



1. Introduction

The Lilongwe Institute of Orthopaedics and Neurosurgery (LION) Trust located at LION Hospital, within the Kamuzu Central Hospital Campus, invites qualified and experienced Service providers/caterers to manage and operate a restaurant within the designated space in the hospital. This includes providing meals, drinks and snacks to patients, staff, and visitors.

2. Scope of Services

The successful Service provider will be responsible for the following:

- Menu planning and development: Design diverse and nutritious menus catering to different dietary needs and preferences. Seasonal variations and special occasions should be considered.
- Meal preparation and service: Provide breakfast, lunch, dinner, and snacks according to agreed-upon schedules and service standards.
- Hygiene and sanitation: Maintain the highest standards of hygiene and sanitation in the kitchen, serving areas, and food storage facilities.
- Waste disposal: Implement proper and responsible waste disposal procedures.
- Customer service: Deliver excellent customer service to all patients, staff, and visitors.
- Equipment and supplies: Provide and maintain all necessary equipment and supplies for food preparation, cooking, and service, unless otherwise specified in the agreement.
- Staffing: Hire, train, and manage qualified staff to handle all aspects of the operation, including chefs, cooks, servers, and cleaners.
- Financial management: Manage all financial aspects of the operation, including purchasing, pricing, and revenue collection.

3. LION Trust Responsibilities

The LION will:

- Provide a fully equipped kitchen and serving space within the hospital premises.

- dining area
- kitchen area
- Avail use of the cooking area, including already installed and built-in equipment
- Supply of water
- Provision of power
- Have a right to inspect and oversee the functioning of Kitchen in all respect, with a view to ensure hygiene and efficient services as well as with regards to fulfilment of the terms and conditions of this contract.
- Have the right to terminate the contract when there is a serious breach of conduct with minimum notice period of 5 days.
- Maintain the building and infrastructure of the space, including utilities and pest control.

4. Space rental and usage fees

- The service provider shall pay a monthly rental to cover maintenance, utilities and serving space. The agreed-upon fee will be clearly stated in the contract.
- The agreed rental will cover the cost of building maintenance, utilities, and basic equipment provided by the hospital.
- The service provider is responsible for the maintenance and repair of all equipment and supplies they bring to the space for use.

5. Contract Duration and Termination

- The initial contract term will be 12 (twelve) months with the option of renewal for additional periods, subject to mutual agreement.
- The contract may be terminated by either party upon 14 days' written notice, in accordance with the terms and conditions stipulated in the contract.

6. Evaluation Criteria

Bids will be evaluated based on the following criteria:

- **Experience:** Demonstrated experience in providing catering services to hospitals or similar institutions.
- **Quality of service:** Proven ability to deliver high-quality food and beverage services that meet the specific needs of a hospital environment.
- **Menu planning and variety:** The ability to create diverse and nutritious menus that cater to different tastes and dietary needs.

- Pricing: Competitive pricing for the proposed services and rent.
- Financial stability: Demonstrated financial stability and ability to meet contractual obligations.
- References: Positive references from previous clients.

7. Bid Submission

Interested service providers should submit a sealed bid containing the following information:

- Company profile and experience
- Proposed menu samples and pricing
- Detailed plan for staffing, equipment, and supplies
- Proposed rent for the kitchen and serving space.
- References from previous clients

8. Selection Process

- LION will review all bids received and shortlist qualified Service providers for further evaluation. Shortlisted Service providers may be invited for an interview or presentation to discuss their proposals in more detail. The final decision will be based on the evaluation criteria outlined above.

9. Contract Award

- The Lilongwe Institute of Orthopaedics and Neurosurgeon (LION) Trust will award the contract to the service provider who submits the most qualified and competitive bid. The successful bidder will be required to enter into a formal contract with The LION Trust outlining the terms and conditions of the agreement.

Viewing and Inspection

Viewing and Inspection by interested bidders must be done during office hours, from 08:30 to 12:00 and from 13:00 to 16:00, Monday to Friday.

Requests for clarification or general questions must be sent to the address below at least **14 calendar days** before the closing date. **Only written questions will be answered in writing**

Contract Duration:

The initial contract period will be for period of 12 months. The contract may be renewable based on satisfactory performance and mutual agreement.

Proposal Submission:

Interested individuals/firms must submit a detailed proposal addressing the requirements outlined in the bid invitation. Proposals should be submitted by 15.00hrs on 30th May 2024 to the address specified in the bid invitation.

Address for Clarification and Submission of the Bids

The Chairperson

Internal Procurement and Disposal Committee

The Lilongwe Institute of Orthopaedics and Neurosurgery,

P.O. Box 31653,

Lilongwe

Email: kennedy.kamenya@lion.mw copy email to pyoka.mfuni@lion.mw

Address for submission of Bids in a Tender Box placed at the reception,

The Chairperson

Internal Procurement and Disposal Committee

The Lilongwe Institute of Orthopaedics and Neurosurgery,

P.O. Box 31653,

Lilongwe