



REQUEST FOR QUOTATIONS (RFQ)

Framework agreement Provision of Catering Services

RFQ NUMBER: NUV/2026/ADMIN/036

To: Potential Suppliers

Date: 25/08/2026

The **National University of Vanuatu** (the National University of Vanuatu) invites you to submit your quotation for carrying out the services as described herein. Any resulting contract shall be subject to the attached General Conditions of Contract (GCC) and Special Conditions of Contract (SCC).

SECTION A: QUOTATION REQUIREMENTS

- 1) Description of Services and Location:
Framework Agreement – Provision of Catering Services.

National University of Vanuatu Locations:

- **Main Campus, Opposite Vanuatu Institute of Technology (VIT), Port Vila**
- **School of Education, Kawenu Campus, Port Vila, Vanuatu**
- **School of Agriculture, Luganville, Santo**

- 2) Quotations should be:
Inclusive of VAT
- 3) Services are to commence: **November 1st, 2026**

Services are to be completed by: **November 1st 2027.**
- 4) Quotations must be valid for **90 days** from the Submission Date and Time given below.
- 5) Quotations and supporting documents as specified in Section B must be marked with the RFQ Number given above and indicate your acceptance of the stated terms and conditions.
- 6) Quotations must be received no later than the Submission Date and Time being: **11AM on 8th September 2026** by mail or hand delivered to the address specified below.
- 7) Quotations must be returned to:
**National University of
Vanuatu, main campus**



Tender Box, Administration

Building or by email:

john.manu@univ.edu.vu

- 8) Bidders may submit quotations for all items in Section D. Evaluation and award will be conducted on a item by item basis. The Purchaser reserves the right to award one or more suppliers, whichever is determined to provide the best value for money and meets the technical requirements.
- 9) The Contract will be awarded to the bidder whose bid is substantially responsive and offers the lowest evaluated price. However, the National University of Vanuatu is not bound to accept the lowest or any quotation.
- 10) The successful bidder(s) will enter into a **Framework Agreement with National University of Vanuatu, for a period of one (1) year** for the supply of stationery items at the agreed unit rates. The Framework Agreement does not guarantee any minimum quantity or expenditure, and actual purchases will be made as and when required through approved Purchase Orders or call-off arrangements during the agreement period.
- 11) The Section F - **Terms of Reference** detail the service to be performed under the framework agreement contract.

Signed:

Name: **Jean – Pierre NIRUA**

Title/Position: **Vice -Chancellor**

Address: **National University of Vanuatu**

(For, and on behalf of the National University of Vanuatu)





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SECTION B: CONTRACTORS QUOTATION SERVICES

NUMBER: NUV/2026/ADMIN/036

- 1) Currency of Quotation: Vanuatu VATU
- 2) Services will commence on: 1st November 2026, Services to be completed by: 1st November 2027.
- 3) The validity period of this Quotation is: 90 days from the Submission Date.
- 4) We enclose the following documents:
 - Business Registration Certificate
 - Business License
 - VAT Registration Certificate
- 5) We confirm that our quotation is subject to both the attached General Conditions and Special Conditions of Contract and is based on the terms and conditions stated in your Request for Quotations referenced above.
- 6) We confirm that the prices quoted are fixed for the duration of the validity period and any subsequent contract that may be awarded.

Signed:

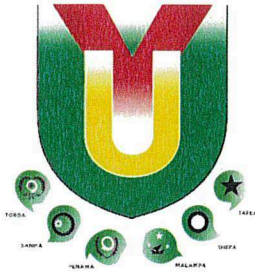
Name:

Title/Position:

Authorised for and on behalf of:

Contractor:

Address:



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SECTION C: SUPPLIER INFORMATION AND EXPERIENCE

Bidders shall provide a written proposal outlining:

- Company Profile
- Curriculum Vitae of proposed staffs
- Qualification in related field
- Related food safety and hygiene training
- Service equipment including vehicle
- At least 3 year experience of the catering business
- At least three client references

Signed:

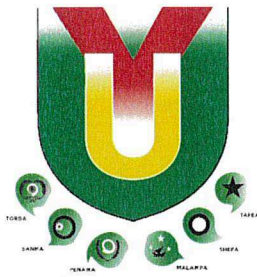
Name:

Title/Position:

Authorized for and on behalf of:

Supplier:

Address:



SECTION D: PRICE SCHEDULE (to be filled by supplier)

Cuisine options for meals below including: Asian (Chinese, Japanese, Korean, Thai, Indian), Europe (French, Italian, English), America's (Mexican, Fast-food), Polynesian, Melanesian.

