



**CONFIDENTIAL**

**NMB BANK PLC  
("NMB BANK PLC")**

**REQUEST FOR PROPOSAL  
("RFP")**

**'PROVISION OF CATERING SERVICES FOR NMB BANK PLC HEAD OFFICE STAFF CANTEEN FOR THE YEAR 2022/2024'**

The content of this document is strictly confidential. You are authorized to use this document only in preparing a response to NMB BANK PLC Request for Proposal **"PROVISION OF CATERING SERVICES FOR NMB BANK PLC HQ STAFF CANTEEN FOR THE YEAR 2022/2024"**

It is forbidden to make copies of this document without the express written permission of the REQUESTOR. The content remains the property of NMB BANK PLC. This document, together with all such copies, should be returned to NMB BANK PLC together with your Proposal. Should you decide not to submit a Proposal, this document should be returned to NMB BANK PLC not later than the closing date for the submission of the Proposal.

The address of the Requestor is:

**SECRETARY  
NMB BANK PLC. MANAGEMENT TENDER COMMITTEE,  
NMB HEAD OFFICE,  
Ohio/Ali Hassan Mwinyi Road, PO Box 9213,  
Dar es Salaam, Tanzania.**

**Telephone: +255222322265, Telefax: +255 22 2321361**

*Please escalate your concerns confidentially about any unacceptable practices by any Bank staff involved in this tender process through the following channels:*

*NMB's Postal Address: Attn. to CEO [envelope marked "strictly private and confidential"] Toll Free Phone Numbers: 0658 / 0779 / 0685 / 0800 751 000 Email Address: [whistleblowing@nmbtz.com](mailto:whistleblowing@nmbtz.com) NMB Website: [www.nmbbank.co.tz](http://www.nmbbank.co.tz) [then select the Whistle Blowing Section.*

## 1 THE REQUEST

### 1.1 Invitation

You, your company are hereby invited to submit a Proposal for **“PROVISION OF CATERING SERVICES FOR NMB BANK PLC HEAD OFFICE STAFF CANTEEN FOR THE YEAR 2022/2024.”** NMB BANK PLC will use this Proposal as a basis for a decision regarding the award of **“PROVISION OF CATERING SERVICES FOR NMB BANK PLC HEAD OFFICE STAFF CANTEEN FOR THE YEAR 2022/2024.”**

Accepted	Not Accepted

### 1.2 Schedule for decision making

The closing time and date for written Proposals is on **Tuesday 21<sup>st</sup> December 2021 at 1500 hours**, by which time your Proposal must be sealed with wax and deposited at the TENDER BOX located on ground floor NMB BANK PLC, near the reception desk of Head office, at junction of Ohio/Ali Hassan Mwinyi Streets. OR you can send your proposal by courier. The proposal to be marked on top of the envelope: **PROPOSAL FOR PROVISION OF CATERING SERVICES FOR NMB BANK PLC HEAD OFFICE STAFF CANTEEN FOR THE YEAR 2022/2024**. NMB BANK PLC shall be entitled to reject any proposal received after the due date and time.

Accepted	Not Accepted

### 1.3 Disclosure of reasons

NMB BANK PLC reserves the right not to disclose any of its reasons for the taking of decisions resulting from this Request for Proposal.

Accepted	Not Accepted

### 1.4 Completeness of Proposal

You are specifically required, in your Proposal, to respond in writing to each of the points of Sections of this Request for Proposal, in this sequence and with retention of this numbering system. Your responses could consist of "Accepted" or "Not Accepted", together with an associated or supporting statement where appropriate. You are also required in your Proposal to respond in writing to each of the points of Section 3, and 4, of this Request for Proposal, in this sequence and with retention of the numbering system.

Accepted	Not Accepted

### 1.5 Language

You are requested to submit your Proposal in English.

Accepted	Not Accepted

### 1.6 Number of copies

You are requested to submit two complete sets of your Proposal, together with two sets of all supporting documentation.

