

Terms of Reference (TOR) for Companies to Operate Malakal Humanitarian Hub Cafeteria, Shop & Bar

Introducing Malakal Humanitarian Hub:

Welcome to the Malakal Humanitarian Hub, managed by the International Organization for Migration (IOM). As part of our commitment to provide affordable and convenient meals for our hub residents, we maintain a Hub Cafeteria within the premises. We are currently seeking a professional and experienced contractor to manage the catering services in the cafeteria, as well as the shop and bar services within the hub.

1. Background Information:

The Malakal Humanitarian Hub accommodates approximately 300 international staff, consisting of individuals from different nationalities, as well as national staff. Additionally, the hub caters to approximately 600 people who access the hub during office hours. Our goal is to ensure that all residents and visitors of the hub have access to quality food and beverage options.

It is important for interested contractors to note that the availability of items in the local Malakal market is limited. As a result, most procurement and logistics suppliers will need to be sourced from Juba. We require contractors who are capable of working within these logistical constraints and can provide creative solutions to meet the diverse needs of our residents.

Thank you for considering this opportunity to provide catering services at the Malakal Humanitarian Hub. We look forward to receiving your offers and working together to deliver exceptional dining experiences for our hub community.

2. Scope of Work

The contractor's responsibilities will encompass, but not be limited to, the following:

2.1 Cafeteria:

- The vendor will be responsible for operating a top-notch cafeteria that provides exceptional meals, snacks, and beverages to the hub residents and visitors, while upholding international food safety and hygiene standards.
- With the aim of catering to diverse tastes and preferences, the cafeteria should offer a wide-ranging menu that includes local, regional, and international cuisine, satisfying the unique dietary requirements of each individual.
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- Freshness and quality are of utmost importance. The vendor must diligently source fresh fruits and vegetables daily, guaranteeing their freshness and flavor, and establish and maintain a robust procurement system to ensure availability of fresh ingredients and supplies.

- All personnel involved in food preparation need to possess valid medical clearances, confirming their fitness for safely and hygienically handling food. Well-trained and certified staff members are essential to maintain the highest standards of food handling, cooking, serving, and cleaning duties.
- The vendor should provide a diverse menu that caters to different dietary preferences, ensuring that everyone can find something enjoyable, including options for vegetarian, gluten-free, or any other specific dietary requirement.
- The vendor should emphasize attention to detail while preparing and presenting meals, ensuring high standards of food preparation, presentation, and hygiene, contributing to an exceptional dining experience for our customers.
- Detailed monitoring of inventory and regular replenishment of supplies, along with effective waste management practices, are vital to avoid shortages and minimize food wastage, disposing of waste responsibly.
- The vendor must maintain a clean and orderly dining area, upholding cleanliness and orderliness standards throughout the cafeteria, promoting a pleasant atmosphere for our customers.
- Feedback from customers is highly valued. The vendor should actively seek feedback, promptly address any concerns or suggestions raised, ensuring customer satisfaction and continuously improving our services.

2.2 Shop:

- The service provider will operate a shop within the hub premises that is well-stocked with a wide range of products and supplies.
- The shop will offer essential items including groceries, snacks, beverages, toiletries, personal care products, and other convenience items. Fresh vegetables and fruits will also be available.
- The service provider will ensure competitive pricing for all goods sold. This will take into account the limited availability and higher prices of materials in the Malakal market compared to the Juba market, while still adhering to fair pricing practices.
- To maintain a well-stocked inventory, the service provider will monitor stock levels and restock as needed. Proper storage practices will be implemented for both perishable and non-perishable items. The shop area will be kept clean and organized. Checkout and payment processes will be efficient.
- Efforts will be made to source items locally, supporting the local economy and reducing dependence on external supply chains.

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2.3 Bar:

- The service provider shall operate a bar over the weekends, providing a relaxing environment for hub residents and visitors.
- The bar shall offer a variety of beverages, including alcoholic and non-alcoholic options.
- Complying with all applicable laws and regulations regarding the sale and service of alcohol.
- The vendor is required to establish a bar counter that is aesthetically pleasing and designed to provide a highly presentable experience for both the residents of Hub and its visitors.
- The bar shall adhere to international responsible drinking guidelines and standards.
- Ensuring a well-stocked inventory of beverages, glassware, and other necessary items.
- Maintaining a clean and inviting bar area.

- Providing knowledgeable and friendly staff to serve customers.
- A professional and skilled DJ operator shall be arranged to ensure an enjoyable and vibrant atmosphere.

3. Facilities and Equipment

3.1 IOM Support:

- IOM shall provide the necessary facilities within the hub premises for the operation of the cafeteria, shop, and bar.
- This includes dedicated space, access to electricity and water supply, and the use of existing furniture and entertainment appliances.
- Regular maintenance and repair of the building infrastructure.

3.2 Maintenance and Responsibility:

The selected vendor shall be responsible for the following obligations:

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- The service provider shall be responsible for the regular cleaning and maintenance of the cafeteria premises, including all furniture and equipment provided by IOM.
- Establishing a fully functional and compliant kitchen facility, including all necessary equipment, utensils, and appliances.
- Hiring and training competent staff for cooking, serving, cleaning, and bar operations.
- Developing and implementing proper supply chain management procedures to ensure the timely availability of ingredients, goods, and materials.
- Maintaining proper sanitation, hygiene, and food safety practices.
- Overseeing and coordinating housekeeping services for the dining, shop, and bar areas.
- Maintaining appropriate furniture, fixtures, and equipment for all designated areas.
- Creating an inviting atmosphere and prompt customer service.
- Monitoring customer satisfaction and continuously improving service quality.
- Complying with all applicable health, safety, and sanitary regulations.
- The service provider shall return the furniture and equipment to IOM in the same condition, except for normal wear and tear, upon termination of the agreement.
- Regular inspections and audits may be conducted by IOM to ensure compliance with cleanliness and maintenance standards.

4. Duration of Services

- The service provider shall commence the provision of services from January 1, 2024.
- The services shall be fully and satisfactorily completed by December 31, 2024, following the agreed-upon schedule.

5. Operating Hours

- The cafeteria and shop shall be open for business from 6:00 am to 10:00 pm, All days of week.
- The bar shall be open from 6:00 pm to 12:00 midnight, Friday to Saturday.
- The service provider shall strictly adhere to the designated operating hours to ensure consistent and reliable service to the hub residents and visitors.

6. Rental Charges and Fees

- There will be no rental charges or fees for the use of the premises within the hub for the provision of services. The service provider shall operate the cafeteria, shop, and bar without any financial burden related to rental costs.

7. Price Control

- The base prices of the goods sold, including meals, snacks, beverages, and other items, shall be agreed upon and included in the contract.
- Any changes in prices must be pre-approved by IOM through the Hub Manager, with consultations being conducted at least monthly or whenever deemed necessary by IOM.
- Price adjustments shall be transparent and justified, taking into consideration factors such as market fluctuations, availability of supplies, and changes in operational costs.

8. Expression of Interest

Private companies interested in operating the cafeteria, shop, and bar at the Malakal Humanitarian Hub are invited to submit their expressions of interest to IOM. The submission should include comprehensive information about the company's experience in the relevant field, proposed menus, pricing strategies, procurement procedures, staffing plans, and any other pertinent details.

Note: These TORs are subject to further negotiation and finalization with the selected service provider, ensuring compliance with international rules, regulations, and best practices pertaining to humanitarian operations and business management.