



BANK OF MAURITIUS

REQUEST FOR PROPOSAL

FOR

PROVISION OF CATERING SERVICES

AT THE BANK OF MAURITIUS

February 2025



**REQUEST FOR PROPOSAL
FOR
PROVISION OF CATERING SERVICES AT THE BANK OF MAURITIUS**

1. The Bank of Mauritius (Bank) invites sealed bids from eligible local service providers for the provision of catering services at the Bank of Mauritius situate at Sir William Newton Street, Port Louis.
2. A Pre-bid meeting shall be held on 24 February 2025 at 11h00 for prospective bidders to take cognizance of the scope of work and view the premises. Prospective bidders are requested to confirm their attendance by emailing procurement@bom.mu not later than 15h00 on 21 February 2025.
3. A complete set of the bidding documents can be downloaded from the Bank's website at <https://www.bom.mu/procurement/notice-of-tender>.
4. Bids should be in accordance with the Scope of Services and comply with the terms and conditions set out in the Request for Proposal (RFP).
5. Bids should be valid for a period of **one hundred and twenty (120) days** from date of submission.
6. The Bank may, during the evaluation period, request such additional information as it may require from tenderers.
7. Bids received after the closing date and time or not conforming to the specifications shall not be considered.
8. Queries, if any, should be addressed to the Chairperson - Tender Committee at the following email address: tender.committee@bom.mu by 25 February 2025. Responses to queries shall be published on the Bank's website by 28 February 2025.
9. Bids in sealed envelopes, clearly marked "**RFP – Provision of Catering Services at the Bank of Mauritius**" on the left-hand corner and addressed to –

**The Chairperson, Tender Committee
Bank of Mauritius
Sir William Newton Street
Port Louis, 11328**

should be deposited in **Tender Box B**, located in the Banking Hall, Level 3 of the Bank of Mauritius Tower, **by 15.00hrs on 05 March 2025** at latest.

10. The Bank reserves the right to accept or reject any bid and to annul the bidding exercise and reject all bids without thereby incurring any liability to any bidder or any obligation to inform bidders of the grounds of its action.

Bank of Mauritius
13 February 2025

PROVISION OF CATERING SERVICES AT THE BANK OF MAURITIUS

Section A

1. Bid Information Sheet

Name of Bid	Provision of Catering Services to the Bank of Mauritius
Name & Address of Issuer	Bank of Mauritius Sir William Newton Street, Port Louis,11328
Addressee	The Chairperson – Tender Committee Bank of Mauritius Sir William Newton Street Port Louis,11328 Email : tender.committee@bom.mu
Date of commencement of Request for Proposal process	13 February 2025
Closing date of Bid	05 March 2025 at 15h00 hrs
Validity Period	120 days from bid closing date
Bid currency	Mauritian Rupees (MUR)
Bid language	English
Deadline for sending queries	25 February 2025
Sharing of responses to queries	28 February 2025

2. Introduction

- 2.1 The Bank of Mauritius (Bank) is the central bank of the Republic of Mauritius and is established under the Bank of Mauritius Act 2004.

3. Purpose of RFP

- 3.1 The purpose of this Request for Proposal (“RFP”) is to invite bids from eligible local service providers to provide catering services at the Bank’s premises situated at Sir William Newton Street, Port Louis.
- 3.2 Shortlisted bidders may be invited for a food tasting exercise at the Bank. Failure by a shortlisted bidder to carry out the food tasting exercise at the date and time proposed by the Bank will result in the elimination of the said bid.

4. Invitation to Bid

- 4.1 The Bank invites sealed bids from eligible local service providers to submit their bids in accordance with the details provided in this RFP.
- 4.2 The Bidder may team up with other service providers to provide a varied cuisine and menu (“cuisine variée”).

5. Instructions to Bidders

- 5.1 Bidders are required to carefully read the specifications and conditions in this RFP. Bidders may seek any clarification required from the Bank within the deadline for sending queries as set out in the Bid Information Sheet before submission of their bid.
- 5.2 Any act of collusion that may distort normal competitive conditions may cause the rejection of a bid by the Bank. By participating in this bid, bidders certify not to be involved in such acts of collusion. Counteroffers submitted with bids will not be considered. Letter of qualification accompanying bids may be ignored if they have the effect of modifying either the terms of a bid or the comparability of a bid with other bids.
- 5.3 Should a bidder, in good faith, wish to propose modifications to the terms, conditions and contents of its bid for the purpose of reducing the bid amount, then the bidder shall contact the Bank in writing well before the date of bid submission. Should the proposed modification be approved by the Bank, the bidder shall be advised in good time. No proposed modification shall be considered unless this procedure has been adopted.
- 5.4 All deletions, additions and corrections to figures inserted in the bid documents are to be countersigned by the bidder.

6. Eligible Bidders

- 6.1 Eligible bidders shall demonstrate that it meets the eligibility criteria set out in Clause 7 of this RFP.
- 6.2 Eligible bidders must be already engaged in the provision of catering services.

- 6.3 Eligible bidders shall provide the catering services for the stipulated duration from the date of commencement (hereinafter referred to as the “term”) specified in Clause 26 of this RFP.
- 6.4 The Bank’s employees, committee members, board members and their relatives (spouse and children) are not eligible to participate in the bidding exercise.
- 6.5 Bidders involved in corrupt or fraudulent practices or debarred from participating in public procurement or procurement with the Bank shall not be eligible.

7. Eligibility Criteria and Qualification of the Bidder

- 7.1 The Bidder shall be a recognised professional with **a minimum of three (3) years’ experience** in the provision of catering services.
- 7.2 The Bidder shall furnish to the Bank satisfactory evidence that the Bidder has the required experience, ability, personnel, material and financial resources necessary to enable him to provide the Bank with the in-house catering services successfully.
- 7.3 The Bidder shall have a clean track record and shall be free from any involvement in illegal activities, including fraud, financial crime or money laundering cases.
- 7.4 The Bidder and/or its staff members who shall be posted at the Bank for providing the catering services shall be holder of the following:
 - a. A valid Food Handler’s Certificate;
 - b. A certificate of character dating not more than three (3) months;
 - c. All relevant certificates and permits relative to employment in the catering industry as required under current prevailing legislations.

