



**ST FRANCIS**  
★ HOSPITAL NSAMBYA ★

# REQUEST FOR PROPOSAL

## PROVISION OF CAFETERIA AND CATERING SERVICES ON MOTHER KEVIN WING UNDER A LONG - TERM AGREEMENT (LTA)

RFP No.: RFP-MKW-CAFETERIA & CATERING SERVICES  
Monday June 5, 2023

Mother  
Kevin Wing

SUBMITTED ON: .....



<b>Name of Business</b>	<b>Date:</b>
	<b>Reference:</b>

## REQUEST FOR PROPOSAL (RFP)

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Provision of Cafeteria and Catering Services for the Mother Kevin Wing, on a Long-Term Agreement (LTA)**.

Please be guided by the form attached here-in as **Annex 2**, in preparing your Proposal.

Proposals may be submitted on or before **Friday June 22, 2023**, by hand delivery to the address below:

### Head of Procurement

**St. Francis Hospital Nsambya**

**Ref: RFP-MKW-CAFETERIA & CATERING SERVICES /2023**

Your Proposal must be expressed in English and valid for a minimum period of 120 calendar days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline.

Proposals that are received by the Hospital after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of Hospital requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by the Hospital, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on the Hospital's re-computation and correction of errors, the Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by the Hospital after it has received the Proposal.

At the time of Award of Contract or Purchase Order, the Hospital reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the **General Terms and Conditions attached here-in**.



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Please be advised that the Hospital is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Provider's preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

The Hospital encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to the Hospital if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

The Hospital implements a zero tolerance on fraud and other practices, and is committed to preventing, identifying and addressing all such acts and practices against the Hospital, as well as third parties involved in the Hospital activities.

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

**Hospital Management.**

## Description of Requirements

Context of the Requirement	Provision of Cafeteria and Catering Services as per the TOR hereby attached for Mother Kevin Wing
Implementing Partner	ST. FRANCIS HOSPITAL NSAMBYA
Brief Description of the Required Services	Provision of Cafeteria & Catering Services as per the TOR hereby attached
List and Description of Expected Outputs to be Delivered	Satisfactory services provided within the timeframe and the categories of the contract as per the TOR hereby attached
Person to supervise the Work / Performance of the Service Provider	Hospital Administrator
Frequency of Reporting	Quarterly
Location of Work	<input checked="" type="checkbox"/> Cafeteria and Catering in the Mother Kevin Building <input checked="" type="checkbox"/> Any service station requiring catering like workshops, events and meetings
Expected duration of Work	<i>An initial Long-Term Agreement (LTA) will be issued for a period of <b>two years</b> and may be extended for an additional <b>three</b> years by mutual agreement of the parties and subject to satisfactory performance of the Contractor.</i>
Target start date	<b>July 22, 2023</b>
Latest completion date	.....
Facilities to be Provided by the Hospital (i.e., must be excluded from Price Proposal)	Space will be provided by the Hospital. Electricity will be provided to the Contractor and to be paid by the Contractor. Other equipment for the canteen and kitchen utensils and appliances to be provided by the contractor.
Names and Curriculum vitae of Individuals who will be involved in offering the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency - UGX
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> Must be inclusive of VAT and other applicable indirect taxes.
Validity Period of Proposals (Counting from the last day of submission of proposal)	<input checked="" type="checkbox"/> 120 days In exceptional circumstances, the Hospital may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Payment Terms	Within forty-five (45) days from the date of Submission of the following documents to Finance: a) The Hospital's signed copy of the LPO b) Invoice from the Service Provider
Person(s) to review / inspect/approve outputs / completed services and authorize the disbursement of payment	Relevant User Departments
Type of Contract to be signed	<input checked="" type="checkbox"/> Long-Term Agreement will be signed, but also specific documents will trigger the call-off. E.g., LPO, etc.)
Criteria for Contract Award	<input checked="" type="checkbox"/> <b>Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</b>
Criteria for the Assessment of Proposal	<b>Technical Proposal (70%)</b> <input checked="" type="checkbox"/> Company Information- 5points <input checked="" type="checkbox"/> Management Structure and Qualification of key Personnel – 5points  <input checked="" type="checkbox"/> Certifications and Accreditations for Company and Staff-10points <input checked="" type="checkbox"/> Business Innovative Concepts- 20 points <input checked="" type="checkbox"/> Trade Experience and References- 5points <input checked="" type="checkbox"/> Agencies and Partnerships- 2points <input checked="" type="checkbox"/> Business Risk and Litigation Management- 3points



