

PROVISION OF CATERING SERVICES WITHIN THE AFRICA CDC HQ COMPOUND

Request for Technical and Financial Proposal

1. BACKGROUND

Africa Centres for Disease Control and Prevention (Africa CDC) is a continental autonomous health agency of the African Union established to support public health initiatives of Member States and strengthen the capacity of their public health institutions to detect, prevent, control and respond quickly and effectively to disease threats. Africa CDC supports African Union Member States in providing coordinated and integrated solutions to the inadequacies in their public health infrastructure, human resource capacity, disease surveillance, laboratory diagnostics, and preparedness and response to health emergencies and disasters. The Africa CDC Headquarters in Addis Ababa, Ethiopia currently comprises of more than 200 staff members operating in a multicultural and multi-linguistic environment and seeks to provide professional and authentic top-notch continental wide catering services in-order to satisfy its staff, invited delegates and guests to meet multicultural and multi-diverse needs.

The Africa CDC wishes to engage professional service providers for Provision of Catering Service within the Africa CDC premises. The Africa CDC is inviting eligible and qualified catering service providers in Africa to participate in this competitive bidding process and to submit their proposals for the management and operations of catering spaces situated within the Africa CDC's premises in Addis Ababa, Ethiopia as follow;

- Main Cafeteria at the Ground Floor, Tower A2 with existing kitchen facilities.
- Open Space for Mobile Kitchen Catering Services at Tower 2 Area.
- And any other space that may be proposed or assigned to them in exceptional cases in order to deliver their services.

2. OBJECTIVES OF THE SERVICE

The objectives of the provision of catering services and facilities within Africa CDC headquarter premises include, but not limited to;

- Provide high-quality catering services within the Africa CDC compound.
- Ensure access to hygienic, nutritious, and affordable meals and refreshments.
- Promote operational efficiency and convenience for staff and visitors.
- Maintain compliance with food safety, health, environmental, and security standards.
- Improve staff productivity and efficiency by eliminating travel time to have meal and beverage outside the premises.

3. SCOPE OF CATERING SERVICE OPERATIONS

This Terms of Reference is designed to clearly present to the potential catering service providers, performing the catering operation including but not limited to production, processing, supply, service

and sales of the foods and beverages within Africa CDC premises in line with the below scope of the works, qualifications, evaluation criteria, guideline on proposal and among others.

The successful catering service provider(s) are expected to observe the internationally recognized best practices for production, sales and service of food and beverages and perform the operations in the following catering facilities and areas:

- **Lot 1: Manage Cafeteria services in the Main Cafeteria Hall (with fully equipped facilities)**
- **Lot 2: Establish and operate a mobile kitchen in Open Space within the compound**

4. GENERAL REQUIREMENTS

- All Bidders shall be required to attend a site visit arranged by the procuring entity from Monday 22nd June to Friday 26th June 2026, from 10am -12pm prior submitting their offer.
- Prospective bidders will be required to make separate and independent offer for each lot. Bidders are allowed to bid for either lot 1 or 2; no single catering service provider is allowed to run lots 1 and 2 in parallel.
- The Prospective bidders shall provide high quality catering services at reasonable and competitive corporate rate for both Staff Menu and Meetings/Events Menu as per the starred level menu that are agreed upon by the parties for a fixed duration of time within which there will be no price alteration.
- The catering service providers shall be entirely responsible for health, safety, insurance and management of its staffing while running and managing the catering facilities.
- The catering service providers shall develop appropriate menu that would cover a variety of dietary preferences for both Staff and Meetings/Events participants
- No catering service provider shall have exclusivity in providing catering service at the premises of the Africa CDC and may from time to time be called upon to provide catering services for official functions outside the serving areas when the need arises.
- The Catering Service provider shall provide a standard mobile kitchen facility, appliances, furniture, and accessories to be used for the provision of catering services for Lot 2 Standard Kitchen equipment's and appliances
 - Equipment for buffet stations
 - Warming and eating equipment and utensils
 - Tables and chairs
 - Refrigerators, Warmers, Freezers and any other kitchen equipment required for finishing and dispensing.
- Catering service providers shall ensure conformity to the highest standards of goods and services in relation to purchase, storage, preparation, hygiene, service and environmental health and safety requirements.
- Catering service providers, upon signing and operationalization of contract, shall be responsible for maintaining the optimal sanitary conditions of the operational areas and auxiliary spaces such as kitchen, pantry and any other spaces pertaining to their catering operation.