The abovementioned documents shall be submitted to the Bank before posting of the staff at the Bank.

- 7.5 The Bidder is required to assign a Chef for the provision of catering services at the Bank who has a proven track record of at least three (3) years of having worked in a restaurant or hotel and the latter shall be able to furnish appropriate references to that effect. The Chef shall be a specialist in Creole, Chinese and Indian cuisine amongst others.
- 7.6 The Bidder shall be required to assign catering staff to the Bank who have a smart, clean and hygienic image and provide a friendly, informed and helpful attitude to canteen users.
- 7.7 The Bidder shall complete all the Annexures and Schedules of this RFP with a view to providing the Bank with information and data and also authorising the Bank to make such investigation as it deems fit to determine the ability of the Bidder to perform the required services.
- 7.8 It is the purpose of the Bank not to award a contract to any Bidder, who does not furnish satisfactory evidence that it has the experience of successfully performing works of this type and magnitude, and that it has sufficient capital, equipment, and personnel to enable

it to furnish services successfully, or which has previously failed to satisfactorily perform on any current or previous contracts.

8. Content of the RFP

- 8.1 The RFP includes the documents listed below and any addendum which the Bank may issue in accordance with the instruction to Bidders.
- a. Invitation to bid
 - b. Instructions to Bidders
 - c. Annex A- Bid Form
 - d. Annex B- statement of Bidder's Qualification
 - e. Schedules One to Ten
- 8.2 Bidders are expected to examine all instructions, forms, terms and specifications in the bid documents. Failure to provide all information required in the bid documents or to submit a bid not substantially responsive to the bid documents in any respect, may result in the rejection of the bid.

9. Clarification of Bid Document

- 9.1 Bidders requiring any clarification on the bidding documents may write to the Bank at the address provided hereunder:

**The Chairperson – Tender Committee
Bank of Mauritius
Sir William Newton Street
Port Louis,11328**

- 9.2 All questions/queries should refer to specific sections of the RFP. If a change or explanation is deemed necessary for all potential bidders, the Bank shall notify all potential bidders by addendum to the RFP which shall be communicated to all prospective bidders.
- 9.3 The deadline for submitting any question/query is as per the Bid Information Sheet. Bidders' questions, along with the Bank's responses, shall be aggregated in an anonymous manner and communicated to all bidders and published on the Bank's website. Bidders are advised to consolidate their queries.

10. Amendment of the Bid Documents

- 10.1 At any time prior to the deadline for submission of bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by issuing an addendum. Any addendum thus issued shall be part of the bidding document and shall be posted on the website of the Bank.

- 10.2 To allow prospective bidders reasonable time to take the said amendment into account in preparing their bids, the Bank may, at its discretion, extend the deadline for the submission of bids.

11. Language of Bid

- 11.1 The bid prepared by a Bidder as well as all correspondences and documents relating to the bid exchanged by a Bidder and the Bank, shall be in writing and in English language.

12. Documents comprising the Bid

- 12.1 The bid submitted by the Bidder shall comprise the following documents:
- a. Annex A- Bid Form
 - b. Annex B- statement of Bidder's Qualification
 - c. Schedules One to Ten
 - d. Any other information required to be completed and submitted by Bidders

13. Bid Prices and Currency of Bid

- 13.1 The Bidder shall fill in rates and prices for all items described in **Schedule One-Price Activity**. Items for which no rate or price is entered by the Bidder shall not be paid for by the Bank when executed and shall be deemed covered by the other rates and prices of items in the Price Activity.
- 13.2 All duties, taxes, and other levies payable by the Bidder under the Contract, or for any other cause, shall be included in the rates, prices, and total Bid price submitted by the Bidders.
- 13.3 The rates/prices quoted by the Bidder shall be fixed and shall not be subject to adjustment on any account.
- 13.4 All prices shall be quoted in Mauritian Rupees (MUR).

14. Validity of Bids

- 14.1 Bids shall remain valid for a period of **one hundred and twenty days (120) days** after the submission deadline. A bid submitted for a shorter validity period shall be rejected by the Bank as non-responsive.
- 14.2 In the event of a force majeure such as war, strike, riot, crime, epidemic or an act of God, the validity period shall be automatically extended by the corresponding period of the force majeure.
- 14.3 In exceptional circumstances, the Bank may solicit the Bidder's consent for an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder granting the request shall not be required nor permitted to modify its bid.

15. Format and Signing of Bid

- 15.1 The Bidder shall prepare one (1) original of the documents comprising the Bid as described in Clause 12.
- 15.2 The Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.
- 15.3 All pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid.
- 15.4 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Bank, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

16. Pre-Bid Meeting

- 16.1 A pre-bid meeting will be organised for all Bidders on 24 February 2025 at 11.00 am at the Bank. Prospective Bidders should confirm their presence by 3.00pm on 21 February 2025, through email at procurement@bom.mu and providing the name/s of person/s who would be in attendance.
- 16.2 The Bidder shall ensure that he attends the pre-bid meeting with a view to familiarize himself with the site conditions before tendering. The Bidder is also encouraged to take cognizance of the terms and conditions and scope of work clearly defined in the RFP.
- 16.3 Non-familiarity with the site conditions shall not tantamount to reason for not carrying out the scope of work in strict conformity with specifications after the allocation of the contract.

17. Submission Of Bids

- 17.1 Bids in sealed envelope and clearly marked "**Request for Proposal – Provision of Catering Services at the Bank of Mauritius**" on the left-hand corner and addressed to:

**The Chairperson, Tender Committee
Bank of Mauritius
Sir William Newton Street
Port-Louis, 11328**

must be deposited in the Tender Box B located in the Banking Hall of the Bank, Royal Road, Port Louis or sent by courier to reach the Bank **by 15.00hrs on 05 March 2025 at latest.**

- 17.2 Bids received after the closing date and time will not be considered and will be returned unopened to the Bidder.

