times for a period of not less than 48 hrs. This is to enable a sample of food to be available in the event of a suspected food borne disease outbreak. Samples shall be of 100 ml / 200 grams and retained under refrigeration. The samples shall be placed in clean, disinfected containers. Disinfecting shall be achieved by an approved disinfecting solution, e.g. dilute hypochlorite solution (or similar) followed by rinsing in clean running water or by heat disinfection in the dishwashing machine (above 820C). Preferable clean one-time use plastic boxes with lid should be used. At the end of 48 hrs the samples shall be suitably disposed off.

c. The inspection teams may take random samples and suspicious samples for analysis (e.g. in cases of food poisoning). Reimbursement for the value of the samples may be granted in special cases of hardship according to national regulations, and for HQ KFOR facilities it is funded by the HQ KFOR Budget.

d. The required analyses are the responsibility of the TCNs. In the event laboratory capacity is not available, KFOR HQ Preventive Medical Laboratory may be asked to do or to coordinate the analyses. Shall expenses arise they must be borne by the TCNs.

APPENDICES:

1. DECLARATION (English)
2. DECLARATION (Albanian)
3. DECLARATION (Serbian)
4. MEDICAL FITNESS QUESTIONNAIRE (English)
5. MEDICAL FITNESS QUESTIONNAIRE (Albanian)
6. MEDICAL FITNESS QUESTIONNAIRE (Serbian)
7. MEDICAL FITNESS DEPARTMENT RECORD (English)
8. MEDICAL FITNESS DEPARTMENT RECORD (Albanian)
9. MEDICAL FITNESS DEPARTMENT RECORD (Serbian)
10. NATO FOOD OPERATION INSPECTION REPORT

DECLARATION (English)

First and Last
Name: _____

Date of Birth: _____

Address: _____

(Capital Letters, please print)

I declare that I have not been ill with typhoid, paratyphoid, dysentery, or other illnesses such as diphtheria, scarlet fever, jaundice, or tuberculosis of the respiratory organs within the last six months. I do not have information that I had personal contact with known source of the typhoid, paratyphoid, dysentery or other transmissible diseases of the intestines or scarlet fever, diphtheria, jaundice or tuberculosis of the respiratory organs.

If I develop any symptoms of any of these diseases, I will immediately report them to the kitchen manager.

I understand that hiding one of the diseases mentioned above could cause serious health problems and danger for the people I serve.

I am fully aware, that if I fail to report symptoms it could be reason for my dismissal from service. If I become ill for other reasons I will report this to the doctor and I will ask him if I am permitted to work in the kitchen. I will ask him to prepare a document stating that I can work in a kitchen. I will give this document to the kitchen manager.

I am prepared to undergo a medical examination every six months at the expense of the employer, and more often if extraordinary conditions occur, at the discretion of the employer.

Signature

Date

DECLARATË (Albanian)

Emri e mbiemri: _____

Data e lindjes: _____

Adresa: _____

(me shkronja të mëdha të shtypit)

Deklaroj se nuk kam qenë i sëmurë nga tifoja, paratifoidet, dizenteria apo ndonjë sëmundje tjetër sikurse difteria, fruthi i keq, verdhëza ose tuberkulozi gjatë gjashtë muajve të fundit. Nuk jam në dijeni që kam pasur kontakt personal me ndonjë burim të tifos, paratifos, dizenterisë apo sëmundjeve të tjera ngjitëse të zorrëve apo të fruthit të keq, difterisë, verdhëzes apo tuberkulozit.

Nëse vërej simptoma të këtyre sëmundjeve, unë menjëherë do ta njoftojë përgjegjësin e kuzhinës.

Jam i vetëdijshëm që fshehja e ndonjëres nga këto sëmundje të përmendura më lart mund të shkaktojë problem serioze shëndetësore dhe rrezik për njëriëz që unë ju shërbej.

Jam plotësisht i vetëdijshëm që nëse nuk i lamjmërojmë simptomat e tilla, kjo do të jetë arsye për largim nga detyra. Nëse sëmurem për arsye tjera, do të njoftojë mjekun dhe kërkojmë nga ai, nëse më lejohet të punojmë në kuzhinë. Do të kërkojmë nga ai një document ku vërtetohet se unë mund të punojmë në kuzhinë. Këtë document do t'ia jap përgjegjësit të kuzhinës.

Jam i gatshëm t'i nënshtrohem çfarëdo kontrolli mjekësor cdo gjashtë muaj me shpenzime të punëdhënësit, madje edhe më shpesh në raste të jashtëzakonshme, t cilat ruhen në diskrecion nga punëdhënësi.

Nëshkrimi_____
Data

IZJAVA (Serbian)

Ime i prezime: _____

Datum rođenja: _____

Adresa: _____

(štampanim velikim slovima)

Izjavljujem da nisam bolovao/la od tifusa, paratifusa, dizenterije ili od drugih bolesti poput difterije, šarlaha, žutice, difterije ili tuberkuloze disajnih organa u poslednjih šest meseci. Nemam informacija da sam bio/la u dodiru sa znanim izvorima tifusa, paratifusa, dizenterije ili drugih prenosivih bolesti creva ili šarlaha, difterije, žutice ili tuberkuloze disajnih organa.

Ukoliko razvijem neke od simptoma ovih bolesti, odmah ću iste prijaviti upravniku kuhinje.

Razumem da skrivanje bolovanja od jedne od gore navedenih bolesti može izazvati ozbiljne zdravstvene probleme i opasnost po ljude koje uslužujem.

Potpuno sam svestan/na da ukoliko ne prijavim simptome bolesti to može biti razlog za moje otpuštanje. Ukoliko se razbolim iz drugih razloga, prijaviću bolest svom lekaru i tražiti njegovo/no odobrenje za rad u kuhinji. Zatražiću da lekar pripremi dokument u kojem potvrđuje da mogu raditi u kuhinji. Ovaj dokument ću predati upravniku kuhinje.

Spreman/na sam da se podvrgnem zdravstvenom pregledu, o trošku poslodavca, svakih šest meseci ili češće, ukoliko dođe do vanrednih okolnosti, po odluci poslodavca.

potpis_____
datum

MEDICAL FITNESS QUESTIONNAIRE (English)

1. First Name, Last Name: Unit:
2. Employee Position:
(Name of the Institution which is providing catering)
3. Are you suffering or have you had any kind of the following in the last 3 years:
- | | |
|--|-------|
| a. Dizziness/unconsciousness/memory loss | Y / N |
| b. Mental Disorders | Y / N |
| c. Inner Ear Inflammation/Ear secretion | Y / N |
| d. Eye infection | Y / N |
| e. Repeated Lung issues with cough | Y / N |
| f. Constant throat inflammation | Y / N |
| g. Constant mouth inflammation | Y / N |
| h. Skin issues (for example abscess) | Y / N |
| i. Diabetes | Y / N |
| j. Constant stomach/digestive track issues | Y / N |
| k. Hepatitis | Y / N |
| l. Diarrhea | Y / N |
| m. Do you suffer with any kind of disability which could affect: | |
| (1) Standing | Y / N |
| (2) Walking | Y / N |
| (3) Climbing stairs | Y / N |
| (4) Lifting | Y / N |
| (5) Using your arms and hands | Y / N |
4. Have you ever suffered an injury or had a surgery with general anaesthesia? Y / N
- If you answered with yes, please let us know with some details:
5. Have you ever been out of work longer than 5 consecutive days due to health issues? Y / N
- If you answered with yes, please let us know with some details:
6. Are you currently being treated with therapy or taking prescribed medications that are prescribed by your primary health provider? Y / N
- If you answered with yes, please let us know with some details:
7. Has someone of your family suffered in the last month of diarrhea symptoms? Y / N
- If you answered with yes, please let us know with some details:

Signature: Signature:
(Potential Employee) (Medical Provider)

Last Name, First Name: Rank: Date:
(IN CAPITAL LETTERS)

PYETËSOR PËR GJENDJEN SHËNDETËSORE (Albanian)

1. Mbiemri, Emri: Njësia:
2. Për punësim në:
(emri i institucionit që ofron shërbime të ushqimit)
3. A keni vuajtur gjatë tri viteve të kaluara, apo ende vuani nga:
- | | |
|--|-------|
| a. Marramendje/alivancosje/errësim | Y / N |
| b. Çrregullime mendore | Y / N |
| c. Infeksion të veshit apo rrjedhje nga veshi | Y / N |
| d. Infeksion të syve | Y / N |
| e. Probleme periodike në gjoks me kollë të vazhdueshme | Y / N |
| f. Infiamacion të vazhdueshëm të fytit | Y / N |
| g. Infeksion të vazhdueshëm të gojës | Y / N |
| h. Probleme të lëkurës (p.sh. puçërëra) | Y / N |
| i. Diabet | Y / N |
| j. Probleme të vazhdueshme të stomakut apo zorrëve | Y / N |
| k. Verdhëz | Y / N |
| l. Diare (barkëqitje) | Y / N |
| m. A vuani nga ndonjë paafësi që do të ndikonte në: | |
| (1) Qëndrim në këmbë | Y / N |
| (2) Ecje | Y / N |
| (3) Ngjije shkallëve | Y / N |
| (4) Ngjitje | Y / N |
| (5) Përdorim të duarëve dhe shuplakave | Y / N |
4. A keni pësuar ndonjë lëndim serioz dhe/apo jeni operuar me anestezion të përgjithshëm?
Y / N
- Nëse po, luteni të jepni detajet:
5. Gjatë dy viteve të kaluara a keni munguar nga puna për arsye shëndetësore për më shumë se pesë ditë me radhë?
Y / N
- Nëse po, luteni të jepni detajet:
6. A jeni tani nën trajtim mjekësor apo merrni barna të përshkruara nga mjeku?
Y / N
- Nëse po, luteni të sqaroni çka merrni:
7. A ka pasë ndonjë anëtarë i familjes tuaj diare gjatë muajt të kaluar?
Y / N
- Nëse po, luteni të jepni detajet:

Nënshkrimi:
(Punjësi i Mundëshëm)

Nënshkrimi:
(Hetuesi Mjekësor)

Emri: (ME TË SHTYPIT) Grada: Data:

UPITNIK O ZDRAVSTVENOM STANJU (Serbian)

1. Ime, Prezime: Jedinica:
2. Zaposlenje sa:
(naziv institucije koja pruža usluge kateringa)
3. Da li patite ili ste, u proteklih tri godine, patili od:
- | | |
|---|-------|
| a. Vrtoglavice/onesvešćivanja/gubitka pamćenja | D / N |
| b. Mentalnih poremećaja | D / N |
| c. Upala uha ili curenja iz uha | D / N |
| d. Infekcija oka | D / N |
| e. Rekurentnih problema sa plućima uz stalan kašalj | D / N |
| f. Stalnih upala grla | D / N |
| g. Stalnih upala usne duplje | D / N |
| h. Kožnih problema (npr. čireva) | D / N |
| i. Dijabetesa | D / N |
| j. Stalnih stomaknih ili crevnih problema | D / N |
| k. Žutice | D / N |
| l. Dijareje | D / N |
- m. Da li patite od invaliditeta koji bi uticao na:
- | | |
|----------------------------|-------|
| (1) Stajanje | D / N |
| (2) Hodanje | D / N |
| (3) Penjanje uz stepenice | D / N |
| (4) Podizanje | D / N |
| (5) Upotrebu ruku ili šaka | D / N |
4. Da li ste ikada zadobili ozbiljnu povredu i/ili ste operisani pod opštom anestezijom?
D / N
- Ukoliko ste odgovorili sa Da, molimo vas navedite detalje:
5. Da li ste u proteklih dve godine odsustvovali sa posla duže od pet uzastopnih dana iz zdravstvenih razloga?
D / N
- Ukoliko ste odgovorili sa Da, molimo vas navedite detalje:
6. Da li ste trenutno pod bilo kojom terapijom ili uzimate bilo koje lekove koje vam je prepisao vaš lekar?
D / N
- Ukoliko ste odgovorili sa Da, molimo vas navedite detalje:
7. Da li je neki od članova vaše porodice patio od dijareje u proteklih mesec dana?
D / N
- Ukoliko ste odgovorili sa Da, molimo vas navedite detalje:

Potpis:
(Potencijalni Zaposleni)

Potpis:
(Zdravstveni Ispitivač)

Ime: (ŠAMPANIM SLOVIMA) Čin: Datum:

APPENDIX 7 TO
ANNEX D TO
KFOR SOP 4099
DATED 08 DEC 2023

(Year)

[illegible]

APPENDIX 8 TO
ANNEX D TO
KFOR SOP 4099
DATED 08 DEC 2023

(Viti)

[illegible]

INTERNAL CATERING AUDIT REPORT (HACCP)

LOCATION: _____ DATE: _____

ITEM	√	x	COMMENTS	ACTION	COMPLETE
RAW MATERIALS					
Food and raw materials to be purchased from authorised food contractor or supplier approved by Prev Med / Veterinarian					
All deliveries to be inspected to ensure that they are acceptable.					
In respect of temperature sensitive deliveries the temperature is to be taken and recorded					
Rejected, damaged, unfit or contaminated goods on delivery to be segregated and clearly labeled.					
After checking, goods to be labelled with date received and immediately placed in appropriate storage.					
STORAGE					
Stock to be arranged on a first in, first out basis.					
Foods to be stored in clean containers, ensuring containers have not previously been used for contaminants like cleaning agents.					

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Containers are to be kept off the floor.					
Temperature sensitive foods to be kept under temperature control and temperature checked at least twice per day.					
PREPARATION					
Raw and prepared food to be served without further heat treatment to be kept apart at all times.					
Foods to be thawed to be kept separate from other food thawed in suitable areas and completely thawed before use.					
Minimum handling of food as possible.					
Designated hand wash stations with soap and paper towels must be available. Staff will wash hands frequently particularly after eating, drinking, smoking, using the bathroom, handling money, handling raw products.					
Ensure temperature sensitive foods are kept as cool as possible during preparation and returned to temperature control when appropriate.					

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Worktables must be kept clean and tidy. Where possible one surface shall be used for one purpose only and washed, sanitized and dried between each task.					
Separate tools and utensils for preparing raw and high-risk foods shall be used. Color coding shall be achieved where practicable.					
Paper towels shall preferably be used as wiping cloths. Where material cloths are used they must be clean, discarded or sterilised at the end of the day and where practicable colour coded between raw and prepared food areas.					
COOKING					
Ensure food is thoroughly cooked to core temperature of 75°C					
Ensure cooked foods are not contaminated after cooking.					
Ensure foods to be cooled are cooled to 4°C and refrigerated within 90 minutes.					
Ensure when re-heating foods that they are thoroughly heated to a core temperature of 75°C.					

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SERVICE					
Ensure foods served cold before service are held at a temperature below 4°C					
Ensure that foods held for service are not contaminated.					
Ensure that containers in which prepared foods are placed are clean and in a sanitized condition.					
CLEANING					
Ensure that a comprehensive cleaning schedule is maintained.					
Ensure that suitable cleaning materials and chemicals are available for use, suitably stored and utilised to prevent product contamination.					
Ensure that cleaning equipment is kept in a clean condition.					
Ensure that adequate protective clothing is available for staff when carrying out cleaning tasks.					
Ensure that all food contact surfaces are maintained in a clean condition.					
Ensure that all other areas are maintained in a clean condition.					

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PERSONNEL				
Food handlers, prior to employment, have undergone pre-employment health screening. Documented.				
Food handlers have undergone a health review after sickness. Documented.				
Food handlers to be provided with and wear clean protective clothing that completely covers their ordinary clothing and prevents contamination of food.				
Adequate first aid facilities shall be readily available including the provision of colored waterproof plasters.				
All food handlers will not eat/drink or use tobacco whilst handling or preparing food.				
Ensure staff does not wear jewelry, nail varnish or any other potential contaminants of food.				
Food handlers to ensure that at all times their hands are scrupulously clean and their fingernails kept short.				

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Ensure that all food handlers are adequately trained comparable to the tasks they undertake.					
Ensure staff facilities are adequate and kept clean.					
PEST CONTROL					
Ensure contractor controls pests or unit trained personnel.					
Premises to be maintained in a pest proof condition, so that pests cannot gain entry.					
Ensure that all refuse is removed from the kitchen as quickly as possible, is never left overnight and is stored prior to disposal in a manner to prevent attraction of pests.					
If electric flying insect killers are available they shall be placed in suitable locations away from food preparation.					
MANAGEMENT CONTROLS					
Ensure the premises and equipment are maintained in a good state of repair, especially surfaces and equipment that come into contact with food.					

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Ensure that temperature controlled areas, rooms and equipment are maintained in a good working order, including temperature indicators.					
Ensure that all probe thermometers and other temperature measuring devices are calibrated and recorded at least every 3 months.					
Ensure that all visitors, maintenance workers, etc observe hygiene practices.					

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Further Remarks

[illegible]

Date: _____ Name: _____ Signature: _____

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BACTERIOLOGICAL AND CHEMICAL STANDARDS FOR POTABLE WATER**1. General**

- a. Water supplies are only to be used once approved by the HQ KFOR JMED Veterinarian or Preventive Medicine Officer/NCO.
- b. There is a requirement for the water supply to the areas accommodating the NATO Forces to have water samples taken regularly to ensure safety. This will be performed by Preventive Medicine/ Veterinary staff members.
- c. The standards laid down are based on the World Health Organization and NATO STANAG 2136 standards for potable water supplies.
- d. Samples ideally should be collected from:
 - (1) Living accommodation
 - (2) Catering facilities
 - (3) Sanitary areas
- e. Samples are to be collected by competent personnel such as Environmental Health technicians, Veterinarians, or Host Civil or Military authorities.
- f. Copies of results should be notified to COC/OC.

2. Bacteriological Standards

Ser	Parameters	Units of Measurement	Maximum Concentration or value
1	Total Coliforms	number/100ml	NII
2	Fecal Coliforms	number/100ml	NII
3	Fecal Streptococci	number/100ml	NII
4	Sulphite-reducing clostridia	number/20ml	:S1
5	Colony count	number at 22°C for 3 days number at 37°C for 24 hrs	No significant increase over that normally observed.

3. Chemical Standards

Ser	Parameters	Units of measurement	Concentration or Value (maximum unless otherwise stated)
1	Color	mg/l Pt/Co scale	20
2	Turbidity (including suspended solids)	Formazin turbidity units	4
3	Odour (including hydrogen sulphide)	Dilution number	3 at 25°C
4	Taste	Dilution number	3 at 25°C
5	Temperature	°C	25
6	Hydrogen ion	pH value	9.5 to 5.5 (minimum)
7	Sulphate	mg SO ₄ /l	250
8	Magnesium	mg Mg/l	50
9	Sodium	mg Na/l	150
10	Potassium	mg K/l	12
11	Dry residues	mg/l	1500 (after drying at 180°C)
12	Nitrate	mg NO ₃ /l	50
13	Nitrite	mg NO ₂ /l	0.1
14	Ammonium (ammonia and ammonium ions)	mg NH ₄ /l	0.5
15	Kjeldahl nitrogen	mg N/l	1
16	Oxidisation (permanganate value)	mg O ₂ /l	5
17	Total organic carbon	mg C/l	No significant increase over that normally observed

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Ser	Parameters	Units of measurement	Concentration or Value (maximum unless otherwise stated)
18	Dissolved or emulsified hydrocarbons (after extraction with petroleum ether); mineral oils	µg/l	10
19	Phenols	µg C5H5QH/l	0.5
20	Surfactants	µg/l (as lauryl sulphate)	200
21	Aluminium	µg Al/l	200
22	Iron	µg Fe/l	200
23	Manganese	µg Mn/l	50
24	Copper	µg Cu/l	3000
25	Zinc	lg Zn/l	5000
26	Phosphorus	lg P/l	2200
27	Fluoride	µg F/l	1500
28	Silver	µg Ag/l	10* If silver is used in a water treatment process, 80 may be substituted for 10.
29	Arsenic	µg As/l	50
30	Cadmium	µg Cd/l	5
31	Cyanide	µg CN/l	50
32	Chromium	tg Cr/l	50
33	Mercury	µg Hg/l	1
34	Nickel	µg Ni/l	50
35	Lead	µg Pb/l	50
36	Antimony	µg Sb/l	10

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Ser	Parameters	Units of measurement	Concentration or Value (maximum unless otherwise stated)
37	Selenium	µg Se/l	10
38	Pesticides and related products:		
	Individual substances	µg/l	0.1
	Total substances	µg/l	0.5
39	Polycyclic aromatic hydrocarbons	µg/l	0.2

MICROBIOLOGICAL GUIDELINES FOR FOOD**1. General:**

- a. ANNEX G specifies microbiological maximum limits for nominated foods or classes of foods, based on FAO/WHO standards. These guideline criteria act as an identification point for unacceptable levels of microbial contamination in foods.
- b. Foods listed in the guideline shall meet the following microbiological limits at any stage of their manufacture or sale. When these levels are exceeded it generally indicates a failure in the food production process or hygiene procedures. It means that action (food inspection in the kitchen, check of food preparing procedures, check of personal hygiene, selection of adequate starting products, etc.) shall be taken to identify and remedy the problem.
- c. Reliance on these microbiological guideline criteria alone does not assure safe food production and handling procedures.