Accepted	Not Accepted

**1.7 Format of Proposal and Tendering Process**

You are requested to submit your Proposal in A4 format, with printing on one side of a page only. The format is provided in section 3 of this RFP.

Accepted	Not Accepted

**1.8 Misrepresentation**

NMB BANK PLC, decision-making process, will to a large extent be reliant upon the information supplied by you. Should it be found that aspects of such information are incomplete, untrue or misleading, NMB BANK PLC reserves the right to terminate negotiations with you.

Accepted	Not Accepted

**1.9 Access to NMB BANK PLC**

You may require access to persons, departments, or building of NMB BANK PLC in order to acquire further information for the preparation of your response to this Request for Proposal. You are requested to arrange such appointments through the office of the Requestor.

Accepted	Not Accepted

**1.10 Completeness of Proposal**

You are expected to provide to NMB BANK PLC an accurate and complete Proposal as requested in more detail hereunder. Should you find the said requests incomplete or ambiguous, and then the onus rests upon you to obtain clarification from the Requestor.

You are expected to make an unequivocal statement to this effect in your Proposal, since NMB BANK PLC will require that such an undertaking be included in any contractual agreement, which may result from the selection process.

Accepted	Not Accepted

**1.11 RFP Official Contact**

Upon release of this RFP, all supplier communications concerning this Proposal request should be directed to the RFP Requestor. Unauthorised contact regarding this RFP with other NMB BANK PLC employees may result in disqualification. Any oral communications will be considered unofficial and non-binding to NMB BANK PLC. You are to rely only on written statements issued by the RFP Requestor.

Accepted	Not Accepted

**1.12 Influencing**

It is specifically brought to your attention that any attempts at influencing NMB BANK PLC decision-making process outside of the Tender Committee responsible, may lead to disqualification.

Accepted	Not Accepted

**1.13 Costs and Selection**

All costs incurred by you in preparing the Proposal and providing any additional information to NMB BANK PLC, shall be borne by you. The issuance of this RFP does not obligate NMB BANK PLC to accept any of the resulting Proposals.

NMB BANK PLC makes no commitments, implied or otherwise, that this RFP process will result in a business transaction with one or more of the suppliers.

Accepted	Not Accepted

#### 1.14 Contracts

Please attach to the end of your Proposal a copy of your standard contract and support SLA for NMB BANK PLC's review. NMB BANK PLC reserves the right to draft the Memorandum of Agreement.

Accepted	Not Accepted

#### 1.15 RFP Responses

NMB BANK PLC is not under any obligation to search for clarification through additional or unformatted information submitted as a supplement to the formatted response. Where a proposal contains conflicting information, NMB BANK PLC at its option may either request clarification or may consider the information unresponsive.

Accepted	Not Accepted

#### 1.16 Site Visit

The visit is meant to ensure that all respondents get and in-depth knowledge of the scope that has been described in this RFP and better understanding of our kitchen equipment. Site visit will be on **Wednesday 8<sup>th</sup> Dec 2021 at 03:00pm – 05:00 pm NMB Head Office Building 2<sup>nd</sup> floor Ohio Street / Ali Hassan Mwinyi Road.**

#### 1.17 Validity of Tenders

Tenders shall remain valid for 90 days after date of tender opening prescribed above. A tender valid for a shorter period shall be rejected by the Procuring entity as nonresponsive.

Accepted	Not Accepted

#### 1.18 Payment Conditions

NMB Bank Plc. prefers to pay all its local registered vendors through Bank transfer to their NMB Account. Therefore we are encouraging vendors to open account with the Bank to facilitate payment process. Local Vendors who are maintaining Bank Account with NMB Bank will be given added advantage in the selection process.

Accepted	Not Accepted

## 2. STATEMENT OF REQUIREMENT

### 2.1 Overview

The NMB BANK PLC. Is intending to procure vendor to run its staff Canteen located at Head Office and catering services for our training centre- NMB Academy located at Paloma Park plot no.23 Ursino estate along Bagamoyo road Kinondoni Municipality. The Catering Company will be required to serve head office staff who are more than 700 for both breakfast and lunch and cater for conferences that will be taking place at NMB Academy.

