**Terms of Reference (TOR) for**

**2025 CONTRACT – 041 Catering & House Keeping Services**

The “Terms of Reference” shall be modified at the time of negotiation as “Description of Services” of the contract agreement.

The work shall involve the following:

1. Provision of **Catering Solutions** at the SAMARITAN’S PURSE (SP) BASE.
2. Provision of **Housekeeping Solutions** at the SAMARITAN’S PURSE (SP) BASE.

The work shall include the supply of such incidental personnel, equipment, materials and consumables as shall be necessary.

1. **A. CATERING SOLUTION**
2. 1. The selected service provider shall be responsible for the performance and delivery of the catering solution including the supply, storage, preservation, preparation and serving of food and beverages consisting of three (3) meals per day (breakfast, lunch and dinner) and snacks in accordance with the menu agreed between the parties.

2. The service provider will provide a master list of menu items (meats/fish/vegetables/starches/deserts/salads) upon signing of contract. The selected service provider will add at least one new item every month to each of the categories (meats/fish/vegetables/starches/deserts/salads). To ensure variety, there shall be agreement on a 6-week menu/meal rotation plan with minimal duplication. Note that all meals on the menu are subject to change – according to SP staff wishes and agreements.

**BREAKFAST**

* 1. Breakfast is to include: tea, coffee (instant and ground), milk – fresh and powder, sugar, fresh bread and spreads, served daily to all staff.
  2. Weekdays shall also include eggs, bacon, baked beans, sausages, mahamri (mandazi), pancakes, arrow root, yams and an assortment of spreads (jam, peanut butter, blue band, butter, Nutella, honey) based on a mutually agreed menu to make sure we are providing a healthy and nutritious breakfast for all the staff (local and internationals).
  3. Weekend breakfast is to include all the above plus a wider range of items which will be supplied to comprise of a full international breakfast for the staff. Please note, all the items mentioned above shall be made available in the refrigerators for the staff should they wish to prepare their own meal. A variety of fruits should also be available at all times.

**LUNCH**

1. Provide a 6-week menu with minimal duplication for lunch. The menu must reflect cuisines that cater to both local and international staff.
2. Lunch should comprise of both a main course and sides. All meals should include white or red meat/fish (protein), variety of vegetables, fruits, and a starch food.
3. Food serving size and portions to correspond to a typical adult with meat/fish portions at 0.2 kgs per person
4. All meals are to be provided with a variety of fruit and salads to ensure a balanced diet. Provide a variety of sodas at least once per week – Wednesdays.

**DINNER**

1. Provide a 6-weeks menu for all dinners that reflects cuisines that caters to international staff from within the region and other nationalities.
2. The menu must contain minimal duplication. Dinners must comprise of both a main course and sides. All meals should include white or red meat/fish (protein), variety of vegetables, fruits, and a starch food.
3. Food serving size and portions to correspond to a typical adult with meat/fish portions at 0.2 kgs per person
4. There should be a non-meat protein option for those who abstain from meat and/or are vegetarian.
5. Desert to be available with an option of freshly baked cake.
6. All meals are to be provided with a variety fruit and salads to ensure a balanced diet.
7. A variety of sodas to be provided every Friday.

**FOOD PANTRY:**

1. Par levels of stock items are to be maintained evidenced in a posted inventory to ensure continuity of availability.
2. Ensure there are various ingredients in the pantry and fridge for Samaritan’s Purse personnel who wish to prepare their own meal. Staff may also provide a list of items in advance that may not be stocked in the pantry regularly for their own meal preparation.

**SNACKS:**

1. Tea, Coffee, fresh bread (white and brown) and spreads for the office (sugar and milk - fresh and powder)
2. Fruits, cereal, cheese, eggs, samosas, potato chips, fruit juice, fresh milk, cold cuts, yogurt, and fresh vegetables to be made available at all times in the common room.
3. Assortment of fresh fruits enough for every staff to be provided every day.

**Monthly Barbeque:**

A wide range of international cuisines to be prepared every quarter of the year. The menu for this will be provided by Human Resources personnel and discussed with head chef.

**Food Preparation:**

1. Safe steps in food handling, cooking, and storage are essential to prevent food borne illness and pests:
2. Always wash hands with water and soap for 20 seconds before and after handling food.
3. Wear latex gloves when handling food. Cover head with net.
4. Don't cross-contaminate. Keep raw meat, poultry, fish, and their juices away from other food.
5. After cutting raw meats, wash cutting board, utensils, and countertops with hot, soapy water.
6. Cutting boards, utensils, and countertops should be sanitized by using a solution of 1 tablespoon of unscented, liquid chlorine bleach in 1 gallon of water.
7. Marinate meat and poultry in a covered dish in the refrigerator.
8. Frozen meats should be thawed in the refrigerator rather than on the counter top.