2. Microbiological limits for food:

Alert means consumption of food containing this amount of bacteria can produce health damage.

a. Raw, dry farinaceous products (noodles, etc.):

Salmonella	not detectable in 25 g	
Staph. aureus	< 10 ⁴ /g	alert 10 ⁵ /g
Bae. aureus	< 10 ⁴ /g	alert 10 ⁵ /g
Clostr. perfringens	< 10 ⁴ /g	alert 10 ⁵ /g
E.coli	< 10 ³ /g	
Enterococcus	< 10 ⁴ /g	
Mould fungus	< 10 ⁴ /g	alert 10 ⁵ /g

b. Spices:

Salmonella	not detectable in 25 g	
Staph. aureus	< 10 ² /g	alert 10 ³ /g
Bae. cereus	< 10 ⁴ /g	alert 10 ⁵ /g
E. coli	< 10 ⁴ /g	
Sulfit-reducing clostridia	< 10 ⁴ /g	alert 10 ⁵ /g
Mould fungus	< 10 ⁵ /g	alert 10 ⁶ /g

c. Instant products:

Total count (mesophile)	< 10 ⁵ /g	
Salmonella	not detectable in 25 g	
Staph. aureus	< 10 ² /g	alert 10 ³ /g

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	Bae. cereus	< 1Q4/g	alert 10 ⁵ /g
	E.coli	< 10 ² /g	alert 10 ³ /g
	Sulfit-reducing clostridia	< 1Q4/g	alert 10 ⁵ /g
	Mould fungus	< 1Q4/g	alert 10 ⁵ /g
d.	Dry sauces, gravy, dry soups, dry hot pot (before cooking):		
	Total count (mesophile)	< 10 ⁷ /g	
	Salmonella	not detectable in 25 g	
	Staph. aureus	< 1Q2/g	alert 10 ³ /g
	Bae. cereus	< 1Q4/g	alert 10 ⁵ /g
	E.coli	< 10 ³ /g	alert 10 ⁴ /g
	Sulfit-reducing clostridia	< 1Q4/g	alert 10 ⁵ /g
	Mould fungus	< 1Q4/g	alert 10 ⁵ /g
e.	Raw or partially precooked Meals (before heating):		
	Salmonella	not detectable in 25 g	
	Staph. aureus	< 10 ² /g	alert 10 ³ /g
	Bae. cereus	< 10 ³ /g	alert 10 ⁴ /g
	E.coli	< 1Q3/g	alert 10 ⁴ /g
f.	Meals ready to eat (MRE), before heating:		
	Total count (mesophile)	< 1Q6/g	
	Salmonella	not detectable in 25 g	
	Staph. aureus	< 10 ² /g	alert 10 ³ /g
	Bae. cereus	< 10 ³ /g	alert 10 ⁴ /g
	E.coli	< 10 ² /g	alert 10 ³ /g
	Coliformes	< 10 ³ /g	alert 10 ⁴ /g
	Sulfit-reducing clostridia	< 1Q3/g	alert 10 ⁴ /g
g.	Pastry:		
	Total count (mesophile)	< 1Q6/g	
	Salmonella	not detectable in 25 g	
	Staph. aureus	< 1Q2/g	alert 10 ³ /g
	Bae. cereus	< 10 ³ /g	alert 10 ⁴ /g
	E.coli	< 1Q2/g	alert 10 ³ /g
	Coliformes	< 1Q3/g	alert 10 ⁴ /g
	Sulfit-reducing clostridia	< 10 ⁴ /g	alert 10 ⁵ /g
	Mould fungus	< 10 ³ /g	alert 10 ⁴ /g
	Yeast	< 1Q4/g	
h.	Delicacy Salads:		

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	Total count (mesophile)	< 1Q6/g	
	Salmonella	not detectable in 25 g	
	Lactobacillae	< 1Q6/g	
	Staph. aureus	< 1Q2/g	alert 10 ³ /g
	Bae. cereus	< 10 ³ /g	alert 10 ⁴ /g
	E.coli	< 10 ² /g	alert 10 ³ /g
	Coliforms	< 1Q4/g	alert 10 ⁴ /g
	Sulfit-reducing clostridia	< 1Q3/g	alert 10 ⁴ /g
	Mould fungus	< 1Q3/g	
	Yeast	< 10 ⁴ /g	
i.	Salad in salad bars:		
	Total count (mesophile)	< 1Q4/g	
	Salmonella	not detectable in 25 g	
	Staph. aureus	< 10 ² /g	alert 10 ³ /g
	E.coli	< 1Q2/g	
j.	Served meals:		
	Total count (mesophile)	< 1Q6/g	
	Salmonella	not detectable in 25 g	
	Staph. aureus	10 ² /g	alert 10 ³ /g
	Bae. cereus	< 10 ³ /g	alert 10 ⁴ /g
	E.coli	< 10 ² /g	alert 10 ³ /g
	Sulfit-reducing clostridia	< 1Q3/g	alert 10 ⁴ /g
k.	Beverages from dispenser (alcohol free):		
	Total count (mesophile)	< 1Q3/g	
	Salmonella	not detectable in 25 g	
	E. coli	not detectable in 1 ml	
	Yeast	< 1Q3/g	
	Mold fungus	< 1Q3/g	
	Lactobacillae	< 1Q3/g	
l.	Mayonnaise, Saladsauce, Dressings:		
	Total count (mesophile)	< 1Q6/g	
	Salmonella	not detectable in 25 g	
	Lactobacillae	< 1Q6/g	
	Staph. aureus	< 1Q2/g	alert 10 ³ /g
	Bae. cereus	< 1Q3/g	alert 10 ⁴ /g
	E.coli	< 10 ² /g	alert 10 ³ /g

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Coliformes	< 1Q4/g	alert 10 ⁵ /g
Sulfit-reducing clostridia	< 1Q3/g	alert 10 ⁴ /g
Mould fungus	< 1Q3/g	
Yeast	< 1Q4/g	

For *Listeria* there is a recommendation that the alert count is 10³/g or /ml, respectively.

INVESTIGATION AND CONTROL OF A FOODBORNE/DISEASE OUTBREAK**1. Introductory Notes**

- a. The timely notification and investigation of outbreaks of foodborne diseases, especially gastro-intestinal diseases (GI) is essential to prevent further spread and to identify the cause which may otherwise pose a continuing health threat.
- b. An "outbreak of disease" is defined as two or more cases, suspected or identified as having the same source of infection.

2. Notification

Successful investigation of possible outbreaks and control is largely dependent on Medical Officers (MO) identifying individual cases, and reporting them to their respective Medical Director (MED DIR). Notification is the responsibility of the MO who made the diagnosis. MED DIR must notify JMED MEDAD.

3. Investigation and Management of Outbreaks

- a. The MED DIR receives initial notification by phone followed by a preliminary report outlining the investigation and possible cause. MEDAD / JMED must be informed immediately by the MED DIR.
- b. In the event of GI outbreak the responsibility for collecting initial data lies with the primary health care medical staff. They shall complete and dispatch the attached standardized questionnaire (APPENDIX 1). This questionnaire is intended for use as a template for investigating foodborne disease. Format of questionnaire may require modification depending on outbreak circumstances. Aspects that can be customized:
 - (1) If you suspect a food item that does not appear in this questionnaire, add questions about this food.
 - (2) If a pathogen has been identified, consider adding or altering clinical questions and specifying the incubation period accordingly.
 - (3) Decide how to code onset times of symptoms when patients give nonspecific responses such as "morning" or "am".
- c. The responsibility for the preliminary report rests with the MO and will be submitted to the MED DIR within 48 hours after the outbreak identification. The report must state:

- (1) Number of cases.
- (2) If cases are military/civilian and if any are food handlers.

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- (3) Signs and symptoms.
- (4) Possible diagnosis.
- (5) Standard of catering hygiene and practice (past reports).
- (6) Quality of water supply (if possible).
- (7) Actions taken to safeguard public health.
- (8) Authorities notified.

d. The respective MED DIR will task Preventive Medicine, Environmental Health, and / or Veterinary personnel within his area of responsibility. If there is none available, MEDAD / JMED will be asked for assistance.

e. Preventive Medicine, Environmental Health, and / or Veterinary personnel are to take over, once they arrive at the scene.

f. If necessary, the JMED office may request a meeting to be convened and presided by the Chief of Staff or COM KFOR Office inviting various key stakeholders and subject matter experts that KFOR leadership can task to assist in outbreak mitigation efforts. Attendees may include representatives from (but not limited to) the following: KFOR Command Sergeant Major, JMED (MEDAD/PrevMed), LEGAD, JOC Director, HSG Commander, HSG QAE Environmental Offices, MWA Principal Administrator, Catering Officer, S4 Officer, Security (Gate Guard Commander/MP Commander), J8 Branch Chief, J1 Civilian Personnel and PAO.

g. It is the responsibility of the Med Dir to declare the outbreak terminated, when no new cases have been reported after twice the length of the agent's incubation period has passed since the last case.

h. Once the outbreak is terminated, Preventive Medicine, Environmental Health, and / or Veterinary personnel are to prepare the final report and submit it to the respective MED DIR for distribution.

APPENDICES:

1. STANDARD FOODBORNE DISEASE OUTBREAK CASE QUESTIONNAIRE

STANDARD FOODBORNE DISEASE OUTBREAK CASE QUESTIONNAIRE

Interviewer name: _____

Date of interview: __/__/__

Case No: __

1. Individual Details

Pt. Name: _____ DOB: ____/____/____

Address: _____
(Unit/Coop/Location)2. Details of Illnessa. Which did you experience first: ☐ vomit ☐ diarrhea

Date of onset of vomit or diarrhea (whichever occurred first): ____/____/____

(Onset time: Circle closest hour. For onset times after midnight, double-check the onset day/date!)

Are you still experiencing vomit or diarrhea? ☐ Y ☐ N

Date of last day of illness with vomit or diarrhea: ____/____/____

Time of last episode of vomit or diarrhea: ____:____ AM / PM

(Read questions exactly as written below. Circle DK for "don't know, can't remember, not sure" etc.)

b. Did you have:

Nausea ☐ Y ☐ NVomiting ☐ Y ☐ NDiarrhea ☐ Y ☐ N

If yes: Maximum number of stools in a 24-hour period: _____

Bloody diarrhea ☐ Y ☐ N ☐ DKAbdominal cramps ☐ Y ☐ NFever ☐ Y ☐ N ☐ DKChills ☐ Y ☐ NHeadache ☐ Y ☐ N ☐ DKBody aches ☐ Y ☐ NFatigue ☐ Y ☐ NConstipation ☐ Y ☐ NOther: ☐ Y ☐ N _____

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- c. Did you see a healthcare professional, such as a doctor or a nurse?

Y N When? _ / _ / _

Were you hospitalized overnight? Y N
Where? _____

Was a stool culture done? Y N DK

Results: _____

- d. Did you take any prescription medications for this illness? Y N

If yes, what medications? _____

- e. Did anyone in your accommodation/neighbourhood/household/ have a similar illness?

If yes, who? _____

- f. Do you know of anyone else with a diarrheal illness during the past week? Y N DK

If yes, who? _____ Tel: _____ When? _ / _ / _

3. General Information

- a. Did you attend a large gathering the week before your illness? (e.g., barbecues, office parties or banquets, parties, festivals) Y N

If yes, what events?

Event 1: _____	location: _____	When? _ / _ / _
Event 2: _____	location: _____	When? _ / _ / _
Event 3: _____	location: _____	When? _ / _ / _
Event 4: _____	location: _____	When? _ / _ / _

- b. Do you know anyone else in your neighbourhood/office/business etc. with the same illness?

y N

If yes: Where? _____

How many people? _ Name _____ Branch _____

Name _____ Branch _____

Name _____ Branch _____

- c. Did you travel anywhere during the seven days before your illness? Y N

If yes: Where? _____ When? _ / _ / _ to _ / _ / _

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- d. From what sources of water did you drink during the seven days before your illness?

Tap water	Y	N
Well water	Y	N
Untreated surface water (river, pond, lake)	Y	N
Bottled water	Y	N
Other		

- e. Did you drink any untreated/raw water during the seven days before your illness? Y N

If yes, where? _____

4. **Specific food questions**

- a. In the week before your illness, did you consume meat originating from any place other than a KFOR approved dining facility or restaurant, such as from an unapproved commercial food establishment at the local economy, a local butcher shop or private offer? Y N

Where: _____ What: _____

- b. Did you drink any unpasteurized milk or did you consume any cheese such made with unpasteurized milk during the week before your illness? Y N DK

If yes, where? _____

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5. **Open-ended food history**

List the location of the meal and foods eaten within ____ days before onset of symptoms. [Use the incubation period applicable to the agent/disease under investigation, e.g., *Bacillus cereus*: 1-24 hrs. *E. coli* O157:H7: 2-7 days, *Staphylococcus*: 30 min - 8 hrs., Viral agent: 0-3 days, *Campylobacter*: 1-10 days, *Salmonella*: 0-5 days, *Vibrio parahaemolyticus*: 0-2 days, *Cryptosporidium*: 1-12 days, *Shigella*: 0-3 days.

If a specific agent is not suspected at the time of interview, ask about the day of illness and the four days before illness.

