

## **PART 1 - TECHNICAL (UNPRICED) PROPOSAL**

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**To: SAKSON GROUP**  
Ashgabat, Turkmenistan

**Tender Title:** Provision of Catering and Housekeeping Services for SASKON GROUP –  
Turkmenistan Offshore facilities

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Dear Sirs,

We would like to recognize and thank you for submitting our Technical part of the Tender and giving this opportunity.

On behalf of the invitation to Bid, it is prudent to mention that ALP IŞ HJ is a catering company with **100% Turkmen shareholders** and one of the pioneers in Turkmen market in the sphere of catering and other food industries.

Even though our company was established in 2015, all our management team has solid background in the provision of catering and camp management services. Our team have founded and managed MERDEM Catering from 2009 to late 2015, when we managed to secure catering contracts from leading oil and gas companies such as Petronas Carigali, China National Petroleum Corporation, Hazar Consortium, Eni Saipem, Tekfen Construction and several Hyundai Engineering projects and have provided them foodservice operating standards that are equivalent to or surpass international health and safety standards; serving over 20,000 meals per day. In late 2015, all our management team have left MERDEM Catering and founded a new catering company – ALP IŞ HJ.

Our firm’s foodservice and industrial catering experience and connections in the local market, are unique and make us an excellent choice to provide the catering and housekeeping services at SAKSON GROUP Turkmenistan facilities at Hazar field.

We have studied carefully the scope of work and details of the tender requirements. We have complied strictly with each one of the provisions of this document and submit our proposal strictly in accordance with the terms of the bid documents. For your information, we have attached all of the necessary documentations for the performance of this service.

We hope you will be impressed with the quality of our service and the detail of our Bid.

Sincerely,

Hudaynazar Atageldiyev  
General Director  
ALP IŞ HJ

## **A. BUSINESS PLAN**

### **1. Food Catering Requirements**

ALP Catering will utilize specialized containers to transport foodstuffs from onshore to the platform in the offshore. These containers will be refrigerated in order to maintain the correct temperature regime in compliance with HACCP standards.

All foodstuffs will meet the international and local hygiene standard requirements and will be provided along with the necessary food safety certificates.

ALP Catering will be responsible for transportation of meal to work locations in specialized vehicles in a hygienic manner and ensure the quality will be in compliance with SAKSON GROUP standards.

Food temperatures will be monitored and recorded in temperature checklists in each stage of the food production process (i.e. receiving, storing, preparing, cooking, cooling/heating, serving) by our HSE specialists.

All foodstuffs will be stored in accordance with ISO standards.

ALP Catering will prepare three main meals for a minimum of 100 permanent residents and additional meals as required for temporary residents and visitors at the platform. ALP Catering will store necessary foodstuff in order to meet the changing numbers of the platform visitors.

### **2. Catering Services**

ALP Catering will provide continuously on the FACILITIES all control and responsibility sufficient personnel necessary to prepare and serve meals for all personnel on board, and to maintain all accommodation areas, offices, corridors, toilets, other quarters, including any portable accommodation units where applicable, galley, food storage areas and all equipment therein in a clean and hygienic condition whilst the FACILITIES is in operation over 24 hours per day and with personnel working two twelve hour shifts per day.

ALP Catering will provide qualified professionals for the execution of current services. At least one of the chefs will be English speaking for both local and western cuisines. All chefs are experienced in similar catering services for large number of camps with multi-national employees.

All our personnel working on the FACILITIES undergo a medical examination in order to determine the fitness of individuals to work and to handle food prior to being assigned to the FACILITIES by a Medical Practitioner approved by SAKSON GROUP at our cost. This medical examination as a minimum includes:

- Doctor Examination
- General Analysis of the Blood
- Blood Group Analysis
- Liver biochemistry
- Lung X-ray
- ECG
- Dentist Examination
- Audiogram

This medical examination is repeating every year and after any illness. A copy of the Medical Certificate will be submitted to SAKSON GROUP representative immediately after each examination and before being ALP Catering personnel being assigned to the FACILITIES.

ALP Catering will maintain strict discipline and good order among his employees and will not permit any of them to engage in any activities that might, in SAKSON GROUP's opinion be contrary or detrimental to performance of the WORK on the best interest of SAKSON GROUP.