This is an all-inclusive canteen and catering service providing basic meals (breakfast and lunch) non-alcoholic drinks and snacks on a daily basis from Monday to Friday to NMB Bank Staff and service providers for the building.

The service provider shall operate and manage the canteen on full risk basis. No management fee will be payable by NMB Bank for the food purchased by staff i.e. NMB staff pays directly to service provided to receive the service (Lunch/breakfast).

The Bank will provide/or make available electricity, water, refrigeration, other equipment and the space for running the canteen.

### 2.2 Key Criteria for Selection:

In order to achieve the objectives of the assignment, the Catering Company will be expected to take complete responsibility for all the activities as required in provision of catering services. The proposal should contain *inter-alia*; a complete description and explanation of the proposed methodology for the Catering Services offered, staffing capability, and allocated senior chef and any other resources that the Catering Company will make available to execute the services and achieve its objective.

Below are the key evaluation criteria:-

<b>PRELIMINARY</b>	TFDA/TBS Certification for providing catering services
	Valid Business License
	Certificate of Incorporation
	TIN & VAT Registration certificates
	Physical Office Address
	Power of Attorney
	Litigation Statement
<b>DETAILED</b>	
<b>Experience</b>	A brief description of the firm's organization and an outline of recent experience on assignments of a similar nature company with more or less size like NMB BANK PLC at least three (3)
	A list of your current clients that you are providing the catering services for reference

	Reference letters (at least three (3)) from the companies you have provided services
<b>Management/Operational</b>	Business Operation module
	A clear demonstration on the usage and management of sophisticated kitchen equipment
	Provide a plan for which plates, cups, cutlery, and other kitchen utensils will be replaced with the new ones to avoid the use of dented items
	Management structure for this work and Staffing Plan including C.V. of key staff to be assigned for this project
	Quality assurance on food, service, and hygiene
	Provide Medical examination certificates for all kitchen staff as required by OSHA
	A detailed proposal/suggestions on queue management during lunch and peak hours
	Implementation plan/Methodology to include the following:- -Proposed menu types and options -Proposed Menu Cycles -List of main suppliers -Equipment to run operation -Settling Plan -High level food safety plan -Proposed cleaning schedule detailing cleaning of kitchen area and equipment using ECOLAB or similar organization approved cleaning chemicals -High level waste management plan -High level risk (related to catering services) plan
<b>FINANCIAL</b>	The pricing proposal based on the format provided in section 5 of this RFP

### 2.3 Staff Population and Kitchen operation

More than 700 staff occupy the building. The kitchen and the canteen in general are expected to be operating from 0630hrs to 0800hrs for breakfast and from 1200hrs to 1400hrs for lunch. Therefore, the caterer needs to have the capacity of serving minimum 500 staff for about two hours for breakfast and two hours for lunch (The canteen can accommodate 350 people at once).

The caterer will also be required to provide catering service to our training centre (NMB Academy) at Paloma Park plot no.23 Ursino estate along Bagamoyo road Kinondoni Municipality and at Head office minor events such as training and conferences. This will require a conference package for all day and in some instances lunch package (please see the pricing section 5 of this RFP)

### 2.5 Service standards and obligations

- Service is required Monday to Friday throughout the year, except on Public Holidays.
- Service must be prompt, friendly and efficient, recognising the needs and circumstances of the customer.