18. Withdrawal of Bids

- 18.1 Any Bidder may withdraw its Bid by written request, at any time before the closing date for submission of Bids.

19. Irregular, Disqualification and Rejection of Bids

- 19.1 A Bid shall be considered as irregular and may be rejected by the Bank, for, amongst others, any of the following reasons:
- a. where there are unauthorized additions, conditional or alternate proposals, or irregularities of any kind which may tend to make the Bid incomplete, indefinite, or ambiguous as to its meaning;
 - b. where the Bidder adds any provision reserving the right to accept or reject an award, or to enter into a Contract pursuant to an award; and
 - c. where there is reason to believe that any Bidder is interested in more than one (1) Bid, or that there has been collusion among the Bidders.
- 19.2 The Bank reserves the right to reject any or all bids or cancel the whole bid exercise at any time prior to the award of the contract without incurring any liability whatsoever to any Bidder or having any obligation to inform the Bidder of the grounds thereof.

20. Contacting the Bank

- 20.1 No Bidder shall contact the Bank on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded.
- 20.2 Any effort by a Bidder to influence the Bank in its decisions on bid evaluation, bid comparison or contract award may result in the rejection of the Bidder's bid.

21. Food Tasting

- 21.1 During the selection process of the most substantially responsive bidder, the Bank reserves the right to invite qualified bidders to arrange for a tasting exercise at the Bank.
- 21.2 The expenses incurred by Bidders during the food tasting exercise will be reimbursed by the Bank upon presentation of invoices covering expenses related to ingredients only.

22. Clarification during Evaluation

- 22.1 During the evaluation process, the Bank may request clarifications from Bidders concerning ambiguities or inconsistencies in their bid. Such requests shall be in writing, and no change in the prices or substance shall be sought, offered or permitted, except for the correction of arithmetic error. The responses from the Bidder shall also be in writing.
- 22.2 Any effort by a Bidder to influence the Bank in its bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidder's bid.

23. Corrupt or Fraudulent Practices

- 23.1 The Bank requires that Bidders observe the highest standard of ethics during the procurement process and execution of contracts. All bidders shall sign a declaration that they have not and shall not be involved in fraudulent practices.
- 23.2 The Bank will reject a proposal for award if it determines that the Bidder recommended for the award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 23.3 Further, a Bidder who is found to have indulged in corrupt or fraudulent practices, shall be debarred from participating in future procurement at the Bank.

24. Assignment and Subcontracting

- 24.1 The Successful Bidder shall not assign the contract. The Successful Bidder shall not subcontract any part or section of the catering services to any person or subcontractor without the written consent of the Bank.

25. Award of the Contract

- 25.1 The Bank reserves the right to accept the whole or part of a Bid.
- 25.2 The Bank will determine to its satisfaction whether the Selected Bidder is qualified to perform the contract satisfactorily.
- 25.3 The assessment will consider both the Bidder's financial and technical capabilities. It will be based upon an examination of the documentary evidence of the qualifications submitted by the Bidder, as well as such other information as the Bank deems necessary and appropriate.
- 25.4 An affirmative determination of the Bidder's capabilities to perform the contract satisfactorily will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Bank will proceed to the next preferred bid to make a similar determination of that Bidder's capabilities to perform the contract satisfactorily.
- 25.5 Subject to Clause 25.3, the Bank shall award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents, provided that such Bidder has been determined to be qualified to perform the contract satisfactorily.
- 25.6 A Bidder who gives incorrect information in the bid document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future procurement at the Bank.

26. Term of Contract

- 26.1 The contract will be awarded to the most responsive Bidder on the Firm- Fixed price for the provision of catering services to the Bank.

- 26.2 The contract shall be for a period of one year, that is, with an initial probationary period of three (3) months and subject to satisfactory service performance, the contract shall be extended for another nine (9) months.
- 26.3 Upon satisfactory completion of the contract for the one (1) year period, the contract may be renewed for two (2) additional periods of one year each, unless either party gives written notice to the other, at least thirty (30) consecutive calendar days prior to the expiry of the initial term or any renewal thereof, that the contract shall not be so extended.
- 26.4 The commencement date for the provision of catering services at the Bank shall be tentatively as from April 2025.

27. Notification of Award and Signing of Contract

- 27.1 Prior to the expiration of the bid validity, the Bank shall notify the Successful Bidder in writing that his bid has been accepted.
- 27.2 The notification of award (Letter of Award) shall signify the formation of the contract subject to the signing of the contract between the Successful Bidder and the Bank.
- 27.3 Within ten (10) consecutive calendar days from the date of the Letter of Award, the Successful Bidder shall execute the Contract and furnish the required certificates of insurance to the Bank.
- 27.4 After the award of the Contract, the Successful Bidder shall be required to attend a meeting at the Bank to coordinate the transfer of responsibility.
- 27.5 The Successful Bidder may be required to start operations **within two (2) weeks** from date of signature of contract for the provision of catering services to the Bank.

28. Payment Terms

- 28.1 Payments for catering services will be effected within thirty (30) days from receipt of an original invoice from the Service Provider confirming:
- a. at the agreed firm fixed price for the actual number of meals served for both the standard and special lunch services;
 - b. at the agreed firm fixed prices for special functions and events.
- 28.2 Invoices should be submitted to the Bank in respect of the fees due for the services provided, monthly in arrears unless otherwise agreed.
- 28.3 Any invoice unacceptable to the Bank will be returned for correction and resubmission.

29. Confidentiality

- 29.1 The Successful Bidder, and its staff members and representative(s) working at the Bank shall undertake to maintain during and after their relationship with the Bank the confidentiality of any matter relating to the affairs of the Bank which comes to their knowledge and shall not, on any account and at any time, disclose directly or indirectly to any person, any such matter or information.
- 29.2 The Successful Bidder shall further restrict disclosure of information solely to its employees on a need-to-know basis. The Successful Bidder shall ensure that those employees are bound by similar obligations as set out in this Clause.