	<p><input checked="" type="checkbox"/> Business Philosophy, Methodology and Policies; their Appropriateness to the conditions and timelines of the Implementation Plan – 15points</p> <p><b>Financial Proposal (30%)</b> To be computed as a ratio of the proposal’s offer to the lowest price among the proposals received by the Hospital.</p>
The Hospital will award the Contract to:	<p><input checked="" type="checkbox"/> One service Provider to manage both the Hospital Cafeteria and Catering.</p> <p>The Hospital shall as well rank top 3 Service providers as per evaluation method. In case, Services performed by First Service provider are not satisfactory, the Hospital will move to second ranked Service provider and the same shall apply to third ranked service provider in case of unsatisfactory service from second bidder.</p>
Annexes to this RFP	<p><input checked="" type="checkbox"/> Detailed TOR (<b>Annex 1</b>)</p> <p><input checked="" type="checkbox"/> Form for submission of Proposal (<b>Annex 2</b>)</p> <p><input checked="" type="checkbox"/> Financial Proposal Form (<b>Annex 2i and 2ii</b>)</p> <p><input checked="" type="checkbox"/> Mandatory Requirements Compliance Sheet (<b>Annex 3</b>)</p> <p><input checked="" type="checkbox"/> Reference List (<b>Annex 4</b>)</p>
Contact Person for Inquiries (Written Inquiries only)	<p><u><a href="mailto:procurement@nsambyahospital.or.ug">procurement@nsambyahospital.or.ug</a></u></p> <p>Any delay in the Hospital response shall be not used as a reason for extending the deadline for submission, unless THE HOSPITAL determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
<b>Pre-Proposal Site Visit</b> Participation of bidders is strongly recommended	<p>Date and Time: <b>Monday June 19, 2023, 10:00am – 12:00pm</b></p> <p>Meeting Point: St. Francis Hospital Board Room, Administration Block</p>
Required documents that must be submitted to Establish Eligibility of Proposers	<ol style="list-style-type: none"><li>1. Company profile – describing the nature of business, licenses, certifications/accreditations (if any), including printed brochures relevant to services procured, size of the firm (staff capacity, revenue, number of venues)</li><li>2. Following valid documents<ol style="list-style-type: none"><li>i. Trading license</li><li>ii. Certificate of incorporation (Company)</li><li>iii. VAT Certificate and Valid Tax Clearance Certificate</li></ol></li><li>3. Certified Audited Financial Statement) for the past three years</li><li>4. Track Record – list of clients for similar services indicating description of contract service, contract duration, contract value, contact references following template in the RFP</li><li>5. Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value within the past 3 years</li><li>6. Proposal on how to meet the level of service under as per TOR’s</li></ol>
Submission of proposal	<p>The Proposer shall prepare the Proposal in two parts: The Technical Proposal and the Financial Proposal. Below are the number of copies to be submitted:</p> <ol style="list-style-type: none"><li>i. One hard copy marked “Original Technical Proposal”</li><li>ii. One hard copy marked “Original Financial Proposal”</li></ol> <p>Both envelopes with technical and financial proposals must be included into one outer envelope clearly indicating the name of the Proposer and reference RFP_MKW_CAFETERIA &amp; CATERING SERVICES /2023.</p>



