

TERMS OF REFERENCES: Provision of Catering Services for Irembo

Background

Irembo Ltd is a technology company in the gov-tech and fin-tech spaces that designs and develops digital products focused on users in Africa, starting with Rwanda.

Irembo Ltd is a company that values its employees and would like to offer them a high-standard catering service that stresses taste, variety, and healthy meals. Among other benefits the company provides to its 200 employees are breakfast, lunch and other catering-related services.

The service provider should be able to provide breakfast, special snacks, special breakfast, beverages and lunch services as detailed below. Service may be provided per lot as categorized below, bidders are allowed to bid for one or more lots.

Catering needs description

Lot 1: Breakfast:

- a. When: Every morning at 8:00 from Monday to Friday.
- b. What: A mix of healthy snacks, meat & pastries. A minimum of four items.
- c. Quantity: on demand
- d. Quotation needed: Price per person

Lot 2: Special snacks:

Irembo receives from time to time visitors for official meetings that need small snacks that they can have before, during or after their meeting

- e. When: On demand - Any time of the day.
- f. What: Not more than two types of snacks
- g. Quantity: On demand
- h. Quotation needed: Price per person

Lot 3: Special breakfast:

Irembo holds special breakfasts for staff or visitors for specific events. For this breakfast, the vendor is expected to set up a breakfast buffet.

- i. When: On demand - Morning hours.
- j. What: A minimum of eight items
- k. Quantity: On demand
- l. Quotation needed: Price per person

Lot 4: Special events - finger foods buffet

- a. Barbeque menu
- b. Finger foods and canapes menu (bidder to provide a list of items and the respective unit prices)
- c. Special buffet
- d. Beverages - price per item

- i. Soft drinks menu
- ii. Hot drinks
- iii. Cocktails menu - alcoholic and non-alcoholic
- iv. Local beers
- v. Wines: red and white
- vi. Liquors, spirits and gin

Lot 5: Lunch:

- a. When: Every lunchtime at 12:30 from Monday to Friday, excluding public holidays
- b. What: A lunch buffet with a soft drink
- c. Quantity: on-demand; consumption-based.
- d. Quotation needed: Price per person

Bidders are allowed to bid for all lots or only one lot. Bidders are requested to propose a menu for every lot they bid for, and related prices per person taxes inclusive. Please note that the menu is subject to change based on different factors.

Ideas for breakfast: eggs, bread, french toast, waffles, pancakes, cold cereal and milk, hot cereal, such as oatmeal, whole-grain toast, bagels, muffins, yoghurt, fruits, juice, fruit smoothie, etc.

Ideas for snacks: Crackers, cookies, cake, small bites (samosa, meatballs), veggie rolls, fresh juices, etc.

Bidding procedures

All qualified and interested bidders should submit their proposals electronically through [irembo's e-procurement portal](#) no later than **23rd October 2024**, at 5 PM CAT. Bidders will be required to **sign up or register** if they don't have an account already.

After registration, our team will review your profile. You will only be allowed access after your account has been approved.

Upon successful login, navigate to "Tenders" and locate Tender Number **1100013**. This tender is listed under the "Food and Beverage serving activities" **service category**; be sure to include it on your profile.

More guidelines can be found on the signup page. All inquiries related to this tender are to be addressed to procurement@irembo.com 5 calendar days before the bidding deadline.

Bids evaluation procedures

1. Primary evaluation

Proposals will be evaluated focusing mainly on the meal plan, methodology of catering and expertise of staff

Minimum score to proceed to the next stage of bidding: **80%**

2. Secondary evaluation

At this stage, financial proposals will be evaluated. The evaluation team would also conduct site visits to assess the factors listed under the evaluation criteria for

- Service delivery plan
- Observation of health and safety protocols and quality assurance

3. Trial Period

If at this point we have more than 1 bidder for the same lot, the final stage (tie-breaker) would be for qualifying bidders (with at least 80%) to be invited to do trials for a period of 1 week or 1 special event

Evaluation Criteria

1. Administrative Evaluation

All the bidders should submit the following administrative documents:

- Certificate of Incorporation issued by RDB
- Tax Clearance certificate
- RSSB Clearance certificate
- Existing working restaurant with quality standard
- A minimum of 3 references of similar services executed in the last 2 years serving between 150 and 250 people. The references must be accompanied by certificates of good completion from corporate clients or any other reputable institution

Failure to submit ALL the above-mentioned documents will lead to the bidder's disqualification.

