

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
INVITATION TO BID**

Reference: ITB No. N_237_2021_KEN

Date: January 28, 2021

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly invites your Company/Organization to submit a Bid for **Outside Catering Services**. The full requirement is described in Annex C.

We also request that your Bid is submitted using the format specifically detailed in Annex D, E and F.

Bids submitted by email must be limited to a maximum of **10MB**, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Bids shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Bid, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Bid, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Invitation to Bid (ITB).

By submitting a Bid in response to this information, Bidders are confirming acceptance of IDLO General Terms and Conditions for the Procurement of Services and IDLO Supplier Code of Conduct in full and; Payment Policy where payment is made within 30 days after delivery of service on presentation of complete and correct invoice.

This ITB consists of the following Annexes. Please be guided by these in preparing your Bid:

a.	Instructions to Bidders	Annex A
b.	Preliminary Screening Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Bid Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Price Schedule	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

For any questions/clarifications related to this ITB before Deadline for Submissions of Bid, please contact IDLO on tenders@idlo.int and mention **Clarification ITB N_237_2021_KEN** in the subject section of your email.

Deadline for Submission of Proposals: On or before **Date: February 12, 2021 Time: 15:00 hours**
Rome, Italy local time.

Thank you and we look forward to receiving your Bid.

Sincerely yours,
International Development Law Organization | IDLO
Kenya Country Office

**ANNEX A
INSTRUCTIONS TO BIDDERS**

1. General Considerations	In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid. The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify IDLO.
2. Cost of the Bid	The Bidder shall bear all costs associated with the preparation and submission of the Bid. IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.
3. Currency of Bid	Bids shall be nominated exclusively in Kenya Shillings <i>Note: Local Suppliers must comply with any applicable laws regarding doing business in other currencies</i>
4. Language of the Bid	The Bid and all correspondences and documents relating to the Bid exchanged by the Bidder and IDLO shall be written in the English language.
5. Delivery Term and Place	Services will be delivered within the agreed number of days after receipt of Work Order from IDLO with instructions on venue of activity
6. Deadline for Submissions of Bids	The Bid shall be addressed to IDLO on or before Date: February 12, 2021 Time: 15:00 hours Rome, Italy local time. <i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i>
7. Documents comprising the Bid	The Bid shall comprise the following components: 1. Bid Submission Form (see Annex D); 2. Bidder Information Form (see Annex E) 3. Price Schedule (Annex F)
8. Contents of solicitation documents	The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Bid.
9. Clarification of solicitation documents	A prospective Bidder requiring any clarification on this ITB may contact IDLO by email on tenders@idlo.int no later than 72 hours prior to the deadline for submission of Bids. The requests for clarification will have “ Clarifications for ITB No. N_237_2021_KEN ” mentioned in the subject. Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry)

	<p>will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
10. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Bids IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Bids.</p>
11. Format, signing sealing, marking and submission of Bids	<p>The Bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Bid.</p> <p>The Bid must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Bid shall contain no interlineations, erasures, or overwriting except, 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.</p>
12. Joint Venture, Consortium, or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following</p>

	<p>section in respect of submitting only one bid.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ol style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p>
13. Only One Bid	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ol style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this ITB; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this ITB process;

	<p>e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder;</p> <p>f) or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</p>
14. Late Bids	Any Bid received by IDLO after the deadline for submission of Bids, pursuant to clause <i>Deadline for the submission of Bid</i> , will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Bid was sent by email but was not properly received due to issues in IDLO mailing system.
15. Validity Period of Bids	All Bids will be valid for 90 days from the deadline for submission of Bids. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Bid beyond what has been initially indicated in this ITB. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Bid. The Bidders may choose not to extend the validity period of the Bid upon request of IDLO.
16. Modification and withdrawal of Bids	<p>The Bidder may modify/withdraw its Bid after the Bid's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Bids.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause <i>Deadline for Submission of Bids</i>.</p> <p>No Bid may be modified nor withdrawn after to the deadline for submission of Bids.</p> <p>No Bid may be modified/withdrawn in the Interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder in the Bid Submission Form.</p>
17. Amendment of the Bid	<p>At any time prior to the deadline of Bid submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
18. Bidders' conference	<input checked="" type="checkbox"/> N/A
19. Right to accept, reject, or render non-responsive any or all Bids	IDLO reserves the right to accept or reject any Bid, to render any or all of the Bids as non-responsive, and to annul the solicitation process and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected

	Bidder(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
20. Clarification of Bids	To assist in the examination, evaluation and comparison of Bids, IDLO may at its discretion ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing and no change in price or substance of the Bid shall be sought, offered or permitted.
21. Evaluation of Eligibility and Qualification	In general terms, Bidders that meet the following criteria may be considered qualified: <ul style="list-style-type: none"> a) They are not included in IDLO Sanctions lists (EU, US, UN); b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with IDLO General Terms and Conditions of Contract and IDLO Supplier Code of Conduct; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
22. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Bid is still valid.
23. Preliminary Screening	IDLO will screen the Bids' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Bid is generally in order.
24. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Bid will be rejected.
25. Due Diligence	IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following: <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or

	<p>any other entity that may have done business with the Bidder;</p> <p>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</p> <p>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</p> <p>f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.</p>
26. Responsiveness of Bid	<p>IDLO will determine the substantial responsiveness of each Bid to the ITB. For purposes of this Clause, a substantially responsive Bid is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Bid's responsiveness is based on the contents of the Bid itself without recourse to extrinsic evidence.</p>
27. Contract Award	<p>Contract Award shall be granted according to:</p> <p>a) Full submission of relevant documentation as per Preliminary Screening Criteria (Annex B);</p> <p>b) Full submission of Bid Submission Form (Annex D) signed and stamped;</p> <p>c) Full submission of Bidder Information Form (Annex E);</p> <p>d) Full submission of Price Schedule (Annex F) signed and stamped;</p> <p>e) Lowest priced, most technically acceptable/compliant offer;</p>
28. Debriefing	<p>In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future bids for IDLO procurement opportunities. The content of other bids and how they compare to the Bidder's submission will not be discussed.</p>
29. Right to Vary Requirements at the time of the Award	<p><input checked="" type="checkbox"/> N/A for Framework Agreement</p> <p><input type="checkbox"/> Yes — At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of [goods and/or services], by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.</p>
30. Contract Signature	<p>Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Bids.</p>

31. Payment Terms	IDLO will make payment within 30 days after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
32. General Terms and Conditions and Supplier Code of Conduct	Any Contract or Purchase Order that will be signed as a result of this ITB shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H. The mere act of submission of a Bid implies that the Bidder accepts both Annexes in full.
33. Liquidated Damages	<input type="checkbox"/> N/A <input checked="" type="checkbox"/> Yes - For late delivery of Goods, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 23 of the General Terms and Conditions. Liquidated damages for inferior quality or non-conformance of specifications of Goods will be assessed on a case-by-case basis in accordance with the severity of the problem as determined solely by IDLO. The application of this liquidated damages provision shall not relieve the Contractor of its obligations or liabilities pursuant to this Contract.
34. Partial Bid	<input type="checkbox"/> Not permitted (All or Nothing) <input checked="" type="checkbox"/> Permitted Bidders are permitted to submit bids for all categories or selected categories. All lots within the selected category must be quoted for the bid to be rendered as valid.
35. Customs clearance, if needed, shall be done by:	<input type="checkbox"/> IDLO <input type="checkbox"/> Supplier <input checked="" type="checkbox"/> N/A