ALP Catering will prepare, cook and serve meals to all COMPANY personnel whether residents or visitors approved by the COMPANY. The menus offered will be well balanced in accordance with COMPANY requirements.

ALP Catering will provide all catering related equipment in order to successfully run the operations except major equipments and heavy utensils.

In addition, ALP Catering will supply refreshments to all COMPANY facilities as indicated in the Scope of the Work and keep records of all refreshment distribution in COMPANY Supply list and all the information will be stored in hard and electronic version.

ALP Catering will properly manage the water dispensers provided by the COMPANY and in case there is a problem with Dispenser ALP Catering will repair if possible, otherwise will send to Camp Maintenance Supervisor to change.

ALP Catering will furnish all required food for full catering services as indicated in of Scope of the Work. ALP Catering will ensure all foodstuffs and consumables provided will be of the first class quality and freshness in accordance with local food safety

specifications as well as with ISO-22000 standards.

ALP Catering will pay particular attention to the quality of meat products and ensure they are date packed. Reasonable percentage of all fruit and salad vegetables will be fresh, unfrozen, un-chilled, non-canned or dried in accordance with the Turkmenistan legislation.

SAKSON GROUP can always audit food deliveries for the compliance with above paragraph.

The quantity and quality of menu will be equal or better than the details provided in COMPANY’s sample menus. ALP Catering will rotate menus minimum of 17 days.

ALP Catering will transport and cover all transportation costs including fuel charges in order deliver food in thermal containers provided by ALP to all specified COMPANY facilities. Special containers will be utilized to transport fruit, vegetables, bread and bakery foods. Delivered food temperature will be under strict control in accordance with HACCP requirements.

All dishes will be thoroughly cooked and served using industry – accepted standards:

Dishes will be cooked in relevant quantities to the number of persons to be served. Hot foods will be served hot and cold foods will be served cold. Dishes prepared in advance will be rapidly cooled and stored under refrigeration.

ALP Catering will ensure hot foods will be served at a minimum of 68C and reheated dishes will be serviced at a minimum temperature of 85C.

Foods will not be kept at the internationally accepted temperature danger zone. During preparation ALP Catering will ensure the cross contamination will be avoided and will pay great attention to the segregation of vegetables, meats, poultry and fish products during the preparation process.

Daily menus will be prepared and served in accordance with the menu requirements specified in the Scope of the Work.

Food will be presented on the hot and cold services areas at the latest possible time before services. Counter sill be decorated and garnished appropriately to enhance the appearance of the food. Counters will be serviced during the meal times to ensure cleanliness and attractiveness of the presentation.

ALP’s professional staff will deal with guest complaints and comments promptly in a professional and open manner and ensure matters reported to the camp boss to

maintain a high standard of the SERVICE.

Subsequent replacement of all restaurant utensils such as cutlery, crockery and glassware will be provided at ALP’s cost.

ALP Catering will prepare menus with variety of meals available and all foods will be common to diets in accordance with the highest International standards. Ad-hoc alternative meals where personnel cannot choose from the available menu will be provided.

ALP Catering will maintain adequate stocks for a minimum of 8 (eight) week’s consumption in the event of late delivery or such unplanned failures. Contingency plans will be put in place to avoid any guest disappointment. A stock of not less than 3 days supplier for fresh goods and fruits will stored at the facility storages.

ALP Catering will provide all necessary transportation and storage containers required for the delivery of the SERVICE including any movable refrigerated containers. ALP Catering will have contingency plans for in case the failure of the refrigeration systems.

Main meals will consist of international, western, and local national menus and will be served promptly according to the schedule provided by the COMPANY.

When necessary, ALP Catering will provide catering services for special events, official dinners, and barbeques and theme evenings. Menus and costs for special events will be prepared and approved by COMPANY.

### **3. Housekeeping Services**

#### **i. Cleaning Services**

ALP Catering will be responsible for standards of cleanliness based on a quality equivalent to International Hotel and provide complete housekeeping services at COMPANY facilities. These services will include housekeeping for all sleeping accommodations, hallways, sanitary, washroom facilities, kitchen and dining areas, offices, galley, cold storage, freezer and chiller rooms, laundries and other facilities and areas included at the SAKSON GROUP facilities.

