



Foreign &
Commonwealth
Office

REQUEST FOR QUOTE

NBO/008/2018: PROVISION OF ON-SITE CAFETERIA SERVICES AT THE BRITISH HIGH COMMISSION AND BRITISH COUNCIL NAIROBI

Dear Service Provider,

1. On behalf of the Foreign and Commonwealth Office (FCO) as represented by British High Commission - Nairobi, I am requesting a quote from you for the PROVISION OF ON-SITE CAFETERIA SERVICES AT THE BRITISH HIGH COMMISSION (BHC) AND BRITISH COUNCIL NAIROBI (BC), further details on the requirement are set out in the attached Statement of Requirements
2. Please include in your reply a nominated point of contact with telephone, e-mail and postal address details.
3. Your quote should remain valid for [90] days from the required date of receipt and all costs should be of inclusive all costs.
4. Your quote must be received on or before **15:00 hours on 16th March 2018 (Kenyan Time)**. If you will have any problems meeting this deadline but wish to submit a proposal, please inform the Authority via the email address below as soon as possible. Last minute request of an extension may be deemed as inappropriate

NB: Please provide a detailed quotation – outlining the total cost as requested in this tender document.

5. A **MANDATORY** site visit will be conducted on **Friday 9th March at 09:00 hours**. All interested bidders are advised to attend for familiarisation of the facility. Failure to attend will result in automatic disqualification from further consideration. The site visit will commence at **0900hrs on Friday 9th March 2018**. Please confirm your attendance by forwarding the names (maximum 2 per company), ID numbers and vehicle registration number to nairobiquotations@fco.gov.uk no later than **1200hrs on Thursday 8th March 2018**. Parking is limited and available on a first come first served basis.
6. Responses to the request below should be submitted via email [to nairobiquotations@fco.gov.uk](mailto:nairobiquotations@fco.gov.uk).

Please use the contract ref **NBO/008/2018** in the email subject header.

7. Should you wish to provide an alternative solution that meets our requirements, you are free to do so; **however** you must also submit the attached standard proposals as well.

8. Should your quote be accepted, this request, the statement of requirements and your response will form the basis of and be an integral part of a contract between you and the FCO under the terms and conditions.
9. This Request for quote ***does not*** constitute in any way any commitment on the part of the FCO.
10. The FCO will not be liable for any expenses you incur as part of this process.
11. The FCO is under no obligation to accept any or all of the submissions received and may also decide to reject any or all of the submissions at any point before contracting without having any liability whatsoever.

We look forward to receiving your proposal.

NBO/008/2018: PROVISION OF ON-SITE CAFETERIA SERVICES AT THE BRITISH HIGH COMMISSION AND BRITISH COUNCIL NAIROBI

SCOPE OF WORK

- The primary role of the Service Provider will be to operate an onsite Cafeteria that has a wide selection of hot and cold food items and food services; specifically, Breakfast, snacks and Lunch to staff and visitors on a daily basis.
- Staff purchase lunch to eat either at the on-site dining space, in the garden, or at their desks. The service provider must ensure they are able to provide desk deliveries and pick-up.
- The same food selection and service should be provided to external customers who also take lunch at the BHC and BC.
- The Service Provider will provide value for money when compared with the other options available to staff and visitors.
- The Service Provider will instil confidence in the hospitality and event catering for the restaurants, conference centres, and daily meetings carried out on site.
- The BHC and BC intend to work with a company who is eager to both suggest new ideas and work with the site management teams to deliver continuous improvements to the service.
- The Service Provider will commit to have honest and regular communication with a transparent cost structure, as the BHC and BC need to demonstrate the value of providing this facility.
- The Service Provider will also be required on an as-need basis to provide food for special evening or weekend events. This may include functions which should be agreed in advance with the site management teams.
- The BHC has a fully functioning commercial kitchen. All food served at the High Commission must be prepared in the BHC kitchen.
- The British Council does not have a commercial kitchen; therefore, food will need to be prepared at the BHC kitchen.
- Food transported to the British council must meet British Food Agency Standards for transportation; including, temperature and safe handling requirements (for details, please refer to www.food.gov.uk).
- The Service Provider will be responsible for any negligent use of the equipment at their disposal in the provision of this contract.
- A record of the inventory provided by the BHC and BC to the Service Provider will be taken

at the onset of the contract and on a quarterly basis. Any loss outside of normal wear & tear will be chargeable to the Service Provider.