**ANNEX B
PRELIMINARY SCREENING CRITERIA**

A. MINIMUM ELIGIBILITY CRITERIA

Subject	Criteria	Document Submission Requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Valid Certificate of Incorporation/Registration
Tax Revenue	Vendor is registered with pertinent country's revenue authority.	(i) Valid Tax Compliance Certificate (ii) Tax Remittance acknowledgement receipt for the last 6 months
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB Annex A Clause 21.	Internal sanction checks to be conducted
Bankruptcy	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Bid Submission Form
Licenses	Approved to operate Catering/ Food business in listed premises	Valid license for Food and Chemical Substance issued by relevant County Council in respective city/ town
Company profile	Description of all related services offered. Submit physical address (<i>which should match the location listed on the Public Health inspection certificate</i>) and contact details of office location and be willing to allow IDLO conduct a site inspection of the catering premises if required	Full company profile indicating detailed scope, physical address and contact details
Production capacity	Possess in-house catering equipment to include but not limited to refrigerated and thermal storage equipment, transportation trucks, utensils, cutlery and crockery, table dressing, skirting, portable hand washing stations	Shall be determined by site Inspection assessment report. Quality of utensils shall be verified
Health and Safety compliance during pandemic	Authorized to operate food and catering business during COVID-19 pandemic	Valid Ministry of Health clearance certificate to operate food business, including during Covid -19 pandemic period
Statutory health and Safety compliance	Authorized to operate food business in declared physical location	County Public Health Services inspection certificate to operate food business in declared premises

Certificates	Proof/ Certificate of food handling for main kitchen employees and food handlers	Valid County Council medical examination certificate for all food handlers
Hotel star rating	Hotels bidding should have a 3 -star rating (or provide equivalent standard of service in the case of restaurants)	Provide certificate of star rating.

B. QUALIFICATION CRITERIA

QUALIFICATION		
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Self-Attestation Firm
Previous Experience	Minimum 2 contracts of similar nature implemented over the last 2 years with UN Agencies, INGOs, Embassies or Government State Agencies indicating contactable domain email references for verification <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Copies of two contracts/ LPOs / reference letters with contactable domain email addresses for verification
Financial Standing	Minimum average annual turnover of EUR 20.000 for the last 2 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Financial Statements for the past 2 years
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Financial Statements for the past 2 years

ANNEX C
TERMS OF REFERENCE / TECHNICAL SPECIFICATIONS
OUTSIDE CATERING SERVICES

A. About IDLO

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties. IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

B. Condition of Contract and Expected Output

IDLO is looking to establish several Framework Agreements with able and qualified Suppliers. A Framework Agreement is a type of agreement with its terms and conditions under which procurement of goods or services can be effected over a specified period, but which places no obligation on IDLO to order any minimum or maximum quantity.

Each Framework Agreement will have its specified list of services, indicating the upper ceiling price agreed at the ITB stage. The upper ceiling price list (as well as discounted rates, if applicable) are provisional and are intended solely for the purposes of evaluation and comparison of Bids and to determine the upper ceiling limit in the Framework Agreement. The Service Providers cannot go beyond the upper ceiling price.

After entering into a Framework Agreement, IDLO shall place order on a "need basis".

IDLO shall initiate a Secondary Tender to request confirmation from the Supplier on its goods and service availability and prices by email. The Supplier shall confirm by return email within 48 hours (including any applicable discounts).

IDLO shall make award decision based on "lowest priced, most technically acceptable/compliant offer".

The confirmed award shall be in the form of a duly authorized Work Order. The Work Order is IDLO's commitment against Framework Agreements. The Work Order will provide information on

the exact items, its quantities and unit prices (lifted from the Framework Agreement) in addition to other logistic details.

The duration for Framework Agreement(s) is 12 months with an option to extend at the same price, terms and conditions for a second 12-month period subject to satisfactory performance and agreement by both parties.

C. General information

This ITB is for **Outside Catering Services** in Nairobi, Kisumu, Mombasa, Eldoret, Nakuru, Meru, Machakos (extend to Makueni) and their environs.

1. Objective

In order to achieve cost efficiency from economies of scale whilst ensuring outstanding quality of service, IDLO seeks to enter into **Framework Agreement** with outside catering companies/ Restaurants/ Hotels to serve all its outside catering needs in the listed locations and the environs.

2. General Requirements

- The Contractor shall provide outside Catering Services as described in this document when and as requested by IDLO.
- The Contractor shall at all times follow the instruction given by IDLO notwithstanding its obligation to advise IDLO on better options available.
- The Contractor's catering premises must be located in the city or its environs where they intend to provide catering services (for example, if you submit a bid for Catering Services in Kisumu city, the catering premises must be located within that city or its environs)
- The Contractor is expected to conduct due diligence exercise regarding the security background and clearance of staff they dispatch to IDLO or its partners events. The catering company shall be solely liable for any security related incident committed by its employee

3. Payments

- Payments to the Contractor will be processed via bank transfer as applicable within thirty (30) days from the date of receipt of correct invoice.