MEALS per Cuisine (Rate per Unit):

No.	Cuisine	Morning tea – Per Person	Afternoon Tea – Per Person (VUV)	Buffet Lunch – Per Person (VUV)	Buffet Lunch – Per Person (VUV)	Dinner – Per Person (VUV)	Finger Food – Per Person (VUV)
1	Chinese						
2	Japanese						
3	Korean						
4	Thai						
5	Indian						
6	French						
7	Italian						
8	English/ British						
9	Mexican						
10	American- style						
11	Polynesian						
12	Melanesian						

Meal price shall include x3 main course options, x3 drinks option, x2 desert option, preparation, services and delivery to meeting location.



DRINKS (Rate per Unit):

No.	Item	Standard Serving/Description	Unit	Unit Price (VUV)
1	Bottled Water	Standard bottled drinking water (500–600 ml)		
2	Juice	Fruit juice, standard serving (250–300 ml)		
3	Soft Drink	Standard soft drink (330–375 ml)		
4	Tea	Tea with hot water, including sugar/milk as required		
5	Coffee	Coffee with hot water, including sugar/milk as required		
6	Coconut	Fresh coconut (standard price per fruit)		
7	Kava	Fresh kava juice (1.5 L standard)		
8	Fruit package	Fresh fruit platter with minimum 3 options		

Prices shall remain fixed for 12 months.

NUV may specify the type or flavour of juice, soft drink or tea/coffee required when issuing a Purchase Order.

Note: All Prices in the price schedule are:

☐ Inclusive of VAT and duties

Signed:

Name:

Title/Position:

Authorized for and on behalf of:

Supplier:

Address



SECTION E: GENERAL CONDITIONS OF CONTRACT (GCC)

Catering Services Framework Agreement

GENERAL PROVISIONS

1. Contract Documents

The documents forming the Contract shall be read together and interpreted as one agreement. The Contract shall be governed by the laws of the Republic of Vanuatu. The language of the Contract shall be English.

2. Entire Agreement

This Contract constitutes the entire agreement between the Parties and supersedes all previous negotiations, communications and agreements.

3. Assignment

Neither Party shall assign its obligations under the Contract without the prior written consent of the other Party.

4. Definitions

For the purposes of this Contract:

Contract Manager means the person named in the SCC responsible for administering the Contract.

Contractor means the catering service provider appointed under this Contract.

Contract means the signed Contract Agreement together with all documents incorporated therein.

Framework Agreement means the arrangement established between NUV and the Contractor for the provision of catering services on an as-needed basis.

Purchase Order means an authorized written request issued by NUV for specific catering services.

Services means the catering goods and related services described in the Terms of Reference.

Contract Price means the schedule of rates agreed under the Contract.

Force Majeure means any unforeseeable event beyond the control of either Party.

Site means NUV Main Campus, School of Education Campus and School of Agriculture or any other approved location specified by NUV.

Commencement date means start date of the contract

Completion Date means the end date of the contract. The contract shall not be valid after the completion date, unless extended.



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OBLIGATIONS OF NUV

5. General Obligations

- 5.1. NUV shall appoint a Contract Manager.
- 5.2. NUV shall issue Purchase Orders as required.
- 5.3. NUV shall pay the Contractor in accordance with the Contract.
- 5.4. NUV does not guarantee any minimum quantity or value of services under this Framework Agreement.

OBLIGATIONS OF THE CONTRACTOR

6. Scope of Services

- 6.1. The Contractor shall provide catering services in accordance with:
The Terms of Reference; The Schedule of Rates; and Individual Purchase Orders issued by NUV.
- 6.2. Services may include: Morning Tea; Afternoon Tea; Tea and Coffee Services; Buffet Lunches; Packed Lunches; Dinners; Finger Food Services; Bottled Water and Beverages; Buffet Setup; Serving Staff; Event Support Services.