- The mobile kitchen shall be opened to the Africa CDC staff, visitors and conference delegates.
- Provide fresh, balanced, healthy and appetizing meals (Breakfast, Lunch, Hot and Cold Beverages and Snacks) for the staff of the Africa CDC, visitors and meeting delegates (including VIPs) within Africa CDC premises.
- The catering service provider might be responsible for supplying and serving beverages, snacks and meals for meetings, conferences and workshops that take place in Africa CDC premises.
- The Catering Service provider shall provide international menu and menus that reflect the culinary culture of the five African Regions.
- Menus to incorporate dietary restrictions, e.g. Choice among vegetarian dishes, meat, poultry and fish.
- Run and manage the catering facilities professionally.
- Provide and maintain standard dining equipment, standard kitchen equipment and appliances, cooking and eating utensils, Refrigerator and Freezer etc. Please see the details list of kitchen equipment and appliances.
- Tables, chairs and tents should be provided by the Catering Service Provider when necessary.
- Catering service must be provided every day during the year, except Saturday, Sundays and holidays (Africa CDC, International and Local) from **7.30hrs to 18.00hrs**. However, exceptional opening can be requested in case of exceptional circumstances with prior notification by Africa CDC.
- The catering service provider is not allowed to take any left-over food or prepared food from the premises. It should be destroyed according to the agreement reached between the parties.
- Ensure the cafeteria is cleaned always and proper waste disposal.
- The catering service provider must ensure the warmest and best possible hospitality service.

5. FACILITIES AND AREAS FOR CATERING OPERATIONS

LOT 1- MAIN CAFETERIA TOWER A2

The Africa CDC will provide the area for restaurant and kitchen equipment, furniture and fixture.

Building	Main Cafeteria Hall
Floor	Ground Floor
Clients to serve	Africa CDC and Functions delegates
Facilities Available	• Kitchen: One (1) fully equipped kitchen with equipment and appliances • Buffet Area: Buffet area equipped for two (2) stations • Dining Area with tables and chairs • VIP Dining Areas with tables and chairs • Storage Areas Cold rooms & store • Dish washing and storage area: fully equipped with washing and storage equipment
Area	About 200m2

Service Expected	Starters, Main Dishes and Desserts and a wide range of cold and hot drinks (including still and sparkling water, fresh fruit juices, smoothies and excluding alcoholic beverages). Vegetarian options must be available. <i>All day service including; breakfast, Morning Coffee break, lunch/Dinner, afternoon coffee break and cocktail menu with following offers;</i> as per the starred level menu prices for Staff and Meeting/Event participants specified in the TOR. African/Continental food and beverage offer from across Africa regions (cold/hot starters, soups, main course, desserts, wide range of hot and cold beverages and pastry products/snacks) International food and beverage offer including vegetarian and healthy corner (cold/hot starters, soups, main course, desserts, wide range of hot and cold beverages and pastry products/snacks)
Operating Hours	From 07.00hrs to 18.00hrs (Monday to Friday) From 07.00hrs to 14.00hrs (Saturday) <i>Flexi hours during Africa CDC High-Level Meetings including weekends.</i>
Fixed Rental Price	<u>USD 1000.00 per month</u>

LOT 2 – OPEN AREA AT TOWER A2

Building	Open Space Tower 2
Floor	Ground Floor
Facilities Available	Serving Area (open) All Pastry display equipment and other supplementary equipment to be brought by the Catering Service Provider as necessary.
Service Expected	Exclusively Snacks including: • A wide variety of pastries and cakes. • Shawarma and pizzas • Hot and cold sandwiches. • A wide range of cold and hot drinks (including still and sparkling water, fresh fruit juices, smoothies and excluding alcoholic beverages). • Open to Africa CDC Staff, visitors and delegates • Vegetarian and Vegans options be available at all times. • Menu price for Staff and Meeting/Event participants specified in the TOR.
Operating hours	From 07.00hrs to 18.00hrs (Monday to Friday) From 07.00hrs to 14.00hrs (Saturday) <i>Flexi hours during Africa CDC High-Level Meetings including weekends.</i>
Space Rental Price	<u>USD 400.00 per month</u>

OTHER TERMS AND CONDITIONS

6. SERVICE CONTRACT DURATION

The Service Contract shall be for an initial period of two (2) years from the date of commencement. At the end of the first year, Africa CDC shall undertake a formal performance appraisal of the service provider to assess performance, service quality, compliance with contractual obligations, and overall market competitiveness. Continuation into the second year shall be subject to satisfactory performance assessment by Africa CDC.

