



Call for tender: Supply of Ready to Eat Food

Reference number: 2025 / SS153 / Patient food Tender

Date: 20th January 2025

Médecins Sans Frontières (MSF)

Section: MSF France

Project Location: AWEIL

Address: Maderia Street, Machar Kunyuk Area Aweil Town

Country: South Sudan

Médecins Sans Frontières (MSF) is a private international non-governmental humanitarian medical organisation that provides assistance to populations in distress, to victims of natural or man-made disasters and to victims of armed conflict. MSF observes neutrality and impartiality in the name of universal medical ethics and the right to humanitarian assistance and claims full and unhindered freedom in the exercise of its functions.

The objective of this call for Tender is to identify an established authentic restaurant/catering service provider for the supply of **(daily preparation and delivery) Ready to Eat Food (3 meals) to our patients at Aweil State hospital Northern Bahr El Gahzal State**

If you are interested, Send your offer before **5pm on 2nd February, 2025 in a sealed envelope** to the attention of the Supply manager at the address below:

MSF France Office

Maderia Street, Machar Kunyuk Area Aweil Town

REFERENCE 2025 / SS153 / Patient food Tender

Or by email to msff-southsudan-tenders@paris.msf.org

Subject : 2025 / SS153 / Patient food Tender

A complete offer signed and stamped should include the documents below:

- 1 - MSF Charter (signed)
- 2 - *MSF Supplier code of conduct (signed)*
- 3 - *Questionnaire (completed and signed)*
- 4 - *Menu (Price completed and signed)*
- 5- Copy of Corporate Ownership/Registration and Tax Identification Number Certificate
- 6- Copy of Certificate (Hygiene) from Ministry of Health/Municipality/City
- 7-Tax clearance Certificate
- 8-Price quotation (Proforma invoice) on your company headed paper
- 9- Recommendation from other clients if any

NOTE:

MSF France will only consider complete offers in the process.

MSF France will organise a control visit to the bidders' operating premises and reserves the right to consult with other clients in order to select the best service provider.

MSF France will initiate negotiations with 3 shortlisted bidders after review of offers and completion of control visits and will award **One year service contract** (Terms and conditions apply) to **one bidder** at the end of this process.

MSF FRANCE reserves the right to stop the process at any time during the tender process.

All direct or indirect costs to the bidders linked to the response to this call for tender and in subsequent negotiations will be borne by the bidder.

Average quantity is indicated for information purpose only. It doesn't guarantee or oblige at a later stage MSF to order the mentioned quantities because orders will be based on the number of patients, which can vary.

This Call for tender shall not be considered in any way as an offer of agreement with your company.

Should you have any question, do not hesitate to contact us.

Email on msff-southsudan-tenders@paris.msf.org

Or in person at our office.

Attachments:

1. **Explanation of the need**
2. **MSF Charter**
3. **MSF Supplier Code of Conduct**
4. **Questionnaire**
5. **Menu**

Médecins Sans Frontières France

1. Explanation of the need

Currently, MSF France supports; emergency maternal and child healthcare for children under 15 years old with severe medical and surgical conditions requiring hospitalization and type 1 diabetes OPD clinic medical in Aweil state Hospital.

To ensure good continuity of care, MSF provides meals to patients and their caretakers every day. For that reason, MSF is looking for a reliable authentic restaurant/ catering service provider who can **prepare, deliver and distribute meals at the hospital** three times a day:

Mealtime:

- **Breakfast served between 7:00 and 8am**
- **Lunch served between 12:30pm and 1:30 PM**
- **Dinner between 5:30pm and 6:30 PM**

Timely delivery is a very important criterion for MSF and the successful service provider will put everything in place to fulfill this

MSF will confirm order quantities at the time defined below:

- **Breakfast at 9pm the day before**
- **Lunch Between 9am and 10am same day**
- **Dinner between 2pm and 3pm on the same day**

A document will be filled by the person who placed the order, and the quantity of meals will be checked upon delivery. There is no kitchen in the MSF feeding centre, meaning the supplier should have his own premises. MSF will conduct a visit to the bidder's food preparation and storage area.

During this visit we will focus on,

- Hygiene (waste management, hygiene rules, protective clothing for preparators, water...)
- Space management (dedicated space for kitchen)
- Pest control
- Food preservation

Food should be delivered hot. The service provider will implement all means necessary to keep the food at the accurate temperature.

The service provider will respect the menus as defined in appendix 4.

Food should be packed individually to avoid contamination. Please indicate the kind of packaging you intend to use.