4. Personnel

- The Contractor shall be fully responsible for all services performed by its employee and shall for this purpose employ qualified, competent and well-trained personnel to perform the services under the framework agreement.
- The Contractor shall take all reasonable measures to ensure that the personnel conform to the highest standards of professional, moral and ethical conduct. IDLO may, at any time, request in writing for the improper performance the withdrawal or replacement of any personnel assigned to perform services under this framework agreement. The contractor shall, at its own cost and expense, withdraw or replace such personnel forthwith. A request by IDLO for withdrawal or replacement of the personnel shall not be deemed a termination of this framework agreement.
- Any employee assigned to IDLO is expected to be well groomed, have all necessary training to handle food, have all valid required health and hygiene clearance certificates, be well dressed in official uniform, have protective gear in line with Ministry of health guidelines on COVID-19 and have a name tag well displayed.

- It is the contractor's responsibility to ensure no employee is dispatched for outside catering assignment if not fit to work

5. Catering Services

- The contractor shall ensure the food is prepared under hygienic conditions by well trained personnel, transported under proper conditions to guarantee it reaches the intended destination while still fresh and uncontaminated.
- Utensils must be presentable and of 3-4-star hotel or equivalent standards.
- Provision of individual disposable sealable lunch boxes and individually packed cutlery shall be availed upon request in case participants need to pack meals. Napkins and tablecloths must be white, clean and free from stains. Replacement tablecloths must always be available on site in case of spillages.
- Salads and fresh juices must be transported under refrigerated conditions to maintain freshness and quality.
- IDLO contact on site shall inspect all food delivered and at his/ her discretion may take a decision to reject food that is not well presented or below expected standards.

6. Price Schedule

The outside catering company is requested to quote for each Lot or category they wish to be considered for in the Price Schedule. Rates must be inclusive of all applicable taxes as well as transport to designated location.

7. Key Performance Indicators and Service Levels Agreements

The contracted Outside Catering Company/ hotel/restaurant shall perform its services and deliver its products in accordance with IDLO prescribed minimum performance standards, which shall also serve as the basis of the annual performance review.

Category	Description	Focus	Standard/Service Level	Meets IDLO minimum requirement
1. Meals	Fit for human consumption	Ability to provide IDLO food that is fit for human consumption, provide food variety as guided on annex C, cater for vegetarian/special needs option upon request and ensure freshness and quality of meals	Zero cases of food poisoning	
2. Employees	Hygiene and professionalism	Ability to provide IDLO with well-groomed and uniformed experienced waiters who are trained on food presentation, food handling as well as able to take meal orders in a professional manner.	Zero complains on personal grooming or service of assigned waiters	

Category	Description	Focus	Standard/Service Level	Meets IDLO minimum requirement
3. Complaints	Feedback on service	Ability to immediately handle and address any complaints that may arise from the quality of food or the service of staff	Immediately	
4. Catering equipment and utensils	Hygiene of equipment and utensils standards	Ability to provide IDLO with clean cutlery, crockery and general equipment to ensure safety of food served in them. Cutlery and crockery must be of acceptable quality standards equivalent to 3-4 star hotel rating	Zero complaints relating to quality standard of utensils or hygiene of equipment	

The **Outside Catering Services** shall be in line with the below specifications. Bidders are advised to submit a bid for either/ all City categories.

Bid submitted in a particular category must respond to all lots within the selected category. Incomplete lots within a category will render the bid invalid.