Either party shall provide ninety (90) days written notice prior to termination, expiry, or non-renewal of the Contract.

7. RENT

The Catering Service Provider shall effect advance annual payment for rental fee as outlined in the final contract. The services shall commence immediately upon signing of the contract.

8. COST SHARING

The service provider shall be required to share the costs of furniture, kitchen equipment, fixtures, utilities and other related costs including repairs and maintenance. The cost-sharing proposal shall be submitted in a separate pdf file as per the instructions provided herein. Please use the table below while providing your offer. As applicable to the respective Lot.

Description	Monthly rate in ETB
Cost sharing to provide catering services at the Africa CDC building located at Hail Garment	

9. QUALITY ASSURANCE

Food and snacks shall conform to highest standards governing purchase, storage, preparation, hygiene and service, and take into consideration the various nationalities, ethnic and religious dietary preferences of the Africa CDC staff.

10. RESPONSIBILITY AND CONTROL OF THE SERVICE

In performing its services, the Contractor must contribute to protecting and cleaning of the premises, including the equipment and facilities in place.

The Catering Service Provider shall be responsible for all damage caused by its employees, its equipment or its supplies, to Africa CDC property, equipment, buildings and building contents.

The Catering Service Provider shall also be responsible for all injuries to persons caused by its staff, equipment or supplies. The Catering Service Provider must be knowledgeable of and abide by all provisions of legislative enactments, laws and regulations regarding safety.

The Catering Service Provider shall ensure that all waste is collected appropriately, to ensure their handling and collection under acceptable conditions of hygiene. The Contractor shall be responsible for waste collection.

The Catering Service Provider shall ensure all the equipment and the area where the service is performed are clean.

11. INSURANCE

The Catering Service Provider shall maintain at his sole expense, effective insurance covering his activities at the project premises. This shall include Workers' Compensation for the Catering Service Provider's employees engaged in Work associated with the Contract and General Liability Insurance. The Africa CDC shall not be liable for any action, omission, negligence or misconduct of the Service Provider's employees and not liable for any insurance claims arising out of any injury/disability/death whilst performing duties. It is the sole responsibility of the awarded Catering Service Provider to obtain an all-workman insurance cover for employees.

12. CATERING SERVICE PROVIDER'S RESPONSIBILITY FOR EMPLOYEES

- a) The Catering Service Provider shall be responsible for the professional and technical competence of its employees and will select, for service under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct. The Catering Service Provider shall have overall responsibility for providing uniforms for the staff, obtaining new clothes as needed and arranging for the cleaning of working clothes. Caterers is expected to apply Proper dress code, uniforms and tablecloths must be clean and ironed.
- b) The Catering Service Provider will assume total responsibility for its staff behaviour and performance as well as to take care of the training of the staff, their substitute, and back up in cases of unavailability such as illness and annual leave.
- c) The Catering Service Provider's personnel must undergo a medical check-up and be certified as physically fit to work perform the duties;
- d) All employed staff should be given a written letter of appointment & job identity card as per the local law.

13. SECURITY CLEARANCE

The Catering Service Provider's employees will have to show the National Identity Card when they come to deliver the catering services at the Africa CDC Premises.

14. SAFETY AND HEALTH

The Catering Service Provider shall accept responsibility for the occupational safety of staff, equipment, furnishings and fittings in the areas exclusively always occupied by it for the provision of the services and for such responsibility in the areas where the services are being provided during the hours that it occupies those areas.

15. CATERING SERVICE PROVIDER'S PERSONNEL

Must include on-site Supervisors. A Supervisor with a decision-making capacity, must have strong supervisory and interpersonal skill and must be able to communicate in English. The Supervisor is responsible;

- To have a meeting with focal person of Africa CDC to coordinate event specific details and special requests,
- Supervise staff during events to ensure high quality service are provided,
- Receive and respond to complaints from the customers,
- The contractor's staff must wear proper uniforms, bearing the company's insignia and be equipped in compliance with the regulations in force. The Catering Service Provider's personnel shall maintain a professional appearance and mannerism.