Daily kitchen, canteen, recreation rooms, stores, laundry, and clinic cleaning will include but not limited to the following:

- Floors will be mopped with disinfectant at least once a day;
- Any mats or rugs are to be either vacuumed or washed daily
- All the work covering tables, tops and legs, fridges, cabinets and equipment will

be wiped down. There will be no traces of food, dirt or dust on any of these surfaces.

- The walls all over the kitchen will be wiped down.
- The wash up area will be tidy all the time. All wash utensils will be returned to their appropriate places and all the work area will be dry at the start of each service time.
- The kitchen will be spotless at the end of service times.
- All other surfaces, fixings and fixtures are to be cleaned daily and shall include the wiping of sills, ledges, doors, partitions and the like;
- All waste paper baskets, rubbish bins, ash trays and the like in these areas will be emptied twice daily, and washed where and when appropriate;
- Shelves, working surfaces, cooking apparatus will be washed at least once a day;
- Food store-rooms will be cleaned at least once a day; common washing and toilet facilities, dining room, kitchens and immediate surroundings at least twice a day; fridges and freezers at least once a week;
- Toilets, showers, bathrooms, common areas to same and entrances thereto;
- Floors will be washed at least twice a day. Surfaces including toilets, toilet seats and covers, cisterns, shower trays and partitions, lavatory basins, sinks are to be washed and disinfected twice a day. All other surfaces, sills, ledges, doors, partitions, fixings fixtures and the like will be washed and wiped daily;
- Waste paper baskets, rubbish bins, ashtrays and the like are to be emptied twice daily, and washed where and when appropriate. Toilet soap and toilet paper are to be provided by ALP Catering and replaced as required;

Monthly kitchen cleaning will include but not limited to the following:

- All fridges and freezers will be defrosted and clean out.
- All floors will be scrubbed with soap and disinfectant.
- All walls will be wiped with disinfectant from floor to ceiling.
- All equipment will be pulled out and the back cleaned out.
- All filters will be removed and cleaned out before replacing.
- All hoods ducts and high fittings will be cleaned out.

Bedrooms, corridors, stairs, offices and lounge:

- Floors will be swept or, as appropriate, vacuumed daily and washed weekly;
- Furniture, fixings, fixtures and the like will be dusted daily, furniture being polished, as appropriate, weekly. Beds will be made daily;
- Sills, ledges, doors partition and the like will be wiped weekly;
- Waste paper baskets, rubbish bins ash trays and the like will be emptied twice daily, and **washed where and when appropriate;**
- The cleaning will include disinfestations agents provided by the ALP Catering and approved by the COMPANY HSEC department as and when appropriate;

## ii. Laundry Services

ALP Catering will provide a complete laundry service utilizing the equipment provided by COMPANY for all platform personnel. This service will include all linens, bed sheets, pillowcases, towels, personal clothing, work clothing and other items normally laundered.

In carrying out the laundry services, ALP Catering will adopt a proper working system of control identification separately for work clothes and personal clothing for each individual, and that all work clothes and personal clothing are laundered separately. ALP Catering will ensure that the clothes will be properly returned to the respective personnel.

Laundry will be carried out and returned within twelve (24) hours. It will be washed, dried and returned to the designated room. Overalls, gloves and working clothes will be washed and dried separately from normal personal wear.

Bed linen and towels will be changed prior to arrival of a new resident. Otherwise bed linen will be changed every four (4) days and towels everyday.

The damaged or list items will be replaced with a similar appearance and at least of the equivalent quality

## iii. Additional services

ALP Catering will provide a weekly "Deep Clean" service of all the facilities, in which the kitchen, in particular, canteen, stores, offices and accommodation are to be thoroughly cleaned.

ALP Catering will provide a "Deep Clean" service every sixty (60) days in all the facilities, in which the kitchen, in particular, canteen, stores, offices and accommodation are to be thoroughly cleaned with the dismantling and reinstallation of all necessary kitchen equipment.

## **B. HEALTH, ENVIRONMENT, SAFETY SYSTEM AND CULTURE**

Please refer to Appendix – 3 for the details of this section’s requirements.