- The Service Provider should, in co-ordination with the Communications teams at the BHC and BC actively promote special menus.
- The Service Provider will have access to use the on-site kitchen facilities at the BHC for food preparation for both the BHC and BC.
- The kitchen may be available for events outside of working hours with prior arrangement and agreement from the contract manager and security manager of the BHC and BC.
- The BHC and BC are undertaking the Request for Quotation process jointly, but will separately issue and manage their respective contracts with **one** Service Provider.

Premises

- The locations and premises at which the Service Provider will be required to provide its services are:
 - a. British High Commission Nairobi, Upper Hill Road, Nairobi Kenya;
 - b. British Council Kenya, 5 Upper Hill Road, Nairobi Kenya; and,
 - c. Occasionally at other locations in Nairobi when the British High Commission and/or British Council is engaged in external events for which a catering service is required.
- The British High Commission has approximately 250 members of staff. The number of visitors can vary daily, but on average the BHC has 20-40 and British Council has about 30-40 per week.
- Larger Catering events and meetings are not as frequent as the daily service, but on average there is one event per month (lunch) and 2-3 times per month for coffee service.

Examples of Food Offering

Snacks – Beef and Vegetable Samosa, Beef/Pork/Chicken Sausage, Mandazi, Chapati, Queen Cakes, Pancakes, Meat/Chicken/Vegetable Pie, Doughnuts, Croissants, Bread, Toast, Crisps, Chocolate Bars, Etc.

Beverages – Tea, Herbal Tea, Spiced Tea, Cappuccino, Café Late, Mocha, Americano, Hot Chocolate, Fresh Juice, Carton Juice, Sodas, Smoothies, Etc.

Breakfast – Eggs, Bacon, Sausage, Pancakes, Toast, Bread, Chapati, Omelette, Fruit Salad, Breakfast Sandwich, Oatmeal, Cereals, Etc.

Lunch – Beef Stroganoff, Pepper Steak, Fried Beef, Beef Stew, Fried Liver, Whole Tilapia, Fish Fillet, Githeri, Grilled/Roasted chicken, Chicken Tikka, Chicken Wings, Chicken Fajitas, Southern Fried Chicken, Kienyeji Chicken, Boiled Green Maize, Arrow Root (Nduma), Sweet Potatoes, Pizza, Hamburgers (Beef/Chicken/Vegetable), Vegetarian dishes (Stews, Pasta, Curries), Etc.

Salad Bar – wide variety of “make your own” salad ingredients; lettuce, sliced vegetables, boiled eggs, nuts, fruit, salad dressing, Etc.

Sandwich Bar – similar to a “Subway” make your own sandwich with a variety of meats, vegetable and dressings. Good quality bread for sandwiches.

Sides – Rice, Pilau, Chapati, Mukimo, Ugali, Roast/Baked/Boiled/Mashed Potatoes, Pasta and Cooked Vegetables

Soups – homemade vegetable and non-vegetable soups in colder seasons

Desserts – cakes, ice cream, sliced fruit, fruit salads, pudding

- Please be aware that at the British High Commission site only there is another service provider that sells coffees and pastries. The service provider will remain onsite after the award of this contract.
- Due to religious reasons any pork products should be clearly labelled and not be prepared in a way where cross contamination could occur with other food items being served.

Price Consideration

- The British High Commission and British Council have a wide demographic of international citizens (mainly Kenyans and British) with varying taste. Affordability and selectivity will be major components in the chosen supplier’s long term success. Therefore it is extremely important to stress at this stage that pricing has to be strategic with the primary aim of targeting all users. As such, we request that as a service provider your bid takes into consideration different price points for both daily menu used by staff, visitors and for larger events.
- As employers, neither the British High Commission nor the British Council provides subsidies or allowances for any staff member’s food purchases. Food purchases and use of the cafeteria is a private and personal choice. Therefore, please consider the different purchasing ability of all staff..