30. Termination of Contract

- 30.1 Where the Successful Bidder fails to provide the catering services in accordance with the contract, or otherwise fails, in the sole opinion of the Bank, to comply with any of the terms and conditions of the contract, then the contract may be terminated by the Bank at any time within the contract period on giving three (3) months advance written notice to the Successful Bidder, who shall be liable to the Bank for any excess cost that may be incurred by the Bank for remedying or addressing the failures of the Successful Bidder. Default or breach of any clause of the contract shall constitute "cause" for termination.
- 30.2 Further, any act or omission by the Successful Bidder which is contrary to law or public policy shall be considered as a "cause" allowing for termination of the contract as provided herein. The Bank shall not be liable for any termination costs where termination is for cause.
- 30.3 The Bank shall have the right to terminate the contract for convenience upon giving three (3) months advance written notice to the successful bidder. In the event that the contract is terminated upon the request and for the convenience of the Bank, then the Bank shall pay the successful bidder for all materials purchased to date on the Bank's behalf and for the value of services rendered to date. The Bank shall not otherwise pay for costs of termination, opportunity costs or any costs or amounts of other description.
- 30.4 The Bank may terminate the contract by written notice of not less than thirty (30) days or as the Bank shall elect, where the Successful Bidder shall become unable to pay its debts and be placed into liquidation/ receivership or administration.

31. Hold Harmless

- 31.1 The Successful Bidder shall agree to protect, defend, indemnify, and hold the Bank and its employees free and harmless from and against any and all losses, penalties, settlements, costs, charges for professional fees or other expenses or liabilities of every kind and character resulting from errors, omissions or negligent acts of the Successful Bidder, its agents, employees or representatives, in the performance of the Contractor's duties under any agreement resulting from award of this Bid. The Successful Bidder shall further agree to investigate, handle, respond to, provide defenses for and defend any such claims etc., even if such claim is groundless, false or fraudulent.

32. Contract Changes

- 32.1 Either party may request changes in the scope of services and standards to be performed during the term of the contract. Changes which are mutually agreed upon by the Parties shall be incorporated by written amendment to the Contract.

33. Governing Law and Dispute Resolution

- 33.1 This contract between the Bank and the Successful Bidder and any dispute or claim arising out of or in connection with it shall be governed by and construed in accordance with the laws of Mauritius. The Parties shall amicably resolve any dispute which may arise in relation to the Contract. Where no agreement is reached between the Parties, they irrevocably agree that the courts of Mauritius shall have exclusive jurisdiction to hear and settle any action, suit, proceedings, dispute or claim, which may arise out of, or in connection with, this Agreement.

Section B- Scope of Services and Performance Requirements

1. Specifications for the Provision of Catering Services

- 1.1 The Bank proposes to enlist the services of a service provider, having the required experience, personnel, material and financial resources, for the provision of catering services at the Bank's premises situated at Sir William Newton Street, Port Louis.
- 1.2 The Successful Bidder may team up with other service providers to provide a varied cuisine and menu ("cuisine variée").
- 1.3 The Service Provider (the Successful Bidder shall hereinafter be referred to as the Service Provider) shall provide catering services which shall include:
 - a. Provision of meals that are of good quality and value for money, in conformity with all hygienic standards and norms according to the Hazard Analysis Critical Control Point (HACCP) in practice in Mauritius, to the satisfaction of the Bank;
 - b. A convenient and speedy service with adequate resource personnel;
 - c. An adequate choice of menu items and dishes of good quality, including vegetarian, halal meals well prepared, cooked and served while giving due consideration to cleanliness and healthy eating principles;
 - d. Ensuring that canteen users have sufficient variety and choice of nutritionally well-balanced meal and an adequate range and balance of dishes including vegetarian meals and diet menus; and
 - e. Ensuring that a high level of hygiene is maintained at all times in the kitchen and canteen area.
- 1.4 There are approximately 400 staff members at the Bank out of which an average of 170 staff members use the canteen facilities on daily basis.
- 1.5 Lunch shall be served to:
 - a. Staff members and other authorised persons in the canteen situated at Level 5 of the Bank of Mauritius, Tower Building, Port Louis.

Food shall be prepared at the Bank's kitchen premises and dispensed by self-service or with the assistance from the catering staff of the Service Provider.
 - b. The Governor and Deputy Governors, upon request

The menu available shall be the same as that available for staff members, although a separate menu may be required.

Meals shall be served individually and transported from Level 5 to Levels 16/19/20 ensuring the food remains hot by using warm cabinets. Food may be stored in warm cabinets available on Levels 16/19/20.

- 1.6 Lunchtime meals shall be served to staff members between 11.30am and 2.00pm during working days, that is, from Monday to Friday.
- 1.7 Closure of Canteen as may be required by the Bank- The Bank may, from time to time, require the full or early closure of the canteen on certain days, in such case the Bank shall the inform the Service Provider accordingly.
- 1.8 In the event the Service Provider is unable to provide catering services on any particular day, the Service Provider shall inform the Bank in advance stating the reasons thereof.
- 1.9 The Service provider shall make provision, whenever the need arises, for the supply of:
 - a. evening meals for staff working late;
 - b. meals outside working days;
 - c. snacks for functions/events hosted by the Bank; and
 - d. special orders.

Special Functions

- 1.10 The Bank hosts official functions and special events from time to time. For these particular events, the Bank may require snacks, hors d'oeuvres or four-course meals with a Tray service/Silver service at Levels 19/20 dining room or any other location decided by the Bank. The Service Provider will be required to submit the proposed menus to the Bank for prior approval.
- 1.11 The Bank shall provide the Service Provider appropriate notice of those functions and indicate the number of invitees to be catered for.
- 1.12 The fees for providing such services will be agreed upon between the Bank and the Service Provider prior to those functions.