Site visits: The Africa CDC reserves the right to conduct site visits of the Catering Service Provider's kitchen, where food is prepared.

16. EVALUATION AND QUALIFICATION CRITERIA

A. Preliminary examination

- a. Evidence of experience in providing catering services to international organizations, such as UN agencies or Africa Union or Embassies for at least two years. This shall be supported with letters from the international organization/s.
- b. Health certificates provide by Health Bureau.

Bid submission checklist

- Duly signed bid form in the format attached to the bid document. Absence of signed bid form will automatically disqualify the bidder.
- Duly filled and signed Technical Proposal.
- Certificate of Incorporation, Valid Trading/Business License and VAT Registration Certificate are mandatory.
- Duly filled and signed Financial Proposal (menu varieties and price lists on the starred level menu prices for staff menu and meeting/event menu as mentioned in the TOR).
- Attached appropriate supporting documents such as copies of recommendation letters, CVs and professional certificates of key staff.
- Copies of audited Business Financial Statements for the past three (3) years.

Technical Proposal and Financial Proposal shall be submitted separately in sealed envelopes. Both Technical and Financial envelopes shall contain **One original** and **Two copies** of the proposals.

Evaluation of Bids

The method of evaluation shall be the Quality and Menu Based Selection. The technical evaluation shall be assessed out of 100%. Only Offers that are technically qualified at 70% and above shall be financially evaluated. The Africa CDC shall be allowed to negotiate with the best offer.

CONTENTS OF TECHNICAL PROPOSAL

The following documents shall be submitted in the technical proposal:

- a) Duly signed and stamped Technical Proposal (every page).
- b) Provision of reference documents with contact details
- c) Comments and suggestions on the Terms of Reference and on the services requested by Africa CDC.
- d) Catering team composition and task assignments.
- e) Curriculum vitae (CV) for proposed key professional staff.
- f) Description of the methodology and work plan for performing the assignment.

1. Experience

- General catering experience
- Specific experience in providing international catering service.
- Capacity for mass catering
- Ability to host high profile dignitaries

2. Qualifications and Experience of Key staff

- Executive Chef
- Food and Beverage Manager
- Food and Beverage Supervisors
- Cooks
- Service Staff

3. Methodology of catering and management

- Menu diversity – African regions, continental and international
- Staffing plan
- Food hygiene
- Kitchen hygiene
- Health and safety

EVALUATION CRITERIA FOR CATERING SERVICES

BREAKDOWN OF EVALUATION CRITERIA		
A	Experience of Service Provider	25 Marks
A1	General catering certification and experience • 2-star and above rated facility. • More than 5 years' experience of catering service provision. • Hazards Analysis Critical Control Points (HACCP) and other Food safety certifications.	03
A2	Specific experience in catering for international audiences • Experience in continental wide food and beverage offers. • Experience in international food and beverage offers. • Experience in multi-cultural and multi-linguistic set up.	12
A3	Capacity of mass catering (large numbers) • Experience in outside catering. • Capacity to deliver food and beverage outside the preparation area (food delivery trucks etc.) in short notice.	05
A4	Ability to host high level dignitaries;	05

