

TERMS OF REFERENCE FOR RESTAURANT PROVISION

INTRODUCTION

Kigali Public Library is an open and public platform that inspires communities to read, discover, and learn. We provide access to educational, cultural, and inspirational materials in digital and physical formats. We also host and create programs, workshops, and events that foster literacy, creativity, and innovation.

ADMINISTRATIVE INFORMATION

Purpose of the Service

Kigali Public Library is seeking a competent and experienced restaurant provider to deliver quality catering services for its events and daily operations.

The selected service provider must guarantee the quoted prices for the duration of the contract. Kigali Public Library, with the consent of the service provider, shall have the option for a one-year (1) contract with a possible extension based on the provider's performance. KPL reserves the right to terminate the contract at any time for reasons of violation of terms or conditions.

Scope of Work

The service provider will supply and deliver a variety of food and beverage options, including but not limited to:

- **Catering services**
 - Breakfast, lunch, and dinner menus
 - Snacks and refreshments for events
 - Special dietary options (vegetarian, gluten-free, etc)

Work Details

1. Menu Planning

The service provider shall collaborate with KPL to design menus that meet the needs of various events and the preferences of guests.

2. Food Preparation and Presentation

All meals must be prepared using fresh, high-quality ingredients, adhering to food safety and hygiene standards. The presentation of food should be appealing and professional.

3. Service Delivery

The service provider shall ensure timely delivery of food and beverages to KPL locations and provide necessary service staff for events as required.

4. Equipment and Supplies

The service provider should provide all necessary catering equipment, including utensils, serving dishes, and any other required items.

Time Frame

The contractor shall provide services based on the following priority basis:

- **Urgent** - 100% of catering requests for events with less than 48 hours' notice to be addressed immediately.
- **Essential** - 100% of other catering requests are to be addressed within two working days.
- **Desirable** - To respond to all requests for information and assistance on non-urgent cases within three working days.

Health and Safety

All food and materials used in catering must adhere to standard health and safety regulations. The contractor shall be responsible for completing services to a high standard and within the required time frame. The contractor must provide clear visible ID cards to their staff, to be always worn during service.

1) Selection Criteria

The selection criteria for the company are as follows:

- Must be a registered company in Rwanda with a good reputation and integrity.
- Should have experience providing catering services for reputable organizations or government institutions.
- Demonstrated ability and commitment to provide priority service, including turnaround time.
- Reasonable pricing for services.
- Must have a sufficient stock of food items available to meet service demands.

2) Award

The contract will be awarded to the service provider whose quotes are the lowest and best meet the selection criteria. All qualifying vendor submissions will be reviewed and scored based on the evaluation criteria. KPL will meet with the selected service provider to review procedures for monitoring contract performance.

3) Payment

Kigali Public Library shall receive a monthly statement/report from the service provider. The statement shall identify all catering services provided during the month, with invoice

details included. Each invoice will display the items provided, and the date of service, and will be paid within 30 days of the invoice date.

4) Price Proposal

The Service Provider must provide its proposed unit price per each item offered and the monthly payment amount. The service provider must complete the attached Price Proposal in Section and return it with the proposal.

5) References

The service provider must provide a list of at least three references from recognized institutions or organizations (all references should be current and specified). The vendor should expect that Kigali Public Library will contact the references.

6) Term of Contract

The term of the contract shall be for one year, renewable if the KPL Procurement Committee agrees based on the performance of the service provider.

7) Due Date

Proposals must be submitted as hard copies at Kigali Public Library during working hours (9 AM - 5 PM). The proposer shall include the following information and documents with the RFQ package:

- Administrative documents
- Technical proposals for the provision of catering services
- Price proposals for monthly payment for catering services
- Price proposals for the attached list of menu items.

8) Rejection of Proposals

KPL reserves the right to reject any or all proposals, to waive informalities and irregularities in the proposals received, and to accept any portion of any proposal or all items proposed if deemed to be in the best interest of KPL to do so. KPL will reject bids from any service provider for whom there is documented evidence of project delays, cost overruns, and/or documented inability to meet project performance requirements.

TECHNICAL SPECIFICATIONS

Catering Menu Items

The service provider should provide a proposed menu with unit prices for various catering options, including:

Menu Item	UOM	QTY	Unit Price	VAT inclusive
Breakfast (pastries, fruits, coffee)	PC	1		

Menu Item	UOM	QTY	Unit Price	VAT inclusive
Lunch (main courses, sides)	PC	1		
Dinner (Appetizers, desserts)	PC	1		
Snack options (finger foods)	PC	1		
Beverage options (water, soft drinks)	PC	1		
Special dietary meals (gluten-free, vegan)	PC	1		

TECHNICAL AND FINANCIAL PROPOSALS

1) Administrative Documents

The submitted bid shall comprise the following:

1. Full address of the company, indicated:
 - Country, Province, District, Sector, Cell, Village, Street number, Email, and Bank account details (a mandatory form to complete is provided at the end of the tender document).
2. Company registration certificate (RDB).
3. Tax clearance certificate from the Rwanda Revenue Authority (RRA).

2) Technical Proposal

The technical proposal must include:

- Detailed description of the catering services offered.
- Sample menu items and pricing.
- Staff qualifications and experience.

3) Financial Proposal

The financial proposal should detail all costs for the catering services described, including food, labor, and any other associated expenses. Prices shall remain in effect for the term of the contract.

EVALUATION CRITERIA

Evaluation will be based on **Administrative, Technical, and financial analysis** to establish the most economically advantageous bid. Companies failing in the administrative and technical evaluation will not be considered for financial evaluation.

1. Administrative Documents

- RDB certificate: Mandatory
- Compliance with Tax clearance certificate (RRA): Mandatory

2. Technical Proposal

- Staff personnel: Submit CVs and qualifications.
- References: Certificates of Good Completion for similar work.