

I. BACKGROUND

World Vision is a Christian humanitarian organization dedicated to working with children, families, and their communities to reach their full potential by tackling the root causes of poverty and injustice through development, relief, and advocacy. World Vision has been operating in Rwanda since 1994, mandated to provide relief and response services to the most vulnerable population and children in particular until 2000 when the organization switched its programming towards a sustainable development approach.

World Vision International, Rwanda, located in Nyarutarama, Kigali is looking for a competent service provider to operate the in-house **cafeteria** within its premises.

II. INVITATION FOR PROPOSALS

Proposals are requested from service providers to provide high quality in-house catering services to World Vision and maintain a high standard of service delivery for the duration of the period of the contract. World Vision is looking for a service provider and requested the service provider to submit the proposal. The format and content of the proposal by the bidder must include:

1. A full information of the company profiles
2. 2 proposals: One with tea and coffee and one without tea and coffee
3. A written description of its understanding of the work and its plan for accomplishing each of the deliverables
4. The rates charged for the services to be rendered.
5. A summary of the work experience that the company has undertaken in relation to the terms of reference herein articulated, and relevant references that can validate the experience of the company/ organization.
6. Sample weekly menus.

III. SCOPE

III.1 Tenure of Assignment

The selected service provider will be responsible for managing and rendering the required services to World Vision for an initial duration of 12 months contract (with a possibility of extension, subject to satisfactory performance).

III.2 Provision

World Vision will avail space for the **cafeteria**; space for cooking and food preparation; and utilities Electricity and running water at no cost to the service provider for the duration of the 12 months contract. The Cafeteria space has a seating capacity of 80-100. The Service providers are expected to provide lunch for all WV In house Meetings/Workshop

III.3 Expectation

The Service providers are expected to provide:

1st Proposal:

1. Lunch for all World Vision In-house Meetings/Workshop and other events
2. Lunch for an average of 140 staff members of World Vision International, Rwanda at the affordable prices

2nd Proposal:

1. Lunch for all World Vision In-house Meetings/Workshop and other events
2. Lunch for an average of 140 staff members of World Vision International, Rwanda at the affordable prices
3. Daily Tea and coffee for an average of (140) staff members of World Vision, 2 cups each day

The service provider will also provide the walk-in purchase by World Vision's Staff and guest. The Service Provider however is strictly not allowed to use the said premises to cater for any other functions (personal or otherwise) that are not organized by World Vision or its partners who are within the office compound, without prior written approval from the World Vision's Administration Unit. The service provider is also not allowed to lease the said premises to any third party.

III.4 Menu

The service provider is expected to make available a variety of food for lunch and tea.

For meetings and other parties, the menu should cater to a wide range of tastes with a definite focus on healthy food choices.

III.5 Pricing of Meals

To ensure reasonable pricing for the staff members of World Vision, the pricing of all items must be negotiated and subject to approval by World Vision's management. The pricing must be cost-related and the subsidization by World Vision by means of premises and utilities (electricity and water) must be kept in mind.

The prices should be presented as follows:

- Tea: Price of (2cups) of tea or coffee. The size of the cup is 400 ml. The served tea should be packed milk only. Fresh milk might not be an option.
- Lunch for staff; the minimum menu must include two main meals, vegetable, meat, stew, and beans or related substitutes.
- Lunch for meetings: starter, 4 menu meals, red meat, white meat, sauce, vegetables, beans, soft drink and dessert.

Prices may only be increased and/or adjusted by mutual agreement after six months if need arises. A written proposal with motivation in this regard must be submitted to World Vision for consideration with sample menus.

III.6 Operating Hours

The cafeteria must be open on working days as follows:

- ✓ Monday to Friday 09:00-16:00
- ✓ The tea should be served at 9h30
- ✓ Lunch (hot meals) 13h00-14:00

III.7 Staffing

The service provider is required to submit a name list of hired staff together with a copy of their IDs. These staff members are not to be substituted at any point of time without first informing World Vision in writing.

In order to ensure professionalism and the provision of best service, the service provider is to ensure that: II. All of its staff members are briefed on the nature of work of World Vision and be sensitive to it.

- I. All of its staff members maintain good personal hygiene and are dressed appropriately for their work.
- II. All of its staff members are committed to keeping the cafeteria, kitchen and food preparation areas, equipment, fixtures, kitchen drains, and kitchen area tidy, extremely clean and hygienic at all times.

III.8. Monitoring

World Vision reserves the rights to have access to the facilities and goods utilized by the service provider for the purpose of inspection. World Vision has the rights to inspect at any time, without prior notice, in a manner that will not unduly delay the work of the service provider. These inspections may include, but are not limited to, a comprehensive review of the following: manner that will not unduly delay the work of the service provider. These inspections may include, but are not limited to, a comprehensive review of the following:

Service quality, attentiveness, courtesy and similar factors

II. Food quality

III. Sanitary practices and conditions

IV. Personnel appearance

V. Menu compliance

Contact between World Vision service provider must be maintained to discuss potential issues and feedback.

A quarterly monthly report should be submitted by World Vision Administration.

IV.PAYMENT MODALTIES

The payment modalities should be as follows:

- For the staff tea and meetings: A monthly payment should be done within 30 days after the submission and approval of the invoice.
- For the lunch of the staff: Payment should be done in advance before the start of the following month.