The Bidder is required to provide a list of snacks (Veg and Non-Veg) including bread, butter and cheese, with the respective prices in Schedule 1 of this RFP and also the prices for the various services offered.

Menus and Quality of Food

- 1.13 The Service Provider shall be responsible for the development and improvement of the menus and services that it provides.
- 1.14 The Service Provider shall ensure that menus are structured such that, should any member of staff not prefer the main courses available, accompanying dishes may be used to create a suitable alternative.
- 1.15 The Service Provider shall ensure that it provides healthy and nutritionally balanced diet.
- 1.16 The Canteen User Group (CUG) at the Bank is responsible for ensuring that the meals provided by the Service Provider, is of high quality and of value for money. The CUG will

be meeting with the Service Provider or its representatives every week to design/liaise/approve the weekly menu submitted by the latter.

- 1.17 The weekly menu list shall be submitted to the CUG by Wednesday of the preceding week. A copy of the menu should be appropriately displayed at the canteen.
- 1.18 Perished and out of date food shall not be held in stock or used for food preparation.

Menu

- 1.19 The meals shall be based on a three courses basis and drinks as follows:
 - a. Salads and soup/pulse;
 - b. main course consisting of three (3) dishes; and
 - c. dessert
- 1.20 aromatised water/juice e.g. lemon, tamarind, ice tea, detox water etc. Drinking water is provided to staff members by the Bank.
- 1.21 Vegetarian menu shall consist of three (3) vegetarian dishes.
- 1.22 Non-vegetarian menu should include one (1) non-vegetarian dish and two (2) vegetarian dishes.
- 1.23 Diet meals (veg and non-veg) should also be based on a three courses basis.
- 1.24 Desserts shall include, but shall not be limited to: yoghurt, a variety of pastries (veg/non veg), ice cream and fresh fruits etc.
- 1.25 Menus shall include a variety of Indian, Chinese, Italian, Mauritian, Thai etc. Dishes and additional menus such as fried rice, fried/ boiled noodles, bol renverse, croque-monsieur, panini, burger, chips, pain fourré amongst others, on demand.
- 1.26 Menus shall exclude beef and pork products and by-products.
- 1.27 All food products (chicken, meat and ingredients) should be certified Halal.
- 1.28 The Service Provider should list the main ingredients used in the menu to reduce any possible risk of allergic reaction among staff.
- 1.29 The Service Provider will be requested to prepare special diet menus in line with religious ceremonies celebrated in Mauritius, for example, Chinese Menu for Chinese New Year, 7 *Caris* for Cavadee and Sweet dishes for Durga Puja Fasting. The CUG will liaise with the Service Provider and ensure that such request is made well beforehand to the latter.
- 1.30 Suitable sauces, pickles and chutneys shall be provided by the Service Provider to accompany each prepared dish, a minimum of which shall be: chilli sauce, tomato ketchup, garlic sauce, veg/non veg mayonnaise, coriander /tomato/coconut chutney.
- 1.31 The service Provider shall ensure that left over foods are not kept in the fridge for re-use on the next working day. No perishable goods should be kept in the fridge for more than a day.

Special Dietary Requirements

- 1.32 The Service Provider shall make appropriate provisions for any person requiring a special diet. Arrangements shall be made by the staff concerned and/or the Bank to notify the Selected Service Provider in advance.

Quality of Food

- 1.33 Food shall be of the highest standards, and only fresh produce shall be used. Dry goods shall be stored in suitable conditions. Meats shall be stored separately from chilled foods to prevent cross contamination. All dishes/marinated sauce shall be freshly prepared. The basic requirements in respect of the different products are outlined below:

- **Meat and chicken:** shall be hormone and additive free. The supplier of meat (venison, mutton, lamb) and chicken shall be Hazard Analysis and Critical Control Point (HACCP) compliant, and the Service Provider shall provide proof thereof (certificate/attestation) from their respective suppliers.
- **Seafood:** (fish, prawn, octopus, calamari etc.) shall preferably be “*fresh*” where practicable and cost effective and of very good quality. Seafood shall be of good quality with firm flesh and no unpleasant odour. Frozen fish may be used only when it is not possible to obtain fresh fish. Fish shall be of different varieties e.g. Grouper (Vieille), Spangled Emperor (Capitaine), Parrot fish etc. The use of Tilapia and Moon Fish is prohibited.
- **Vegetables:** shall always be fresh. No tinned food other than baked beans, tomatoes, bamboo shoots and mushrooms shall be used. Due allowance shall be made for seasonal vegetables and alternatives shall be sought and provided. The Service Provider shall not use frozen vegetables except in circumstances where same is not available on the market.
- **Fats & Oils:** Only butter and margarine/low-fat-cholesterol/olive oil spread shall be used in sandwiches, rolls, toasts etc., and clearly labelled as such. Only oil/fat which is polyunsaturated shall be used for deep and shallow frying.
- **Food storage:** All statutory requirements in force relating to food storage, transportation, production and service shall be complied with. No leftovers dishes shall be stored in the refrigerator.

2. Facilities provided by the Bank to the Service Provider

- 2.1 There are four (4) catering kitchens at the Bank, located at Levels 4, 5, 19 and 20 respectively.

Level 5 Kitchen

This is the main kitchen area where all food for the staff members shall be prepared. It contains comprehensive catering equipment capable of preparing meals for approximately 450 heads; hot and cold servery counters with either assisted or self-service; and seating area for approximately 100 persons.

Levels 4, 19 and 20 Kitchens

Kitchens on Levels 4, 19 and 20 are equipped with minor cooking apparatus which can be used for the preparation of snacks, hors d'oeuvres and a beverage tray service for the Governor, Deputy Governors, Board members and Guests. The use of this area will be limited to functions and special occasions.