- c. Provide different menu varied on a regular basis, halaal and vegetarian alternatives should also be taken into consideration when preparing the meals;
- d. Quality and variety of hot and cold drinks (excluding alcoholic beverages), ensure that quality of food prepared adheres to the acceptable food industry standards and is prepared in a clean and hygienic manner in accordance with all health and safety regulations;
- e. Provide catering service for internal meetings including NMB Academy and ad-hoc functions on request. However, this will not prohibit NMB Bank for making use of external service providers for catering services relating to internal meetings and other functions happening in the building;
- f. It is essential that the service provider is flexible and responsive to the service needs by the Bank and staff. Changes may be required at relatively short notice.
- g. General cleanliness of the canteen includes provision of detergents and other cleaning utensils as per ECOLAB or equivalent standards.
- h. Daily, Weekly and monthly thorough cleaning of the canteen
- i. Replacing/repairing damaged NMB BANK PLC bank equipment and kitchen utensils due to negligence.
- j. The service provider is expected to provide good quality/presentable utensils/equipment not limited to the following: -
  - Tablecloths
  - Trays
  - Dinner Plates
  - Soup Plates
  - Dessert Plates
  - Cutlery ( Tea Spoons, Desert Spoons, Folks, Table Knives, Soup Spoons)
  - Flower Vases
  - Water Jugs
  - Tea Urn
  - Pressing Iron
  - Service Dishes
  - Salt Cellars/Pepper Cellars
  - Water Glasses
  - Sauce Pans
  - Salamander – for grilling
  - Chaffing Dishes
  - Serving Spoons
  - Mixing Bowls
  - Graters
  - Chopping Boards
  - Serviettes (Napkins)- cloth and paper
  - Tilt Pan
  - Steaming Pots
  - Mixer
  - Juicer/blender
  - Kitchen Utensils
  - Any other equipment that may deem necessary for provision of the service.

### 3. COMMERCIAL REQUIREMENT

#### 3.1 Capability

3.1.1 Please indicate where you have fulfilled (three) similar nature of work and has been successfully completed or ongoing projects of a similar nature, type, scale and / or complexity before where the Bank would obtain references?

3.1.2 If you have, how would you classify your performance? What problems arose, and how will they be avoided on this contract?

3.1.3 Provide at least three references from current clients who have similar arrangements relating to **(Provision of Catering Services)**

3.1.4

	Reference Number 1	Reference Number 2	Reference Number 3
Client			
Contact's Title			
Phone			

3.1.5 What do you believe are your firm's strengths? What do you believe are the challenges you face?

3.1.6 Please describe the 3 most recent customer complaints and how you resolved them?

3.1.7 Briefly describe your interest in this contract and what factors makes you the best vendor in your opinion (include here any information or material you want NMB BANK PLC to take into consideration while evaluating your ability to perform this contract).

3.1.8 Explain your ability to perform proposed functions using current facilities or the need to make additional Investment on facilities.

3.1.9 Explain on whether the use of other parties or subcontractors by the third party would be recommended in your proposal.

3.1.10 Explain the Scope of your internal controls on the operations, data security and privacy protections and audit coverage

3.1.11 Give details on knowledge of relevant consumer protection and regulations that is applicable in your procedures

#### 3.2 Service Provisioning and Management

3.2.1 Please describe your proposed management structure for the NMB BANK PLC Contract

3.2.2 Please describe your proposed staffing plans in respect of the NMB BANK PLC Contract

#### 3.3 Quality Process

3.3.1 Please provide details of any quality assurance certification that your company holds e.g. ISO 9000 or equivalent standard related to provision of catering services. Please include a copy of any certificate. If no accreditation held, please attach an outline of your quality assurance policy.

3.3.2 Please describe your solution delivery and management methodology/framework for this assignment

#### 3.4 Supplier Organisation

3.4.1 Provide a complete description of all third parties / consortia members to this tender, i.e. foreign supplier, local suppliers and or agencies involved in this bid (e.g. food/ingredients suppliers).

