
Standard Invitation to Bidders
BID NOTICE UNDER OPEN BIDDING
PROVISION OF CANTEEN AND CATERING SERVICES FOR MAKINDYE
DIVISION – KCCA/NCONS/18-19/00210

1. Kampala Capital City Authority has allocated/received funds from Government of Uganda to be used for the acquisition of **Canteen and Catering services for Makindye Division.**
2. The Entity invites sealed bids from eligible bidders for the provision of **Canteen and Catering services for Makindye Division.**
3. Bidding will be conducted in accordance with the open Domestic bidding procedures contained in the Public Procurement and Disposal of Public Assets Act, 2003, and is open to all bidders.
4. Interested eligible bidders may obtain further information and inspect the bidding documents at the address given below at 8(a) from 8:00am to 5:00pm Monday to Friday, except public holidays.
5. The Bidding Documents in English may be obtained by interested bidders upon the submission of a written application to the address below and *upon payment of a non-refundable fee of UGX.150,000=.*
6. Bids must be delivered to the address below at

The Head, Procurement & Disposal Unit

Kampala Capital City Authority

P.O Box 7010 Kampala

1st Floor, Room B114

Telephone:0020466016

Before: 29th November, 2018 at 11:00am.

All bids must be accompanied by a Bid security of UGX. 1,000,000/=. The Bid security must be valid up to **24th June , 2019.** Bid validity is **up to 18th May, 2019.** Late bids shall be rejected. Bids will be opened in the presence of the bidders' representatives who choose to attend at the address below at 8(d) on **29th November, 2018 at 11:30am**

7. There shall be a pre – bid meeting on **16th November, 2018 at 11:00am** in Committee room 1
8. (a) Documents may be inspected at: **Procurement & Disposal Unit, Room B112**
(b) Documents will be issued from: **Procurement & Disposal Unit, Room B112**
(c) Bids must be delivered to: **Procurement & Disposal Unit, Room B112**
(d) Address of Bid Opening: **Committee room 1**

9. The planned procurement schedule (subject to changes) is as follows:

Activity	Date
a. Publish bid notice	2nd November, 2018
b. Pre-bid meeting/ Site visits where applicable	16th Novmber, 2018 at 11:00 Am in Committee room 1
c. Bid closing date	29th November, 2018 at 11:00 Am
d. Evaluation process	<i>(Within 20 working days from bid closing date)</i>
e. Display and communication of best evaluated bidder notice	<i>(Within 5 working days from Contracts Committee approval of evaluation report)</i>
f. Contract Signature	<i>(After expiry of at least 10 working days from display of the best evaluated bidder notice and SG's approval)</i>

ACCOUNTING OFFICER

Procurement Reference Number: KCCA/NCONS/18-19/00210

1. BACKGROUND

Kampala Capital City Authority was set up by the Act of Parliament in 2010 in accordance with article 5 of the Constitution as the governing body of the Capital City on behalf of the Central Government. The Authority is a body corporate with perpetual succession and may sue and be sued in its corporate name and do, enjoy or suffer anything that may be done, enjoyed or suffered by a body corporate.

In line with its mandate the Authority has a number of functions that it performs and in executing its mandate the authority employees over 1300 employees who require meals to meet their daily social needs. The Authority currently provides catering services through a staff canteen managed by a catering service provider and the staff members meet the cost of the meal and the price ranges are approved through a procurement process. There is therefore a need to source for a high quality, reliable, efficient, and cost effective catering service provider in order to make the needs of the authority.

It is KCCA's policy to require that, the organization as well as suppliers observe the highest standards of ethics during procurement and execution of contracts.

2. STATEMENT OF PURPOSE

The purpose of this document is to solicit proposals from suitable catering service providers to provide high quality meals to KCCA staff at a reasonable fee at **Makindye Division**. The successful provider will manage and serve meals to KCCA staff, visitors, clients and meet the catering needs for KCCA meetings and events. This RFP is a solicitation document for information regarding the provision of meals to the Authority. Our objectives are as follows: Select the vendor that;

- Ensure prompt provision of meals to staff, visitors and clients at reasonable cost.
- Ability to deliver on time (as per set timelines or earlier)
- Maintain a high standard of hygiene at the **servicing place** and in the preparation of meals.
- Proof of a stable financial base to meet the authority's need for meals.
- Be able to meet the meals requirements for meetings, workshops and conferences organised at KCCA premises.
- **Be in position to maintain and develop the canteen including minor repairs like painting, fixing doors among others.**
- Be in position to meet the furniture requirements of the **servicing place**.
- Have the ability to meet the meals for a wide cross-section of KCCA staff.
- Be in position to keep KCCA **servicing place** neat and clean through out the day.
- Have the capability to meet cross-cultural meals needs of staff.