Equipment

- 2.2 The Bank will provide the Service Provider with following equipment;
- a. Refrigerators
 - b. Water Boiler
 - c. Microwave oven
 - d. Bain Marie
 - e. Refrigerated Display Case - Dessert
 - f. Plate Warmer
 - g. Electric Bratt Pan
 - h. Electric fryer
 - i. 4-plate Electric oven
 - j. Combi electric oven
 - k. Gas griddle smooth plate
 - l. Gas Chinese Wok
 - m. Panini maker
 - n. Robocoup Vegetable Cutter
 - o. Ice maker
 - p. Dish and Glass washing machine
 - q. Hot mobile banquet cart
 - r. Refrigerated counters
 - s. Juice making machine
 - t. Electric mixer (hand operated)
 - u. Blender
 - v. Electric dough maker
 - w. Kitchen cabinets
 - x. Sink and grease traps
- 2.3 Utensils, plates, bowls, glasses, water jugs and cutlery and other relevant items shall be at the expense of the Service Provider.
- 2.4 The Service Provider shall not be allowed to prepare any food item/ drinking item by using fire induction or gas oven on the premises of the Bank.

- 2.5 The Service Provider may also use his own electrical appliances such as grill, fryers, air fryers and rice cookers. However, all these appliances have to be approved by the Bank prior to their use in the kitchen.
- 2.6 On commencement of the Contract, the Bank will make available an inventory of catering equipment to the Service Provider, who shall be required to verify and confirm same, within seven (7) days.
- 2.7 It will be incumbent on the Service Provider to inspect all plant and equipment within the first seven (7) days of the allocation of contract to identify and bring to the attention of the Bank any defects which would affect the performance of the catering services. Defects identified after this period will be considered the responsibility of the Service Provider.
- 2.8 Upon termination of the contract a similar inventory will be carried out in the presence of the Service Provider by the Bank.
- 2.9 The Service Provider shall be responsible for the operations of the catering equipment.
- 2.10 The Service provider shall be responsible for all damages caused to any catering equipment of the Bank and its property, by the service provider and its personnel and shall be liable to make good to the Bank any such damage, except for those that occurred as a result of normal wear and tear.
- 2.11 The Service Provider shall not carry out any repair work or alterations to the equipment and shall refer all such matters to the Bank's Facilities Management Division.
- 2.12 The Service Provider shall be responsible for the proper cleaning and storage of all cutlery, cooking utensils, crockery, cups, etc.
- 2.13 The Service Provider shall under no circumstances use water jet for cleaning the electric oven (hot plates), as this may lead to water ingress, thereby compromising the functionality of the equipment.
- 2.14 The Bank shall not be responsible for any loss, threat or damage accruing to any goods, stores or articles that are kept by the service provider in the Canteen Premises.

Fuel and Power

- 2.15 The Bank will provide power and fuel, that is, electricity and gas, necessary for the required catering services which shall be used strictly for the purpose of catering services for the Bank.

Storage and other facilities

- 2.16 The Bank will provide suitable facilities for storage of goods for use in the canteen, cloak room and other relevant facilities required for the service.

The Bidder shall indicate any other facilities that would be required for the provision of catering services at SCHEDULE 8 of this RFP Document.

3. Cleaning & Maintenance

- 3.1 The Service Provider shall provide cleaning and rinse-and dry products complete with dosing equipment to be used with the Dish Washer and Glass Washer for cleaning of plates, bowls, spoons, glasses etc.
- 3.2 The Service Provider shall be responsible for the daily cleaning of the kitchen equipment, kitchen, canteen, and serving areas including table covers and all equipment relating to the day-to-day catering functions.
- 3.3 Weekly deep cleaning of kitchen equipment and surfaces, refrigerators, refrigerated tables, canopies, grease filters and grease traps.
- 3.4 Monthly deep clean of all catering areas and equipment, ductwork, lighting fixtures etc.
- 3.5 The Service Provider shall liaise with the Bank's Ag. Assistant Director- Facilities Management Division or Facilities Officer, responsible on all matters relating to the maintenance of kitchen equipment.
- 3.6 All equipment will be cleaned as approved by the Bank's Facilities Management Division.
- 3.7 The Service Provider shall be responsible for the purchase and use of detergents for cleaning of kitchen equipment, floor & wall surfaces, canopies, grease filters and grease traps and shall submit a list of their own preferred detergents with specifications, for consideration and approval, to the Bank's Facilities Management Division.

4. Statutory Inspections

- 4.1 The Service Provider shall arrange for the necessary statutory inspections to be carried out as notified from time to time by the Bank's Facilities Management Division. Any failure to do so will be considered as a failure in the Service Provider's performance.
- 4.2 The Service Provider shall ensure that all kitchen equipment and the catering areas are hygienic and in clean condition and that the requirements of the local statutory requirements in these respects are fully complied with.

5. Responsibilities of the Service Provider

- 5.1 The Service Provider shall be required to:
 - a. comply with the requirements of the Bank's Safety & Health policy and the Occupational Safety and Health Act 2005 and any subsequent amendment;
 - b. be compliant with all the prevailing legislations related to the catering industry;
 - c. work in close collaboration with the Canteen User Group and the Safety and Health Officer of the Bank; and

- d. notify the Bank of the name of at least one (1) member of its staff to be posted at the Bank and who is fully trained and certified in First Aid, and would be responsible for provisioning and maintaining a first aid kit.

5.2 The Service Provider shall ensure that his staff members:

- a. are in possession of the related Food Handling Certificates required in the catering industry;
- b. are properly trained to perform their obligations under the contract in a workmanlike manner with due diligence, exercising the skill and care expected of an experienced Service Provider;
- c. are medically screened and fit for duty. The Bank may, at its discretion, request the production of the relevant medical report;
- d. are healthy when assuming duty on a daily basis. Sick staff members should be replaced by another trained staff with immediate effect.

5.3 The Service Provider shall allow for the Bank's representative or third party contracted by the Bank to:

- a. have access to the food preparation area for inspection at any time;
- b. evaluate the standards of food prepared, the quality of ingredient used which shall include fresh produce, meat, fish, vegetables and dry food;
- c. carry out hygiene inspection in the canteen area, kitchen area, food storage area and fridges; and
- d. monitor the achievement of the service objectives.