**TERMS OF REFERENCE FOR CAFETERIA & CATERING SERVICES FOR MKW**

**BACKGROUND**

St. Francis Hospital Nsambya is part of Uganda Catholic Medical Bureau (UCMB) network of the Archdiocese of Kampala with the Little Sisters of St. Francis as the managing congregation. The Hospital is private-not-for-profit and is registered with the Ministry of Health. The Hospital is located in Makindye Division of Kampala City in Uganda; about 2 kilometres away from the city centre and has good access by motor able road network. St. Francis Hospital Nsambya envisions a model health care facility of international status within the context of catholic values. The facility has grown in size to a bed capacity inclusive of ICU and Dialysis Services. The Hospital offers tertiary health services in Internal Medicine, Surgery, Obstetrics' and Gynaecology, Paediatrics, Public Health, Radiology, Dental Services and Cancer services. On its development path, the Hospital has evolved to a referral health care and subsequently expanded its private facility by developing a state of Art Mother Kevin Private wing.

**ADDITIONAL INFORMATION**

Mother Kevin Private Wing comprises of a 70-bed ward multi storied building with an approximate total floor area of 7,470 m<sup>2</sup>, seven floors (i.e., 2 basement levels + 5 floors). The covered food court entails a Cafeteria, food preparation area, bulk storage, walk in fridge area, public toilet, staff toilets and duty station for the service provider

1. A varying number of external visitors occasionally use the canteen and its facilities.
2. The Hospital hosts meetings and /or workshops which require specific hospitality requirements.
3. The Hospital is a smoke free environment (smoking is not permitted on the premises). Accordingly, it is not permitted to sell tobacco products and Alcohol in the canteen.

**SCOPE OF WORK**

The successful bidder(s) will be required to demonstrate the ability to provide the following, but not limited to, activities relating to catering service delivery to the the Hospital.

1. To provide good quality, nutritious meals to patients on demand or as instructed by the Nutritionist;
2. The services to be provided i.e. Food, Drinks, Beverages, and Fruits etc. shall be cost effective; flexible enough to provide a good choice of the nutritious meals that can accommodate patients specify dietary requirements and preferences. This is based on understanding that catering services are essential part of patient care;
3. Establish the facilities for serving different variety of Vegetarian, Coffee Shop, confectionary, snacks etc.;
4. Operate the cafeteria space in a professional manner by adhering to internationally acceptable standards;
5. Adhere to acceptable Health Safety and Environment Standards in all service operations to be executed;
6. Operate a cafeteria for walk in customers. These shall be on individual demand/requests and pay cash or enter into a private arrangement with the Service Provider.



**Opening hours:**

The recommended operating hours span a 24/7 schedule detailed as:

1. 07:00 hours to 17.00 hours (Monday to Friday), whereby;
2. 07.00 to 10.00 breakfast
3. 12.00 to 14.00 lunch
4. 13.30 to 14.00 for any last-minute requests (late lunch), including coffee and snacks
5. 15:00 to 17.00 afternoon snack
6. 18:00 to 08.00 Dinner

Breakfast and lunch must be available in the Kitchen in time for the breaks of the staff for breakfast and at 11:30 (30 minutes) for lunch. The same consideration may be assumed for the patients with room for exceptions as and when they arise.

**Menu and price list:** The contractor shall submit latest one week in advance the menu for the following week with information about the nutritional values, written in English to be shared with patients and staff. The menu and price list should be posted visibly in the cafeteria area.

**Deliverables:** The main task is to offer Hospital staff and patients breakfast, coffee/tea, lunches, fruit, drinks and sweets etc. The Hospital has a diversified patient base in terms of nationalities and religions. Therefore, this calls for diversity and flexibility of the bidder and an ability to propose as varied and acceptable breakfast/lunch menus as possible. For the purposes of this tender, contractors are encouraged to consider an a la carte style arrangement.