Days before illness onset: 0 (Day of illness onset) Date: __/__/__

Meal	Foods eaten	Location
Breakfast		
Lunch		
Dinner		
Others		

Days before illness onset: 1 (Day before illness onset) Date: __/__/__

Meal	Foods eaten	Location
Breakfast		
Lunch		
Dinner		
Others		

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Days before illness onset: 2 Date: __/__/__

Meal	Foods eaten	Location
Breakfast		
Lunch		
Dinner		
Others		

Days before illness onset: 3 Date: __/__/__

Meal	Foods eaten	Location
Breakfast		
Lunch		
Dinner		
Others		

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Days before illness onset: 4 Date: _/_/_

Meal	Foods eaten	Location
Breakfast		
Lunch		
Dinner		
Others		

Days before illness onset: 5 Date: _/_/_

Meal	Foods eaten	Location
Breakfast		
Lunch		
Dinner		
Others		

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Days before illness onset: 6

Date: __/__/__

Meal	Foods eaten	Location
Breakfast		
Lunch		
Dinner		
Others		

Days before illness onset: 7

Date: __/__/__

Meal	Foods eaten	Location
Breakfast		
Lunch		
Dinner		
Others		

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Interviewer name: _____

Signature _____

H-1-8

WATER EXAMINATION REQUEST

SENDER:

DATE OF SAMPLING:/...../ 202.....hmin
Day Month Year Time

PLACE OF SAMPLING:

TYPE OF WATERING SYSTEM:

MICROBIOLOGICAL ANALYSIS OF WATER	
CHEMICAL ANALYSIS OF WATER	

ATTENTION.

Sampling of drinking water must be taken in *sterile bottles*.

All of the bottles must be labelled.

In case of a dug well, the water must be filled using a pail and then poured into the bottle.

In the case of a pump or central watering system, the water must be allowed to flow for 5 minutes before the sample is taken. The tap must be burnt with a flame or alcoholic quilted swabs before collection.

Be careful not to touch the mouth or the cover of the bottle.

Place of sampling must be written accurately on the label of the bottle.

Samples of drinking water must be received by the laboratory within 24 hours.

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ANNEXJ TO
KFOR SOP 4099
DATED 08 DEC 2023

FOOD EXAMINATION REQUEST

SENDER:

DATE OF SAMPLING:/...../ 202..... h min
Day Month Year Time

PLACE OF SAMPLING:

NAME OF FOOD ITEM:

REASON FOR EXAMINATION:

ATTENTION.

Samples of food must be taken in sterile bottles.

All of the bottles must be labeled.

Be careful not to touch the mouth or the cover of the bottle.

Place, date of sampling, and name of food item must be accurately noted on the label of the bottle.

Samples of food must be carried to the laboratory as soon as possible.

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ANNEX K TO
KFOR SOP 4099
DATED 08 DEC 2023

CLINICAL EXAMINATION REQUEST

(Must be arranged on case by case basis via phone, followed by written request)

DATE:

NAME:

LOCATION:

SENDER:

AGE:

SEX:

URINE:

CLINICAL BASIC DATES	
CULTURE & ANTIBIOGRAM	
SEDIMENTATION	

FECES:

CULTURE & ANTIBIOGRAM	
PARASITES	
ADENOVIRUS	
ROTA VIRUS	

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SECRETION:

CULTURE & ANTIBIOGRAM	
MICROSCOPY FOR BK	
PHARYNGEAL SECRETION	
SPUTUM	
CONJUNCTIVAL SECRETION	
EAR SECRETION	
VAGINAL SECRETION	
URETHRAL SECRETION	
OTHER SECRETIONS	

BLOOD:

CULTURE & ANTIBIOGRAM	
MALARIA	
OTHER PARASITES	

SEROLOGY:

SALMONELLA A-D GROUPS	
SALMONELLA TYPHI & PARATYPHI	
SHIGELLA BOYDII	
SHIGELLA DYSENTERIAE	
SHIGELLA FLEXNERI	
SHIGELLA SONNEI	
YERSINIA ENTEROCOLITICA 03:09	
YERSINIA PSEUDOTUBERCULOSIS	

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ELISA METHOD:

BORRELIA BURGDORFERI IgM/IgG (LYME)	
ADENO VIRUS IgM	
EPSTEIN-BARR VIRUS IgM	
HANTAN VIRUS IgM	
HAV VIRUS IgM	
HbsAg	
HIV -1 ;HIV-2;HIV-1 GROUPS 0	
MEASLES IgM	
VARICELLA VIRUS IgM	
PARVO VIRUS B19 IgM	
MUMPS VIRUS IgM	
RUBEOLA IgM	
FSME/ TICK BORNE ENCEPHALITIS VIRUS IgM	
MYCOPLASMA PNEUMONIAE IgM	
TOXOPLASMA IgM	

MYCOLOGY:

MUCUS	
SKIN	
VAGINA	
GENITALIA	
OTHER	

THEATER PREVENTIVE MEDICAL LABORATORY SERVICES AND CONSULTATION

The KFOR Theatre Laboratory capability includes the following services:

1. Clinical microbiology

- a. Clinical, microbiological and sedimentation tests of urine.
- b. Bacteriological, parasitological, virological examination (Rotavirus, Adenovirus) and antibody (Echinococcus) determination of stool.
- c. Microbiological and mycological examinations of sputum, pharyngeal, nasal, conjunctival, ear, vaginal, urethral and other secretions.
- d. Serological examinations of sera for Salmonella, Shigella, Yersinia, Francisella tularensis, and Brucella species by Vidal-like method. Borrelia burgdorferi (Lyme disease), Adenovirus, CMV, Chlamydia trachomatis, Chlamydia pneumoniae, EBV, Haanta Virus, HAV, HBV (HbsAG), Helicobacter pylori, HCV, HIV I and HIV 11, Measles, Parvovirus, Mumps, Rubeola, FSME/TBE virus, Mycoplasma pneumoniae, Toxoplasma gondii, Influenza A and B, and Varicella-Zoster by ELISA method.
- e. Microbiological examinations of blood for aerobic and anaerobic pathogens.
- f. Parasitological examinations of blood.
- g. Other tests.
 - (1) Fast determinations of PPLO (*Mycoplasma*, *Acho/eplasma*, *Ureaplasma*):
 - (a) fluid of synovia
 - (b) urethral secretion
 - (c) genital secretion
 - (d) fluid from conjunctiva
 - (e) swab in transport medium (agar)
 - (f) 1-2 hours after sampling
 - (2) *Legionella* sp. culture
 - (a) bronchoalveolar lavage

CAMP FILM CITY DFAC – BUILDING SPECIFICATIONS		
	ROOM/LOCATION	AREA M ²
	GROUND FLOOR	
1.	KITCHEN CORRIDORS	69.15 m ²
2.	STORAGE AREA	39.09 m ²
3.	OFFICE 1	18.32 m ²
4.	BOILER ROOM	8.74 m ²
5.	REFRIGERATION UNITS	51.40 m ²
6.	MALE CHANGING WC	9.43 m ²
7.	FEMALE CHANGING WC	9.13 m ²
8.	PREP ROOM 1	36.82 m ²
9.	PREP ROOM 2	30.98 m ²
10.	COLD KITCHEN	43.41 m ²
11.	PREP ROOM 3	33.04 m ²
12.	DE- FREEZING	17.53 m ²
13.	HOT KITCHEN	89.47 m ²
14.	DISH WASHING	50.30 m ²
15.	POT WASHING	53.33 m ²
16.	DINING ROOM AND 3 ENTRANCE AREAS	900.00 m ²
	FIRST FLOOR	
1.	ACCESS STAIRCASE	18.02 m ²
2.	CORRIDOR	34.89 m ²
3.	OFFICE 1	10.05 m ²
4.	OFFICE 2	11.14 m ²
5.	OFFICE 3	20.50 m ²
6.	STORAGE	6.45 m ²
7.	MALE CHANGING ROOM	30.89 m ²
8.	FEMALE CHANGING ROOM	31.09 m ²
9.	COMMON AREA	37.18 m ²
10.	BUILDING SERVICE	16.97 m ²
	SANDWICH BAR	
1.	MAIN AREA	168.00 m ²
2.	ENCLOSED TERRACE	98.00 m ²

CAMP NOTHING HILL DFAC – BUILDING SPECIFICATIONS		
	ROOM/LOCATION	AREA M²
1.	ENTRANCE	30.00 m ²
2.	DINING AREA	600.00 m ²
3.	KITCHEN CORRIDOR	90.00 m ² (Approx)
4.	HOT KITCHEN	60.00 m ² (Approx)
5.	POT/DISH WASH AREA	30.00 m ²
6.	FOOD PREP AREA 1	30.00 m ²
7.	FOOD PREP AREA 2	30.00 m ²
8.	OFFICE	15.00 m ²
9.	MALE CHANGING ROOM	22.50 m ²
10.	FEMALE CHANGING ROOM	22.50 m ²
11.	COMMON ROOM	15.00 m ²

Major Applicable Documents

1. International Organization for Standardization (ISO) documents:
 - ISO 22000:2018 Food safety management systems (FSMS)
 - ISO 9001:2015 Quality management systems – Requirements
2. STANAG 2556 - Food Safety, Defence, and Production in Support, of NATO Operations.
3. NATO Standard AMedP-4.5 Audit Principles and Risk Assessment of Food Processors and Suppliers Providing Food to the Military.
4. NATO Standard AMedP-4.6 Food Safety, Defence, and Production Standards in Deployed Operations.
5. NATO Standard AMedP-4.7 Inspection of Food Services Catering Facilities in Deployed Operations.
6. NATO Standard AMedP-4.12 Food and Water Defence.
7. KFOR SOP 4099 – Food Sanitation Hygiene – 08 December 2023
8. European Council “Drinking Water Directive” 93/83/EC.
9. European directive 80/777/EEC
10. EC Water 227-2001. Codex Alimentarius – General Standard for Bottled/Packaged Drinking Waters (other than Natural Mineral Waters).
11. European Union Health, Safety and Food Handling laws and regulations as stated in (EC) 852/2004, EC 853-2004, EC 854/2004, EC 1935/2004 and EC 1308/2017.
12. Occupational Health and Safety National Legislation – Republic of Kosovo

NORTH ATLANTIC TREATY ORGANIZATION

HEADQUARTERS KOSOVO FORCE (KFOR) FILM CITY, KOSOVO

IFIB ACO-KFOR 25-03

**DINING FACILITY CATERING (DFAC) SERVICES FOR:
KFOR HQ CAMP FILM CITY (CFC), PRISTINA
AND
CAMP NOTHING HILL (CNH), LEPOSAVIC
KOSOVO**

PART III, SECTION B APPENDIX 8

TECHNICAL EVALUATION CRITERIA CFC

Part III, Section B, Appendix 8 Technical Evaluation Criteria

GENERAL:

The technical evaluation factors for this solicitation encompasses, technical approach, corporate and human resources, quality control, experience and past performance factors. Technical factors are of paramount consideration in the award of the contract.

Offerors are advised that award will be made to that offeror whose bid is the lowest price technically compliant.

The evaluation will be based on the demonstrated capabilities of the prospective Contractors in relation to the needs of the project as set forth in the IFIB. The merits of each bid will be evaluated carefully. Each bid must document the feasibility of successful implementation of requirements of the IFIB. Offerors must submit information sufficient to evaluate their bid based on the detailed criteria below.

The purpose of the criteria is to ensure that the Companies are evaluated fairly and the requirements are outlined to them prior the closing of the bid.