7. Standard of Performance

- 7.1 The Contractor shall perform the Services with due skill, care, diligence and professionalism.
- 7.2. The Contractor shall comply with all applicable laws and regulations.
- 7.3. Food shall be prepared and delivered in accordance with accepted food safety and hygiene standards.
- 7.4. The Contractor shall ensure sufficient staffing, equipment and transportation to perform the Services efficiently.
- 7.5. The Contractor shall maintain the quality standards offered in its quotation throughout the Contract period.

8. Food Safety and Hygiene

- 8.1 All food supplied shall be: Fresh; Safe for human consumption; Prepared under hygienic conditions.
- 8.2. The Contractor shall: Maintain appropriate food handling practices; Store food at appropriate temperatures; Use clean preparation and serving equipment; Comply with all public health requirements.
- 8.3. NUV may reject food that fails to meet acceptable hygiene or quality standards.

9. Subcontracting

- 9.1. The Contractor shall not subcontract any substantial part of the Services without prior



written approval from NUV.

9.2. Approval shall not relieve the Contractor of its obligations under the Contract.

10. Insurance

10.1. The Contractor shall maintain Public Liability Insurance during the Contract period where applicable.

10.2. Evidence of insurance shall be provided upon request by NUV.

11. Confidentiality

11.1. The Contractor shall not disclose confidential information obtained through performance of the Contract without prior written approval from NUV.

SERVICE DELIVERY

12. Service Requests

Catering services shall only be provided upon receipt of an authorized Purchase Order from NUV.

12.1. Each Purchase Order shall specify: Event date; Location; Number of participants; Catering requirements; Delivery time.

13. Delivery Requirements

13.1.1. The Contractor shall deliver services at the time and location specified in the Purchase Order.

13.1.2. Services may be required at: NUV Main Campus; School of Education Campus; Other approved locations within Efate.

13.1.3. The Contractor shall be capable of servicing all campuses simultaneously where required.

14. Acceptance and Rejection

14.1. NUV shall inspect services upon delivery.

14.2. NUV may reject food or services that: are delivered late; are incomplete; are unsafe; Do not meet agreed quality standards.

14.3 The Contractor shall replace rejected items at its own cost.

15. Variation Orders

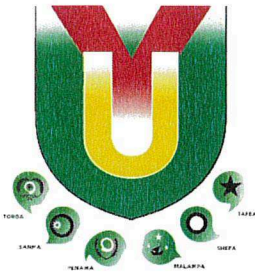
15.1. NUV may request changes to: Quantities; Menus; Delivery locations; Timing of services. Variations shall be agreed in writing before implementation.

TERMS OF PAYMENT

16. Contract Pricing

16.1. Prices shall be those contained in the Schedule of Rates.

16.2. Rates shall remain fixed for the Contract period unless otherwise approved by NUV.



16.3. This Framework Agreement does not establish a guaranteed contract value.

17. Payment Conditions

17.1. Payment shall be based on services actually ordered and delivered.

17.2. The Contractor shall submit: Invoice; Purchase Order reference; Delivery confirmation.

17.3. NUV shall pay valid invoices within thirty (14) days of receipt.

17.4. No advance payment shall be made unless expressly approved in writing.

18. Taxes and Duties

18.1. Prices shall include all applicable taxes, duties, labour, transportation and delivery costs unless otherwise stated in the SCC.

TERMINATION AND SUSPENSION

19. Termination for Default

19.1 NUV may terminate the Contract if the Contractor: Fails to deliver services satisfactorily; Repeatedly delivers late; Fails to comply with food safety requirements; Engages in fraudulent or corrupt practices.

20. Termination for Insolvency

20.1. NUV may terminate the Contract if the Contractor becomes bankrupt or insolvent.

21. Termination for Convenience

21.1. NUV may terminate the Contract by providing thirty (14) days written notice.

21.2. NUV shall pay only for services satisfactorily delivered before the termination date.

22. Termination by Contractor

22.1. The Contractor may terminate the Contract upon thirty (14) days written notice where: NUV fails to pay undisputed invoices; Force Majeure prevents performance for more than sixty (60) days.

23. Suspension

23.1. NUV may suspend the Contract where: Funding becomes unavailable; Operational requirements change; Performance issues require investigation.

DISPUTE RESOLUTION

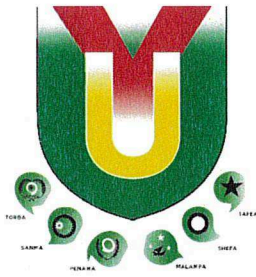
24. Negotiated Settlement

24.1. The Parties shall attempt to resolve disputes amicably through negotiation. Failing settlement, disputes shall be resolved by the Courts of the Republic of Vanuatu.