**Catering for official functions/meetings/special events:**

1. The Contractor should be aware that the Hospital occasionally holds conferences and meetings requiring catering services for breakfast and lunches.
2. Successful Contractor will be required to demonstrate the capacity and expertise to accommodate these requirements. Catering for meetings, workshops, conferences for 10-50 persons might be requested occasionally including receptions and gatherings for up to 100 persons. Bidders will be required to identify the cost of this service (per person).
3. Orders for Hospital official functions will be placed in writing and the contractor will be responsible for clarifying any uncertainties with the Procurement Office and the Hospital Administrator.

Such orders must be signed and clearly dated. The contractor shall be responsible for delivering orders in accordance with the written request/order and for issuing a consolidated monthly statement at the end of every calendar month. A copy of all the orders for that month must be attached to the monthly statement.



### **PRICES**

1. The contractor is expected to provide foodstuff, snacks, beverages etc at prices that reflect the market price
2. For the cafeteria service mentioned above, the customers will make payments directly at the counter. Thus, the contractor will sell foodstuff to individual staff members who will pay the contractor directly. The Hospital will not be involved nor be a party to these transactions.
3. The prices in the cafeteria shall be included in TOR (Please refer to ANNEX 2 (i) AND 2(ii) - FINANCIAL PROPOSAL FORM).
4. Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the contract (e.g. to include delivery, supply and installation, maintenance of equipment).
5. The Hospital does not guarantee minimum number of meals be served.
6. The Contractor shall be entitled to retain all proceeds of sales.

### **REPORTING REQUIREMENTS:**

The contractor will in addition be required:

1. To monitor and report the quality of the work carried out by his staff by means of regular quarterly meetings with the Hospital Administrator, the intervals of such meetings shall be agreed between the contractor and the Hospital Administrator shortly after signing of the contract;
2. To nominate a team leader to perform the same tasks as the other contractor's staff members with the following additions; S/he shall organize, supervise, guide and monitor the work of the other employees of the contractor.

## **QUALIFICATION REQUIREMENTS/STRUCTURE FOR PROPOSAL**

**Description of the company:** *Please include the following information in your proposal:*

1. Name of company and contact person, address, telephone & fax numbers, e-mail address, website (if any), date or establishment of company, name of owner and number of employees.
2. Include information about the service you provide now; i.e. number of corporate customers (if applicable) and data on yearly turnover/income/profit for the past 3 years.

**Profile of your Key Personnel for the assignment:**

1. Please provide the detailed profile of your key personnel. This must include their basic professional working experience relevant to this area.
2. The catering staff must meet the minimum requirements of expertise, i.e., must hold a minimum skill on food hygiene, preparation and serving.

**Experience and evidence of providing similar services in the past 3 years:**

1. Descriptions of recent experience and business volumes with your largest clients with emphasis on





customers of a comparable size to the Hospital must be provided as part of the proposal.