TECHNICAL EVALUATION CRITERIA/SCORING RATING

There are three (3) criteria identified for evaluating the offers for Technical Compliance. Weights have been assigned to each one of this criteria for evaluation purposes as follow:

A. Understanding Of Overall Requirement & Satisfying Technical Requirements - Technical Approach to Performance Requirements : Weighted 50%

The sub criteria identified for evaluation of criterion A are described in detail in tab 1 "Criterion A" of this spreadsheet and covers various activities. A weight allocation depending on the importance of each activity will be assigned. Criterion A will weight 50% of the total evaluation score. The maximum score for criterion A is 100 and the passing mark for technical assessment for Criterion A is 70 before applying 50% weighting. Bidders found to be unacceptable scored in any of the sub-criterion 2, 3, 6, 11.2 their offers will not be considered further.

B. Experience: Weighted 20%

The sub criteria identified for evaluation of criterion B are described in detail in tab 2 "Criterion B" of this spreadsheet. Criterion B will weight 20% of the total evaluation score. The maximum score for criterion B is 100 and the passing mark for technical assessment for Criterion B is 60 before applying 20% weighting. Bidders found to be unacceptable scored in sub-criterion 15 their offers will not be considered further for evaluation.

C. Key Personnel Organizational Structure and Work Composition: Weighted 30%

The sub criteria identified for evaluation of criterion C and the scores assigned to each of the sub criteria are described in detail in tab 3 "Criterion C" of this spreadsheet. Criterion C will weight 30% of the total evaluation score. The maximum score for criterion C is 100 and the passing mark for technical assessment for Criterion C is 70 before applying 30% weighting. Bidders found to be unacceptable scored in any sub-criterion 17.1, 17.2, 17.3, 17.4 their offers will not will not be considered further for evaluation.

FINAL TOTAL SCORE EQUALS SUM OF THE WEIGHTED CRITERIA A, B, C AS A PERCENTAGE				
CRITERIA	MINIMUM PASSING SCORE	ACTUAL SCORE	WEIGHT	WEIGHTED SCORE
A	70		50%	
B	60		20%	
C	70		30%	
TOTAL				

The overall score is a sum total of the individual scores allocated for each criterion. For an offer to be technically acceptable the weighted overall percentage scoring shall be 68% and above and each one of the evaluation criteria should pass the established minimum score. If an offer is considered technically not compliant in one of the established criteria (A, B, C) then the offer will not be considered further for evaluation.

TECHNICAL EVALUATION CRITERIA		
DOCUMENTS REQUIREMENTS		
A. Understanding Of Overall Requirement & Satisfying Technical Requirements - Technical Approach to Performance Requirements: Demonstrate a good understanding of the service. Provide a detailed execution plan showing a detailed understanding of the project's work flow. Provide a dynamic plan showing how the project work flow is synchronized over the duration of the phase in period - with the one shown as being within the limit of the SOW. Demonstrate how Company will manage and comply with requested services identified in the referenced paragraphs of the SOW. In case subcontractor(s) is/are used the Bidder shall demonstrate that the potential subcontractor(s) is/are technically qualified for the work specified in the SOW.		
Item	Ref. Par	Expected Supporting Information/Documentation
1	25.3	<p>Transition (phase-in) plan: A detailed activity plan during transition period and handover-take over between two contracts. Draft Phase-in Plan – a plan for phase-in (Dynamic Plan/Gantt Chart) shall be submitted which will contain contract implementation and detailed work description for all activities described in the Part III, section B Statement of Works document within phase-in and new contract implementation period. The bidder should describe in detail the overall project management approach to transition the required in-scope services. The bidder should make reference to all activities described in Part III, Section B Statement of Work to address:</p> <ol style="list-style-type: none"> 1. Proposed Plan and Schedule 2. Milestones 3. Management Processes and knowledge transfer 4. Documentation deliverables 5. Organizational Change Management 6. Roles and responsibilities of Bidder and Service Recipient.
2	4.0	Ensure and present within the Technical Bid the methodology for providing the requested services and management of this process in line with applicable NATO Standards and ISO's
3	4.0.4	ISO Certification: The Contractor shall be certified for ISO standard 9001 & 22000. The Contractor shall provide proof of these certification
4	5.5.0	Sufficient detail provided concerning the Food Storage Procedures
5	9.5.0	Sufficient detail provided concerning the provision and operation of Pasta Bar, Salad Bar
6	9.6.0	Sufficient detail provided concerning the provision and operation of Sandwich Bar. The Contractor shall ensure that the menu planning, the menu choices, nutritional standards and food services comply with the requirements stipulated at this SOW and reflect the Multi National tastes of the customer base. A proposed 28 days menu planning is to be provided in the Technical Proposal (TP).

7	9.7.0 9.8.0	Proposed National Theme Meals and Special Meals
8	9.9.0	Proposed Packed Meals
9	11.1.0	Sufficient detail provided concerning the provision and operation of COM KFOR Kitchen
10	17.3.0	Proposed Training Program for Contractor's employees. The Contractor shall ensure all employees are trained and will provide refresher training, at regular intervals (at least annually) in their areas of employment.
11	9.1.0	Menus: The Contractor shall produce varied, high quality menus which cater to the tastes of the multi-national diners and be responsive to changes in the tastes of the diners as NATO/KFOR rotations occur. The Contractor shall ensure that menus provide for a variety of tastes and that meal choices are rotated regularly. Efforts to prepare food in a nutritional manner should focus on Best Practices to include batch cooking, reducing the amount of fat, sugars, salt etc
11.1	9.1.4	Recipe Cards: The Contractor shall ensure that the menu planning, the menu choices, nutritional standards and food services comply with the requirements stipulated at this SOW and reflect the Multi National tastes of the customer base. Menus will require review and amendment on a regular basis to ensure currency and choice commensurate with the make-up of the customer demographics. The Contractor shall have a complete recipe database with all the respective recipe cards for all menu items on the cyclic menu. Samples of the recipe cards shall be submitted as an element of the Technical Proposal (TP).
11.2	9.1.3 9.1.4	Menu Planning: The Contractor shall utilize a twenty-eight (28) day menu to ensure menus provide variety. The Contractor shall provide variation by preparing the food type differently to avoid a repetition of the twenty-eight (28) day menu. (For instance, chicken served on Day 1 fried, may be served baked on Day 2). A proposed 28 Multi-National menu planning for all meals (breakfast-lunch-dinner) is to be provided in the Technical Proposal (TP).
12	16.0	Quality Control Plan: The Contractor shall implement and operate a Quality Control Program. The standard of quality the Contractor shall provide under this contract is to be at least the same as would be provided in a good quality European Union based restaurant (EC) 853-2004 and in accordance with the current ISO 9001 standard. The Quality Control plan will contain an effective and systematic measurement method for each required service, frequencies of measurement, recording of assessment and corrective and preventive measures to maintain quality of services to be performed. In addition, it shall also include responsibilities, methods and frequencies of measurement, assessment and method of recording. A Draft of this plan shall be submitted as an element of the Technical Proposal (TP) and the final one will be maintained as a management tool thereafter.
13	15.1.2	Preventative Maintenance Plan: The Contractor shall implement a preventative maintenance program applicable to all major (fixed) and non fixed equipment required to perform this SOW. The Program shall include the Preventative Maintenance Plan (PMP), Maintenance/Inspection Schedules and Checklists (MIIS&C). These PMP and MIIS & C are to be maintained and updated as equipment servicing is conducted. Preventative Maintenance Plan (PMP) shall be submitted as an element of the Technical Proposal (TP).

14	4.0.5	Cleaning and Hygiene Management Plan: The Contractor shall implement a Cleaning and Hygiene management plan with schedules applicable to all food storage, preparation, serving and dining facilities that are compliant with STANAG 2556 and applicable ISO's. A Draft of the Cleaning and Hygiene Management Plan shall be submitted as an element of the Technical Proposal (TP).
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TECHNICAL EVALUATION CRITERIA		
DOCUMENTS REQUIREMENTS		
B. Experience: The Company shall demonstrate that has the proper experience in order to execute the works described in the following paragraphs. The Company shall provide past performance information for projects similar in scope of works and has completed at least two (2) contracts for another client within the last five (5) years and with a minimum duration of six (6) months each, that is substantially similar in scope and magnitude to the requirements and as per par. 1.0.6 of this SOW. If the company does not, then reference a number of projects from previous clients that collectively encompass all technical aspects of this project and thus prove that the company has the technical competence to complete a new project of this nature. Past performance information (Past Performance Questionnaires)		
Item	Ref. Par	Expected Supporting Information/Documentation
15	1.0.10	Relevant experience, that satisfactory performed projects, substantially similar in scope and magnitude in Catering Services. The Company shall demonstrate that it has sufficient experience (managerial, technical, resources, etc.) in order to execute the works described in the SOW.

TECHNICAL EVALUATION CRITERIA		
DOCUMENTS REQUIREMENTS		
C. Key Personnel Organizational Structure and Work Composition: Demonstrate that the key personnel to be employed (either integral to the company or by a sub-contractor) possess the requisite professional certifications/qualifications (e.g. Degree, Diploma, as applicable) and experience. This is particularly important when listing key company leadership and managerial personnel as per requirement listed in the SOW – such as the Site Manager, Dining Room Manager, International Chefs, Quality Assurance Supervisors. Demonstrate Project Organization and Workers list Structure, estimated amount of personnel for each department (demonstrating that bidder fully understands the requirement and will cover the services with proposed amount of personnel for each department).		
Item	Ref. Par	Expected Supporting Information/Documentation
16	20.0.2 20.0.3	Company Organization chart/plan
17	20.0.7	The Contractor shall employ sufficient qualified employees to efficiently perform all tasks under this contract. Key personnel as listed below:
17.1	17.0.1	One Site Manager - The Contractor shall have at least one (1) Site Manager at Film City with the full authority to provide the necessary resources to meet the requirements of this contract; and shall be always available on-site during the operating hours and on-call out of the operating hours. The Site manager shall have no less than five (5) years of theoretical and practical food service knowledge in managing multi-national dining facilities and should have either internationally recognized training, experience or have finished school or apprenticeship in internationally recognized environment. Must be from the NATO countries and or countries contributing to the mission. Curriculum Vitae (CV) of the Site Manager is to be provided in the Technical Proposal (TP).
17.2	17.0.2	Two Dining Room Managers-The Contractor shall employ at least two (2) English-speaking Dining Room Managers to oversee the serving lines and dining room during mealtimes. The Dining Room Manager shall be present in the Dining Room for the duration of the mealtimes and will be responsible for liaising with diners to ensure that their needs are catered to. The Dining Room manager shall have no less than five (5) years of theoretical and practical food service knowledge in managing multi-national dining facilities and should have either internationally recognized training, experience or have finished school or apprenticeship in internationally recognized environment. They shall oversee the Contractor's Serving Line employees and Dining room employees and immediately rectify problems. Curriculum Vitae (CVs) of the two (2) Dining Room Managers are to be provided in the Technical Proposal (TP).

17.3	6.0.2	Three International Chefs - The Contractor shall ensure that at least one (1) qualified International Chef is available at each meal that has attained level three (3) food safety certification as per (EC 852/2004). All the International Chefs (minimum of three (3) on staff) must have either internationally recognized training or have finished school or apprenticeship in internationally recognized environment, must speak and understand English, must have adequate and documented theoretical and practical knowledge of Western and International cuisine and be able to meet the requirements of patrons in relation to their dietary requirements, religious or otherwise. All Chefs will have at least five (5) years, experience in a similar role, must be from the NATO countries and or countries contributing to the mission. Curriculum Vitae (CV) of the 3 International Chefs are to be provided in the Technical Proposal (TP).
17.4	16.1.1	Two Quality Assurance Supervisors - The Contractor shall employ at least two (2) International English-speaking Quality Assurance Supervisors which will be present always during water and food deliveries and also during meal times (except the late meal). The QAs must be trained and experienced in Quality Assurance to European Standards as stated in (EC) 853-2004 and have at least 3 years' experience in a similar role. The Quality Assurance Supervisor Should have either internationally recognized training, University Degree in Food Technology or have finished school or apprenticeship in internationally recognized environment. Must be from the NATO countries and or countries contributing to the mission. Curriculum Vitae (CVs) of the minimum two (2) Quality Assurance Supervisors are to be provided in the Technical Proposal (TP).