Service Hours

- The Service Provider should provide food services during the following hours at the **British High Commission** (subject to the right to vary the operating hours by serving reasonable notice to the Service Provider):

Morning Service: 07:00 am to 11:30 am Monday to Friday

Lunch Service: 11:30 am to 14:00 pm Monday to Friday

Afternoon Service: 14:00 pm to 15:00 pm Monday to Thursday

**Friday service is subject to demand*

- The Service Provider should provide food services during the following hours at the **British Council** (subject to the right to vary the operating hours by serving reasonable notice to the Service Provider):

Morning Service: 07:00 am to 11:30 am Monday to Friday

Lunch Service: 11:30 am to 14:30 pm Monday to Friday
Afternoon Service: 14:30 pm to 16:00 pm Monday to Thursday
**Friday service is subject to demand*

Menu and Pricing

- The food served should be of high quality and equivalent to that found in a standard restaurant anywhere in the world.
- The menu should include a range of food and snacks, taking into consideration the multicultural demographic of staff and visitors working in both premises.
- Menus should vary on a weekly basis and specials of the day and/or week should be promoted.
- Daily menus should cater to a variety of tastes and price points.
- The Service Provider shall display typed menus on a daily basis, listing ingredients which may have dietary and/or allergy implications for customers (e.g. Nuts, wheat, dairy, vegetarian, etc).

Display and Wrapping:

- All food, beverages and other goods exhibited for sale shall be covered in showcases (or other suitable containers) and where sold or served for consumption away from the restaurant area shall be appropriately wrapped to ensure appropriate food hygiene standards are observed.

Cleaning and Maintenance:

- The Service Provider shall wash all serving ware, glassware, cutlery and trays after each use to achieve maximum cleanliness and sanitisation.
- The Service Provider shall carry out deep cleaning of the kitchens and serving counters as and when considered necessary by the Service Provider and approved by the BHC and/or BC or upon request.
- The Service Provider shall carry out daily cleaning and stocking of any vending machines on the Premises and account for the takings of any vending machines to the BHC and/or British Council in accordance with the Agreement.
- The Service Provider shall provide all necessary information to and assistance requested by the BHC and/or BC in connection with the maintenance and, where necessary, repair of the Premises;
- The Service Provider shall ensure that any areas of the Premises over which the Service Provider has control or is otherwise responsible for are kept secure and safe from access by unauthorised persons; and
- The Service Provider shall provide sufficient relevant information to the BHC and/or BC such that it can ensure all equipment, plant, machinery, drainage and the general fabric of those parts of the Premises that are used in the Services are safe, hygienic and in solid operational state.

General Conditions of Service

- The Service Provider will co-operate with periodic Health and Safety inspections.

- The workers are employees of the Service Provider and the Service Provider must ensure that all local employment policies and laws are adhered to by the contractor for their staff
- The Service Provider must ensure that all employees are covered under WIBA and are provided with Health and Safety Equipment.
- The supplier should be ready to undergo additional health and safety screening that the BHC and/or BC might want to undertake before contracting and at any time during the contract period.
- The contractor must adhere to all local laws in running a business, taxation laws and employment laws.
- The Service Provider will cooperate with government and independent agencies when and if required for full health and safety and food service inspections at the discretion of the management teams of the BHC and BC.
- The Service Provider will notify the BHC and BC in advance of any changes in ownership and/or make up of the management of the company.

Equipment

- The British High Commission will provide the Service Provider with the following equipment to be used by the Service Provider in the provision of its services:

British High Commission Equipment:	Quantity	Owned or Leased
1. Commercial Microwave	2	Owned
2. Two Door Fridge	1	Owned
3. Two Door Freezer	1	Owned
4. Chafing Dishes (Hot)	1	Owned
5. Chafing Dishes (Cold)	1 (6 inserts)	Owned
6. Gas Range	1 (6 inserts)	Owned

- The British Council will provide the Service Provider with the following equipment to be used by the Service Provider in the provision of its services:

British Council Equipment:	Quantity	Owned or Leased
1. Coffee Machine	1	Owned
2. Microwave	1	Owned
3. Two Door Fridge	1	Owned
4. In-built Fridge	1	Owned
5. Glass Display shelf	1	Owned
6. Chafing Dishes	2 + 6 inserts	Owned
7. Coffee Grinder	1	Owned
8. Ice Making Machine	1	Owned
9. Frying Pan	1	Owned