2. **References:** List the names of at least 3 clients with a similar number of staff and set-up as Nsambya Hospital.
3. Please provide the names, full contacts including the address, phone numbers and e-mail address of your reference focal person,
4. Approximate annual volume of business for each reference. **(For ease of comparison, please use the structure on the table provided in Annex 4.)**
  - a. **Health Safety and Environment:** Please provide the details of your HSE policy technical proposal their statement and policy on HSE as well as provide detailed information on how to prepare and serve food as well as dispose waste and cleaning of the cafeteria and equipment in line with the best practices, in general, please provide the detailed information of how you intend to use your HSE policy in the implementation of the contract.
  - b. **Quality Control, Hygiene & Risk Assessment and mitigations.** The Bidder is expected to Pprovide detailed information about your quality control and hygiene mechanism put in place in the company; that will, during the implementation of the contract tackle issues related to handling, storage and disposal of foods and wastages, cleaning of the canteen, equipment, cold storages etc. The bidders will also be expected to identify various risks that may be associated with the implementation of the contract and their proposed mitigation measures.
  - c. **Cleaning and hygiene.** The cleaning and associated costs of the cooking, preparation and serving area is the sole responsibility of the Contractor. The kitchen must be maintained in accordance with recognized best practice and to the standards laid down by the respective food hygiene and safety regulations of Public Health. The Hospital insists that the successful Contractor implements a well-documented self-system control.
  - d. **Infectious Diseases Protocol;** According to COVID-19 and Food Safety: Guidance for Food Businesses: interim guidance, WHO, FAO (2020), to avoid spread of virus high standards of the public health measures for handwashing and respiratory etiquette need to be maintained in canteens. Operational standards staff canteens should include:
    - i. Setting indelible marks on the floor, 1 metre apart to maintain physical distance between canteen occupants.
    - ii. Seating arrangement should be at least 2 people per table with considerable physical distance, otherwise takeaway meals are strongly encouraged.
    - iii. Instal clear counter shields or screens separating staff and customers
    - iv. Limit to minimum possible, number of staff working at one time to reduce foot-print.
    - v. Visible notices promoting hand hygiene and physical distancing.
    - vi. Cleaning and disinfection procedures for equipment, premises, contact surfaces/ high touch points, e.g. counter tops/service utensils/open self-service displays/door handles.



e. **Quality assurance System.**

The Cafeteria Committee will be required to provide an effective method of monitoring and managing quality. This should include details of customer satisfaction levels, quality standards, ingredients, quantities, preparation and service methods. The Contractor should also be able to demonstrate how catering staff have been trained in the implementation of the quality standards.

f. **Cafeteria Personnel.**

I. Personnel employed by the canteen service provider for work in canteen at the Hospital are in every respect regarded as employees of the Contractor. The selected cafeteria service provider shall be responsible for assuming all employer related responsibilities for the personnel engaged by him/her, and for fulfilling all obligations and commitments in relation to all relevant authorities. The Contractor shall be responsible for making the appropriate salary payments, social expenditures and insurance arrangements for staff working in the cafeteria.

II. The Contractor will assume total responsibility for contracted staff behaviour and performance as well as to take care of the training of the staff, their substitute, and backup in cases of unavailability such as illness and annual leave. Only personnel with a clean criminal record can obtain access to Hospital premises and the cafeteria service provider is responsible for ensuring that this is the case for all personnel assigned to the Hospital.

g. **Health Status of Cafeteria personnel.**

At all times, all cafeteria personnel must be healthy and be free from all viral and bacterial infection all types of infectious diseases and the contractor must be able to provide the certificate of health status of all their staff upon Hospital request.

**The following will be provided / arranged by the Contractors:**

**Equipment and utensils: *All equipment and supplies provided or used by the Contractor will be fit for purpose intended and suitable for commercial food service industry.***

- i. All kitchen apparatus;
- ii. All condiments (sugar, salt, pepper, mustard, ketchup, etc.), cleaning agents, napkins, etc. necessary for the operation of the canteen facility.
- iii. Repair and servicing of kitchen apparatus;
- iv. Cutlery and crockery will be provided by contractor.
- v. Tables and chairs
- vi. Cleaning of the cafeteria sitting area will be part of the daily general cleaning routine of the Contractor

**Note:**

1. The cash register must be provided by the Contractor. The Contractor will be required to manage this



stock and complete an inventory return on an annual basis. Damage caused to Hospital equipment through misuse or negligence will be charged to the Contractor.