3.0 SCOPE OF THE SERVICES

The selection of a vendor will be based on the identification of a competent service provider who can deliver quality meals to KCCA and provide daily food delivery as well as provision of teas to **Makindye Division** staff at a reasonable price under a framework contract with the Authority for period of two years:

- a) The vendor shall be expected to do the following:-
 - i) Provide meals for KCCA functions such as meetings, workshops including lunch, break teas among others.
 - ii) **Meet staff private meals requirements including teas, lunch among others at the Makindye Division.**
 - iii) **Deliver cooked food daily to meet private meals needs of staff at Makindye Division.**
 - iv) **Meet daily breakfast private needs for staff at Makindye Division.**
 - v) **Maintain the room provided for delivery and serving of meals at Makindye Division.**
 - vi) **Meet electricity and water bills for running the canteen business**
 - vii) **Undertake improvements of the serving facility in both sites including painting and upgrading the floor and other facilities.**
 - viii) Transport food to **Makindye Division** considering that there is no cooking facility at that Division.
 - ix) Keep the serving place clean at all times and maintain a certain degree of hygiene
 - x) Have a rich menu of foods at all times in order to meet the meals needs for KCCA cross-cultural staffing population.
 - xi) Provide a wide scope of products other than what has been mentioned above to enable KCCA make appropriate choices as and when they are required.
 - xii) The meals shall be foods suitable for consumption and shall not be expired or nearing expiry.
 - xiii) The vendor should be ready to develop a temporary facility for washing of utensils at **Makindye Division**.
 - xiv) The Vendor should develop a storage facility for utensils that are used to provide meals to staff at **Makindye Division**.
 - xv) The vendor should have a fridge for storage of soft drinks to be served to staff and political leaders at **Makindye Division**.
 - xvi) The meals shall be at the price in the bid and shall not be subject to change within the duration of the contract.
 - xvii) **The vendor should conduct simple maintenance of the room allocated for meals service at Makindye Division.**
 - xviii) The vendor should be ready to enter into a framework contract to provide the required meals for KCCA functions and invoice the Authority to make payment for the meals to KCCA stores.

xix) The consumable meals supplied shall be of the right quality and quantity.

xx) The vendor should provide the price for the different combination of foods provided at the canteen and rates for meals served at KCCA function.

b) The service provider is expected to adhere to the time schedule and provide his/her services in compliance with the time schedules below.

S/N	DESCRIPTION	TIME SCHEDULE	COMMENT
1.0	Reporting for duty	07:45am	Staff arrival for duty
2.0	Break tea	10.00am– 11.00am	Ordinary Meals/Menu/Tea
3.0	Lunch	12:45 - 2:00pm	Ordinary Meals/Menu
4.0	Other Snacks	Varies	

c) Provide a well-balanced menu and well displayed for the attention of the beneficiaries. The menus shall include but not limited to:

S/N	TYPE	DESCRIPTION
1.0	Food	Matooke, Rice, Yams, Posho, Sweet potatoes, Cassava, Chapatti, Spaghetti, Irish potatoes, Pumpkins, plantain, Kalo/Millet, etc.
2.0	Sauce	Chicken stew, beef, goat, fish, liver, G.Nuts, mushrooms, fresh beans, peas, different forms of vegetable, fish in G.nuts, Beef in G.nuts, etc.
3.0	Snacks	Assorted cakes, Doughnuts, samosas, meat pies, egg rolls, bread slices, toasted bread, fried/boiled eggs, chicken/meat sandwich, scrambled eggs, sausages, Spanish omelette, chicken wings, meat balls, roasted G. Nuts, mandazi, etc.
4.0	Soft drinks	Juices, Sodas, Mineral water
5.0	Tea	African tea, English tea, and other beverages
6.0	Vegetables/Greens	Nakatti, Cabbage, Doodo, Egg plants, etc.
7.0	Desert	Pineapple, Sweet bananas, Watermelon, apples, etc.

d) Provide a variety of menus in agreement with the clientele's preference at offices. The menus may be altered or modified accordingly depending on the customer's demand without impeding on other people's rights.

e) Provide well-cleaned cooking and serving utensils and ensure general cleanliness of the surrounding environment.

f) Ensure that meals are served within the agreed times without interrupting business flow processes.

g) Provide meals for the day menus that are seasonal, bi-weekly cycle, nutritional, vegetarian, and dieter's meals.

h) The vendor (s) will be required to conform to the following;

Be a registered provider of vendor of catering services with a valid trading license from Kampala Capital City Authority and/or relevant authorities.

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- 1) Must have a food delivery truck for the food supplies to the division in order to maintain a certain level of hygiene.
 - 2) All food handlers employed by the vendor and staff serving in the canteen are expected to have a Health fitness certificate from KCCA
 - 3) Have a minimum of two (2) years' experience and proven track record as a provider of catering services and experience in managing a corporate canteen.
 - 4) The Vendor must have workers Compensation Insurance cover for employees working with the vendor.
 - 5) The vendor should be in position to have chimney in areas where they are involved in catering business.
 - 6) Demonstrated plan to provide furniture and the general environment of the canteen.
 - 7) The vendor should be in position to provide at least two (2) references from large organisations where it is supplying food and managing a food canteen.
 - 8) Be able to conform and meet the set timelines that will be provided

i) Be a registered business proprietor with:-

- Income tax clearance certificate
- Registered for VAT
- A registered provider with PPDA
- NSSF Registration certificate
- Clear address- e-mail- fax and telephone numbers
- Name and Contact of your Bankers