8. Summary of Services Required:

Category 1: Nairobi City and its environs

Lots	Description
Lot 1	Outside catering breakfast
Lot 2	Outside catering lunch
Lot 3	Outside catering dinner
Lot 4	Outside catering refreshments/ Reception
Lot 5	Hand washing station

Category 2: Mombasa City and its environs

Lots	Description
Lot 1	Outside catering breakfast
Lot 2	Outside catering lunch
Lot 3	Outside catering dinner
Lot 4	Outside catering refreshments/ Reception
Lot 5	Hand washing station

Category 3: Kisumu City and its environs

Lots	Description
Lot 1	Outside catering breakfast
Lot 2	Outside catering lunch

Lot 3	Outside catering dinner
Lot 4	Outside catering refreshments/ Reception
Lot 5	Hand washing station

Category 4: Eldoret and its environs

Lots	Description
Lot 1	Outside catering breakfast
Lot 2	Outside catering lunch
Lot 3	Outside catering dinner
Lot 4	Outside catering refreshments/ Reception
Lot 5	Hand washing station

Category 5: Nakuru and its environs

Lots	Description
Lot 1	Outside catering breakfast
Lot 2	Outside catering lunch
Lot 3	Outside catering dinner
Lot 4	Outside catering refreshments/ Reception
Lot 5	Hand washing station

Category 6: Meru and its environs

Lots	Description
Lot 1	Outside catering breakfast
Lot 2	Outside catering lunch
Lot 3	Outside catering dinner
Lot 4	Outside catering refreshments/ Reception
Lot 5	Hand washing station

Category 7: Machakos and its environs

Lots	Description
Lot 1	Outside catering breakfast
Lot 2	Outside catering lunch
Lot 3	Outside catering dinner
Lot 4	Outside catering refreshments/ Reception
Lot 5	Hand washing station

9. Minimum Requirements per Lot:

LOTS	Description
Lot 1: Outside Catering Breakfast	<p>To include:</p> <ul style="list-style-type: none"> Hot beverages- Instant coffee, brewed coffee, African mixed tea, milk, lactose free milk, sugar, drinking chocolate/cocoa, sugar substitute/artificial sweetener Juices- Two types of tropical fresh juices Pastries- two types of biscuits, refined and whole meal toast, muffins, mini sandwiches, meat (halal) and vegetable samosa Proteins- not limited to eggs, baked beans, beef sausage, bacon

	<ul style="list-style-type: none"> • Carbohydrates- Not limited to sweet potatoes, arrow roots, cassava • Breakfast cereals • Bread spreads- honey, jam, butter, margarine • Two types of tropical fruits • Water
Lot 2: Outside Catering Lunch	<p>Three course meal to include:</p> <ul style="list-style-type: none"> • <u>Starter</u>: Soup and salad (including suitable for vegetarians/special needs), fresh bread rolls • <u>Main Course</u>: (Halal) red meat (beef, lamb), white meat (fish/Seafood and chicken), at least two varieties of season vegetables, at least two varieties of starch • <u>Dessert</u>: Three types of desserts (Ice cream, pudding, cake) and two types of tropical fresh fruits • <u>Cold drinks</u>: Two types of fresh juice, soft drinks, Still or Sparkling Water • <u>Hot beverages</u>: Instant coffee, brewed coffee, African mixed tea, milk, lactose free milk, sugar and sugar substitute/artificial sweetener • <u>Condiments and table dips</u>: not limited to tomato ketchup, chilli, salad dressing
Lot 3: Outside Catering Dinner	<p>Three course meal to include:</p> <ul style="list-style-type: none"> • <u>Starter</u>: Soup and salad (including suitable for vegetarians/special needs), fresh bread rolls • <u>Main Course</u>: (Halal) red meat (beef, lamb), white meat (fish/Seafood and chicken), at least two varieties of season vegetables, at least two varieties of starch • <u>Dessert</u>: Three types of desserts (Ice cream, pudding, cake) and two types of tropical fresh fruits • <u>Cold drinks</u>: Two types of fresh juice, soft drinks, Still or Sparkling Water • <u>Hot beverages</u>: Instant coffee, brewed coffee, African mixed tea, milk, lactose free milk, sugar and sugar substitute/artificial sweetener • <u>Condiments and table dips</u>: not limited to tomato ketchup, chilli, salad dressing
Lot 4: Outside Catering Refreshments/Receptions	<p>To include:</p> <ul style="list-style-type: none"> • Hot beverages- Instant coffee, brewed coffee, African mixed tea, milk, lactose free milk, sugar, drinking chocolate, cocoa, sugar substitute/artificial sweetener • Juices- Two types of tropical fresh juices • Pastries- two types of biscuits, refined and whole meal toast, muffins, mini sandwiches, meat (halal) and vegetable samosa • Six types of finger foods- fish fingers, vegetarian spring rolls, chicken wings etc • Six types of cold non-alcoholic beverages • Two types of tropical fruits • Still and sparkling water