TECHNICAL EVALUATION CRITERIA		
DOCUMENTS REQUIREMENTS		
A. Understanding Of Overall Requirement & Satisfying Technical Requirements - Technical Approach to Performance Requirements: Demonstrate a good understanding of the service. Provide a detailed execution plan showing a detailed understanding of the project's work flow. Provide a dynamic plan showing how the project work flow is synchronized over the duration of the phase in period - with the one shown as being within the limit of the SOW. Demonstrate how Company will manage and comply with requested services identified in the referenced paragraphs of the SOW. In case subcontractor(s) is/are used the Bidder shall demonstrate that the potential subcontractor(s) is/are technically qualified for the work specified in the SOW.		
Item	Ref. Par	Expected Supporting Information/Documentation
1	25.3	<p>Transition (phase-in) plan: A detailed activity plan during transition period and handover-take over between two contracts. Draft Phase-in Plan – a plan for phase-in (Dynamic Plan/Gantt Chart) shall be submitted which will contain contract implementation and detailed work description for all activities described in the Part III, section B Statement of Works document within phase-in and new contract implementation period. The bidder should describe in detail the overall project management approach to transition the required in-scope services. The bidder should make reference to all activities described in Part III, Section B Statement of Work to address:</p> <ol style="list-style-type: none"> 1. Proposed Plan and Schedule 2. Milestones 3. Management Processes and knowledge transfer 4. Documentation deliverables 5. Organizational Change Management 6. Roles and responsibilities of Bidder and Service Recipient.
2	4.0	Ensure and present within the Technical Bid the methodology for providing the requested services and management of this process in line with applicable NATO Standards and ISO's
3	4.0.4	ISO Certification: The Contractor shall be certified for ISO standard 9001 & 22000. The Contractor shall provide proof of these certification
4	5.5.0	Sufficient detail provided concerning the Food Storage Procedures
5	9.5.0	Sufficient detail provided concerning the provision and operation of Pasta Bar, Salad Bar
6	9.6.0	Sufficient detail provided concerning the provision and operation of Sandwich Bar. The Contractor shall ensure that the menu planning, the menu choices, nutritional standards and food services comply with the requirements stipulated at this SOW and reflect the Multi National tastes of the customer base. A proposed 28 days menu planning is to be provided in the Technical Proposal (TP).

7	9.7.0 9.8.0	Proposed National Theme Meals and Special Meals
8	9.9.0	Proposed Packed Meals
9	11.1.0	Sufficient detail provided concerning the provision and operation of COM KFOR Kitchen
10	17.3.0	Proposed Training Program for Contractor's employees. The Contractor shall ensure all employees are trained and will provide refresher training, at regular intervals (at least annually) in their areas of employment.
11	9.1.0	Menus: The Contractor shall produce varied, high quality menus which cater to the tastes of the multi-national diners and be responsive to changes in the tastes of the diners as NATO/KFOR rotations occur. The Contractor shall ensure that menus provide for a variety of tastes and that meal choices are rotated regularly. Efforts to prepare food in a nutritional manner should focus on Best Practices to include batch cooking, reducing the amount of fat, sugars, salt etc
11.1	9.1.4	Recipe Cards: The Contractor shall ensure that the menu planning, the menu choices, nutritional standards and food services comply with the requirements stipulated at this SOW and reflect the Multi National tastes of the customer base. Menus will require review and amendment on a regular basis to ensure currency and choice commensurate with the make-up of the customer demographics. The Contractor shall have a complete recipe database with all the respective recipe cards for all menu items on the cyclic menu. Samples of the recipe cards shall be submitted as an element of the Technical Proposal (TP).
11.2	9.1.3 9.1.4	Menu Planning: The Contractor shall utilize a twenty-eight (28) day menu to ensure menus provide variety. The Contractor shall provide variation by preparing the food type differently to avoid a repetition of the twenty-eight (28) day menu. (For instance, chicken served on Day 1 fried, may be served baked on Day 2). A proposed 28 Multi-National menu planning for all meals (breakfast-lunch-dinner) is to be provided in the Technical Proposal (TP).
12	16.0	Quality Control Plan: The Contractor shall implement and operate a Quality Control Program. The standard of quality the Contractor shall provide under this contract is to be at least the same as would be provided in a good quality European Union based restaurant (EC) 853-2004 and in accordance with the current ISO 9001 standard. The Quality Control plan will contain an effective and systematic measurement method for each required service, frequencies of measurement, recording of assessment and corrective and preventive measures to maintain quality of services to be performed. In addition, it shall also include responsibilities, methods and frequencies of measurement, assessment and method of recording. A Draft of this plan shall be submitted as an element of the Technical Proposal (TP) and the final one will be maintained as a management tool thereafter.
13	15.1.2	Preventative Maintenance Plan: The Contractor shall implement a preventative maintenance program applicable to all major (fixed) and non fixed equipment required to perform this SOW. The Program shall include the Preventative Maintenance Plan (PMP), Maintenance/Inspection Schedules and Checklists (MIIS&C). These PMP and MIIS & C are to be maintained and updated as equipment servicing is conducted. Preventative Maintenance Plan (PMP) shall be submitted as an element of the Technical Proposal (TP).

14	4.0.5	Cleaning and Hygiene Management Plan: The Contractor shall implement a Cleaning and Hygiene management plan with schedules applicable to all food storage, preparation, serving and dining facilities that are compliant with STANAG 2556 and applicable ISO's. A Draft of the Cleaning and Hygiene Management Plan shall be submitted as an element of the Technical Proposal (TP).
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TECHNICAL EVALUATION CRITERIA		
DOCUMENTS REQUIREMENTS		
B. Experience: The Company shall demonstrate that has the proper experience in order to execute the works described in the following paragraphs. The Company shall provide past performance information for projects similar in scope of works and has completed at least two (2) contracts for another client within the last five (5) years and with a minimum duration of six (6) months each, that is substantially similar in scope and magnitude to the requirements and as per par. 1.0.6 of this SOW. If the company does not, then reference a number of projects from previous clients that collectively encompass all technical aspects of this project and thus prove that the company has the technical competence to complete a new project of this nature. Past performance information (Past Performance Questionnaires)		
Item	Ref. Par	Expected Supporting Information/Documentation
15	1.0.10	Relevant experience, that satisfactory performed projects, substantially similar in scope and magnitude in Catering Services. The Company shall demonstrate that it has sufficient experience (managerial, technical, resources, etc.) in order to execute the works described in the SOW.

TECHNICAL EVALUATION CRITERIA		
DOCUMENTS REQUIREMENTS		
C. Key Personnel Organizational Structure and Work Composition: Demonstrate that the key personnel to be employed (either integral to the company or by a sub-contractor) possess the requisite professional certifications/qualifications (e.g. Degree, Diploma, as applicable) and experience. This is particularly important when listing key company leadership and managerial personnel as per requirement listed in the SOW – such as the Site Manager, Dining Room Manager, International Chefs, Quality Assurance Supervisors. Demonstrate Project Organization and Workers list Structure, estimated amount of personnel for each department (demonstrating that bidder fully understands the requirement and will cover the services with proposed amount of personnel for each department).		
Item	Ref. Par	Expected Supporting Information/Documentation
16	20.0.2 20.0.3	Company Organization chart/plan
17	20.0.7	The Contractor shall employ sufficient qualified employees to efficiently perform all tasks under this contract. Key personnel as listed below:
17.1	17.0.1	One Site Manager - The Contractor shall have at least one (1) Site Manager at Film City with the full authority to provide the necessary resources to meet the requirements of this contract; and shall be always available on-site during the operating hours and on-call out of the operating hours. The Site manager shall have no less than five (5) years of theoretical and practical food service knowledge in managing multi-national dining facilities and should have either internationally recognized training, experience or have finished school or apprenticeship in internationally recognized environment. Must be from the NATO countries and or countries contributing to the mission. Curriculum Vitae (CV) of the Site Manager is to be provided in the Technical Proposal (TP).
17.2	17.0.2	Two Dining Room Managers-The Contractor shall employ at least two (2) English-speaking Dining Room Managers to oversee the serving lines and dining room during mealtimes. The Dining Room Manager shall be present in the Dining Room for the duration of the mealtimes and will be responsible for liaising with diners to ensure that their needs are catered to. The Dining Room manager shall have no less than five (5) years of theoretical and practical food service knowledge in managing multi-national dining facilities and should have either internationally recognized training, experience or have finished school or apprenticeship in internationally recognized environment. They shall oversee the Contractor's Serving Line employees and Dining room employees and immediately rectify problems. Curriculum Vitae (CVs) of the two (2) Dining Room Managers are to be provided in the Technical Proposal (TP).

17.3	6.0.2	<p>Three International Chefs - The Contractor shall ensure that at least one (1) qualified International Chef is available at each meal that has attained level three (3) food safety certification as per (EC 852/2004). All the International Chefs (minimum of three (3) on staff) must have either internationally recognized training or have finished school or apprenticeship in internationally recognized environment, must speak and understand English, must have adequate and documented theoretical and practical knowledge of Western and International cuisine and be able to meet the requirements of patrons in relation to their dietary requirements, religious or otherwise. All Chefs will have at least five (5) years, experience in a similar role, must be from the NATO countries and or countries contributing to the mission. Curriculum Vitae (CV) of the 3 International Chefs are to be provided in the Technical Proposal (TP).</p>
17.4	16.1.1	<p>Two Quality Assurance Supervisors - The Contractor shall employ at least two (2) International English-speaking Quality Assurance Supervisors which will be present always during water and food deliveries and also during meal times (except the late meal). The QAs must be trained and experienced in Quality Assurance to European Standards as stated in (EC) 853-2004 and have at least 3 years' experience in a similar role. The Quality Assurance Supervisor Should have either internationally recognized training, University Degree in Food Technology or have finished school or apprenticeship in internationally recognized environment. Must be from the NATO countries and or countries contributing to the mission. Curriculum Vitae (CVs) of the minimum two (2) Quality Assurance Supervisors are to be provided in the Technical Proposal (TP).</p>

NORTH ATLANTIC TREATY ORGANIZATION

HEADQUARTERS KOSOVO FORCE (KFOR) FILM CITY, KOSOVO

IFIB ACO-KFOR 25-03

**DINING FACILITY CATERING (DFAC) SERVICES FOR:
KFOR HQ CAMP FILM CITY (CFC), PRISTINA
AND
CAMP NOTHING HILL (CNH), LEPOSAVIC
KOSOVO**

PART III, SECTION B APPENDIX 9

TECHNICAL EVALUATION CRITERIA CNH

Part III, Section B, Appendix 9 Technical Evaluation Criteria CNH

GENERAL:

The technical evaluation factors for this solicitation encompasses, technical approach, corporate and human resources, quality control, experience and past performance factors. Technical factors are of paramount consideration in the award of the contract.

Offerors are advised that award will be made to that offeror whose bid is the lowest price technically compliant.