Evaluation Criteria for Catering Services Tender (2-Stage Tendering Process)

In this two-stage tendering process, Stage 1 will focus on evaluating the capacity and creativity of the bidder, while Stage 2 will assess pricing and other verifiable criteria.

Stage 1: Primary Evaluation

Capacity and Menu Creativity

In Stage 1, the emphasis will be placed on the bidder's capacity to deliver services and the creativity of the proposed menus. Only the top-scoring bidders from Stage 1 will proceed to Stage 2.

Criteria	Description	Weight (%)
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1. Company Profile, Experience and Past Performance	Proven track record in catering services for similar events and clientele. Bidders should provide references from previous contracts and letters of good completion.	30%
2. Menu Creativity and Quality	Creativity and variety of the proposed menu, including innovative dishes and flexibility for dietary restrictions	40%
3. Service Capacity and Infrastructure	Capability to handle large-scale events, including equipment, staff, and organizational structure. Assessment of staff qualifications and the company's infrastructure to meet demand.	20%
4. Customer Service Approach	Quality of customer service, including communication strategies, responsiveness, and the ability to adapt to client needs.	10%

Total: 100%

Outcome of Stage 1:

ONLY bidders who score above 80% will be invited to proceed to Stage 2.

Stage 2: Secondary Evaluation

Price and Physical Inspection

In Stage 2, shortlisted bidders will be evaluated based on pricing, health and safety compliance, and other criteria that require physical verification. This stage will focus on the practical ability to deliver the services.

Criteria	Description	Weight (%)
1. Pricing	Competitive and transparent pricing structure for each catering service (breakfast, lunch, special events, etc.).	40%



2. Service Delivery and Logistics	Detailed service plan outlining how meals will be prepared, delivered, and served, including the timing and organization of special events.	25%
3. Health and Safety Compliance	Verification of compliance with food handling and safety regulations, including certifications.	20%
4. Quality Assurance	Physical verification of sample meals, service quality, and presentation during site visits.	15%

Total: 100%

Outcome of Stage 2:

The contract will be awarded to the winning bidder at this stage.

If there are more than one bidders who score above 80% on the same lot after this stage, they will be invited for a trial period.

Tiebreaker: Trial Catering Evaluation Criteria (1-Week Trial Period)

If more than one bidder scores above 80% in the second stage, they will be invited to provide catering services for a trial period of one week. During this period, their actual performance will be evaluated based on the following criteria:

Criteria	Description	Weight (%)
1. Quality of Food	Taste, freshness, and overall presentation of the meals served during the trial period.	30%
2. Punctuality and Reliability	Timeliness of meal preparation, delivery, and setup. Consistency in meeting agreed-upon schedules.	20%
3. Service Quality	Professionalism and demeanor of the catering staff, including attentiveness, courtesy, and responsiveness to employees' needs.	20%



4. Flexibility and Responsiveness	Ability to accommodate last-minute changes or special requests during the trial period without compromising service quality and timelines.	5%
5. Client and Guest Feedback	Feedback from clients and guests on the overall experience, including satisfaction with the menu variety, quality, and service.	10%
6. Cleanliness and Hygiene	Cleanliness of food preparation, service areas, and adherence to hygiene standards.	15%

Total: 100%

Outcome of Trial Period:

At the end of the trial, the bidder with the highest score based on the above criteria will be awarded the contract.

This trial evaluation ensures the chosen bidder not only meets the criteria on paper but also excels in real-world performance under actual operating conditions.

Payment schedule

The provision of the catering service will be remunerated monthly based on consumption and after submission of tax invoices.