#### **D. EXPERIENCE**

Some of our team’s past experience in catering services for onshore & offshore operations shown in below table:

<b>Client</b>	<b>Project Name</b>	<b>Location</b>	<b>Scope of Work</b>	<b>Contract Value (USD)</b>	<b>Number of Residents / Nonresidents</b>	<b>Years</b>	<b>Duration of the Management</b>
TOYO ENGINEERING	TGPC Project	KIYANLI, Turkmenistan	Catering	1.2 million USD	120+ people	2016- Present	2 years
ESER HOLDING	Bereket – Balkanabat Highway Construction	BALKAN, Turkmenistan	Catering	2.4 million USD	700 people	2014 - Present	3 years
USSAT ENGINEERING	Civil Construction	Ashgabat, Turkmenistan	Catering	2.57 million USD	1800 people	2015 - Present	3 years
PETRONAS CARIGALI PC(T) Sdn. Bhd	Block 1, Onshore and Offshore Fields	KIYANLI, Turkmenistan	Catering/ Laundry/ Housekeeping	10.00 + million USD	550 people	2015 – 2016	1 years
CHINA NATIONAL PETROLEUM CORPORATION (CNPC)	Bagtyýarlyk, PSA Territory, Blok B	LEBAP, Turkmenistan	Catering/ Laundry/ Housekeeping	17.5 million USD	750 people	2011 – 2016	5 years

HAZAR CONSORTSIUM (MITRO INTERNATIONAL)	Onshore Drilling	Eastern Cheleken	Catering/ Laundry/ Housekeeping	3.00 million USD	300 people	2015- 2016	1 years
HYUNDAI ENGINEERING Co. Ltd.	Ethane Cracker and PE/PP Plant	KIYANLI, Turkmenistan	Catering/ Laundry/ Housekeeping	TBD	4000+ people	2014 – 2015	1 years
HYUNDAI ENGINEERING Co. Ltd.	Galkynysh Gas Field Development Project	SOUTH YOLOTEN, Turkmenistan	Catering/ Laundry/ Housekeeping	7.2 million USD	1900 people	2011 – 2016	4+ years
HYUNDAI ENGINEERING Co. Ltd.	Modernization of Turkmenbashi Oil Refineries Complex	TURKMENBASHI, Turkmenistan	Catering/ Laundry/ Housekeeping	7.0 million USD	1850 people	2013 – 2016	3 years
ENI SAIPEM	Burun Field - Rig 5870	BALKAN, Turkmenistan	Catering/ Laundry/ Housekeeping	2.15 million USD	108 people	2014 – 2015	2 years
TEKFEN CONSTRUCTION	Galkynysh Gas Field Development Project	SOUTH YOLOTEN, Turkmenistan	Catering/ Laundry/ Housekeeping	14.98 million USD	4800 people	2011 – 2014	3 years
GULF OIL AND GAS FZE	Galkynysh Gas Field, Wells Development	SOUTH YOLOTEN, Turkmenistan	Catering/ Laundry/ Housekeeping	2.3 million USD	111 people	2011 – 2013	2 years

NOTE: Since 2009, ALP Catering team has also experience in providing its catering services to many other construction companies, government agencies, international institutions operating in Ashgabat, Turkmenistan.

## **D. TECHNICAL SPECIFICATIONS**

### **Menu and Catering Specification**

In accordance with the Scope of Work, ALP Catering will supply a weekly menu for SAKSON GROUP approval a minimum of 5 days in advance. Menus will be changed daily and rotated no more frequently than 17 days.

ALP Catering will not offer any genetically modified foods.

#### **a. Service Specification**

At all mealtimes a choice of at least two (2) hot main courses will be available. No two presented meals will be of the same base meat product. Menu content will include one National dish, one European and one healthy eating /vegetarian dish at every meal.

A cold table of minimum five cold meats, two fish, four cheeses and twelve salads will be available at all times.

A choice of at least four starters one hot, a choice of four sweets, one hot, will be available at Lunch and Dinner.

Grilled beefsteak, chicken and Omelettes to order will be available at all mealtimes.