FORCE MAJEURE

25. No Breach of Contract

25.1. Neither Party shall be considered in breach of the Contract where failure to perform results from Force Majeure.



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26. Extension of Time

26.1. The Contract Manager may grant a reasonable extension of time where performance is affected by Force Majeure.

27. Payments During Force Majeure

27.1. No payment shall be due for services not performed because of Force Majeure.

27.2. NUV shall pay only for services satisfactorily delivered prior to the Force Majeure event.

INTEGRITY AND PROBITY

28. Ethical Conduct

28.1. Neither Party shall engage in fraud, corruption, collusion, coercion or obstructive practices.

28.2. Any such conduct may result in: Contract termination; Recovery of damages; Debarment from future procurement opportunities; Criminal prosecution.

28.3. Any attempt to solicit or offer bribes shall be reported to the appropriate authorities.



SECTION F: SPECIAL CONDITIONS OF CONTRACT

GCC Ref.	HEADING	DETAILS TO BE ENTERED BY NATIONAL UNIVERSITY OF VANUATU (Where Applicable)
4	Contract Manager	Senior Procurement and Asset Management Officer
4	Date of Commencement Date of Completion	Commencement Date: 1 st November 2026 Completion Date: 1 st November 2027
5	Obligation of NUV	NUV reserves the right to appoint one or more suppliers under this Framework Agreement. Appointment under the Framework Agreement does not guarantee any minimum volume or value of business.
6	Locations	National University of Vanuatu • Main Campus, Port Vila • School of Education, Port Vila • School of Agriculture, Luganville
10	Insurance	The Contractor shall maintain valid Public Liability Insurance throughout the contract period where available and required under Vanuatu law. Evidence of insurance shall be provided upon request.
12	Service requests	Catering services shall only be provided upon receipt of an authorized Purchase Order issued by NUV
13	Delivery Requirements	The Contractor shall confirm receipt of each catering request within twenty-four (24) hours. For urgent requests, confirmation shall be provided within six (6) hours.
14	Acceptance and Rejection	NUV reserves the right to reject any food, beverage, or catering service that does not meet the required quality, quantity, hygiene, packaging, presentation, or delivery standards.
15	Variation orders	Variations to participant numbers, menu selections, delivery locations, or service times shall be agreed in writing prior to implementation.
16	Contract pricing	Rates quoted by the Contractor shall remain fixed for the duration of the Framework Agreement unless otherwise agreed in writing by NUV.
17	Payment	Payment shall be made within fourteen (14) calendar days following satisfactory completion of the services and receipt of a valid invoice



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19	Termination	Repeated late delivery, failure to comply with food safety requirements, failure to maintain agreed service standards, or repeated customer complaints may constitute grounds for termination.



SECTION F: TERMS OF REFERENCE

Framework Agreement for Catering Services

National University of Vanuatu

1. Background

The National University of Vanuatu (NUV) conducts meetings, workshops, conferences, training activities, official functions, consultations and stakeholder engagements throughout the year. NUV intends to establish a Framework Agreement with one or more qualified catering service providers for a period of twelve (12) months to provide catering services for NUV activities.

The Framework Agreement is intended to provide NUV with access to reliable catering services at pre-agreed rates, consistent quality standards and agreed service conditions, while allowing NUV to place individual orders according to its actual requirements.

Services may be required at:

- NUV Main Campus, Port Vila, Efate;
- NUV School of Education, Kawenu Campus, Port Vila, Efate;
- NUV School of Agriculture, Luganville, Santo; and
- Other approved locations within Efate and Santo where NUV activities are conducted.

2. Objective

The objective of this procurement is to establish a reliable and flexible catering arrangement that enables NUV to:

- obtain catering services at pre-agreed unit rates;
- support meetings, workshops, conferences, training and official functions;
- obtain different meal options and cuisine types according to the requirements of each activity;
- ensure consistent food quality, hygiene and service standards;
- reduce the time required to source catering services for individual activities; and
- improve value for money and efficiency through a Framework Agreement.

3. Scope of Services

The Contractor(s) shall provide catering services as requested by NUV through individual Purchase Orders approved by authorized authority specified under NUV Finance Policy.