The evaluation will be based on the demonstrated capabilities of the prospective Contractors in relation to the needs of the project as set forth in the IFIB. The merits of each bid will be evaluated carefully. Each bid must document the feasibility of successful implementation of requirements of the IFIB. Offerors must submit information sufficient to evaluate their bid based on the detailed criteria below.

The purpose of the criteria is to ensure that the Companies are evaluated fairly and the requirements are outlined to them prior the closing of the bid.

TECHNICAL EVALUATION CRITERIA/SCORING RATING

There are three (3) criteria identified for evaluating the offers for Technical Compliance. Weights have been assigned to each one of this criteria for evaluation purposes as follow:

A. Understanding Of Overall Requirement & Satisfying Technical Requirements - Technical Approach to Performance Requirements : Weighted 50%

The sub criteria identified for evaluation of criterion A are described in detail in tab 1 "Criterion A" of this spreadsheet and covers various activities. A weight allocation depending on the importance of each activity will be assigned. Criterion A will weight 50% of the total evaluation score. The maximum score for criterion A is 100 and the passing mark for technical assessment for Criterion A is 70 before applying 50% weighting. Bidders found to be unacceptable scored in any of the sub-criterion 2, 3 8.2, their offers will not be considered further for evaluation.

B. Experience: Weighted 20%

The sub criteria identified for evaluation of criterion B are described in detail in tab 2 "Criterion B" of this spreadsheet. Criterion B will weight 20% of the total evaluation score. The maximum score for criterion B is 100 and the passing mark for technical assessment for Criterion B is 60 before applying 20% weighting. Bidders found to be unacceptable scored in sub-criterion 12 their offers will not be considered further for evaluation.

C. Key Personnel Organizational Structure and Work Composition: Weighted 30%

The sub criteria identified for evaluation of criterion C and the scores assigned to each of the sub criteria are described in detail in tab 3 "Criterion C" of this spreadsheet. Criterion C will weight 30% of the total evaluation score. The maximum score for criterion C is 100 and the passing mark for technical assessment for Criterion C is 70 before applying 30% weighting. Bidders found to be unacceptable scored in any sub-criterion 14.1, 14.2, 14.3, 14.4 their offers will not will not be considered further for evaluation.

FINAL TOTAL SCORE EQUALS SUM OF THE WEIGHTED CRITERIA A, B, C AS A PERCENTAGE				
CRITERIA	MINIMUM PASSING SCORE	ACTUAL SCORE	WEIGHT	WEIGHTED SCORE
A	70		50%	
B	60		20%	
C	70		30%	
TOTAL				

The overall score is a sum total of the individual scores allocated for each criterion. For an offer to be technically acceptable the weighted overall percentage scoring shall be 68% and above and each one of the evaluation criteria should pass the established minimum score. If an offer is considered technically not compliant in one of the established criteria (A, B, C) then the offer will not be considered further for evaluation.

TECHNICAL EVALUATION CRITERIA		
DOCUMENTS REQUIREMENTS		
A. Understanding Of Overall Requirement & Satisfying Technical Requirements - Technical Approach to Performance Requirements: Demonstrate a good understanding of the service. Provide a detailed execution plan showing a detailed understanding of the project's work flow. Provide a dynamic plan showing how the project work flow is synchronized over the duration of the phase in period - with the one shown as being within the limit of the SOW. Demonstrate how Company will manage and comply with requested services identified in the referenced paragraphs of the SOW. In case subcontractor(s) is/are used the Bidder shall demonstrate that the potential subcontractor(s) is/are technically qualified for the work specified in the SOW.		
Item	Ref. Par	Expected Supporting Information/Documentation
1	23.3	<p>Transition (phase-in) plan: A detailed activity plan during transition period and handover-take over between two contracts. Draft Phase-in Plan – a plan for phase-in (Dynamic Plan/Gantt Chart) shall be submitted which will contain contract implementation and detailed work description for all activities described in the Part III, section B Statement of Works document within phase-in and new contract implementation period. The bidder should describe in detail the overall project management approach to transition the required in-scope services. The bidder should make reference to all activities described in Part III, Section B Statement of Work to address:</p> <ol style="list-style-type: none"> 1. Proposed Plan and Schedule 2. Milestones 3. Management Processes and knowledge transfer 4. Documentation deliverables 5. Organizational Change Management 6. Roles and responsibilities of Bidder and Service Recipient.
2	4.0	Ensure and present within the Technical Bid the methodology for providing the requested services and management of this process in line with applicable NATO Standards and ISO's
3	4.0.4	ISO Certification: The Contractor shall be certified for ISO standard 9001 & 22000. The Contractor shall provide proof of these certification
4	5.5.0	Sufficient detail provided concerning the Food Storage Procedures
5	9.5.0	Sufficient detail provided concerning the provision and operation of Pizza Bar, Salad Bar
6	9.6.0	Proposed Packed Meals
7	15.3.0	Proposed Training Program for Contractor's employees. The Contractor shall ensure all employees are trained and will provide refresher training, at regular intervals (at least annually) in their areas of employment.

8	9.1.0	Menus: The Contractor shall produce varied, high quality menus which cater to the tastes of the multi-national diners and be responsive to changes in the tastes of the diners as NATO/KFOR rotations occur. The Contractor shall ensure that menus provide for a variety of tastes and that meal choices are rotated regularly. Efforts to prepare food in a nutritional manner should focus on Best Practices to include batch cooking, reducing the amount of fat, sugars, salt etc
8.1	9.1.4	Recipe Cards: The Contractor shall ensure that the menu planning, the menu choices, nutritional standards and food services comply with the requirements stipulated at this SOW and reflect the Multi National tastes of the customer base. Menus will require review and amendment on a regular basis to ensure currency and choice commensurate with the make-up of the customer demographics. The Contractor shall have a complete recipe database with all the respective recipe cards for all menu items on the cyclic menu. Samples of the recipe cards shall be submitted as an element of the Technical Proposal (TP).
8.2	9.1.3 9.1.4	Menu Planning: The Contractor shall utilize a twenty-eight (28) day menu to ensure menus provide variety. The Contractor shall provide variation by preparing the food type differently to avoid a repetition of the twenty-eight (28) day menu. (For instance, chicken served on Day 1 fried, may be served baked on Day 2). A proposed 28 Multi-National menu planning for all meals (breakfast-lunch-dinner) is to be provided in the Technical Proposal (TP).
9	14.0	Quality Control Plan: The Contractor shall implement and operate a Quality Control Program. The standard of quality the Contractor shall provide under this contract is to be at least the same as would be provided in a good quality European Union based restaurant (EC) 853-2004 and in accordance with the current ISO 9001 standard. The Quality Control plan will contain an effective and systematic measurement method for each required service, frequencies of measurement, recording of assessment and corrective and preventive measures to maintain quality of services to be performed. In addition, it shall also include responsibilities, methods and frequencies of measurement, assessment and method of recording. A Draft of this plan shall be submitted as an element of the Technical Proposal (TP) and the final one will be maintained as a management tool thereafter.
10	13.2.2	Preventative Maintenance Plan: The Contractor shall implement a preventative maintenance program applicable to all major (fixed) and non fixed equipment required to perform this SOW. The Program shall include the Preventative Maintenance Plan (PMP), Maintenance/Inspection Schedules and Checklists (MIIS&C). These PMP and MIIS & C are to be maintained and updated as equipment servicing is conducted. Preventative Maintenance Plan (PMP) shall be submitted as an element of the Technical Proposal (TP).
11	4.0.5	Cleaning and Hygiene Management Plan: The Contractor shall implement a Cleaning and Hygiene management plan with schedules applicable to all food storage, preparation, serving and dining facilities that are compliant with STANAG 2556 and applicable ISO's. A Draft of the Cleaning and Hygiene Management Plan shall be submitted as an element of the Technical Proposal (TP).

TECHNICAL EVALUATION CRITERIA		
DOCUMENTS REQUIREMENTS		
B. Experience: The Company shall demonstrate that has the proper experience in order to execute the works described in the following paragraphs. The Company shall provide past performance information for projects similar in scope of works and has completed at least two (2) contracts for another client within the last five (5) years and with a minimum duration of six (6) months each, that is substantially similar in scope and magnitude to the requirements and as per par. 1.0.6 of this SOW. If the company does not, then reference a number of projects from previous clients that collectively encompass all technical aspects of this project and thus prove that the company has the technical competence to complete a new project of this nature. Past performance information (Past Performance Questionnaires)		
Item	Ref. Par	Expected Supporting Information/Documentation
12	1.0.10	Relevant experience, that satisfactory performed projects, substantially similar in scope and magnitude in Catering Services. The Company shall demonstrate that it has sufficient experience (managerial, technical, resources, etc.) in order to execute the works described in the SOW.

TECHNICAL EVALUATION CRITERIA		
DOCUMENTS REQUIREMENTS		
C. Key Personnel Organizational Structure and Work Composition: Demonstrate that the key personnel to be employed (either integral to the company or by a sub-contractor) possess the requisite professional certifications/qualifications (e.g. Degree, Diploma, as applicable) and experience. This is particularly important when listing key company leadership and managerial personnel as per requirement listed in the SOW – such as the Site Manager, Dining Room Manager, International Chefs, Quality Assurance Supervisors. Demonstrate Project Organization and Workers list Structure, estimated amount of personnel for each department (demonstrating that bidder fully understands the requirement and will cover the services with proposed amount of personnel for each department).		
Item	Ref. Par	Expected Supporting Information/Documentation
13	18.0.2 18.0.3	Company Organization chart/plan
14	18.0.7	The Contractor shall employ sufficient qualified employees to efficiently perform all tasks under this contract. Key personnel as listed below:
14.1	15.0.1	One Site Manager - The Contractor shall have at least one (1) Site Manager at Film City with the full authority to provide the necessary resources to meet the requirements of this contract; and shall be always available on-site during the operating hours and on-call out of the operating hours. The Site manager shall have no less than five (5) years of theoretical and practical food service knowledge in managing multi-national dining facilities and should have either internationally recognized training, experience or have finished school or apprenticeship in internationally recognized environment. Must be from the NATO countries and or countries contributing to the mission. Curriculum Vitae (CV) of the Site Manager is to be provided in the Technical Proposal (TP).
14.2	15.0.2	Dining Room Manager-The Contractor shall employ at least one (1) English-speaking Dining Room Manager to oversee the serving line and dining room during mealtimes. The Dining Room Manager shall be present in the Dining Room for the duration of the mealtimes and will be responsible for liaising with diners to ensure that their needs are catered to. The Dining Room manager shall have no less than five (5) years of theoretical and practical food service knowledge in managing multi-national dining facilities and should have either internationally recognized training, experience or have finished school or apprenticeship in internationally recognized environment. They shall oversee the Contractor's Serving Line employees and Dining room employees and immediately rectify problems. Curriculum Vitae (CVs) of the Dining Room Managers is to be provided in the Technical Proposal (TP).

14.3	6.0.2	Two International Chefs - The Contractor shall ensure that at least one (1) qualified International Chef is available at each meal that has attained level three (3) food safety certification as per (EC 852/2004). All the International Chefs (minimum of three (2) on staff) must have either internationally recognized training or have finished school or apprenticeship in internationally recognized environment, must speak and understand English, must have adequate and documented theoretical and practical knowledge of Western and International cuisine and be able to meet the requirements of patrons in relation to their dietary requirements, religious or otherwise. All Chefs will have at least five (5) years, experience in a similar role, must be from the NATO countries and or countries contributing to the mission. Curriculum Vitae (CV) of the 2 International Chefs are to be provided in the Technical Proposal (TP).
14.4	14.1.1	Quality Assurance Supervisor - The Contractor shall employ at least one (1) International English-speaking Quality Assurance Supervisor which will be present always during water and food deliveries and also during meal times (except the late meal). The QA must be trained and experienced in Quality Assurance to European Standards as stated in (EC) 853-2004 and have at least 3 years' experience in a similar role. The Quality Assurance Supervisor Should have either internationally recognized training, University Degree in Food Technology or have finished school or apprenticeship in internationally recognized environment. Must be from the NATO countries and or countries contributing to the mission. Curriculum Vitae (CV) of the minimum one (1) Quality Assurance Supervisor is to be provided in the Technical Proposal (TP).