The service provider will provide MSF with a biweekly invoice based on which MSF will pay by bank transfer.

Our monthly consumer average is 2000 people spread out in the range of 1000 off peak to 2500 peak season. i.e Three meals per day with needs confirmed daily/ per meal.

1. MSF Charter

Médecins Sans Frontières (MSF) is a private international association. The association is made up mainly of doctors and health sector workers and is also open to all other professions which might help in achieving its aims.

All of its members agree to honour the following principles:

Médecins Sans Frontières provides assistance to populations in distress, to victims of natural or man-made disasters and to victims of armed conflict. They do so irrespective of race, religion, creed or political convictions.

Médecins Sans Frontières observes neutrality and impartiality in the name of universal medical ethics and the right to humanitarian assistance and claims full and unhindered freedom in the exercise of its functions.

Members undertake to respect their professional code of ethics and maintain complete independence from all political, economic or religious powers.

As volunteers, members understand the risks and dangers of the missions they carry out and make no claim for themselves or their assigns for any form of compensation other than that which the association might be able to afford them.

Stamp and signature of the bidder

Médecins Sans Frontières (MSF) is a non-profit, self-governed, member-based international organisation that provides medical assistance to people affected by conflict, epidemics, disasters, or exclusion from healthcare. MSF teams are bound together by the [MSF Charter](#) and their actions are guided by medical ethics and the principles of impartiality, independence and neutrality.

MSF considers itself as a responsible association, and this rests, among others, on the responsible behavior of its suppliers. Hereinafter the term “Suppliers” is used to refer to service providers, contractors, manufacturers, vendors and their own employees, agents and sub-contractors to which MSF pays the utmost attention.

Consequently, MSF expects its Suppliers to adhere to the MSF Supplier Code of Conduct, which sets out specific principles and standards, in particular in the areas of labor rights, human rights, anti-corruption, anti-fraud, prohibition of illegal activities and environmental protection. The standards provided for in the Supplier Code of Conduct are considered as a minimum behavioral conduct. Suppliers are expected to incorporate these standards into their conduct, and to abide by them in any circumstances. They are also encouraged to expand and complete them through their own ethics rules.

Labor Rights

- 1.1. **Prohibition of forced labor, fair payment and no discrimination:** MSF expects that its Suppliers (i) do not use any form of slave, forced, indentured or involuntary prison labor, (ii) abide by freely chosen labor, with wages fixed and paid in accordance with the rules set forth by the International Labor Organization and (iii) treat their employees, and those of their own suppliers and subcontractors, fairly, with respect, dignity and non-discrimination¹.
- 1.2. **Prohibition of use of child labor:** Suppliers are expected to ensure that neither they nor any of their affiliates employ children, even with the approval or consent of their parents, or are engaged in any practice inconsistent with the International Labor Organisation (ILO)'s Fundamental Conventions No. 138 and No. 182.
- 1.3. **A safe and hygienic working environment to their workers:** Suppliers are expected to ensure a safe and hygienic working environment². In particular, adequate steps are expected to be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimizing, so far as is reasonably practicable, the causes of hazards inherent in the working environment.

¹ This term being interpreted by MSF as per Article 1 of the C111 - Discrimination (Employment and Occupation) Convention, 1958 (No. 111) of the International Labor Organization, *i.e.* any distinction, exclusion or preference made on the basis of race, color, sex, religion, political opinion, national extraction or social origin, which has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation.

² This would typically include access to (i) clean toilet facilities, (ii) potable water, (iii) sanitary facilities for food and (iv) clean and safe accommodations meeting the basic needs of workers. See ETI Base Code clause 3 for more details.

- 1.4. **Freedom of association and collective bargaining:** Suppliers are expected to ensure that (i) workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively, (ii) they adopt an open attitude towards the legitimate activities of trade unions, (iii) workers representatives are not discriminated against and have access to carry out their representative functions in the workplace.
- 1.5. **Transparency and cooperation with MSF:** Suppliers agree to be transparent towards MSF about the labor conditions under which products are made and services provided to MSF and to cooperate with MSF and/or its auditors in this respect if necessary.

