

PROVISION OF CATERING SERVICE WITHIN AFRICA CDC COMPOUND

Terms of Reference

1. BACKGROUND

The Africa CDC, an autonomous health institution of the Africa Union (AU), was officially launched in Addis Ababa, Ethiopia, in 2017 as a specialized technical institution of the African Union, the Africa Centres for Disease Control and Prevention (Africa CDC) is Africa's first continent-wide public health agency. Africa CDC envisions a safer, healthier, integrated, and stronger Africa, where the Member States can effectively respond to outbreaks of infectious diseases and other public health threats. The agency's mission is to strengthen the capabilities of Africa's public health institutions and systems to detect and respond quickly and effectively to disease outbreaks and other health burdens through an integrated network of continent-wide disease control and prevention, preparedness and response, surveillance, laboratory, and research programs. With its current staff number of about 200 staff, the Africa CDC works in all geographic regions of the African continent to achieve its mission and has instituted technical divisions to focus on five priority areas, namely Surveillance and disease intelligence, Preparedness and response, Laboratory systems and networks, Disease Control and Prevention, and Public Health Institutes and research.

The Africa CDC wishes to engage professional service providers for Provision of Catering Service within the Africa CDC premises. The Africa CDC will select the tender of the service providers it deems has the demonstrated knowledge and experience and who fulfils the needs of the organization at a competitive price.

2. OBJECTIVE

The objective of the service is to provide catering services within Africa CDC premises to enhance the general health and wellness of its staff by making it easier to take healthy meals and beverages, to improve staff productivity and efficiency by eliminating travel time to have meal and beverage outside the premises.

3. SCOPE OF SERVICE

- a) Provide fresh, balanced, healthy and appetizing meals (Breakfast, Lunch, Hot and Cold Beverages and Snacks) for the staff of the Africa CDC, visitors and meeting delegates (including VIPs) within Africa CDC premises.
- b) The catering service provider might be responsible for supplying and serving beverages, snacks and meals for meetings, conferences and workshops that take place in Africa CDC premises.

- c) The Catering Service provider shall provide international menu and menus that reflect the culinary culture of the five African Regions.
- d) Menus to incorporate dietary restrictions, e.g. Choice among vegetarian dishes, meat, poultry and fish.
- e) Run and manage the catering facilities professionally,
- f) Provide standard dining equipment, standard kitchen equipment and appliances, cooking and eating utensils. Please see the details list of kitchen equipment and appliances.
- g) Catering service must be provided every day during the year, except Saturday, Sundays and holidays (Africa CDC, International and Local) from **7.30hrs to 18.00hrs**. However, exceptional opening can be requested in case of exceptional circumstances with prior notification by Africa CDC.
- h) The catering service provider is not allowed to take any prepared food from the premises. It should be destroyed according to the agreement reached between the parties.**

4. FACILITIES TO BE PROVIDED BY THE AFRICA CDC

The Africa CDC will provide the area for restaurant and kitchen equipment, furniture and fixture.

Building	Africa CDC located at Hail Garment
Floor	Ground Floor
Composition	<ul style="list-style-type: none"> • Kitchen • Buffet Area • Dining Area
Area	About 200m ²
Service expected	<p>Buffet self-service that includes;</p> <ul style="list-style-type: none"> • Starters, Main Dishes and Desserts and a wide range of cold and hot drinks (including still and sparkling water, fresh fruit juices, smoothies and excluding alcoholic beverages). <p>Vegetarian options must be available.</p>

5. CONTRACT DURATION

The service provider will be awarded for an initial period of one year with a possibility of extension, based on satisfactory performance.

Commencement of Services: The Services shall commence immediately upon signing of contract.

6. COST SHARING

6.2 Cost sharing

The service provider shall be required to share the costs of furniture, kitchen equipment, fixtures, and other related costs. The cost-sharing proposal shall be submitted in a separate pdf file as per the instructions provided herein. Please use the table below while providing your offer.

Description	Monthly rate in ETB
Cost sharing to provide catering services at the Africa CDC building located at Haile Garment	

7. SITE VISIT/INFORMATIONAL MEETING

Interested service provider are required to undertake a site visit to the site prior submitting their offer to Africa CDC. **The date of site visit is 21 July 2023. Location: Africa CDC Building,, in front Haile Garment Roundabout, Addis Ababa, Ethiopia.**

8. QUALITY ASSURANCE

Food and snacks shall conform to highest standards governing purchase, storage, preparation, hygiene and service, and take into consideration the various nationalities, ethnic and religious dietary preferences of the Africa CDC staff.

9. RESPONSIBILITY AND CONTROL OF THE SERVICE

In performing its services, the Contractor must contribute to protecting the premises, including the equipment and facilities in place.

The Catering Service Provider shall be responsible for all damage caused by its employees, its equipment or its supplies, to Africa CDC property, equipment, buildings and building contents.

The Catering Service Provider shall also be responsible for all injuries to persons caused by its staff, equipment or supplies. The Catering Service Provider must be knowledgeable of and abide by all provisions of legislative enactments, by-laws and regulations in regard to safety.

The Catering Service Provider shall ensure that all wastes are collected appropriately, so as to ensure their handling and collection under acceptable conditions of hygiene. The Contractor shall be responsible for waste collection.

The Catering Service Provider shall ensure all the equipment and the area where the service performed are clean.

10. INSURANCE

The Catering Service Provider shall maintain at his sole expense, effective insurance covering his activities at the project premises. This shall include Workers' Compensation for the Catering Service Provider's employees engaged in Work associated with the Contract and General Liability Insurance.