At all mealtimes the following will be freely available:

- Various types of cooked vegetables, pasta and potatoes appropriate to the main courses;
- Fresh bread, rolls, butter and margarine;
- Milk (semi-skimmed and full), mineral waters, canned soft drinks, fruit squash and fruit juices;
- Selections of cheese and biscuits, cakes, fresh fruit, yoghurt, cream and ice cream;
- Condiments, sauces, salad dressing freshly made (without preservatives) and extra virgin olive oil etc.;
- Disposable napkins etc.;

ALP Catering will provide a 24-hour service for hot and cold beverages, including a selection of low calorie alternatives, semi-skimmed and full milk, regular and decaffeinated coffee (percolated and instant), tea, soft drinks, mineral water, fresh fruit and snacks (e.g. cheese, biscuits, nuts, cakes, etc.). These beverages and light snacks will be available for all Tea/Coffee breaks, which will occur mid-morning, mid-afternoon, and meetings, etc.

ALP Catering will supply high street products i.e. Breakfast cereals, table sauces, condiments, soft drinks, fruit juice, cooking, and salad oils, Preserves, biscuits and crackers.

ALP Catering will prepare menus each week, in advance. COMPANY reserves the right to request alteration to menus given good cause and ALP Catering will comply with any such request as far as is reasonable.

ALP Catering will provide special functions at COMPANY request. ALP Catering and COMPANY will agree upon the revised SERVICE and any additional cost, which will require written COMPANY approval prior to the provision of such SERVICE.

ALP Catering will maintain on hand at all times, a food stock sufficient to provide all meals for a minimum of four weeks. This may be reduced with respect to certain provisions (and subject to COMPANY’S agreement), providing that ALP Catering can demonstrate a reliable supply chain for such provisions.

ALP Catering will maintain the highest standards of catering hygiene at all times in accordance with the current UKOOA Guidelines together with any HMSO Food Safety Publications and/or relevant E.U. Regulations /Guidelines; and in accordance with relevant Republic of Turkmenistan legislation (Food safety & catering Specifications); law of Turkmenistan, concerning safety of foods products, and ISO-22000.

ALP Catering will comply at all times with all local Turkmenistan enactments and any other enactments or guidelines in force from time to time relating to Food Preparation, Safety and Hygiene.

COMPANY reserves the right to employ an independent catering hygiene consultant or dietician to inspect and report on ALP’s operation.

ALP Catering Manager will attend regular meetings with COMPANY management. ALP Catering will upon request by COMPANY produce any weekly or monthly reporting data deemed necessary by COMPANY in order to verify that safe, healthy and environmental compliance of the services are being provided by ALP Catering.

ALP Catering will carry out regular quality assurance activities including audits and questionnaires to determine product quality and customer satisfaction with the catering service. Findings will be reviewed with COMPANY and reported on monthly.

## **b. Product Specifications**

ALP Catering will provide foodstuffs and the like to the following typical product specification as the minimum quality and standard in the delivery of the Catering Service, on a daily basis.

Cereals (use local & international Brand name products) – bran with mixed dried fruit, muesli;

Dairy Produce - natural yoghurt, low fat yoghurt, fruit yoghurt, milk full, milk low fat, milk skimmed, fresh cream, tinned carnation milk, long life milk, long life cream, butter unsalted, butter salted, low cal. margarine, margarine, flora margarine;

Fruit Juices - canned and fresh (use local & international Brand name products. i.e. Tropicana, J-7, Juicy), grape fruit, orange, apple, tomato, pineapple, other market combinations, natural fruit juices, orange, pineapple, grapefruit, grape, apple;

Bread - white & brown, whole meal, wheaten rolls, bagels;

Salads - tomato, cucumber, capsicum peppers, coleslaw various, mix green salad various, potato salad various, mixed fresh salad various, celery salad, onion salad various, cheese salads, salad various;

Fresh fruits - apples various, oranges, mandarin oranges, pears various, melon various, soft fruits various, grapes various, strawberries, bananas, kiwi fruit, plums, nectarines, peaches and etc.;

Cold Meats & Fish - ham, turkey, chicken, duck, goose, beef, various sausages, fish and etc.;

Hot drinks (use local & international Brand name products) - cocoa, café hag, instant and filter coffee various brands, espresso, cappuccino, Nescafe, Maxwell House instant coffee, tea various;

Cold Drinks (use local & international Brand name products) - fruit juices, milk, as above, canned soft drinks (coca cola, Fanta, Pepsi, sprite, 7up etc.), squash various, mineral water (sparkling, still);