2. **Electricity:** Electricity will be provided to the Contractor and to be paid by the Contractor. The Contractor will be required to manage these facilities to ensure the efficient and responsible use of the Customer’s resources.
3. **Waste removal:** The Contractor will be responsible for the removal of the all the waste generated.
4. **Usage of Cafeteria premises:** The Hospital Cafeteria shall be used only for the contract i.e. to prepare and service food meant for Hospital clients and staff only, any unauthorized use of the premises by the service provider shall be considered as breach of contract and may be considered a sufficient ground for contract termination.
5. **Inspection of the Kitchen and cafeteria:** At any point in time, the Hospital reserves the right to conduct a schedule or an unscheduled inspection of the cafeteria and the kitchen. The Contractor must uphold international standards for hygiene.
6. **Survey and Performance Evaluation:** It is expected that at least every six months, the service provider shall conduct a general survey with the Hospital staff, feedback shall be shared and discussed with the Procurement Department.

**EVALUATION AND SELECTION OF BIDS RECEIVED:**

All received proposals will first be reviewed for 100% with the mandatory requirements and only those proposals that are fully compliant will be considered for technical proposal evaluation using the evaluation criteria listed below:

<b>Technical Proposal Evaluation Form 1</b>		<b>Scores</b>
<b>Firm Expertise of a Firm / Individual Entrepreneur submitting the proposal</b>		
1.1	Size of the Firm (staff capacity, Revenue, Organizational Structure, number of branches)	50
1.2	Relevant Experience in providing similar service	75
1.3	Legal standing of the Offeror (Availability of latest business registration certificates, License for provision of required services for the firm and Employees)	100
1.4	Financial Capacity: Certified Audited Financial Statements for the past two years	50
1.5	Provision of Projected Financial Cashflows	25
<b>Total Score</b>		<b>300</b>
<b>Technical Proposal Evaluation Form 2</b>		
<b>Proposed Methodology and Implementation Plan</b>		
2.1	To what degree does the bidder understand the task <ul style="list-style-type: none"> <li>• Kick start Plan -10points</li> <li>• Value Adding Innovative Concepts- 5points</li> </ul>	15
2.2	Catering services package offered: <ul style="list-style-type: none"> <li>• Range of offered Menu- 15points</li> <li>• quality logistics -15points</li> </ul> Proposers are required to provide proposed menus for a month. Breakfast (5 points) Lunch (5 points)	35

	Dinner (5 points) List of Assets and Equipment (5)	
2.3	Plan to maintain and ensure that health and hygiene requirements are met for commercial food service facility	100
2.4	Quality Assurance/mechanism, risk assessment and Mitigation Measures	100
2.5	Continuous Improvement strategy	
2.6	Proposal on how to ensure that COHSASA (Accreditation) Protocol are adhered to	100
2.7	Compliance with Hospital Terms of Payment and flexibility to making last minute adjustments and or modifications with no extra cost to the Hospital	25
2.8	Plan for sustainable and environment friendly waste management and for running “green” Cafeteria	25
<b>Total Scores</b>		<b>400</b>
<b>Technical Proposal Evaluation Form 3</b>		
<b>Management Structure and Key Personnel (Please attach Resume of Key Personnel)</b>		
<b>3.1</b>	<b>Team Leader / Coordinator</b>	
	- Relevant Qualification – 50 (sub-score) - Professional Experience in the area of catering – 30 (sub score) - Professional Experience of working with Hospitals, or other similar size organizations – 20 (sub-score)	100
<b>3.2</b>	<b>Support Staff</b>	
	- Relevant qualification – 50(sub-score) - Professional experience in the area of catering services provision- 30 (sub-score) - Professional experience of working with the Medical Organizations – 20 (sub-score)	100
<b>3.3</b>	<b>Trade Experience, References</b>	
	- Workload capability to execute the work stipulated in the RFP-50(sub-score) - Partnerships and Agencies to support- 50(sub-score)	100
<b>Total Scores</b>		<b>300</b>
<b>Threshold for Technical qualified Bid ≥ 700 marks / 1000</b>		