5.4 In case of any food poisoning/contamination, caused to food/drinking item prepared by the Service Provider to the staff of the Bank, the Service Provider shall be held fully responsible for any prejudice and expenses caused due to such food poisoning/contamination.

5.5 The Bank reserves the right to employ a third party to carry out bacteria analysis and hygiene inspections of the food and equipment from time to time.

5.6 The Service Provider shall not use the Bank's premises and facilities for preparation of food for other clients.

5.7 The Service provider shall not use/publicise its relationship with the Bank for any marketing purposes.

Employer's Liability Insurance

5.8 The Service Provider shall maintain in force, with a well-established insurance company and of good repute, such insurance policies as the Bank may require, including the following:

- a. employer's liability insurance;
- b. public liability insurance with an indemnity limit of not less than Rupees ten (10) million in respect of any one claim or series of claims arising out of any one event; and

- c. shall ensure that the Bank is named on the policies as additional insured and shall produce to the Bank all policies and receipts for the payment of current premiums for the Policies.

Security

- 5.4 The Service Provider shall comply with the Bank's security policy, including access to the Bank.
- 5.5 The Bank will grant access to the Service provider and its staff members to parts of the premises for the purpose of carrying out its responsibility and obligations under the contract during the hours to be agreed by the Bank.

Manning

- 5.9 The Service Provider shall ensure that the number of staff required for the smooth running of the activities in the Canteen are present at all times.
- 5.10 The Service Provider shall provide the required number of competent and skilled staff for cooking, cleaning and dining services and ensure that the service is not disrupted as a result of insufficient catering staff.
- 5.11 The staff to be posted at the Bank shall include a Catering Manager, who will be the Bank's primary reference point, and a Chef. Alternates to these staff should also be provided for in case they are not available.
- 5.12 Where the Bank decide that the level of manpower is inadequate/excessive to fulfil the service requirements then the Service Provider will be required to adjust the number of personnel.
- 5.13 The Bank shall be advised in writing, of any change in personnel at least one (1) week prior to the event.

The Bidder shall assess the manning levels necessary to achieve the service requirements and indicate same in SCHEDULE 2 of its Bid.

Uniforms

- 5.14 The Service Provider shall provide its personnel with appropriate uniforms, a minimum of which would be as follows:
 - Catering Manager: smart with tie and coat;
 - Kitchen staff: white tunic/overalls, caps;
 - Counter staff/waiter: caterer's uniform.

ANNEXURE 1-BID FORM

FORM OF BIDDER'S BID (Covering Letter)

(To be submitted on letterhead of the Bidder)

The Chairperson-Tender Committee
Bank of Mauritius
Sir William Newton Street
PORT LOUIS,11328

Dear Sir, Madam

Request for Proposal for the Provision of Catering Services at the Bank of Mauritius.

In accordance with the Request for Proposal (RFP) dated..... for the Provision of Catering Services at the Bank of Mauritius (Bank), we, the undersigned, offer to provide catering services in conformity with the requirements and specifications detailed in the RFP to the entire satisfaction of the Bank.

We are hereby submitting our Bid, which includes both technical and financial proposal as per the requirements sets out in the RFP.

1. We understand that the Annexure to the Bid Form forms part of our bid.
2. We undertake, if our Bid is accepted, to deliver the catering services in accordance with the requirements of the RFP and also the Schedule- Price Activity.
3. We agree that this Bid Form and the Bank of Mauritius's written acceptance of it, shall constitute a binding Contract between us until a formal Contract is prepared and executed.
4. We understand that the Bank of Mauritius (Bank) is not bound to accept the lowest or any bid that it received and it may also cancel the whole tendering exercise without giving any reason therefor and incurring any liability in that respect.
5. We further authorise the Bank, as part of its bid evaluation exercise, to verify the Credit Profile Report of the Bidder, if any, maintained on the Mauritius Credit Information Bureau (MCIB).
6. We agree to abide by this Bid for the period of Bid validity from the date fixed for Bid opening it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby confirm that this Bid complies with all the requirements and specifications listed in the RFP including the Annexures and the Schedules of the RFP.

Yours faithfully
(Authorized Signatory)

Name & Title of Signatory_____

Name of Bidder_____
(Company Seal)

ANNEXURE 2- STATEMENT OF BIDDER'S QUALIFICATIONS

If necessary, questions may be answered on separate sheets. The Bidder may submit any additional information it desires.

1. Name of Bidder:
2. Status of the Firm: Corporation/ Partnership or Trust (Enclose Certificate of Registration/ Incorporation)
3. Registered Office Address:
4. Name of Shareholders:
5. Name of Directors:
6. Name of Beneficial Owners:
7. How many years have you been engaged in the contracting business under your present firm or trade name?
8. List the contracts over the last three (3) years as service provider of catering services on a separate sheet and attach to the Bid. Include (a) Name of company/individual, address, contact name and phone number (b) Type of work performed and year of completion (c) Value of contract.
9. General character of goods/services provided by Bidder.
10. Give a list of key persons including Directors with details of their positions in your company, qualifications and experience in similar jobs that you intend to employ / nominate for this contract.
11. Have you ever failed to complete any work/contract awarded to you?
12. Have you ever defaulted on a contract?
13. Give your banks' references _____
14. Fill out a detailed financial statement and/or furnish any other financial related information that may be required by the Bank.
15. Certify to the Bank by way of a written undertaking that none of your Shareholder(s)/ Director(s) / Beneficial Owner(s) have been involved or alleged to have been involved in any case of bribery, corrupt or fraudulent practices, money laundering and/or otherwise debarred from participating in any public procurement.
16. Provide the Bank with the written consent of the Bidder, Shareholder(s)/ Director(s) / Beneficial Owner(s) allowing the Bank to request for their respective MCIB Reports, to be used solely for the purpose of this bidding exercise.
17. State whether the Directors, Shareholders or Beneficial Owners have ever made any arrangements or composition with creditors, filed for bankruptcy or adjudged bankrupt or been convicted with a criminal offence and if so, the nature thereof.
18. Proposed plan for delivery of the items, as necessary, to comply with the requirements of the tender document.

19. We hereby certify that all statements made and information supplied in this form and accompanying statements are true and correct.

The undersigned hereby authorizes and requests any person, firm, or corporation to furnish any information requested by the Bank in verification of the recitals comprising this Statement of Bidder's Qualifications.

Dated this _____ day of _____ 2025

By : _____

SCHEDULE ONE – PRICE ACTIVITY

Cost per meal served in Canteen (VAT Inclusive)

The Firm Fixed Price per meal shall include:

- i. cost for supply of all food, dry goods, vegetables, meat etc;
- ii. the charges for washing/cleaning the canteen area, kitchen and equipment, utensils etc;
- iii. charges to serve staff members at the serving counter and
- iv. and any related charges thereto.

Year	Cost per person per Meal served in Canteen (Rs) Inclusive of VAT
Year 1	
Year 2	
Year 3	

Cost of Snacks/Drinking Items

Food /Drinking Items*	Price (Rs) Inclusive of VAT

*Please provide a list of snacks and their respective prices (veg and non-veg) including bread, butter and cheese, with the respective prices. (The list may be submitted on a separate sheet, if required)

SCHEDULE TWO – MANNING

1. Bidder’s assessment of number of personnel, including Catering Manager required in the performance of the catering services at the Bank:

.....

2. Details of each category of personnel and their respective experience in the field of catering

Category of Personnel	No of Personnel	Years of experience
Catering Manager		
Chef		
Cook		
Helper		
Cleaner		
Waiter		
Others, Please Specify:		
1.		
2.		
3.		

Please attach Food Handler’s Certificate of all the above-mentioned staff .

3. Provide details of the Track Records of the Chef

i.....

ii.....

iii.....

iv.....

v.....

(Please provide details as attachments)

5. Other details regarding personnel

.....

SCHEDULE THREE – BIDDER’S SAFETY AND HEALTH PROCEDURES/POLICY

The Bidder shall submit the following to the Bank:

1. Safety and Health Procedures
2. Method Statement of operation of kitchens and food preparation, etc

(Please provide details as attachments)

SCHEDULE FOUR – BIDDER’S SOURCE OF MEAT/CHICKEN CERTIFICATE/ATTESTATION

The Bidder shall submit to the Bank copies of its invoice certifying purchases of meat and seafood products.

	Name of Supplier	Description of Products (Chicken, Meat, Fish or any other Sea Food)	HACCP Compliance	HALAL
1				
2				
3				
4				
5				

Please attach Halal certificate and HACCP Compliance Certificate of each Supplier.

SCHEDULE FIVE – MENU AND QUALITY OF FOOD

Requirement	Criteria	Comply (Y/N)*
REQ 1	3 menu courses daily (main course with salad, pulse, dessert/fruit and juice)	
REQ 2	Daily soup	
REQ 3	Non-veg: 2 dishes and 2 vegetables accompaniment	
REQ 4	Veg: 3 dishes	
REQ 5	Variety of Indian, Chinese, Italian, Mauritian, Thai, Japanese, etc. dishes.	
REQ 6	Provisioning of on demand menu; e.g. fried noodle, fried rice, boiled noodle, chips, croque-monsieur, panini, pasta,etc	
REQ 7	Accompaniments be made available (sauces and pickles)?	
REQ 8	Provision for special diets	
REQ 9	Sources of meat and chicken are HACCP compliant	
REQ 10	Use of fresh vegetables	

*Bidders to provide detail in case there is deviations of compliance with the above requirements

SCHEDULE SIX- EVIDENCE OF CURRENT INSURANCE COVERS

The Bidder is required to submit copies of its current insurance covers

- 1.....
- 2.....
- 3.....
- 4.....

(Please provide details as attachments)

SCHEDULE SEVEN – REFERENCES

The Bidder shall provide three (3) references of similar operations where Bidder is or has been providing similar services in Mauritius.

1. Name
Address
Contact Person.....
Telephone..... email.....
Details of service, including period
.....
.....
.....

2. Name
Address
Contact Person.....
Telephone..... email.....
Details of service, including period
.....
.....
.....

3. Name
Address
Contact Person.....
Telephone..... email.....
Details of service, including period
.....
.....
.....

SCHEDULE EIGHT – ADDITIONAL FACILITIES

The Bidder shall list additional facilities, if any, that he would require for the provision of catering services at the Bank.

- 1.
- 2.
- 3.
- 4.
- 5.....

SCHEDULE NINE – SAMPLE MENUS

The Bidders is required to provide sample menus for a period of one (1) month as per Tables below.

Week 1

Dish Category	Monday	Tuesday	Wednesday	Thursday	Friday	A La Carte
Veg						
Non Veg						
Salad						
Pulse						
Soup						
Diet Non Veg						
Diet Veg						
Dessert						
Bread						
Rice						
Juice						

Week 2

Dish Category	Monday	Tuesday	Wednesday	Thursday	Friday	A La Carte
Veg						
Salad						
Pulse						
Soup						
Non Veg						
Diet Non Veg						
Diet Veg						
Dessert						
Bread						
Rice						
Juice						

Week 3

Dish Category	Monday	Tuesday	Wednesday	Thursday	Friday	A La Carte
Veg						
Salad						
Pulse						
Soup						
Non Veg						
Diet Non Veg						
Diet Veg						
Dessert						
Bread						
Rice						
Juice						

Week 4

Dish Category	Monday	Tuesday	Wednesday	Thursday	Friday	A La Carte
Veg						
Salad						
Pulse						
Soup						
Non Veg						
Diet Non Veg						
Diet Veg						
Dessert						
Bread						
Rice						
Juice						

SCHEDULE TEN- CERTIFIED COPY OF LATEST FINANCIAL STATEMENTS

The Bidder shall submit to the Bank copies of its latest financial statements.
(Please provide details as attachments)