3.4.2 Clarify how third parties (food/ingredients suppliers) / consortia members will be organised and managed?



3.4.3 Identify which part of the product / service each third party / consortia member will deliver (if any): N/A

Names of third party / consortia members (if any)	Total % Purchases	Local / foreign purchases

3.4.4 Describe how you will manage third parties / consortia members in the supply chain?

3.4.5 How will you manage your supplier's (food/ingredients vendors) performance?

3.4.6 Please indicate whether third parties / consortia members have worked together before and give details.

3.4.7 Describe your business continuity strategy.

## 4 SUPPLIER SPECIFIC INFORMATION

### 4.1 Vendor Background

Unless instructed otherwise, when answering questions in this Section, please give details, which specifically relate to your Company and not to the whole of the group if your Company forms part of that group.

4.1.1 Please describe the vendor's background, including how long it has been in business.

Date of Incorporation:	
Country of Registration:	
Registration Number:	
Vat Registration Number:	

4.1.2 Are there any current directors serving on boards of other organisations?

Names of Directors	Name of organisation

4.1.3 A detailed organ gram, disclosing all related holding companies, subsidiaries and associates clearly showing the respective shareholding

### 4.2 Annual Reports and Financial Data

Unless instructed otherwise, when answering questions in this Section, please give details, which specifically relate to your Company and not to the whole of the group if your Company forms part of that group.

4.2.2 Characterise your company's financial performance for the last three years.

4.2.3 Furnish balance sheets/financial statements for the last three years.

4.2.4 Include your company's annual report to shareholders for the last two years with your RFP Response.

4.2.5 Specify whether there are any pending or threatened claims that could affect your financial standing. Provide details of attorney's and legal advisors as well as confirmation letters from such attorney's about the existence or non-existence of any pending litigation.

4.2.6 **Please furnish the professional indemnity cover for handling and operating the Bank Kitchen Equipment.**

### 4.3 Declaration of Interest

4.3.2 Has any Director, Partner, Associate, Company Secretary, Senior Manager or Manager in your organisation been employed by NMB BANK PLC? If YES, please give details.

4.3.3 Does any Director, Partner, Associate, Company Secretary, Senior Manager, Manager, or any person connected or have any relationship (family, friend, other) with a person employed in the department concerned with the administration of this RFP and/or any person who may be involved with the evaluation or adjudication of this RFP? If YES, please give details

## 5. FINANCIAL PROPOSAL/PRICING

- a. The Financial Proposal should stipulate the different menus with prices considering the Catering Company will not be required to pay for any rent, electricity bills, water bill and kitchen equipment. The Catering Company will only be required provide the necessary kitchen utensils mentioned above. All prices and costs should be in local currency components.
- b. You are required to submit your pricing model proposal, the pricing arrangement needs to be in package of food items ranging from starch, protein, veggies salad and buffet options. Example of menu has been provided below feel free to add any additional from the ones provided. The mode of payment in which the staff will be paying for the catering services may be cash or MasterCard/Visa or through NMB Klik on point of sales (You will be required to be registered as a merchant for NMB to facilitate payments via Card and Scan to pay).

Your financial proposal should be following the format below: -

FINANCIAL PROPOSAL FORMAT		
NMB HEAD OFFICE CANTEEN (PAYMENT DONE BY CONSUMER - STAFF)		
	UNIT	PRICE INCLUSIVE OF ALL TAXES
<b>BREAKFAST</b>		
Hot Drinks (Tea, milk, coffee, etc) (Price per cup)	per cup	
Soft Drinks/Beverages (Fresh Juice, Sodas etc)	per Glass/bottle	
Live made smoothies	per glass	
Soups, uji, mtori, etc	Per Bowl	
Eggs (fried, boiled, Spanish etc)	per plate	
Pastry (maandazi, chapati, mkate, samosa, etc)	per pc	
Fruits	per fruit	
Fruit salad	per plate	
Etc...		
Note:- Butter, sugar, Jam, Honey, ginger, lemon etc should not be charged if the above have been paid for		
<b>LUNCH</b>		
Provide an option of different plates served with starch, protein, and vegetables		
Provide an option of a mini and full buffet option		
Provide options for Healthy foods available and their prices per plate		
A full Healthy Salad Plate		
Seasonal fruits		