Deserts - cheesecake various, tarts, tinned fruits, fruit desserts, etc.;

Cheese (use local & international Brand name products) - various International & local national cheeses from hygienic sources;

Biscuits (use local & international Brand name products) - sweet biscuits various;

Sauces Condiments etc. (use local & international Brand name products) tomato ketchup, mayonnaise various, pepper sauces various, butters, salad oils, mustards and peppers, sauce, sugar portions, etc.;

2.13 Cooked Breakfast will consist of the following: French toast, eggs (all-ways), sausages, tomatoes, offal, mushrooms, beans, hash browns, pancakes, oatmeal and rice porridge;

2.14 Durum wheat (use local & international Brand name products);

**c. Menu Specification**

ALP Catering will develop menus of a varied and interesting nature for COMPANY approval. The menu will be approved weekly by Company Representative and in compliance with a contractual general list of balanced menu prepared /approved by a nutrition specialist. CONTRACTOR will use the list specified in the Scope of the Work for guidance in menu selection but is encouraged to develop this list as appropriate.

Please see **Appendix – 4** for sample menu ALP Catering will prepare and service COMPANY.

**d. Portion Size Specification**

ALP Catering will provide portion sizes suitable for the energy levels required by COMPANY personnel with consideration given to climatic conditions. The portion sizes listed on Scope of Work are for guidance purposes but will be the minimum requirements of the SERVICE, and will be monitored by COMPANY.

ALP Catering will, as a part of its mobilization plan, provide the list of Light Equipments, Cutlery, and Crockery etc. for the successful operation of the project.

**E. TECHNICAL REQUIREMENTS in Appendix “D” – Scope of Work**

**1. Previous Experience**

Area	Information Required
A1 Contractor Experience	<p>1.1 ALP Catering is one of the pioneers in the local catering market providing its services to large oil and gas companies operating within the borders of Turkmenistan. Since 2009 ALP Catering team has expanded its services from Ashgabat to all five regions of the country serving more than 20,000 meals per day. Part C (Experience) of this document lists the accounts ALP Catering team has been providing services of catering, housekeeping and camp management in general.</p> <p>1.2 ALP Catering team has solid experience in operations all across the country including Balkan region and the Caspian Base. ALP Catering</p>

	<p>has well setup logistics and supply chain/route backed-up by the Head Office central warehouse/inventory systems. ALP Catering has already established logistics route to its operations in Balkan region. This will enable us to complete our mobilization to SAKSON GROUP facilities on a timely manner.</p>
<p>A2 Catering &amp; Housekeeping contracts</p>	<p>2.1 Part C (Experience) shows the previous experience of our team over the past 7 years. For your reference, we have attached the reference letters (<b>Appendix-1</b>) from some of our clients list. ALP Catering team has experience in managing camps with residents of up to 4800 people at a time.</p> <p>2.3 All catering operations units across the country are backed by Head Office management and catering professionals. These professionals will conduct frequent field trips to the sites to ensure all operations are in accordance with the company standards.</p> <p>2.4 Most of the accounts listed in Part C (Experience) are located in the remote locations as these companies are in the business of gas development and oil drilling. Therefore, ALP Catering possesses extensive knowledge of the nature of the COMPANY’s operations and work conditions.</p> <p>2.5 In order for us to be able to maintain our high quality-standard we rely on a number of renowned local suppliers, for whom the ALP Catering is an enormously important client. As a result, we are guaranteed that those suppliers make our satisfaction their top priority, very much like the satisfaction of our guests is of the utmost importance to us. We are happy to let our customers benefit from this advantage in quality. References from local suppliers are available upon request.</p>
<p>A3 Reputation</p>	<p>3.1 As a result of our consistency in the quality of services, we have forged strong relationships with our foreign clients who have used our local services to replace foreign food service operators, extended our contracts without tender and have asked us to expand into other regions with them. Please refer to <b>Appendix-1</b> for the references from the clients who have used our services.</p> <p>3.2 As ALP IŞ HJ is 100% locally owned and registered, we have not been in a need to subcontract our services. Strong organizational scheme along with its professional human and financial resources allows ALP Catering to run its operations successfully without a need for a third party outsourcing.</p>

