

International Liaison Office, Nairobi  
Karen, Ndege Road 70  
P O Box 21033-00505  
Ngong Road Nairobi, Kenya  
Tel: 254-020-3882981  
Mobile: +25472292320  
Website: [www.across-ssd.org](http://www.across-ssd.org)



Head Office, Juba South Sudan  
Bulk, Off Ministries Rd, Next  
to UNHCR  
P.O.Box 132,  
Juba, South Sudan  
Office Tel: +211-92744700,  
+211-925773311  
E-mail: [acrossjuba@across-ssd.org](mailto:acrossjuba@across-ssd.org)

Date 5th February 2024

### PROVISION OF IN-HOUSE CAFETERIA AND CATERING SERVICES IN ACROSS SOUTH SUDAN JUBA

ACROSS country Office in Juba is planning to contract a Service Provider for the provision of cafeteria and catering services at its offices in Juba, offering high quality and healthy international and local meals cafeteria-style meals and catering services.  
From March 2024 till December 2024.

### This Scope of Work outlines the requirements to quality.

- The Service Provider shall provide a mechanism to allow personnel to choose and purchase meals from a set menu, vending machines (if possible), as well as buffet cooked meals. A sufficiently varied menu shall be available during cafeteria hours.
- The Service Provider shall provide a system to allow for in-house meeting cafeteria service orders based on a priced set menu for meetings, with food and beverage options.
- The Service Provider shall also provide a mechanism to allow for in-house meeting service orders to order food from outside restaurants on non-frequent basis related to reasons such as a last-minute request from the section (due to uncontrolled reasons) or reasons related to the Service Provider's limited capacity to provide the service order therefore not being able to meet the specs requested by the project's in-house meeting. The Service Provider shall in such case order the food from outside and add a specified profit margin not exceeding 5% to cover for its service fees.
- All cooking and preparing for meals and housekeeping practices should reflect the Service Provider's commitment to a green environment by reducing its CO2 footprints, and waste to land, with very limited plastic use, as well as reduced energy consumption.
- The cafeteria items should include but not limited to cold beverages, snacks, sweet items, fresh and canned juice, sweets, healthy sandwiches, salad, etc.

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P.O.Box 132  
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- The Service Provider shall be responsible for ordering, purchasing and transporting all food items and supplies to be served in ACROSS's premise on timely basis. The Service Provider shall ensure there is sufficient supply of food and beverage from Monday to Saturday of every week.
- The Service Provider shall provide fresh baked products daily, produced from a bakery which meets the health standards for hygiene and sanitation. The Service Provider shall provide daily a variety of fresh fruit and juices and healthy meals.
- The Service Provider will be requested to cater for special functions and provide waiter services for coffee breaks during meetings, lunches, brunches or specific meals during office events, special breakfast meetings, lunch or dinner parties at contract prices. The cafeteria Service Provider will be given advance notice of such functions and the type of service required. Such catering service costs will be settled directly by the requesting department and upon submission of a detailed invoice by the caterer that has been previously approved in a written service order between the project/department and the caterer.
- Costs for cafeteria services ordered by the individual staff should be settled directly by the respective staff member.
- Operating hours: The cafeteria/catering services shall operate Monday to Friday, 7:30 AM to 4:30 PM. Saturdays and Sundays are days off unless on special occasions agreed upon.
- The Service Provider shall purchase food originating from those food supply sources approved by the International and Local Standards for quality in hygiene and sanitation or equivalent local authorities and under regular inspections by public health authorities or other appropriate government agencies.
- All fresh meats and other raw protein foods must comply with the applicable health and hygiene regulations. All fresh products shall be of the highest standard and shall be renewed daily.
- A separate cooking arrangement and use of separate utensils etc., shall be ensured for vegetarian and non-vegetarian dishes. Non-vegetarian and vegetarian items should be stored separately.
- The catering company is responsible for maintaining and cleaning the food service area and kitchen. It is the responsibility of the catering company to keep the tables and chairs ready for service. The catering company should arrange for cleaning of the Dining Hall, the kitchen area, and any other area under their control immediately after any service is rendered.



- A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services, e.g., Cleaning of the plates and utensils should be done with soap and hot water and all items should be cleaned and dried.

### **Obligations of ACROSS**

1. ACROSS will provide all the necessary equipment such as tables and chairs for the catering company which are used only in the restaurant. They are not allowed to be relocated or borrowed.
2. ACROSS also will be responsible for water and electricity.
3. ACROSS will provide all the necessary kitchen utensils/ cutlery to serve food.

### **Requirements/Selection criteria.**

- A price quotation for renting the premises and all its equipment.
- Valid Operation certificate for operating a restaurant.
- Health Certificates from the health ministry (valid medical examination card from city council) of all the workers.
- Previous experience in operating a standard restaurant.
- Fluency in English and Arabic, both written and spoken.

Applications should be addressed to the Procurement Manager, ACROSS via email: [procurement@across-ssd.org](mailto:procurement@across-ssd.org)

Application should be submitted by **Thursday 15<sup>th</sup> February 2024. Through email or hardcopy.**

**NB:** All prospective aspirants can come and visit the premises for physical verification before quoting on Monday and Tuesday **8<sup>th</sup> & 9<sup>th</sup> /02/2024**

Bambu Dukku  
Head of Finance