<b>EVENTS TO CATER INCLUDING NMB ACADEMY (PAYMENT DONE BY NMB BANK)</b>	<b>UNIT</b>	<b>PRICE INCLUSIVE OF ALL TAXES</b>
Full conference package (Breakfast, Lunch and Evening Tea)		
Lunch Buffet Package		
Breakfast Buffet Package		
Snacks Package		

**NOTE: PRICES QUOTED SHOULD BE VALID FOR A PERIOD OF TWO YEAR WITHOUT ANY CHANGES (FIXED PRICES THROUGHOUT THE CONTRACT PERIOD)**

Menu Sample Proposal (Not limited to the following)

**1. Breakfast Menu Proposal**

Item	Options
Juice (Daily selection of two of the following or any other available fruits)	Orange Mango Passion Pineapple Guava Fruit Cocktail Water Melon Mixed Fruits
Smoothie (Live preparation of smoothies for both breakfast and lunch)	Beetroot Mango Water mellon Cucumber Avocado Pinapple Carrots Apples
<b>Fruits</b> (Daily selection of two of the following or any other fruit available)	Pineapple Pawpaw Bananas Oranges Watermelon Mango Avocado Tango
<b>Cereals</b> (Daily selection of two of the following)	Corn Flakes Coco Pops Rice Crispies Fruit Loops Porridge
<b>Pastry</b> (Daily selection of four of the following)	Croissant Muffin Scones Normal bread and brown bread Doughnut Mandazi Vitumbua Chapati Pancakes Waffles Toasted Bread Samosa Kabab

<b>Preservatives</b> (Daily selection of four of the following)	Strawberry Jam Marmalade Honey Maple Syrup Chocolate Syrup Butter Plain Yogurt Fruit Yogurt
<b>Egg Station</b> (all available daily)	Plain boiled Eggs Plain Omlette Spanish Omlette Masala Omlette Fried Eggs Scrambled Eggs
<b>Hot Drinks Station</b>	Normal Tea Masalla Tea Milk Tea Normal Coffee Cappuccino Hot Chocolate
<b>Soups Station</b>	Beef Soup Chicken Soup Fish Soup Mtori Pumpkin/butternut soup Tomato soup Vegetable soup

## 2. Lunch Menu Proposal

Item	Options
<b>Juice</b> (daily selection of two of the following)	Orange Mango Passion Pineapple Guava Fruit Cocktail
<b>Fruits</b> (Daily selection of three of the following)	Pineapple Pawpaw Bananas Oranges Watermelon Mango Avocado Tango
<b>Mchemsho</b> (Daily selection of three of the following)	Chicken soup Vegetable soup Meat soup Utumbo soup Pumpkin soup Mtori
<b>Salads</b> (Daily selection of three of the following)	Kachumbari Salad Coleslaw Salad Mixed Green Salad- Plain

	Beef and Pepper Salad Chicken Caesar salad Potatoes Mayonnaise Salad Greek Salad
<b>Starch</b> (Daily selection of eight from the following)	Sautéed potatoes Plain Chips Casava Chips Kachori Tambi Fried bananas Mashed potatoes Stir fry vegetable Chips Mayai Chips Nyama Makaroni mboga Makaroni nyama Makaroni samaki Ndizi Wali Ugali- Wa sembe, donna na muhugo. Pilau <b>with choice of dagaa, beef or mbogamboga</b>
<b>Meat, Poultry, Fish</b> (Daily selection of ten of the following)	Deep fried Fish Grilled Fish Steamed Fish Roast Chicken Kababu Beef mishkaki Chicken Mishkaki Fish Mishkaki Supu Ng'ombe Supu Kuku Fried pork Beef Stew Chicken stew Fish stew
<b>Desserts</b>	Black Forest Cake Chocolate Cake Carrot Cake Cream Caramel Selection of Ice cream Rice pudding Cookies and biscuits
<b>Healthy Section</b>	Healthy Vegetables Grilled Fish Grilled Chicken Mchemsho Steamed rice etc