**Daily Meal Schedule:**

Meals shall be available at the following times:

* + BREAKFAST 8.30am- 10.30am
  + LUNCH 12.30pm – 2.00pm
  + Snack 3:00pm – 4:00pm
  + DINNER 5.30pm – 8.00pm

**Estimated Number of Staff:**

On Weekdays:

* Breakfast: Minimum 70-85 staff
* Lunch: 35-45 staff
* Snacks: 50-60 staff
* Dinner: 35-45 staff

On Week-end days:

* Breakfast: Minimum 35-45 staff
* Lunch: 35-45 staff
* Snacks: 35-45 staff
* Dinner: 35-45 staff

**Catering Penalty Clause**

* Late Delivery Penalty: If the catering services are not delivered to the agreed-upon location by the specified time, the caterer will incur a penalty of 2% for each hour of delay beyond the agreed daily meal schedule.
* Quality Penalty: Should the delivered food not meet the agreed-upon quality standards or specifications; the client reserves the right to withhold 5% of the total payment. The caterer will be required to rectify the issue within a week time at no additional cost to the client.
* Quantity Penalty: If the quantity of food delivered is less than the amount specified in the agreement, the caterer will be penalized 5% of the total payment.
* Additional Costs: Any additional costs incurred due to the caterer's failure to adhere to the terms of the contract, including but not limited to extra delivery fees or substitute arrangements, will be the responsibility of the caterer.

**B. HOUSEKEEPING SOLUTION**

1. Service provider shall perform and deliver housekeeping solutions which include general cleaning (rooms, walkways, corridors, windows, doors etc.) of the offices, common rooms, the primary compound housing and the auxiliary compound housing as hereinafter described both on a daily as well as periodic basis.
2. Service provider shall provide housekeeping cleaning checklist that shall highlight all areas in the staff residence rooms that shall need to be cleaned on a daily basis.
3. The service provider shall provide laundry services including washing and ironing in the primary compound and shall ensure all common areas, including dining areas, are always kept clean and tidy, including evenings and weekends
4. The service provider shall provide upkeep of the SAMARITAN’s PURSE BASE including the front of the property.
5. The service provider shall supply housekeeping equipment including toilet paper, soap, laundry detergent, fabric softener, mops, brooms, buckets, insect repellant such as Doom and disinfectant.
6. The service provider shall be responsible for the provision of gardening services. The Gardening Services shall have comprised of but not limited to:

* Watering of flowerbeds, lawns, shrubs, trees and potted plants;
* Weeding of vegetation, tilling of beds and trimming of hedges when and where necessary;
* Pruning of shrubbery and overgrown trees;
* Sweeping of fallen leaves and branches;
* Replanting of shrubbery/plants/flowers and provision of suggestions for cosmetic changes to the existing garden areas as well as for the new garden around the additional staffing units;
* Spraying of herbicides, insecticides, and other pest and weed control agents as required; and
* Laying of fertilizers/manures as and when required.
* The personnel compliment to be provided by the service provider for the Gardening Services shall comprise:
* Head Gardener
* The service provider shall provide such personnel protective equipment (PPE) as shall be commercially reasonable to provide the Gardening Services and ensure that the personnel adhere to such of SAMARITAN’S PURSE policies and procedures as the service provider shall be informed of with such notice as shall be commercially reasonable for implementation.
* The service provider shall provide the Gardening Services for 3 days a week for a duration of 3 hours per visit with the schedule below:
* MONDAY **9.00am- 12.00pm**
* WEDNESDAY **9.00am- 12.00pm**
* SATURDAY **9.00am- 12.00pm**

***Provided that depending on the time of year and the volume of work, additional hours may need to be worked at times and for this there would be no additional fees.***

1. The service provider shall provide their staffing plan to SP management that shall include details of the number of staffs they have employed for the housekeeping departments, coverage plans, staff weekly hour schedules, pay rates and any other relevant information.
2. The service provider shall provide suitably qualified personnel in sufficient numbers necessary for the efficient performance of the Services. The service provider personnel shall:
3. Be medically fit, suitably trained and qualified for the performance of the WORK.
4. Adhere to SAMARITAN’S PURSE policies and procedures on security, hygiene as provided in this CONTRACT. Provided that service provider shall be informed of all such policies and procedures and any changes thereon with such notice as shall be Commercially Reasonable for implementation.
5. Be provided with such personnel protective clothing and equipment as shall be Commercially Reasonable to carry out the WORK.
6. Where in SAMARITAN’S PURSE’s opinion the performance of any Service provider personnel is unsatisfactory on reasonable grounds, SAMARITAN’S PURSE shall advise Service provider of same and Service provider on its part shall replace such personnel(s) within 30 business days of receipt of such request.
7. Service provider shall appoint a representative (hereinafter the **“Base Supervisor**”) who shall be the point of contact with SAMARITAN’S PURSE and who shall be responsible for ensuring that the WORK is performed and delivered in accordance with this CONTRACT.
8. The selected service provider shall provide housekeeping services 6 days a week.
9. Number of rooms are as follows:

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| --- | --- | --- |
| **S.N.** | **AREA OF WORK** | **#’S OF ROOMS OR OFFICES** |
| 1 | Standard Office | 36 per day |
| 2 | Residential rooms, kitchen, common rooms | 40 per day |
| 3 | Pavements | Lumpsum |