Event Catering Services

- The Events Catering Services are those catering services requested by the Events Coordinators in respect of the relevant Event and will include, where requested, the provision of a licensed bar (“Licensed Bar Services”).
- The Service Provider will provide the Events Coordinators with menus and detailed costs (in accordance with this Agreement) within 24 hours after the receipt of an Event Brief (the Event Brief to be provided to the Service Provider in writing no later than 48 hours prior to an Event (and with numbers being confirmed no later than 24 hours prior to the Event)).
- The Service Provider will observe the performance standards, quality control procedures and the Manager and Chef Briefings for the Event provided by the Events Coordinators.
- The Service Provider will ensure:
 - the day to day cleanliness and operation of the Events Kitchen.
 - the day to day cleanliness and maintenance of any light equipment such as serving dishes, tableware, glassware etc. used as part of the Events Catering Services.
- The Service Provider will (in respect of each Event):
 - Provide the required Events Catering Services for the Event in accordance with all performance standards and service requirements (including timings) set out in the Event Brief;
 - Order the required food and beverage for the Event;
 - Compile the menu under the direction and subject to the approval of the Events Coordinators;
 - Provide a breakdown of the costs for the Event (an ‘on consumption cost’ will be included for wine and beverages consumed);
 - Provide the number of appropriately qualified and trained catering staff for the Event (which shall comprise the permanent catering staff and casual catering support staffing level agreed with the Events Coordinators) in accordance with the written confirmed staffing requirements;
 - Set the tables and all other specified Event arrangements in accordance with the Event Brief;
 - Ensure that all equipment used is clean and well maintained;
 - Clear the tables and return all light equipment to the appropriate areas for washing and storage;
 - Arrange for the Manager to meet with the Event organiser from the Events Coordinators within twenty four (24) hours after the Event to discuss the outcomes arising from it; and
 - Arrange for the Service Provider’s Manager or Supervisor to be at the Premises to oversee the Event as and when required.
- The Service Provider will arrange:

- for the Service Provider’s Manager and Chef to attend the weekly review meeting held by the Events Coordinators (at a date and time to be agreed) for the purposes of discussing forthcoming Events; and
 - for the Service Provider’s Manager to attend formal monthly review meetings (with agenda and minutes) to discuss the provision of the Events Catering Services with the Events Coordinators and as and when requested; and
 - for the Service Provider’s Manager to meet with members of the Events Coordinators at such times as agreed to ensure the efficient delivery of any aspect of the Events Catering Services.
- The Events Coordinators will instruct the BHC and BC’s facilities department on the room lay out requirements for each Event. Wherever possible, all room layouts will be complete at least one hour prior to the Event to allow the Service Provider to lay the table, set up as appropriate, check the room etc. The facilities department will be responsible for ensuring the cleanliness for all rooms used for Events. The Events Coordinators will provide the Service Provider with a seating plan for sit down events.

Charges for Goods and Services

- The Service Provider will present to the BHC and BC a separate statement of account on a monthly basis.
- The Service Provider will be entitled to receive on behalf of the BHC and BC and retain all cash sales from or in respect of the sale of meals, beverages and catered products (the “net sales”) and to apply this in payment of all expenditure incurred by the Service Provider in supplying the Goods and providing the Services.
- The service provider will be responsible for:
 - The actual payroll costs at the Premises including Tax, Pension Contribution, Sick and Holiday Pay. Relief personnel and such additional staff costs as may be mutually agreed in writing by the Senior Representative or required to be paid by Service Provider;
 - Stock will be owned by the Service Provider.
- Only Events Coordinators within the BHC and BC can order Events Catering Services. The Service Provider will be provided with details regarding the BHC and British Council’s authority levels for these purposes. Events Catering Services should be recharged to the BHC and British Council on separate invoices and in a consolidated format which is acceptable to the BHC and British Council.
- The Service Provider shall ensure all food served to staff as part of general service is paid for immediately upon delivery of the food; no credit should be extended to staff.
- The Service Provider shall accept payment by multiple methods, not limited to: Cash, Mpesa, Credit Card (Visa and Mastercard), Purchase Order (for events).
- The service Provider shall have a PDQ machine to accept Credit Card payments.

Security and Access

- All Contractors working within the grounds of the BHC and BC shall observe the Security Regulations that are in place and wear and display at all times the security pass that has been issued.
- All staff will be required to undergo a security check by the security team of the Authority before commencing work within the grounds of the BHC and BC. Under no circumstance will un-cleared staff be permitted to conduct work on site.
- All Contractor staff shall also be subject to personal security check both upon entering and leaving the BHC and/or BC. Any loss of a Security Pass must be reported IMMEDIATELY to the Security Helpdesk.
- As a duty of care measure, contract staff will be required to attend a security briefing at the beginning of the contract, and at other times at the discretion of the Authority. New staff will be required to attend the briefing on their first day at work.
- You should provide details of any vehicle that would require access to the BHC and BC to off-load materials or equipment. The vehicle must enter the BHC and BC by no later than 11:00 Hrs and is subject to a security check including by an explosive detection dog. Any vehicle entering the grounds must observe the speed limit – 15KM per hour. For security reasons parking is not permitted within the grounds of the BHC and BC and it will be the responsibility of the contractor to find suitable parking.
- Access to the BHC and BC is only permitted upon prior approval of at least 24 hours notice. The Contractor must confine his staff to the areas of working only.