Human Rights and Behaviors

- 2.1. **Protection of internationally proclaimed human rights:** Suppliers are expected to comply with all the international human rights laws. In particular, MSF expects its Suppliers to respect the protection of internationally proclaimed human rights, notably as set forth in the Universal Declaration of Human Rights proclaimed on 10 December 1948, and to ensure that they do not act as accomplices in human rights abuses and violations.
- 2.2. **General non-discrimination:** Suppliers are expected to behave respectfully and not discriminate against patients, colleagues or members of the local population on the basis of their race, opinions, lifestyle, gender, sexual orientation, socio-economic background, origin, religion or beliefs and other markers of identity.
- 2.3. **Prohibition of abuse:** Suppliers are expected to not abuse anyone physically (*i.e.* physical violence, sexual aggression or other forms of physical abuse) or psychologically (e.g. bullying, abuse of power, harassment, discrimination or favoritism).
- 2.4. **Prohibition of exploiting the vulnerability of others:** Suppliers are expected to not accept, under any circumstances, behavior that exploits the vulnerability of others, in the broadest possible sense (sexual, economic, social, etc.). This includes exchange of goods, benefits or services for acts of a sexual nature, including the use of sex workers' services.
- 2.5. **Prohibition of child abuse:** Suppliers are expected to not accept child abuse, exploitation and violence and not engage in sexual relations with children³.
- 2.6. **Prohibition of inappropriate conduct:** Suppliers are expected to not take advantage of their position for personal gain, which is defined as soliciting, accepting or otherwise benefiting from any advantage, favor or gift, or promise thereof of material value, in any form, either in person or indirectly through relatives or associates, as an inducement or reward for doing or refraining from doing anything, or showing favor or disfavor to any person or company. Each Supplier is expected to use MSF resources (including premises, goods, money, reputation, image, etc.) with respect and care and in the interests of the organization and the populations it seeks to assist.

Prevention and Prohibition of Illegal Activities and Corruption

- 3.1. **Prevention of illicit activities:** MSF expects its Suppliers to (i) implement the adequate measures in order to prevent fraudulent activities within their organization and to (ii) cooperate with MSF and/or its auditors in this respect.

³ Defined as per Article 1 of the United Nations Convention on the Rights of the Child, adopted and opened for signature, ratification and accession by General Assembly resolution 44/25 of 20 November 1989, entry into force 2 September 1990: “*For the purposes of the present Convention, a child means every human being below the age of eighteen years unless under the law applicable to the child, majority is attained earlier*”.

- 3.2. **Prohibition of illicit activities and their financing:** MSF expects its Suppliers to (i) not engage in illicit activities of any kind, including (but not limited to) crimes against humanity, war crimes, terrorism, trafficking of human beings, trafficking of drugs, trafficking of weapons, material or equipment destined for military use, embargo and sanctions violations, and to (ii) not engage in the financing of such activities or the laundering of their proceeds.
- 3.3. **Anti-bribery:** MSF expects its Suppliers to prohibit, both within their own organization and towards their own suppliers and subcontractors, the offering, giving, promising or accepting of any incentives of any kind whatsoever from one person to another in order to influence a decision or obtain any kind of undue advantage. Suppliers are expected to refrain from engaging in any form of bribery, both giving or receiving.
- 3.4. **Conflicts of interest⁴:** Suppliers are expected to take all reasonable measures to avoid any conflicts of interest in the performance of their obligations. A conflict of interest may notably result from economic or financial interests, political associations or family relationships, or any other relationship of common interests. Suppliers are expected to immediately notify MSF in writing of any conflict of interest arising during the performance of the agreement concluded with MSF and to take all actions necessary to end the conflict as soon as reasonably possible.
- 3.5. **Economic sanctions:** MSF expects its Suppliers to make sure that they are not subject to any economic and trade sanctions⁵ and undertake to apply the highest reasonable standard of due diligence to ensure that none of their representatives, employees, contractors and sub-contractors are subject to any economic and trade sanctions.

Environnemental protection

- 4.1. Suppliers are expected to monitor and seek to reduce the environmental impact of their activities and products, notably their negative impact on flora, fauna and land in order to ensure the conservation of biodiversity and habitats, including but not limited to waste minimization and process optimization.
- 4.2. For instance, MSF expects its Suppliers to have systems and practices in place to:
- source raw materials in an environmentally responsible way;
 - use eco-friendly solutions in service delivery;
 - reuse, recycle and substitute materials;
 - reduce undue and unnecessary packaging, and use sustainable certified packaging;
 - reduce energy consumption and use renewable energy resources;
 - minimize the air and water pollution coming from operations (e.g.: destroying pollutants before they enter the atmosphere, more energy-efficient operations, reduction of water use and implementation of water purification technology); and
 - use responsible product formulation (e.g. biodegradable, non-toxic, non-plastic, non-carcinogenic, recycled content).