Lot 5: Hand Washing Station	Provision of hand washing stations with running water, antibacterial liquid soap and paper napkins

Note*

In addition to the meals, outside catering package should include 3-4 star hotel standard cutlery, crockery, napkins, table cloth dressing and skirting, tumblers, condiments, wet towels/ antibacterial wet wipes, antibacterial hand wash and handwashing station with running water, sanitizer, uniformed waiters with name tags.

Locations where outside catering shall be provided shall include but not limited to:

1. Nairobi City and its environs
2. Kisumu City and its environs
3. Mombasa City and its environs
4. Eldoret and its environs
5. Nakuru and its environs
6. Meru and its environs
7. Machakos and its environs (extending to Makueni)

Please note that prices/amounts should be quoted in Kenya Shillings, per person in each category as the case may be and MUST be inclusive of all applicable taxes and transport.

**ANNEX D
BID SUBMISSION FORM**

This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide [Goods/ Services] for [INSERT AMOUNT OF MONEY AND CURRENCY] as may be ascertained in accordance with the Price Schedule (Annex F) attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Bid for a period of 90 days from the date fixed for opening of Bids in the Invitation to Bid, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Bid you may receive.

Company/Organization: _____

Name: _____

Title: _____

Date: **Select date**

Signature: _____

Duly authorized to sign this Bid

ANNEX E
BIDDER INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	ITB N_237_2021_KEN		
Legal name of Bidder	[Complete]		
Legal address	[Complete]		
Year of registration	[Complete]		
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert IDLO vendor number]		
Countries of operation	[Complete]		
No. of full-time employees	[Complete]		
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]		
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]		
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Please attach the following documents: As per Annex B – Preliminary Screening Criteria	Valid Certificate of Incorporation/Registration (i) Valid Tax Compliance Certificate (ii) Tax remittance acknowledgement receipt for the last 6 months Valid license for Food and Chemical Substance issued by relevant City County Council Full company profile indicating detailed scope, physical address and contact details Possess in-house catering equipment to include but not limited to refrigerated and thermal storage equipment, transportation trucks, utensils, cutlery and crockery, table dressing, skirting, portable hand washing stations Valid Ministry of Health clearance certificate to operate food business (including during Covid -19 pandemic) County Public Health Services inspection certificate to operate food business in declared premises Valid County Council medical examination certificate for all food handlers		

ANNEX F



PRICE SCHEDULE

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each category.

Bidders are permitted to quote for all categories or selected categories. All lots within a selected category must be quoted for to render the bid as valid.

Category 1: Nairobi City and its environs

Lots	Description	Unit of measure	Unit Price inclusive of all taxes, levy and transport to selected location in Kenya Shillings	
			Lower limit	Upper limit
	Refer to detailed specification on Annex C			
Lot 1	Outside catering breakfast	Per person		
Lot 2	Outside catering lunch	Per person		
Lot 3	Outside catering dinner	Per person		
Lot 4	Outside catering refreshments/ Reception	Per person		
Lot 5	Hand washing station	Per unit		
Must indicate minimum and maximum capacity contractor can cater for	Minimum number: Maximum number:			

Category 2: Mombasa City and its environs

Lots	Description	Unit of measure	Unit Price inclusive of all taxes, levy and transport to selected location in Kenya Shillings	
			Lower limit	Upper limit
	Refer to detailed specification on Annex C			
Lot 1	Outside catering breakfast	Per person		
Lot 2	Outside catering lunch	Per person		
Lot 3	Outside catering dinner	Per person		

Lot 4	Outside catering refreshments/ Reception	Per person		
Lot 5	Hand washing station	Per unit		
Must indicate minimum and maximum capacity contractor can cater for	Minimum number: Maximum number:			

