

PROVISION OF CATERING SERVICE WITHIN AFRICA CDC COMPOUND UNDER FRAMEWORK CONTRACT

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. 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 regularly conducts various workshops, conferences and meetings in the Africa CDC premises. These activities require high quality catering services to ensure the satisfaction of participants contributing to the overall success of the event.

Given the frequent need for catering services, the Africa CDC wishes to sign a framework agreement with different 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 for a meetings, conferences, workshops and training that take place in Africa CDC premises.

3. SCOPE OF SERVICE

- a) The catering service provider shall be responsible for supplying and serving beverages, snacks and meals for meetings, conferences and workshops that take place in Africa CDC premises on a demand basis for value above USD 4,000.

- b) The Catering Service provider shall provide international menu and menus that reflect the culinary culture of the five African Regions.
- c) Menus to incorporate dietary restrictions, e.g. Choice among vegetarian dishes, meat, poultry and fish.
- d) The catering service provider shall be responsible to provide all the necessary catering equipment (chafing dishes, cutlery, plates, glasses, utensils, chairs, tables, tents etc...)

4. FACILITIES TO BE PROVIDED BY THE AFRICA CDC

- a) The Africa CDC will provide the area where the service provider serves the catering service.
- b) The Africa CDC shall issue temporary badges or access permission for the catering team to enter the compound and the building.

5. CONTRACT DURATION

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

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

6. SERVICE DELIVERY TIME

Caterers to expect to be contacted at short notice, sometimes 1-2 days' notice, for the provision of their services.

The Catering Service Provider ensure that the required service shall be delivered to the respective venue and time as stipulated by the client.

7. 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 and guests.

8. RESPONSIBILITY AND CONTROL OF THE SERVICE

In performing its services, the Service Provider 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 Service Provider shall be responsible for waste collection.

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

9. INSURANCE

The Catering Service Provider shall maintain at its sole expense, effective insurance covering its 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.

10. 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.
- 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.

11. 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.

12. 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.

13. 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 catering service provider 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.

14. EVALUATION AND QUALIFICATION CRITERIA

A. Preliminary examination

- a. **Legal Documentation:** The catering service provider must submit a trading license and VAT Registration certificate.
- b. **Standard of Operations:** The applicant must be 4-star or 5-star Hotels or an equivalent service provider.

- c. **Health and Safety Compliance:** A valid health certificate issued by the Health Bureau must be provided.

A. Technical Evaluation

Breakdown of Evaluation Criteria		
A	Experience of Service Provider	30 Marks
A1	General catering experience for a minimum of 6 years	10
A2	Specific experience in catering for international audiences Demonstrated specific Experience of the Catering Service Provider in the provision of similar services minimum three (3 years) with UN Agency and/ or International organization/companies/Embassies/Diplomatic offices. -Nature of services (similar in nature)	20
B	Qualifications and Experience of Key staff	30 Marks
B1	Chefs -Must have culinary professional qualification -Minimum 5 years' experience as a Chef -Ability to prepare a wider range of cuisines (African, European etc.) -Demonstrated experience working in multicultural settings	10
B2	Managers -Must have Degree in Hospitality Management or related field or relevant certificate, -Minimum of 5 years of hotel management experience with at least 3 years in a Senior Management Role -Experience in a multicultural environment -Competency in one of the AU languages	10
B3	Supervisors Certificate in Hospitality, Tourism or Hotel management with a minimum of 3 years of supervisory experience in hotel operations -Experience in a multicultural environment -Competency in one of the AU languages	10
C	Methodology of Catering and Management	40 Marks
C1	Menu Diversity and quality	30
C3	-Food hygiene description -Kitchen hygiene description	10

- Minimum requirement for standard menu's

Standard lunch menu: Starters (soup and appetizer), three salads, three protein (fish, meat and kitchen), sides (starch option, rice or pasta, ugali), vegetables, deserts and fruits.

Morning refreshment: Hot drinks, 3 pastries, 2 mini sandwiches & fruit platters etc.

Afternoon refreshment: Hot drinks, 4 snacks and fruit flatters etc.

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

FINANCIAL PROPOSAL/OFFER

The Contractor shall submit a detailed financial proposal in a separately sealed envelope as per the below details.

PRICES

- i) All prices shall be in USD. The UN Exchange rate applicable on the date of Purchase Order will be used.
- ii) Unit Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the service except 15% VAT.

No.	Item Description	Unit of Measurement	Unit Price without 15% VAT
1	Standard Lunch	per person	
2	Standard Dinner	per person	
3	VIP Lunch	per person	
4	VIP Dinner	per person	
5	Standard refreshment (snacks, juices and hot drinks)	per person	
6	VIP refreshment (snacks, juices and hot drinks)	per person	
7	Standard reception/cocktail without alcohol	per person	
8	VIP reception/cocktail without alcohol	per person	
9	Small bottled water	per bottle	
10	Different type of soft drinks	per bottle	
11	Ambo Water flavor	per bottle	
12	Ambo water normal	per bottle	
13	Rental of small size tent	Each	
14	Rental of medium size tent	Each	
15	Rental of big size tent	Each	
16	Rental of plastic Chair	Each	

17	Rental of VIP chair	Each	
18	Rental of Stage	Each	
19	Rental of table	Each	

Deadline for submission of Proposals

The deadline for submission the technical and financial proposal is

- 17th June 2025, at 3: 00P.M

Proposal 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 files** of the **technical** and **financial** proposals should be sent to the following email addresses: tender@afriacdc.org and selamg@afriacdc.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 email to: tender@afriacdc.org
 - (ii) The **second part** be sent by email to: selamg@afriacdc.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.