The services may include the following:

3.1 Meals



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The Contractor shall provide the following meal categories:

- Morning Tea;
- Afternoon Tea;
- Buffet Lunch;
- Packed Lunch;
- Dinner; and
- Finger Food.

3.2 Cuisine Options

The Contractor shall provide meals in accordance with the cuisine categories included in Price Schedule SECTION D Schedule.

The cuisine categories may include:

- Chinese;
- Japanese;
- Korean;
- Thai;
- Indian;
- French;
- Italian;
- English/British;
- Mexican;
- American-style;
- Polynesian; and
- Melanesian

NUV may select different cuisines and meal categories for different events as specified in the Purchase Orders.

3.3 Refreshments and Beverages

Where requested, the Contractor shall provide:

- Bottled Water;
- Juice;
- Soft Drinks; and
- Tea and Coffee Service.

Prices for the items in **3.1**, **3.2** and **3.3** shall be provided in Price Schedule Section D– Price Schedule.

3.4 Event Support Services



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Where specifically requested by NUV, the Contractor shall provide:

- catering/service staff;
- buffet setup;
- serving equipment;
- cutlery and crockery;
- tables and table coverings; and
- delivery and transportation.

These services shall be charged at the agreed rates provided in Section D -Price Schedule, where applicable.

4. Service Locations

The Contractor shall be capable of providing catering services at:

- NUV Main Campus, Port Vila;
- NUV School of Education, Kawenu Campus, Port Vila;
- NUV School of Agriculture, Luganville, Santo; and

Other locations within Efate and Santo approved by NUV.

The Contractor shall include all costs associated with delivery and transportation in accordance with the applicable rates provided in Section D-Price Schedule.

5. Multiple Framework Agreement Providers

NUV reserves the right to establish Framework Agreements with one or more successful suppliers under this procurement.

The establishment of a Framework Agreement does not guarantee any minimum quantity, expenditure or number of Purchase Orders to any Contractor.

NUV may place orders with one or more Framework Agreement providers based on factors including:

- suitability of the required cuisine and menu;
- availability;
- service location;
- capacity to meet the required delivery time;
- quality and performance;
- price; and
- the specific requirements of the activity.

The Contractor shall have sufficient capacity to service multiple NUV activities simultaneously where required and where this has been agreed through the relevant Purchase Order.

6. Food Quality, Hygiene and Safety Standards



The Contractor shall:

- maintain appropriate food hygiene and food safety standards;
- ensure that food is fresh and prepared appropriately for the date of service;
- use clean and suitable food preparation, storage and serving equipment;
- ensure food is appropriately packaged, transported and presented;
- ensure food is delivered at the agreed time;
- maintain appropriate temperatures for hot and cold food;
- ensure catering staff maintain appropriate personal hygiene;
- immediately notify NUV of any issue that may affect the quality or timely delivery of an order; and
- replace, at no additional cost, any food item that is spoiled, contaminated, damaged, incorrectly supplied or otherwise considered unacceptable by NUV.

7. Dietary Requirements

The Contractor shall accommodate reasonable dietary requirements communicated by NUV, including, where requested:

- vegetarian meals;
- special dietary requirements;
- food allergies or intolerances; and
- other reasonable requirements identified in the Purchase Order.

The Contractor shall clearly identify special meals where required to avoid confusion during service.

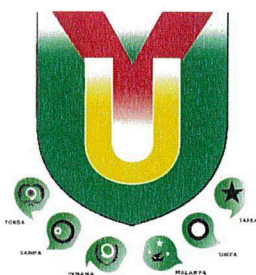
8. Ordering Procedure

All catering services shall be requested by NUV through an approved Purchase Order only by NUV.

Each order shall, where applicable, specify:

- date of the event;
- service location;
- number of persons;
- meal type;
- cuisine required;
- delivery/service time;
- refreshments and beverages required;
- event support services required; and
- any special dietary requirements.

The Contractor shall confirm acceptance of the order by signing the Purchase Order and notify NUV promptly if it is unable to meet any part of the requested service.



No additional charges shall be incurred by NUV unless they have been approved in writing by an authorised NUV representative.

9. Pricing

The Contractor shall provide prices in Price Schedule Section D– Price Schedule.