Part III, Section B, Appendix 9 Technical Evaluation Criteria CNH

GENERAL:

The technical evaluation factors for this solicitation encompasses, technical approach, corporate and human resources, quality control, experience and past performance factors. Technical factors are of paramount consideration in the award of the contract.

Offerors are advised that award will be made to that offeror whose bid is the lowest price technically compliant.

The evaluation will be based on the demonstrated capabilities of the prospective Contractors in relation to the needs of the project as set forth in the IFIB. The merits of each bid will be evaluated carefully. Each bid must document the feasibility of successful implementation of requirements of the IFIB. Offerors must submit information sufficient to evaluate their bid based on the detailed criteria below.

The purpose of the criteria is to ensure that the Companies are evaluated fairly and the requirements are outlined to them prior the closing of the bid.

TECHNICAL EVALUATION CRITERIA/SCORING RATING

There are three (3) criteria identified for evaluating the offers for Technical Compliance. Weights have been assigned to each one of this criteria for evaluation purposes as follow:

A. Understanding Of Overall Requirement & Satisfying Technical Requirements - Technical Approach to Performance Requirements : Weighted 50%

The sub criteria identified for evaluation of criterion A are described in detail in tab 1 "Criterion A" of this spreadsheet and covers various activities. A weight allocation depending on the importance of each activity will be assigned. Criterion A will weight 50% of the total evaluation score. The maximum score for criterion A is 100 and the passing mark for technical assessment for Criterion A is 70 before applying 50% weighting. Bidders found to be unacceptable scored in any of the sub-criterion 2, 3 8.2, their offers will not be considered further for evaluation.

B. Experience: Weighted 20%

The sub criteria identified for evaluation of criterion B are described in detail in tab 2 "Criterion B" of this spreadsheet. Criterion B will weight 20% of the total evaluation score. The maximum score for criterion B is 100 and the passing mark for technical assessment for Criterion B is 60 before applying 20% weighting. Bidders found to be unacceptable scored in sub-criterion 12 their offers will not be considered further for evaluation.

C. Key Personnel Organizational Structure and Work Composition: Weighted 30%

The sub criteria identified for evaluation of criterion C and the scores assigned to each of the sub criteria are described in detail in tab 3 "Criterion C" of this spreadsheet. Criterion C will weight 30% of the total evaluation score. The maximum score for criterion C is 100 and the passing mark for technical assessment for Criterion C is 70 before applying 30% weighting. Bidders found to be unacceptable scored in any sub-criterion 14.1, 14.2, 14.3, 14.4 their offers will not will not be considered further for evaluation.

FINAL TOTAL SCORE EQUALS SUM OF THE WEIGHTED CRITERIA A, B, C AS A PERCENTAGE				
CRITERIA	MINIMUM PASSING SCORE	ACTUAL SCORE	WEIGHT	WEIGHTED SCORE
A	70		50%	
B	60		20%	
C	70		30%	
TOTAL				

The overall score is a sum total of the individual scores allocated for each criterion. For an offer to be technically acceptable the weighted overall percentage scoring shall be 68% and above and each one of the evaluation criteria should pass the established minimum score. If an offer is considered technically not compliant in one of the established criteria (A, B, C) then the offer will not be considered further for evaluation.

TECHNICAL EVALUATION CRITERIA		
DOCUMENTS REQUIREMENTS		
A. Understanding Of Overall Requirement & Satisfying Technical Requirements - Technical Approach to Performance Requirements: Demonstrate a good understanding of the service. Provide a detailed execution plan showing a detailed understanding of the project's work flow. Provide a dynamic plan showing how the project work flow is synchronized over the duration of the phase in period - with the one shown as being within the limit of the SOW. Demonstrate how Company will manage and comply with requested services identified in the referenced paragraphs of the SOW. In case subcontractor(s) is/are used the Bidder shall demonstrate that the potential subcontractor(s) is/are technically qualified for the work specified in the SOW.		
Item	Ref. Par	Expected Supporting Information/Documentation
1	23.3	<p>Transition (phase-in) plan: A detailed activity plan during transition period and handover-take over between two contracts. Draft Phase-in Plan – a plan for phase-in (Dynamic Plan/Gantt Chart) shall be submitted which will contain contract implementation and detailed work description for all activities described in the Part III, section B Statement of Works document within phase-in and new contract implementation period. The bidder should describe in detail the overall project management approach to transition the required in-scope services. The bidder should make reference to all activities described in Part III, Section B Statement of Work to address:</p> <ol style="list-style-type: none"> 1. Proposed Plan and Schedule 2. Milestones 3. Management Processes and knowledge transfer 4. Documentation deliverables 5. Organizational Change Management 6. Roles and responsibilities of Bidder and Service Recipient.
2	4.0	Ensure and present within the Technical Bid the methodology for providing the requested services and management of this process in line with applicable NATO Standards and ISO's
3	4.0.4	ISO Certification: The Contractor shall be certified for ISO standard 9001 & 22000. The Contractor shall provide proof of these certification
4	5.5.0	Sufficient detail provided concerning the Food Storage Procedures
5	9.5.0	Sufficient detail provided concerning the provision and operation of Pizza Bar, Salad Bar
6	9.6.0	Proposed Packed Meals
7	15.3.0	Proposed Training Program for Contractor's employees. The Contractor shall ensure all employees are trained and will provide refresher training, at regular intervals (at least annually) in their areas of employment.

8	9.1.0	Menus: The Contractor shall produce varied, high quality menus which cater to the tastes of the multi-national diners and be responsive to changes in the tastes of the diners as NATO/KFOR rotations occur. The Contractor shall ensure that menus provide for a variety of tastes and that meal choices are rotated regularly. Efforts to prepare food in a nutritional manner should focus on Best Practices to include batch cooking, reducing the amount of fat, sugars, salt etc
8.1	9.1.4	Recipe Cards: The Contractor shall ensure that the menu planning, the menu choices, nutritional standards and food services comply with the requirements stipulated at this SOW and reflect the Multi National tastes of the customer base. Menus will require review and amendment on a regular basis to ensure currency and choice commensurate with the make-up of the customer demographics. The Contractor shall have a complete recipe database with all the respective recipe cards for all menu items on the cyclic menu. Samples of the recipe cards shall be submitted as an element of the Technical Proposal (TP).
8.2	9.1.3 9.1.4	Menu Planning: The Contractor shall utilize a twenty-eight (28) day menu to ensure menus provide variety. The Contractor shall provide variation by preparing the food type differently to avoid a repetition of the twenty-eight (28) day menu. (For instance, chicken served on Day 1 fried, may be served baked on Day 2). A proposed 28 Multi-National menu planning for all meals (breakfast-lunch-dinner) is to be provided in the Technical Proposal (TP).
9	14.0	Quality Control Plan: The Contractor shall implement and operate a Quality Control Program. The standard of quality the Contractor shall provide under this contract is to be at least the same as would be provided in a good quality European Union based restaurant (EC) 853-2004 and in accordance with the current ISO 9001 standard. The Quality Control plan will contain an effective and systematic measurement method for each required service, frequencies of measurement, recording of assessment and corrective and preventive measures to maintain quality of services to be performed. In addition, it shall also include responsibilities, methods and frequencies of measurement, assessment and method of recording. A Draft of this plan shall be submitted as an element of the Technical Proposal (TP) and the final one will be maintained as a management tool thereafter.
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Item	Ref. Par	Expected Supporting Information/Documentation
12	1.0.10	Relevant experience, that satisfactory performed projects, substantially similar in scope and magnitude in Catering Services. The Company shall demonstrate that it has sufficient experience (managerial, technical, resources, etc.) in order to execute the works described in the SOW.

TECHNICAL EVALUATION CRITERIA		
DOCUMENTS REQUIREMENTS		
C. Key Personnel Organizational Structure and Work Composition: Demonstrate that the key personnel to be employed (either integral to the company or by a sub-contractor) possess the requisite professional certifications/qualifications (e.g. Degree, Diploma, as applicable) and experience. This is particularly important when listing key company leadership and managerial personnel as per requirement listed in the SOW – such as the Site Manager, Dining Room Manager, International Chefs, Quality Assurance Supervisors. Demonstrate Project Organization and Workers list Structure, estimated amount of personnel for each department (demonstrating that bidder fully understands the requirement and will cover the services with proposed amount of personnel for each department).		
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14	18.0.7	The Contractor shall employ sufficient qualified employees to efficiently perform all tasks under this contract. Key personnel as listed below:
14.1	15.0.1	One Site Manager - The Contractor shall have at least one (1) Site Manager at Film City with the full authority to provide the necessary resources to meet the requirements of this contract; and shall be always available on-site during the operating hours and on-call out of the operating hours. The Site manager shall have no less than five (5) years of theoretical and practical food service knowledge in managing multi-national dining facilities and should have either internationally recognized training, experience or have finished school or apprenticeship in internationally recognized environment. Must be from the NATO countries and or countries contributing to the mission. Curriculum Vitae (CV) of the Site Manager is to be provided in the Technical Proposal (TP).
14.2	15.0.2	Dining Room Manager-The Contractor shall employ at least one (1) English-speaking Dining Room Manager to oversee the serving line and dining room during mealtimes. The Dining Room Manager shall be present in the Dining Room for the duration of the mealtimes and will be responsible for liaising with diners to ensure that their needs are catered to. The Dining Room manager shall have no less than five (5) years of theoretical and practical food service knowledge in managing multi-national dining facilities and should have either internationally recognized training, experience or have finished school or apprenticeship in internationally recognized environment. They shall oversee the Contractor's Serving Line employees and Dining room employees and immediately rectify problems. Curriculum Vitae (CVs) of the Dining Room Managers is to be provided in the Technical Proposal (TP).

14.3	6.0.2	Two International Chefs - The Contractor shall ensure that at least one (1) qualified International Chef is available at each meal that has attained level three (3) food safety certification as per (EC 852/2004). All the International Chefs (minimum of three (2) on staff) must have either internationally recognized training or have finished school or apprenticeship in internationally recognized environment, must speak and understand English, must have adequate and documented theoretical and practical knowledge of Western and International cuisine and be able to meet the requirements of patrons in relation to their dietary requirements, religious or otherwise. All Chefs will have at least five (5) years, experience in a similar role, must be from the NATO countries and or countries contributing to the mission. Curriculum Vitae (CV) of the 2 International Chefs are to be provided in the Technical Proposal (TP).
14.4	14.1.1	Quality Assurance Supervisor - The Contractor shall employ at least one (1) International English-speaking Quality Assurance Supervisor which will be present always during water and food deliveries and also during meal times (except the late meal). The QA must be trained and experienced in Quality Assurance to European Standards as stated in (EC) 853-2004 and have at least 3 years' experience in a similar role. The Quality Assurance Supervisor Should have either internationally recognized training, University Degree in Food Technology or have finished school or apprenticeship in internationally recognized environment. Must be from the NATO countries and or countries contributing to the mission. Curriculum Vitae (CV) of the minimum one (1) Quality Assurance Supervisor is to be provided in the Technical Proposal (TP).