## FINANCIAL PROPOSAL EVALUATION

- All the proposals that scored the minimum 70% and above in the technical evaluation shall be considered for the financial evaluation.
- For the purpose of evaluation, the service providers will be requested to provide the prices per sample menu as per the TOR on the financial proposal evaluation schedule on Annex 2(i) and 2(ii).
- The unit price per sample menu will be multiplied by the estimated quantity per menu type and multiplied by the total number of estimated working days per annum to get an estimated annual total price proposal per menu category. The total estimated annual amount will be used for the financial proposal evaluation.
- The proposals that offers the lowest price shall be awarded 30 points.
- Selection and Award Criteria: On completion of the technical and financial evaluations, value for money based on combined score method will be used. The technical proposal carries 70% and financial carries 30%. Therefore, the highest three bidders with the overall highest combined scores may be awarded as follows;
  - The Service provider, with the highest combined score, will manage Hospital Cafeteria and catering for Patients and Walk-in Clients.
  - The following service providers, scoring second and third combined, will provide catering service for Meetings, events, workshops within the Hospital.
  - Meetings/workshops will be given first to company that will manage the Hospital Cafeteria and when it has many orders/activities then second company will be considered. If the second company is not able to provide service, then the third company

**ADMINISTRATIVE REQUIREMENTS**

**Management:**

1. The Hospital will provide a single point of contact for the cafeteria service provider for the duration of the contract.
2. For Cafeteria management, the successful Bidder will report to the Hospital Administrator on any issues regarding the cafeteria
3. Staff Satisfaction surveys on the services provided by the cafeteria will be conducted on quarterly basis and the results shared with the Hospital management through the Administrator.
4. The cafeteria Management, Hospital Administrator and Procurement will have meetings quarterly to discuss issues and recommendations on how to improve the cafeteria services
5. For All Successful Bidder(s), there will be a performance evaluation will be carried out twice a year and only the contracts for those who provided satisfactory services will be renewed.

**Payment and invoicing:**

1. The canteen service provider shall register all sales in the sales register and collect the money paid by the canteen users.
2. For catering services for Hospital official functions, the canteen service provider shall submit an invoice and statement of account at the end of each month. All invoices must have the approved orders attached and if the invoice does not conform to the orders issued by Procurement during the period covered by the invoice, the Hospital shall only pay for the authorized orders.
3. Where applicable, vendors must produce VAT inclusive invoices as expected by law. Where services are provided by non-VAT vendor, they will produce such evidence along with their VAT excl. invoices.

**PERFORMANCE STANDARDS:**

The successful contractor shall perform services in accordance with the herein prescribed minimum performance standards set by the Hospital.

Product / Service	Performance Attribute	Definition	Standard / Service Level
1) Catering services which include coffee breaks, water, lunch and reception. This service shall include delivery to the venues and all associated facilities	Accuracy	Ability to perform task completely and without error	Zero error catering arrangements
	Timeliness of delivery	Ability to deliver services on promised date and time without delay	Menu agreed and catering confirmation is made at the latest one (1) week before the event takes place.
	Quality	Ability to deliver excellent product and service	Product or service is delivered with minimum 95% of the required quality.
2) Catering services which include provision of services for organization workshops	Sufficient number of required service personnel and relevant logistics support	a) Ability to provide required number of service staff at different venues.	Zero error catering arrangements at several venues at the same time.
3) Capability to provide catering services for several events at the same date and time		b) Ability to provide relevant logistics support	
4) Quality Control	Accuracy	Ability to provide service without error	Log maintained to compare error rate with total transactions
	Speed and efficiency	Ability to deliver service promptly and with the minimum use of resources	Inadequate quality of services is recorded within 48 (forty-eight) hours.
5) Provide experienced personnel for provision of catering services	Competence	Required Experience	a) Designated Manager has a minimum of three (03) years relevant experience.  b) Support staff have good command to English.
6) Provide Quotations	Speed and efficiency	Ability to quickly and accurately	Quotation received within one working



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		provide quotations by understanding client's needs	day upon receipt of request
7) Bills	Accuracy	Ability to generate bills	Zero-Error or no discrepancy between Invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	Zero>Returns for clarification / explanation
8)Service Quality	Accessibility	Ability to access or approach service provider	Telephone: Focal point or alternate contactable on landline and/ or mobile when required. Emergency: 24 hours Emails: Emails responded to within 1 work day.