The Africa CDC shall not be liable for any action, omission, negligence or misconduct of the Service Provider's employees and not liable for any insurance claims arising out of any injury/disability/death whilst performing duties. It is the sole responsibility of the awarded Catering Service Provider to obtain an all workman insurance cover for employees.

11. CATERING SERVICE PROVIDER'S RESPONSIBILITY FOR EMPLOYEES

- a) The Catering Service Provider shall be responsible for the professional and technical competence of its employees and will select, for service under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct. The Catering Service Provider shall have overall responsibility for providing uniforms for the staff, obtaining new clothes as needed and arranging for the cleaning of working clothes. Caterers is expected to apply Proper dress code, uniforms and table cloths must be clean and ironed.
- b) The Catering Service Provider will assume total responsibility for its staff behaviour and performance as well as to take care of the training of the staff, their substitute, and back up in cases of unavailability such as illness and annual leave.
- c) The Catering Service Provider's personnel must undergo a medical check-up and be certified as physically fit to work perform the duties;
- d) All employed staff should be given a written letter of appointment & job identity card as per the local law.

12. SECURITY CLEARANCE

The Catering Service Provider's employee will have to show the National Identity Card when they come to deliver the catering services at the Africa CDC Premises.

13. SAFETY AND HEALTH

The Catering Service Provider shall accept responsibility for the occupational safety of staff, equipment, furnishings and fittings in the areas exclusively occupied by it for the provision of the services at all times and for such responsibility in the areas where the services are being provided during the hours that it occupies those areas.

14. CATERING SERVICE PROVIDER’S PERSONNEL

Must include on-site Supervisors. A Supervisor with a decision-making capacity, must have strong supervisory and interpersonal skill and must be able to communicate in English.

The Supervisor is responsible;

- To have a meeting with focal person of Africa CDC to coordinate event specific details and special requests,
- Supervise staff during events to ensure high quality service are provided,
- Receive and respond complaint from the customers,
- The contractor’s staff shall wear proper uniforms, bearing the company’s insignia and be equipped in compliance with the regulations in force. The Catering Service Provider’s personnel shall maintain a professional appearance and mannerism.

Site visits: The Africa CDC reserves the rights to conduct site visits of the Catering Service Provider’s kitchen, where food is prepared.

15. EVALUATION AND QUALIFICATION CRITERIA

A. Preliminary examination

- a. Evidence of experience in providing catering services to international organizations, such as UN agencies or Africa Union or Embassies for at least two years. This shall be supported with letters from the international organization/s.
- b. Health certificate provide by Health Bureau.
- c. Certificate of incorporation, Valid trading license and VAT Registration certificate.

B. Technical Evaluation

Breakdown of Evaluation Criteria		
A	Experience of Service Provider	20 Marks
A1	General catering experience	5
A2	Specific experience in catering for international audiences	15
B	Qualifications and Experience of Key staff	30 Marks
B1	Chefs - culinary skill diversity across the continent and other parts of the world	8
B2	Managers – Multicultural work background, international experience, multi-linguistic	8
B3	Supervisors - Customer care-skills, at least one AU language competency, international experience.	8

B4	Waiting Staff- Customer care skills, language skills, F&B service competency, Basic Food and beverage product knowledge	6
C	Methodology of Catering and Management	50 Marks
C1	Menu Diversity and Creativity	30
C2	Staffing plan: Number of supervisors, Waiters, Chef, Cooks	10
C3	Food hygiene description and Kitchen hygiene description (Pest control, scheduled cleaning)	10

Financial Evaluation: Evaluation: the firm who meet the minimum passing mark of 70 will be considered for further financial evaluation. The following consideration will be made while undertaking financial evaluation.

- a) Lower price for the menu
- b) Higher offer for the cost sharing

Deadline for submission of Proposals

The deadline for submission is technical and financial proposal is

- 11 August 2023, at 11:00 AM

Menu's Submission instruction

The PDF copy of the technical and financial proposals in separate files shall be submitted by EM (Electronic e-mail). The files of the technical and Financial Proposal should be separately encrypted, or password protected. The Email shall not be encrypted but only the Technical and Financial Proposals shall be encrypted or password protected. The procedure is:

- a) The **separate file** of the **technical and financial** proposals should be sent to the following email addresses: africacdctender@africa-union.org and zemenua@africa-union.org
Service Providers should ensure documents are not corrupt or affected by any computer virus that may possibly deny an access to the files. The Client shall not be responsible for such corrupt files which may deny access during the proposal opening process.
- b) The Service Providers will receive the confirmation email from the Africa CDC once the Proposal is received by e-mail.
- c) **Password or encryption key** should be broken into two parts for both the technical and financial proposal zipped files. The two parts should be sent to the following officially designated recipients:
 - (i) The **first part** be sent by EM to: africacdctender@africa-union.org
 - (ii) The **second part** be sent by EM to: zemenua@africa-union.org
- d) **Time of sending of password or encryption key for the technical proposals:** The passwords or “**encryption key**” for technical proposals will be sent at least four hours before Proposal submission deadline.
- e) **Time of sending of password or encryption key for the financial proposals:** After receiving the results of the technical proposal, Service Providers scoring at least the minimum qualifying technical score required (i.e. 70%) to pass technical evaluation will be asked (via email) to provide their password for the financial proposals. As mentioned above, it is reiterated that **Service**

Providers shall use different encryption key or passwords for the technical and financial proposals. The password for the financial proposal shall be sent about 4 hours prior to the financial proposal opening time in two parts to the same email IDs as for the technical proposal mentioned above.