Category 3: Kisumu City and its environs

Lots	Description	Unit of measure	Unit Price inclusive of all taxes, levy and transport to selected location in Kenya Shillings	
			Lower limit	Upper limit
	Refer to detailed specification on Annex C			
Lot 1	Outside catering breakfast	Per person		
Lot 2	Outside catering lunch	Per person		
Lot 3	Outside catering dinner	Per person		
Lot 4	Outside catering refreshments/ Reception	Per person		
Lot 5	Hand washing station	Per unit		
Must indicate minimum and maximum capacity contractor can cater for	Minimum number: Maximum number:			

Category 4: Eldoret and its environs

Lots	Description	Unit of measure	Unit Price inclusive of all taxes, levy and transport to selected location in Kenya Shillings	
			Lower limit	Upper limit
	Refer to detailed specification on Annex C			
Lot 1	Outside catering breakfast	Per person		
Lot 2	Outside catering lunch	Per person		
Lot 3	Outside catering dinner	Per person		
Lot 4	Outside catering refreshments/ Reception	Per person		
Lot 5	Hand washing station	Per unit		
Must indicate minimum and maximum capacity contractor can cater for	Minimum number: Maximum number:			

Category 5: Nakuru and its environs

Lots	Description	Unit of measure	Unit Price inclusive of all taxes, levy and transport to selected location in Kenya Shillings	
			Lower limit	Upper limit
	Refer to detailed specification on Annex C			
Lot 1	Outside catering breakfast	Per person		
Lot 2	Outside catering lunch	Per person		
Lot 3	Outside catering dinner	Per person		
Lot 4	Outside catering refreshments/ Reception	Per person		
Lot 5	Hand washing station	Per unit		
Must indicate minimum and maximum	Minimum number:			

capacity contractor can cater for	Maximum number:
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Category 6: Meru and its environs

Lots	Description	Unit of measure	Unit Price inclusive of all taxes, levy and transport to selected location in Kenya Shillings	
			Lower limit	Upper limit
	Refer to detailed specification on Annex C			
Lot 1	Outside catering breakfast	Per person		
Lot 2	Outside catering lunch	Per person		
Lot 3	Outside catering dinner	Per person		
Lot 4	Outside catering refreshments/ Reception	Per person		
Lot 5	Hand washing station	Per unit		
Must indicate minimum and maximum capacity contractor can cater for	Minimum number: Maximum number:			

Category 7: Machakos and its environs (extending to Makueni)

Lots	Description	Unit of measure	Unit Price inclusive of all taxes, levy and transport to selected location in Kenya Shillings	
			Lower limit	Upper limit
	Refer to detailed specification on annex C			
Lot 1	Outside catering breakfast	Per person		
Lot 2	Outside catering lunch	Per person		
Lot 3	Outside catering dinner	Per person		
Lot 4	Outside catering refreshments/ Reception	Per person		
Lot 5	Hand washing station	Per unit		



Must indicate minimum and maximum capacity contractor can cater for	Minimum number: Maximum number:
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Name, position and signature of the Bidder <hr/> <i>Duly authorised to sign this Bid</i> Date:	Bidder's Stamp
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ANNEX G
IDLO SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement and/or amend the IDLO General Terms and Conditions for the Procurement of Services. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail over those in IDLO General Terms and Conditions for the Procurement of Services.

Place of delivery	Nairobi, Mombasa, Kisumu, Eldoret, Nakuru, Meru and Machakos (extending to Makueni)
Delivery date	The Framework Agreement will be signed for a period of up to 12 months. IDLO is not obliged to use the services provided by the Contractor. IDLO will review the quality of services and deliverables after 12 months of provision of services. Subject to satisfactory performance and agreement by both parties the Framework Agreement may be extended for 12 months. The overall duration of the contract will not exceed 24 months. The prices will remain unchanged during the period of contract implementation.
Payment terms	IDLO will process payment within 30 days after satisfactory receipt of all goods/ provision of services and upon receipt of the complete and correct invoice by the service provider.

ANNEX H
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT

Any proposal submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_august_2020.pdf

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>