⁴ Any situation where a supplier is confronted with choosing between the duties and demands of its position and its own direct or indirect private interests.

⁵ Economic and trade sanctions are restrictions that governments or international organizations impose on certain types of transactions with targeted countries or persons, as a tool to achieve foreign policy or national security goals. Restricted activities may include, but are not limited to, imports, exports, financial transactions, donations, and technology transfers.

- 4.3. MSF expects its Suppliers to be transparent about the environmental conditions under which products are manufactured and services provided to MSF and cooperate, as the case may be, with MSF and/or its auditors in this respect.

Stamp and signature of the bidder

Questionnaire

1.	Company name and Address	
2.	Contact person name and position	
3.	Contact details. Email and Telephone	
4.	Location (Operating premises)	<input type="checkbox"/> Aweil <input type="checkbox"/> Wau <input type="checkbox"/> Kojak <input type="checkbox"/> Juba Others specify
5.	How many employees do you have currently?	
6.	Do you work with any other NGO or Hospital If so, please provide reference name and phone number	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.	What is the nature of your Business?	<input type="checkbox"/> Restaurant <input type="checkbox"/> Catering service company <input type="checkbox"/> General trading company <input type="checkbox"/> Others specify
8.	Can you receive payment by transfer?	<input type="checkbox"/> Yes <input type="checkbox"/> No Others specify
9.	Do you have Bank details in company name?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Others Specify
10	Can you provide invoices in English?	<input type="checkbox"/> Yes <input type="checkbox"/> No Comment:
11	Can you accept bi-weekly payments?	<input type="checkbox"/> Yes <input type="checkbox"/> No Others specify
12	Can you fix prices for 6months, 12 months?	<input type="checkbox"/> Yes for 6 months <input type="checkbox"/> Yes for 12 months <input type="checkbox"/> No

13	Which meal are you proposing? (tick all boxes applicable)	<input type="checkbox"/> Break fast <input type="checkbox"/> Lunch <input type="checkbox"/> Diner
14	Can you deliver to Aweil State Hospital?	<input type="checkbox"/> Yes, at no extra cost <input type="checkbox"/> NO <input type="checkbox"/> Yes, at an extra cost. indicate Comment
15	Did you attach the following elements to your offer?	<input type="checkbox"/> MSF Charter <input type="checkbox"/> MSF Supplier code of Conduct <input type="checkbox"/> Questionnaire <input type="checkbox"/> Menu with updated Price <input type="checkbox"/> Quotation (Proforma invoice) on your business headed paper <input type="checkbox"/> Copy of registration certificate/ corporate ownership <input type="checkbox"/> Copy of Tax clearance Certificate <input type="checkbox"/> Copy of Tax Identification Number certificate <input type="checkbox"/> Copy of Certificate of Hygiene from Ministry of Health (city/municipality) <input type="checkbox"/> Recommendation if any
	Stamp and signature of the bidder Place and date	

4 MENUS

MENU 1				MENU 2			
MEAL	FOOD ITEM	Quantity	Price USD	MEAL	FOOD ITEM	Quantity	Price USD
BREAK FAST	Wheat flour porridge mixed with powder milk and sugar (عصيدة دقيق القمح الممزوجة بالحليب والسكر)	250ml cup		BREAK FAST	Wheat Flour porridge mixed with powder milk and sugar (عصيدة دقيق القمح الممزوجة بالحليب والسكر) Egg Boiled (بيض مسلوق)	250 ml cup 2	
LUNCH	Sorghum and Lentile sauce (عصيدة الذرة الرفيعة مع العدس)	Adult portion served in 500ml reusable container		LUNCH	Sorghum and Lentile sauce (عصيدة الذرة الرفيعة مع العدس) Fish (Sardines in vegetable oil) السمك (السردين في الزيت النباتي)	Adult portion served in 500ml reusable container 125gm Tin	
DINNER	White Rice served with Beans Sauce (الأرز والفاصوليا)	Adult portion served in 500ml reusable container		DINNER	White Rice served with Beans Sauce (الأرز والفاصوليا) Fish (Sardines in vegetable oil) السمك (السردين في الزيت النباتي)	Adult portion served in 500ml reusable container 125gm Tin	
Total price per day				Total price per day			

MENU 3 MEAT			
MEAL	FOOD ITEM	Quantity	Price USD
	Rice and Beef Sauce (صلصة الأرز واللحم البقري)	Adult portion served in 500ml reusable container	