INVITATION TO TENDER FOR THE MANAGEMENT OF EBID RESTAURANT
1. Background and justification ............................................................... 3
2. Purpose .............................................................................................. 3
3. Description of service......................................................................... 3
3.1. Presentation of the existing service .............................................. 3
3.2. Description of expected services ................................................ 3
3.3. Menu composition ........................................................................ 4
   a. Balanced breakfast ........................................................................ 4
   b. Hot and balanced breakfast ......................................................... 5
3.4. Schedule ....................................................................................... 8
4. Specific obligations of the service provider ..................................... 9
5. Organisational strategy .................................................................... 9
6. Eligibility criteria ............................................................................ 9
7. Qualification Criteria ........................................................................ 10
8. Evaluation criteria ........................................................................... 10
9. List of documents to be provided ................................................... 10
10. Technical proposal .......................................................................... 10
11. Financial proposal .......................................................................... 11
12. Deadline for submission of bids ................................................... 11
13. Duration of the contract ................................................................. 11
14. Insurance ....................................................................................... 11
15. Terms of payment .......................................................................... 11
16. Supply of sample and tasting ....................................................... 12
17. Awarding the contract and notification of the outcome of the tender process .................. 12
ANNEX: Submission Form .................................................................. 13
1. Background and justification

As part of its social policy, the ECOWAS Bank for Investment and Development (EBID) provides catering services for its staff through a private service provider, which provides breakfast in the morning from 7 a.m. and lunch from 12:30 to 2 p.m.

However, due to the COVID-19 pandemic, the service related to the provision of breakfast was temporarily suspended. Given the decline in the outbreak, as confirmed by the World Health Organization, the Bank plans to resume both services in full.

This call for tender for the provision of catering services is in line with this move.

2. Purpose

The purpose of this process is to select a service provider on a competitive basis to take charge of cooking and serving of meals to EBID staff, in accordance with the technical and financial terms to be agreed upon by parties.

3. Description of service

3.1. Presentation of the existing service

EBID currently has a dining room serving as a restaurant with a capacity of approximately thirty (30) seats. It is also equipped with the needed furniture. However, the Bank does not have kitchen facilities. EBID staff strength is about 170 with an average of 25 to 80 dishes to be served per day, depending on the level of satisfaction and appreciation by the staff.

3.2. Description of expected services

According to the selection process, the main task of the prospective service provider shall be to cook and serve two meals inside the canteen in the premises of EBID, namely (i) breakfast and (ii) lunch; according to the following conditions:

- provide cutlery (plates, glasses, knives, spoons, tablecloths);
- source appropriate foodstuffs for the service within the agreed timeframe;
- prepare and serve breakfast and lunch to EBID staff upon request inside the canteen, within the agreed timeframe.
- develop and propose to the satisfaction of EBID, an organisational protocol of the service in order to ensure optimal request management and collective discipline, particularly during peak hours.
- provide qualified personnel necessary for proper functioning of the restaurant;
- maintain equipment and materials made available to the service provider by EBID;
- adhere to the schedule;
- arrange and serve tea at any time of the day from 7 am to 13:55 pm on working days except public holidays;
- serve quality menus according to the agreed rates;
- provide at own cost, the necessary cleaning products, clean the restaurant after each service and dispose of garbage. The restaurant must operate according to the menu system of the day;
- work in close collaboration with EBID’s general services team, in a spirit of courtesy, mutual respect and professional consideration;
- comply with periodic unannounced checks of menus by dieticians appointed by EBID to inspect the nutritional quality of the meals;
- offer menus at preferential rates upon request by EBID, in case of events being organised on the premises of the Bank.

3.3. Menu composition

a. Balanced breakfast

In accordance with WHO recommendations, the breakfast to be prepared and served to EBID staff should composed of the following:

- sugar-free drinks (coffee, tea, rooibos, mate...);
- meals rich in protein (egg, soy yogurt, cottage cheese, cheese...), brown sugar, milk, etc;
- seasonal fruits (dried fruit, kiwi, apricot, banana, orange, grapefruit...);
- a product containing carbohydrates (crackers, bread, croissant, cereals, etc.);
Recommended breakfast ingredients

b. Hot and balanced breakfast

- Menu 1: One (1) African dish – accompanied by tea (upon request)
➢ **Menu 2: One (1) international dish with tea (upon request)**
The service provider may provide EBID staff with drinks at their own cost. However, they shall not be allowed to serve drinks in exchange for a meal coupon. They shall equally not be allowed to serve alcoholic beverages.

Meals to be served must be less fatty, less salty, especially with less meat and more fish and seafood. EBID reserves the right to engage the services of a dietitian who will periodically and unexpectedly inspect the nutritional values of the menus served. Furthermore, the ingredients of the meals must vary on daily basis to meet the diversity of choices of the staff. This means a combination of African dishes, preferably those respecting the food culture of all ECOWAS countries, and Western recipes. Two courses will be served daily from which the staff shall choose.

### Type of a balanced meal

![Diagram showing the distribution of food categories in a balanced meal]

#### 3.4. Schedule

Meals will be served according to the following schedule:

<table>
<thead>
<tr>
<th>NO.</th>
<th>Menu designation</th>
<th>Time slots (Monday to Friday except holidays)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Balanced breakfast</td>
<td>7 a.m. - 8 a.m.</td>
</tr>
<tr>
<td>2</td>
<td>Balanced lunch</td>
<td>12:30 - 14:00 pm: Mondays - Thursdays Fridays: 12:00 - 2:00 pm</td>
</tr>
</tbody>
</table>
4. Specific obligations of the service provider

Under the terms of the tender process, the selected caterer shall be subject to the following specific obligations:

- As soon as the contract comes into force, the service provider shall visit the canteen every day, to supervise the cooking process and the serving of meals to staff. An attendance register shall be opened for this purpose for a mandatory signature except in cases of an impediment with a permission duly approved by EBID;

- The service provider shall be required to comply strictly with the contractual obligations, in particular in terms of respecting the quality of the menus and the schedule agreed between the parties.