4.0. OTHER CONDITIONS

QUALITY OF FOOD

a. There shall be a sample tasting and negotiations on the offers of the bidders, during evaluation.

b. The service provider shall:

- 1) Ensure availability of adequate stock at all times
- 2) Ensure that only first quality ingredients are used for preparation of dishes and snacks.
- 3) Maintain quality and quantity in respect of the menu served.
- 4) Exercise all reasonable imagination, creativity and good taste in the planning, preparation and serving of the meals and shall conscientiously strive to prepare and serve food in accordance with the diner's desires regarding quality, taste, appearance, nutritional value and variety.

Equipment's and General Cleanliness

The service provider(s) shall:

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- a) Provide all the equipment within the kitchen and restaurant and will be responsible for their maintenance. These shall include furniture, refrigerators, microwave, cookers, cutlery, plates, cups, kettles, glassware, etc.
 - b) Strictly avoid cooking food at Kawempe, Nakawa and Central Divisions.
 - c) Be expected to remove canteen waste including food waste, vegetable leaves (any garbage) and clean the open drainage, on a regular basis at provider's own cost. Solid waste materials shall not be dumped in the drains. All such solid wastes must be removed from the utensils prior to washing.
 - d) Carry out fumigation of the serving premises on a quarterly basis or earlier as need may arise on a regular basis.

Operating Costs, Insurance, and Utilities

The service provider(s) shall:

- a) Obtain his/her own insurance cover arrangements a copy of which shall be availed to the Director Administration and Human Resources. Meet the utility bills and these shall also be paid on a monthly basis. KCCA shall avail metres for the utilities to the service provider.
- b) Be solely responsible for any damage to the KCCA property whether deliberate or accidental, caused by him or his agents.

Safety and Hygiene

- a) The service provider(s) shall ensure that their workmen comply with all the rules and regulations in force from time to time regarding safety, Hygiene, Sanitation and Prohibition of smoking. Violations will be viewed seriously.
- b) Employ disciplined workers with very good customer service skills.
- c) Deploy food delivery vans to supply food at Kawempe, Nakawa and Central Divisions.

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- d) In the event that an employee in the canteen misbehaves and does not observe the health and safety standards, the Directorate of Administration and Human Resource reserves the right to advise the Service Provider(s) to remove from service any such workmen.

 - e) Comply with the provisions of the:
 - Health and Safety Act 2006
 - The Environment Management Act
 - Regular Inspection advice from hygienic food audits of food processing areas.

Operational Standards

The following operational standards shall be maintained at all times:

- a) Quality standards in the food industry
- b) The restaurant/ food preparation areas must be cleaned not less than three times a day or as need may arise
- c) Availability of guest supply linen
- d) Availability of first aid services
- e) Provision of a Service Level Agreement to be adhered to at all times
- f) Providing customers with appealing dining experience

Monitoring and Control

KCCA shall carry out the following responsibilities:

- a) The Director Administration and Human Resources will be responsible for regulating, monitoring and controlling the food and beverages services in the division, with close supervision of the Manager Property and Contracts Management.
- b) The monitoring plan addressing the following criteria will be included in the operational contract.
 - i) Quality service
 - ii) Quality food and beverages
 - iii) Compliance to the menu cycle
 - iv) Pricing structure
 - v) Kitchen and restaurant hygiene
 - vi) Maintenance and repairs
 - vii) Best practice standards

- c) Conduct quarterly mandatory visits to check on the level of service delivery, general cleanliness, and compliance to the signed contract. Such visits shall be pre-arranged with the service provider. However, KCCA reserves the right to make quality checks on the operations of the service provider without prior notice.
- d) Remove the rubbish and dispose it off from the canteen premises at an agreed fee.
- e) Provide the necessary firefighting equipments.

5.0 CAPABILITY OF THE BIDDING SERVICE PROVIDER

The bidder should present the bid with the following specifications:

1. A brief company profile
2. A brief methodology for performing the services;
3. A work plan, showing the inputs of all key staff;
4. CV's of the key staff with special emphasis on; position to be held, relevant qualifications, and experience
5. A summary of experience in delivering canteen services in similar organisations. The bidder must indicate the number of staff served in each stated organisation.
6. Price list of food stuff (menu) and other canteen products
7. State the requirements needed from KCCA for successful provision of the services.
8. Any other additional services you propose to offer in line with canteen management.
- 9) The Bidder must have an annual turnover of UGX 66,000,000 for the last 3 years.

6.0 COST SCHEDULE

The vendor shall state the average competitive charges on all items. This shall not be assumed fixed, but shall form the basis of assessment on market competitiveness.

7.0 REPORTING AND COORDINATION

The service provider(s) shall report to the offices below:

The assigned Contract Manager in
Directorate of Administration and Human Resource,
Kampala Capital City Authority,
P.O.BOX 7010,

KAMPALA.