Prices shall be quoted on a per-person basis for meals, unless otherwise specified in the Price Schedule.

The agreed prices shall:

- remain fixed for the twelve (12) month Framework Agreement period;
- include all costs necessary to provide the service;
- include applicable labour, preparation, packaging, delivery and transportation costs where specified;
- include applicable taxes and charges; and
- not be increased without prior written agreement by NUV.

NUV shall pay only for services actually ordered, delivered and accepted.

10. Contract Period

The Framework Agreement shall be for a period of twelve (12) months from the commencement date specified in the Agreement.

The Framework Agreement does not create an obligation on NUV to purchase any minimum quantity or value of services.

11. Reporting and Record Keeping

The Contractor shall maintain accurate records of all services provided under the Framework Agreement.

Where requested by NUV, the Contractor shall provide:

- copies of Purchase Orders and delivery/service confirmations;
- invoices identifying the relevant Purchase Order;
- quantities and meal types supplied;
- location and date of service;
- any approved variations;
- records of complaints or service issues; and
- any other information reasonably required by NUV for contract monitoring and payment verification.



The Contractor may also be required to provide a monthly service summary where NUV considers this necessary for contract management.

12. Key Performance Indicators (KPIs)

NUV will monitor Contractor performance throughout the Framework Agreement using the following Key Performance Indicators:

KPI	Performance Standard	Measurement
Timeliness of Delivery	Services delivered at the agreed time	Delivery/service records (invoices and PO's)
Food Quality	Food meets the agreed menu, quality and presentation requirements	NUV inspection/feedback
Food Hygiene and Safety	Compliance with applicable food hygiene and safety requirements	Inspection and incident records
Order Accuracy	Correct quantity, meal type, cuisine and special requirements supplied	Purchase Order vs. delivery
Dietary Requirements	Agreed dietary requirements correctly provided	Customer/event feedback
Service Responsiveness	Contractor responds promptly to NUV orders and enquiries	Communication records
Complaint Resolution	Complaints addressed promptly and corrective action taken	Complaint records
Value for Money	Services provided at agreed Framework Agreement rates	Invoice and price schedule review
Capacity and Availability	Contractor is able to meet confirmed orders and agreed service requirements	Order acceptance/performance records

NUV may conduct periodic performance reviews based on these KPI's.

Where performance is consistently unsatisfactory, NUV may require corrective action and may apply the remedies provided under the Framework Agreement and applicable procurement procedures.

13. Service Performance and Corrective Action

Where the Contractor fails to meet the agreed service requirements, NUV may require the Contractor to:

- rectify the issue immediately where practicable;
- replace unacceptable food or services at no additional cost;
- provide a written explanation for repeated or serious service failures; and



- implement corrective measures to prevent recurrence.

Repeated failure to meet the required service standards may be considered in determining whether the Contractor remains suitable for future Purchase Orders under the Framework Agreement.

14. NUV Responsibilities

NUV shall, where applicable:

- provide the Contractor with reasonable notice of catering requirements;
- provide accurate information regarding the number of persons and service requirements;
- identify special dietary requirements known to NUV;
- issue approved Purchase Orders;
- provide reasonable access to the service location where required; and
- verify and process payment for satisfactorily delivered services in accordance with the agreed payment terms.

15. Contractor Responsibilities

The Contractor shall:

- provide services in accordance with the Purchase Order and Framework Agreement;
- maintain sufficient staff and resources to fulfil confirmed orders;
- provide food and services at the agreed prices;
- comply with applicable laws, regulations and food safety requirements;
- maintain confidentiality of NUV information where applicable;
- ensure its employees and representatives conduct themselves professionally while providing services to NUV; and
- immediately notify NUV of any circumstances that may prevent the Contractor from fulfilling a confirmed order.

16. No Minimum Commitment

The establishment of the Framework Agreement does not constitute a commitment by NUV to purchase a minimum quantity or value of catering services.

NUV will place orders based on its actual operational requirements and available budget.

17. Price Schedule

The Contractor shall complete Price Schedule Section D, which forms an integral part of this RFQ and any resulting Framework Agreement.



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The Price Schedule requires bidders to provide standard unit prices for the specified meal categories and cuisine types, together with prices for refreshments, beverages and event support services.

Signed:

Name:

Title/Position:

Authorized for and on behalf of:

Supplier:

Address: