



## **TERMS OF REFERENCE FOR NAMPA CAFETERIA**

**Namibia Press Agency (NAMPA) is seeking to enlist the services of a caterer to lease a cafeteria at its new Head Office at the crn of Keller and Eugene Marais Street for a renewable period of 12 months, starting from 01 September 2016.**

### **1. General:**

- The Namibia Press Agency (NAMPA) (hereinafter “Contracting Authority”) requires the services of a competent operator capable of managing a hygienic soft beverages and healthy eating facility at its Office Headquarters in Windhoek.
- Lessee will sell to NAMPA staff members and visitors who will frequent the building.
- NAMPA will provide the restaurant /cafeteria premises and security.
- NAMPA shall provide items such as a fridge, furniture while the lessor provides personnel to man the cafeteria and coffee dispenser and, micro wave oven.
- The lessee will be responsible for ordering, purchasing and transporting all food items to be served.
- The lessee will be responsible for cleaning the outside area, populating the area with furniture and ensuring that the area is properly screened off.
- The lessee shall be responsible for providing all necessary services to established food-handling standards, which shall include but not be limited, to aspects such as cleaning and segregating wet swill from garbage, as well as the disposal thereof.

### **2. Restaurant/Cafeteria Service:**

- The lessee is to provide a range of a’la carte menus, a ‘Daily Menu” and assorted sandwiches (can be toasted), pastries, cakes, pies, toast, fresh fruits, ice cream, coffee, tea etc.

### **3. Food and beverages**

- Food and beverages served in the seating area are to be served in china/glass receptacles, whereas plastic may be used for any take away, including office delivery services (outside peak hour 1200-1300 hours).
- All items not for immediate consumption are to be marked with production and expiry date. All expired food is to be disposed of immediately in a hygienic and environmentally-friendly manner.

### **4. Operation of Restaurant /Cafeteria Service:**

The cafeteria service should operate as follows:

Monday	to	08:00 – 18:30
Thursday		
Friday		08:00 – 17:00

- Above hours may be changed with the expressed agreement of both parties. Services may be required during some national/international public holidays. In this case, the lessee shall be duly notified in advance by the Contracting Authority.

### **4. Sanitation**

- Cleaning of the Restaurant/Cafeteria facilities are the sole responsibility of the lessee. The lessee must furnish all cleaning supplies required for the cleaning of the areas under his control.
- All cleaning/service of dining area and equipment must be completed no later than the start of each scheduled meal period and prior to the closing of the dining facility at the end of the day's operation. General cleaning must not be performed during scheduled meal serving periods.
- The lessee is to sweep, scrub and mop the floors at least twice daily. Tables in the dining facility are to be cleaned after each use including change of soiled tablecloths etc. Counters, kitchen equipment and kitchen walls are to be cleaned daily after use. All working surfaces are to be scrubbed and sanitized after each use and between preparing different products.
- The lessee is responsible for the cleaning of windows, lights, walls, sills, chairs, doors and doorframes on regular fortnightly basis.
- The lessee is responsible for the segregation of rubbish (wet from dry) and its correct disposal in the appointed areas. Waste food (wet swill) is not to be thrown out with the rubbish, but to be disposed of in an environmentally safe manner at the Contractors expense.

- Drains and gullies are to be kept clear and the appropriate covers replacing after cleaning. Used cooking oil must not be dumped into the toilets or in the drainage system.
- Lessee personnel must wash their hands upon reporting for work, after eating, smoking, using the lavatory and handling cash.

## 5. **KEY DELIVERABLES/OUTPUTS**

- Layout, purchase and installation of necessary equipment and food counters.  
NB: There won't be cooked meals, hence there won't be an electrical stove or cooker.
- To provide cold drinks, snacks, fresh food, ice cream and other desserts that are wholesome and of good quality and fit for human consumption.
- To provide food warmers, hot and cold dispensers and storage for a selection of frozen items.
- Manage the cafeteria on a daily basis, including ordering, stocking as well as quality control checks right from the receipt of ordered perishables right through the preparation process.
- The Caterer shall abide by the health laws and regulations relating to the preparation and sale of food and maintain the necessary licenses and food handler's certificates from the Public Health Department and City Council.
- The Caterer shall keep the canteen clean and in a hygienic condition using only environmentally safe products.
- The Caterer shall not do or cause to be done anything that will damage the facilities, premises, nor make any structural alterations without the prior approval of NAMPA Management . The Caterer shall be responsible for all damage or losses to the said facilities or premises and shall be liable to make good any such loss or damage excepting those due to reasonable use and wear and tear or caused by natural disasters.
- The Caterer shall provide required staff for the proper carrying out of the operations at its own expense and such staff will be experienced and shall at all times be properly and neatly dressed.
- The dealings of the Caterer with the NAMPA Staff and its guests shall be courteous at all times.
- Maintain the perishables stock on a daily basis and keep abreast with expiry dates.
- Overall management of cafeteria assistants.

- Ensure preparation of food and presentation
- Ensure an effective accounting standard is maintained for receipt of cash sales.
- Responsible for pricing of both food stuff and beverage and all cash receipts.
- Ensure the cafeteria is always replete with both food and beverage stock at all times.
- Ensure that food and beverages are sold to staff members within their sell-by dates.
- Maintain an all-round hygiene approach in the cafeteria and within its environs.
- The Caterer shall at all times have general liability insurance coverage.
- Have a strong grasp of interpersonal relationships and customer care in order to serve staff and attend to all their needs in a friendly an efficient manner.
- Meals would be provided between the hours of 9:00 hours and conclude at 15:00 hours daily Monday to Friday unless otherwise indicated by NAMPA Management.

## **7. Project management**

NAMPA property committee will be responsible for management and coordination for the lease service. Finance will invoice the lessee on a monthly basis.

## **8. Requirements**

The prospective service provided shall have the necessary licenses and food handler's certificates from the Public Health Department and City Council. Staff provided by the Caterer must also have the necessary food handler's certificates from the Public Health Department and City Council.

## **9. Payment**

Available space 31 square meter, price per square N\$180 x 31 square meter = N\$5580,00 per month. The successful lessee is expected to pay a deposit of N\$5580 which is equivalent to a one month instalment.