- The service provider must take into account Senior Management’s decision on the prohibition of eating in offices. They must, therefore, avoid delivering meals to offices;

- It is strictly forbidden for the service provider to use the facilities of EBID to prepare for other customers;

- They shall only be allowed to serve meals to staff of other co-occupants of the building with the prior approval of EBID. In this case, EBID staff shall be given priority.

5. Organisational strategy

At the end of the selection process, highly qualified professional caterer shall be selected based on the most economically advantageous offer in terms of quality/cost ratio. In addition, a waiting list of two service providers shall be kept making up for any failure on the part of the contractor.

All orders shall be made online from an application specially designed for this purpose. Except in exceptional circumstances, orders shall not be accepted over the phone.

Drinks, juices, and non-alcoholic beverages can be served on order and on cash payment basis at the prevailing market price.

6. Eligibility criteria

To be eligible, the prospective service provider must meet the following minimum criteria:

- be a restaurant owner, catering or any other similar service provider;
- must be a legal entity under the applicable law;
- must be legally registered with the registrar of companies and movable assets;
- be accredited to provide catering or related services;
7. Qualification Criteria

- Show proof of accreditation to operate a restaurant and provide catering services;
- Show a certified turnover by a legal entity over the last three years (2022–2021-2020);
- Show proof of at least three (03) years of experience in the field;
- Have the needed logistical capacity as well as adequate human resources to execute the contract. The service provider must at least be trained in any of the following areas: catering, hotel management, tourism, dietetics, etc. In addition, they must be up to date with all relevant vaccinations.

8. Evaluation criteria

- Prove of experience;
- Quality of the menu (diversified with African, European dishes, ...) and price;
- Qualifications and experience of the dedicated team.

9. List of documents to be provided

- Copy of the business registration certificate;
- Bank account confirmation note in the name of the registered business;
- Copy of certificate of accreditation as a restaurant operator, catering service provider, or its equivalent;
- Copy of the certificate of non-bankruptcy dated not later than six (6) months as of the date of expression of interest.

NB/ Failure to provide any of the documents listed above shall not be grounds for immediate disqualification. However, the selected service providers shall provide the missing documents before a contract shall be signed. Otherwise, EBID shall move to the next candidate in line.

10. Technical proposal

The technical proposal must contain at least the following documents:

- Full colour flyers of the range of proposed menus and their nutritional benefits;
- The intervention strategy as well as organisational capacities;
- Indicative meal schedule every 15 days;
- Description of logistical capacities (kitchen equipment and accessories, transport equipment, platforms, etc.);
- Cvs of team members;
- List of similar technical references made at least in the last twelve (12) months;
- Any other useful information or documentation.

11. Financial proposal

Financial proposals shall be valid for a period of at least 120 days from the date of their submission. Rates shall be expressed in FCFA excluding VAT according to the framework below:

<table>
<thead>
<tr>
<th>NO.</th>
<th>Menu designation</th>
<th>Rates in FCFA excluding VAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Balanced breakfast</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Balanced lunch</td>
<td></td>
</tr>
</tbody>
</table>

12. Deadline for submission of bids

Bids may be deposited in sealed envelopes not later than 26 July 2023 at 10 a.m. in office number 505D in the Bank's building, against an acknowledgement of receipt. Bids submitted after this date shall not be considered.

13. Duration of the contract

At the end of the evaluation process, EBID may sign a contract for a maximum of three (3) years, renewable on an annual basis after satisfactory evaluation by the Bank. However, the contract shall be effective only after the six (6) month reference period.

14. Insurance

The selected service provider must, at their own cost, subscribe to insurance policies valid throughout the duration of the contract and covering risks of transport and/or delivery.

15. Terms of payment

Payment for the services shall be made by transfer after satisfactory provision of service and upon presentation of an invoice accompanied by the original coupons corresponding to the amount due.
16. **Supply of sample and tasting**

Each supplier must attach to their offer for tasting, a dish of white rice accompanied with fresh fish tomato sauce. Costs related to the preparation of the samples shall be borne by the service provider and are not refundable.

17. **Awarding the contract and notification of the outcome of the tender process**

Bids and samples shall be reviewed by EBID. The contract shall be awarded to the service provider whose menus are deemed economically advantageous in terms of nutritional quality/cost ratio. At the end of the selection process, the outcome shall be communicated to all bidders.
ANNEX: Submission Form

(Insert place and date)

Attention:

THE DIRECTOR OF ADMINISTRATION AND GENERAL SERVICES

128, Boulevard du 13 Janvier Lomé-Togo
ECOWAS Bank for Investment and Development (EBID)
Tel: +228 22 21 68 64

Subject line: Selection of catering service providers for EBID staff

We, the undersigned, ........................................ hereby submit a price offer for catering service to EBID staff at the rates below.

We hereby declare that all information and statements contained in our offer are authentic and agree that any misrepresentation may lead to our disqualification.

Our proposal engages our responsibility and, subject to changes resulting from the contract negotiations, we undertake, if our offer is accepted, to deliver the items, at the latest on the date agreed in the said negotiations.

Mandated signatory

Name and title of signatory