	• Experience in catering for high level dignitaries (ministers, presidents). • Adequate facilities and personnel to host high level dignitaries (ministers, presidents).	
B	Qualifications and Experience of Key staff	25 Marks
B1	Chef- culinary skill diversity across the continent and other parts of the world, multi-linguistic • Degree in culinary management/food and beverage /hospitality management and other related qualifications. • Proficiency in English and any other AU language will be added advantage. • Experience in continental wide culinary offers • Experience in multi-cultural and high-level service environment. • Experience in international food and beverage production and service and mass production of pastry/bakery products.	08
B2	Cooks- culinary skill diversity across the continent and other parts of the world, multi-linguistic; • Diploma/certificate in culinary management/food and beverage /hospitality management and other related qualifications. • Proficiency in English and any other AU language will be added advantage. • Experience in continental wide culinary offers. • Experience in multi-cultural and high-level service environment and experience in international food and beverage production and service and mass production of pastry/bakery products.	04
B3	Manager- Multicultural work background, international experience, multi-linguistic; • Degree in culinary management/food and beverage /hospitality management and other related qualifications. • Proficiency in English and any other AU language will be added advantage and experience in multi-cultural environment. • Experience in international food and beverage production and service and experience in serving VVIPs. • Customer service management skills.	07
B4	Food and Beverage Supervisor- Customer care skills, at least one AU language competency, international experience. Extra AU Language Proficiency will be added advantage; • Diploma in food and beverage production and service/hospitality management or in other related fields. • Proficiency in English and any other of the AU language will be added advantage and experience in multi-cultural environment. • Customer service management skills. • Experience in multi-cultural and multi-linguistic environment.	03 03
B5	Serving Staff- Customer care skills, AU language skills, F&B service competency, Basic Food and beverage product knowledge; • Certificate in food and beverage production and service/hospitality management or in other related fields. • Proficiency in English and any other AU language will be added advantage and experience in multi-cultural environment and experience in serving VVIPs. • Customer service management skills.	

C	Methodology of Catering and Management	40 Marks
C1	Menu Diversity and Variety; - Continental wide food and beverage (Five- African Regions) offer- Buffet or a la carte - International food and beverage offer- Buffet or a la carte - Availability of vegetarian/vegan corners.	15
C2	Staffing plan: Number of supervisors, Waiters, Chef, Cooks; - Well established organizational structure with numbers of key staff to be deployed. - Proposed staffing numbers with kitchen and dining areas in place.	10
C3	Food hygiene description and Hazards Analysis Critical Control Points (HACCP) Procedure; - Implementation of HACCP procedure. - Current certification for food handlers.	05
C4	Kitchen hygiene description (Pest control, scheduled cleaning); - Internationally recognized food safety procedure in place. - Scheduled pest control and cleaning description.	05
C5	Fire safety; - Fire safety procedure and evacuation plan in place. - Current fire safety training and certification.	03
C6	Employee Health and insurance; Current Work Injury Benefit Scheme (WIBA) insurance for employees.	02
	Financial Capacity	10 Marks
D1	Audited/financial statement for the last three (3) years.	10
	Total	100

FINANCIAL PROPOSAL

Financial evaluation shall only be conducted for those catering service providers that scored the minimum 70 points out of 100 points in the technical evaluation. The award decision shall be based on the combined technical and financial evaluation scores.

The Africa CDC shall reserve the right to negotiate with the best offer for each lot.

The following consideration will be made while undertaking financial evaluation.

- Lower price, quality, and variety of the menu.
- Higher offer for the cost sharing

Note:

- Fixed Monthly rental fees of the spaces mentioned for lots 1 and 2 are non-negotiable.
- Negotiated menu prices for both Staff and Meeting/Events shall be fixed on annual basis.

Deadline for submission of Proposals

The deadline for submission is technical and financial proposal is

- 10 July 2023, at 3:00 PM

For **Clarification of Bid purposes** only, the Purchaser's address is:

Africa Centres for Diseases Control and Prevention,
Supply Chain Division
Administration Directorate
Lafto Square, Haile Garment,
Africa CDC Office, A1 Tower, 4th floor, Room No. 408
E-mail: Procurement@africacdc.org

Requests for clarification should be received by the Purchaser no later than: **25 June 2026**.

Web page: <https://africacdc.org/bids/>

The language of the Bid is: **English**

All correspondence exchange shall be in English language.

Language for translation of supporting documents and printed literature is **English**

Submission and Opening of Bids

For **Bid submission purposes** only, the Purchaser's address is

Africa Centres for Diseases Control and Prevention,
Supply Chain Division
Administration Directorate
Lafto Square, Haile Garment,
Africa CDC Office, A2 Tower, 4th floor, Room No. 408

The deadline for Bid submission is:

Date: **10th July 2026**

Time: **3:00P.M.**

Bidders ***shall not*** have the option of submitting their Bids electronically.

The Bid opening shall take place at:

Africa Centres for Diseases Control and Prevention,

Supply Chain Division

Administration Directorate

Lafto Square, Haile Garment,

Africa CDC Office, A2 Tower, 4th floor, Room No. 404