	<p>3.3 As stated in our mission statement we make sure our major stakeholders’ (i.e. customers, employees, suppliers, shareholders) interests are well balanced and addressed to have a sustainable growth of our company.</p> <p>3.4 ALP Catering has a good reputation among its clients, suppliers and other entities in the market. ALP IŞ HJ is a respected and an active member of the Industrialists and Entrepreneurs Union of Turkmenistan.</p>
A4 Key Positions Experience	<p>5.1. Please refer to Appendix – 2 for the detailed CV of the Site Manager. It is demonstrated that the Site Manager possesses strong background at this position.</p> <p>5.2. Please refer to Appendix – 2 for the detailed CV of the Head of Chefs. It is demonstrated that the Head of Chefs possesses strong background at this position.</p>

## 2. Contractors Organization, Manpower & Resources

Area	Information Required
B1 Organization	<p>1.1. ALP Catering workforce organizational chart clearly shows all necessary positions that will be working on the site and who report to whom. ALP Catering Site Manager will be responsible for the smooth workflow of kitchen operations, for the quality of the food provided according to menu. Procurement supervisor oversees the flow of fresh and quality products to supply kitchen daily demand. Meanwhile, housekeeping supervisor is going to oversee the housekeeping and laundry personnel.</p> <p>1.2. Organizational chart clearly indicates the level of authority of each position and the communication lines.</p> <p>1.3. ALP Catering Head office located in Ashgabat will constantly monitor workflow and will provide any necessary support. Moreover, company’s Director of Operations will be present 24/7 and ensure high service provided and will be in touch with Head office.</p>
B2 Job TECHNICAL Descriptions	<p>2.1. Job descriptions for all positions are shown on Appendix – 2.</p>

	<p>Operation and Maintenance. (Technicians, Labors, assistances, etc.)</p> <p>2.3. ALP Catering ensures all required positions and job descriptions meet the expectation of the COMPANY.</p>
B3 Available Manpower	<p>3.1. ALP Catering has shown that it has available human resources to support this contract. ALP Catering has professional experienced local and foreign cooks who can prepare various international and local dishes. CONTRACTOR has agreements with international agencies that can provide foreign human resources as well. All local manpower has enough expertise to work and meet company expectations.</p> <p>3.2. Contractor has provided histogram of detailing manpower and has enough human resources to make necessary adjustments in order to adapt chaining situations.</p> <p>3.3. Workload of manpower is shown in Appendix – 2.</p>
B4 Subcontractors	<p>As ALP IŞ HJ is 100% locally owned and registered, we have not been in a need to subcontract our services. Strong organizational scheme along with its professional human and financial resources allows ALP Catering to run its operations successfully without a need for a third party outsourcing.</p>
B5 Head Office Support	<p>5.1. ALP Catering has showed clear and continues communication with Head office in order to meet customer expectations. Moreover, Head Office representatives will be visiting operations several times a month.</p> <p>5.2 Site managers on continued basis will be in touch with general director and senior management and will receive their support any time needed.</p> <p>5.3 Head Office will provide 24/7 support to site manager and ensure high service provided.</p> <p>5.4. Senior management will conduct monthly assessment to the support provided to the site operations.</p>

B6 Key Personnel	<p>6.1. ALP Catering workflow organizational chart has shown all necessary positions that necessary to successfully run these operations and ensure quality work.</p> <p>6.2. Key positions are identified and highlighted in bold within organizational chart.</p> <p>6.3. CVs have been provided for all key positions. All possible candidates have high level of expertise and required experience for their individual positions. Most of them are working with ALP Catering team for the past few years.</p> <p>6.4. All personnel for the current contract are available and ready to start once tender is granted to ALP Catering. Personnel has passed the interview and training processes and highly motivated for this upcoming opportunity.</p>
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### 3. Health, Safety and Environment - Policy and Leadership

