



Introduction:

The Lilongwe Institute of Orthopaedics and Neurosurgery (LION) Trust located at LION Hospital, within the Kamuzu Central Hospital Campus, is seeking qualified and experienced individual/ firm to operate a tuckshop within the designated space premises. The tuckshop will serve as a convenient and accessible source of snacks, non-alcoholic beverages, and general specified items to patients, visitors, and staff.

Scope of Services:

The selected individual/ firm will be responsible for the following:

- Providing a diverse range of snacks, non-alcoholic beverages, and specified basic items.
- Ensuring the tuckshop is open and operational during agreed hours.
- Maintaining cleanliness and hygiene in the tuckshop area.
- Complying with all health and safety regulations.

Operational Hours:

- The operational hours of the tuckshop shall be determined in consultation with the hospital management. The individual/ firm should be flexible to adjust operating hours based on the hospital's requirements.

Product Offering:

- The individual/ firm must provide a well-balanced selection of items, considering the diverse preferences and dietary needs of hospital occupants.
- Prices for items should be reasonable and clearly displayed.
- Items must be displayed in a tidy and pleasing manner. Excess stock must not be stored in the shop.
- Sale of alcoholic beverages or tobacco will not be permitted
- All food items must be kept in tightly sealed packaging to avoid insects and rodents.
- LION will be allowed to display some items / souvenirs for sale in the shop on behalf of the hospital.

Space Allocation and furnishing:

- The hospital will provide a designated space for the tuckshop in the LION main entrance Lobby. The room is 2m by 3m.
- All business must be conducted within the shop space. Use of the Lobby will not be allowed without a written agreement defining such activity.
- The individual/ firm must provide all furnishings at their cost.
- All furniture and fittings must be pre-approved by LION Management. High standards of presentability will be expected. No old, dirty, broken or sub-standard furnishings will be permitted.
- No damage to floor or wall finishes will be permitted during installation.

Health and Safety:

- The individual/ firm is responsible for maintaining the highest standards of hygiene in the tuckshop.
- Daily cleaning of shelving and floors must be maintained.
- No storage will be allowed on the floor.
- Adherence to food safety regulations is mandatory.

Staffing:

- The individual/ firm must employ friendly, helpful and honest staff to manage tuckshop operations.
- Staff should be knowledgeable about product offerings and be able to assist customers with general information.

Financial Arrangements:

- The selected individual/ firm shall pay a monthly rent for the allocated space. The proposed rent amount should be included in the bid submission.
- Payment terms and conditions will be mutually agreed upon between the hospital and the individual/ firm.
- LION provides general security for the facility but will not be held liable for any theft or damage to individual/ firm's property or shop items by third parties.
- The individual/ firm must take out insurance on their property and stock at their own discretion

Compliance:

- The individual/ firm must comply with all local trading regulations and licensing requirements related to the operation of a tuckshop.
- Regular inspections may be conducted by LION management to ensure compliance.

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 individual/ firm 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.

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**

Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

- Experience in operating tuckshops in similar settings.
- Variety and quality of product offerings.
- Proposed rent amount and financial terms.
- Compliance with health and safety regulations.

Rights of the Hospital:

The Lilongwe Institute of Orthopaedics and Neurosurgery (LION) Trust reserves the right to accept or reject any proposal.

The hospital may negotiate terms and conditions with the selected vendor.

The Lilongwe Institute of Orthopaedics and Neurosurgery (LION) Trust reserves the right to cancel the agreement at any stage without incurring any liability.

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