**ANNEX 2**

**FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL**

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery)*

[insert: Location]. [insert: Date]

To: [insert: Name and Address of the Hospital focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to the Hospital in conformity with the requirements defined in the RFP dated ....., and all of its attachments, as well as the provisions of the the Hospital's General Contract Terms and Conditions:

[Name and Signature of the Service Provider's Authorized Person]

[Designation]

[Date]



## CAFETRIA AND CATERING SERVICES

### ANNEX 2 (i) - FINANCIAL PROPOSAL FORM (CAFETERIA MANAGEMENT) FOR STAFF AND VISITORS

COMPANY NAME.....

Signature..... Date.....

Prices should be quoted **inclusive** of all duties, taxes and other charges.

S/N	DETAILS	UNIT PRICE
1	Black Coffee, tea / cup (Cup=350mls)	
2	Cappuccino, café latte / cup (cup=350mls)	
3	Fresh Juice/ cup (cup=350mls)	
4	Bottled / canned soft drink (List them)	
5	Breakfast (Detail options)	
6	Pastries and any other snacks (List them)	
7	Main Course / Hot meal (Detail options)	
8	Fast Foods (Detail options)	
9	Soup / Salad	
10	Any other Items to be provided (List them)	





## CAFETRIA AND CATERING SERVICES

### ANNEX 2 (ii) - FINANCIAL PROPOSAL FORM (CATERING SERVICES FOR PATIENTS)

COMPANY NAME.....

SIGNATURE:..... DATE:.....

- a) Breakfast: (Detail Options of proposed Menu)
- b) Evening Tea: (Detail Options of proposed Menu).
- c) Lunch and Dinner- **TYPE 1: Fast Food lunch** (Detail options available)
- d) Lunch and Dinner- **TYPE 2: Buffet style**
  - a. Typically consisting of three courses (incl. vegetarian), composition at the discretion of the chef and the requesting unit, with water and soft drinks.)
- e) Pastries and any other snacks (Detail Options available)
- f) Soft Drinks: water; Sodas, Juices.
- g) Hot Drinks: Coffee, tea, milk, sugar, sweetener.



**ANNEX 3**

**Mandatory Requirements Compliance Sheet:**

S/N	MANDATORY REQUIREMENT	YES	NO
1	The catering staff meet the minimum requirements of expertise (i.e. cooking & serving and certificate from a recognized course in hygiene and food preparation would be an advantage). Please provide the following documents: <ul style="list-style-type: none"> <li>• A copy of the certificate</li> <li>• Additional statements to attest to mandatory legal (KCCA) periodic check-ups healthcare may also be required, as necessary to ensure ongoing compliance</li> <li>• Written Confirmation from each personnel that they are available for the entire duration of the contract</li> </ul>		
2	Registered / Authorized to do cafeteria / related business in Uganda		
3	Additional Statement to commit to adhere to the COHSASA Protocol		
4	Written Self-Declaration that the Company is not in the PPDA List or other Ineligibility List		

**Note: All Bidders must complete this document and attach the relevant documents to support the submission.**

**ANNEX 4**

**References:**

1. List the names of 3 clients with a similar Catering Services and or number of staff and set-up as Nsambya Hospital.
2. Please provide the names, full contacts including the address, phone numbers and e-mail address of your reference focal person, approximate annual volume of business for each reference.
3. For ease of comparison, please use the structure on the table below:

S/N	Name of Reference(s)	Full Address	Detailed Contact Information	Contract Duration	Volume of Business
1.					
2.					
3.					