Fire Precautions

- The Contractor shall comply with the requirements of the Foreign and Commonwealth Office Fire Precautions Guide (see attached). Smoking is not permitting within the BHC and BC Offices. There are designated smoking areas. Use of these shall be upon approval of the BHC and BC.

Power and Water Supplies

- The BHC and BC shall provide the Contractor with a power and water supply free of cost. The Contractor will however be expected to use these in a sensible manner and may be charged for any excessive usage of these. It is also important that the contractor ensures that any electrical equipment are in a sound and safe condition and will not operate the protective devices that are in place.

Cooking Gas

- The Service Provider shall be responsible for the purchase and replacement of cooking gas, in line with BHC and BC Equipment and Health and Safety Policy for the use of the provided gas range cooker.

Site Tidiness

- It shall be the responsibility of the Service Provider to ensure that the areas of working are kept in good order and that any possible hazards or contaminants are removed from site. When working inside the office, the Contractor shall ensure that all furnishings and the décor are protected. The Contractor will be charged for any damage resulting from their failure to provide an adequate means of protection.

Uniforms

- The Service Provider will supply all staff under its duty of care with appropriate uniforms.

All staff are required to change clothes on arrival before commencement of work into official uniform. The uniform should be washed and/or changed to a fresh one at the start of every day. The uniform should include hair and hand covers.

Supervision

- To ensure the smooth running of this contract it is extremely important that the Contractor provides an English-speaking Supervisor who is capable of assuming complete responsibility for a contract of this nature. The appointed Supervisor shall have regular contact with the appointed representative from the BHC and BC for these contracts and keep them informed on both progress and any problems that arise. The Contractor shall ensure that during periods of absence [leave or illness] that he/she arranges for adequate coverage and that he keeps the BHC and BC informed of any such changes.

Review Meetings

- The Contractor shall be required to attend quarterly meetings with the BHC and BC to review the running of the contract and to resolve any contractual issues.

Health and Safety

- The BHC and BC expects ALL Staff and Contractors working on the Diplomatic Estate to observe the Foreign and Commonwealth Office Health and Safety Policy, the Foreign and Commonwealth Office Electrical Safety Regulations and other safety regulations that are relevant to their scope of works. The contractor shall be expected to ensure that staff are properly equipped to carry out the food servicing tasks in a safe manner and that they comply with best practice.
- All staff operating at the British High Commission and British Council premises on behalf of the service provider will be required to provide a valid Nairobi City County Health Services Form B – The Food, and Chemical Substances (Food Hygiene) Regulations Certificate every 6 months.
- They shall ensure that any electrical appliances that are used are in good working order, that the electrical is neither damaged or stretched or contains any twisted or taped joints and is fitted with a proper three pin plug top. When washing the stairs or floor areas, warning signage shall be clearly displayed.
- All contract staff must wear smart uniform.
- All contract staff will agree to undertake a health and safety brief by the management teams of the BHC and/or BC before contract commencement
- The Service Provider will be expected to provide and update as required a list of their suppliers of ingredients used in food preparation within the BHC and BC sites. The Service Provider will comply with requests from the BHC and/or BC for a site inspection and/or meeting with their suppliers.

- The Service Provider is expected to comply with the following Foreign and Commonwealth Office (FCO) Health and Safety Policies which are provided as part of this request for quotation as supplementary annexes:

HS10.2	Food Safety and Kitchen Hygiene
HS10.2.1	Food Safety Management System
HS10.2.1	FSMS Manual Index
HS10.2.1	Section 1: Food Safety Policy
HS10.2.1	Section 2: HACCP
HSP 9.48	Kitchens and Food Safety
HS11.3	Contractors
HS11.9	Personal Protective Equipment

- The Service Provider must also complete the following reports as part of the bid process in full compliance with FCO Health and Safety Policies:

HS10.2.1	Section 3: CCP Records
HS10.2.1	Section 4: Inspections*
HS10.2.1	Section 5: Cleaning Schedules*
HS10.2.1	Section 6: Food Hygiene Training*

*To be completed prior undertaking the work not at contract stage

Mandatory Documents

The Service Provider must provide all documents and completed questionnaires as provided in Appendix A for their bid to be considered.

British High Commission and British Council

The British High Commission and British Council looks forward to receiving your quotation for the work described in the document.