Area	Information Required
C1 HSE Evaluation	<p>ALP Catering is acknowledging that the Health, Safety &amp; the Environment is one of the most important aspects of our business. One of our six senior team members is dedicated 100% to our HSE strategy including development, implementation and monitoring HSE standards along with her team. ALP Catering will fully comply with SAKSON GROUP HSE Policy, Health and Safety Requirements, Technical Safety as well as Security requirements.</p>
C2 HSE Policy	<p>2.1. Please find ALP Catering – HSE Company Policy and Manual included in PART C of this tender document.</p> <p>2.2. ALP Catering implements internationally accepted HACCP system in all of its operational units. All of our facilities are inspected by International Organization for Standardization periodically and ISO 9001 and ISO 22000 certifications are awarded each year.</p> <p>2.3. ALP Catering recognizes COMPANY requirements for permits and licenses. All our operational units meet client requirements of obtaining all necessary permits/licenses.</p> <p>2.4. Our Director of HSE and all her subordinates have the written policy of HSE audits. We audit the general environment, food safety equipment including refrigerators and equipment, dry storage</p>

	<p>environment, product labeling, state of product upon delivery, staff health and safety standards, and other similar. Depending on the outcome of the audit, the Director of HSE meets with site management to review in detail the audit; praising them for the aspects they have done well and discussing the aspects that need improvement.</p> <p>2.5. We have an ongoing HSE training in our formal training facility in our Head Office Ashgabat along with conducting training sessions at remote catering sites.</p> <p>2.6. We have written processes and procedures available in accordance with HACCP standards.</p>
<p>C3 HSE Execution</p>	<p>3.1. We are a hands-on management team. We provide bi-annual assessments twice a year. We are on the floor supervising day-to-day activities and make ongoing suggestions and take corrective actions when necessary.</p> <p>We look for simple things like arrival on time arriving on clean uniform, be ready to work and have a good and positive attitude. We also look for more complex aspects like leadership skills, working cohesively within a team, and levels of customer service provided including customer communication, connection and staff ability to respond to all questions related to food service.</p> <p>We have the full training conducted by our director of HSE and her senior staff.</p> <p>We test staff knowledge and they are required to obtain an 85% or better on this test in order to be ALP Catering HSE certified. Each new employee goes through one week of orientation period where they get trained on HSE matters. And if there are specific site requirements, we conduct additional training to ensure our staffs meet those site requirements. The courses are given in-house six 1-hour formal classes per attached HSE manual plus hands-on training where necessary depending on the employee job.</p> <p>As a result of our strong training strategy, we managed to execute our operations without any accidents.</p> <p>In regards to SAKSON GROUP requirements, please refer to PART C of this tender document for our HSE plan. Once awarded the contract, we will work with your team to develop and have them approve a site-specific HSE program, which we will implement prior to opening the</p>

	<p>food services.</p>
<p>C4 HSE Organization</p>	<p>We have developed a full HSE package for employees as attached. We have tracking sheets to monitor all temperatures in refrigerated, frozen and dry storage areas. We have cleaning guidelines set in writing for all areas of the business, which are monitored by middle and senior management.</p> <p>The copy of HSE manuals written in 3 languages is enclosed. Our whole senior management team travelled U.S. in May 2012 for additional HSE training. We have a consultant from Canada who advises us on HSE and other matters on an ongoing basis. He travels from Canada to our premises to provide an ongoing advise every two months for the past 3 years.</p>
<p>C5 HSE Procedures</p>	<p>We have ongoing tracking programs. Our chefs carry thermometers; our refrigerators are monitored for cleanliness, temperatures. We file daily reports to our Director of HSE who also conducts an independent audit. Our Director of HSE and his team are constantly working to ensure that our standards are the highest in Turkmenistan. They review articles, books and ongoing North American and European standards; provide updates to all staff through written communication and classroom training as required.</p> <p>We have a full-time HSE staff member on each site who is responsible for training, implementing, and overseeing all HSE policies and for recording and monitoring all aspects of HSE at the site. Weekly reports are sent to the Director of HSE in our head office - Ashgabat.</p> <p>It is the responsibility of unit management to obtain all of the equipment manuals at each site to read them and to maintain them according to the manufacturer specifications. If the manuals are not available on site, we shall download from the manufacturer.</p> <p>Please refer to Appendix - 3 for the HSE manuals, plans and procedures.</p>

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## **F. TECHNICAL QUALIFICATIONS**

### TENDER CLARIFICATION & QUALIFICATION REGISTER:

**Appendix 1** – Company Overview / Recommendation Letters

**Appendix 2** – ALP Catering Manpower Organization

**Appendix 3** – ALP Catering HSE Policy and Manual

**Appendix 4** – Sample Menu