



Call for Expressions of Interest

Service provider for staff canteen services

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1 Scope of Service

1.1 Expression of interest (EOI)

Duly registered Service providers in the food industry are expected to provide their interest in running 2 canteens of MauBank Ltd at Ebene. The locations shall be as follows:

1. MauBank Head Office, 25, Bank Street, Cybercity, Ebene
2. MauBank, Sub Office, 2nd floor, Bramer House, Ebene

1.2 Site Visit

Duly registered Service Providers in the food industry, willing to carry out site visits at both locations are advised to contact the facilities team through e-mail Facilities_Management@maubank.mu at least 2 working days prior to the site visit. Site visits will be carried out from 8th to 11th August 2022, inclusive (between 10am and noon).

1.3 Trial Period

Shortlisted service providers will be invited to give a trial of maximum period of 2 weeks and propose their services as per the menu list submitted for the EOI.

2 Scope of Service

2.1 The service provider will operate the canteen from **08h00 to 16h30** on a daily basis during working days from Monday to Friday at the Head and Sub Offices, in Ebene. It may happen that in the advent of corporate events being organized by the bank, their services are solicited as the in-house service provider.

2.2 Service Providers should ensure that healthy and balanced diet meals are provided and served for;

- Breakfast from 08h30 to 09h30;
- Lunch from 11h00 to 14h00
- Tea Break from 14h30 to 15h30

3 Service Objectives:

3.1 Prepare food of good quality and ensure that sound catering practices are adopted to the satisfaction of the Bank; according to the Hazard Analysis Critical Control Point (HACCP) in practice in Mauritius and all on site personnel should possess a Food Handler's Certificate which is valid at the time of proposal and should be updated as required by the Mauritian law.

3.2 Prepared food is varied and acceptable to all staff, with menus adjusted to ensure the service objective is achieved;



- 3.3** Canteen users should have sufficient varieties and choices of nutritionally well- balanced food, and an adequate range and balance of dishes, including vegetarian meals.
- 3.4** Food stock used shall be fresh at all times;
- 3.5** The catering equipment is left clean and in good working order at all times; Bank reserve the right for fitness certification from the service providers for the equipment earmarked to be installed at the Bank's premises.
- 3.6** Standard of cleaning and hygiene are maintained at all times, which shall be inspected by the Bank's representative at regular intervals without providing any notice:
- 3.7** No food that has become out of date or has perished shall be held in stock or used for food preparation;
- 3.8** A convenient and speedy service with adequate resources provided by the Service Provider to prepare/serve food.

A committee shall review the Service Objectives together with the Selected Service Provider from time to time (and/or as regularly required). Any hanging points should be corrected with immediate effect or else bank shall apply strict measures to Service Providers.

4 Food Service

- 4.1** The canteen services are for Bank's staff only;
- 4.2** There are approximately 200 staff at each location. The Service Provider should make canteen services provision for both premises.
- 4.3** Food shall be dispensed with the assistance from the Service Provider's staff
- 4.4** Senior Management shall be served upon request on Level 6 at Head Office or on any other floors in Head Office or Sub Office, as and when required. The menu available shall be same as that available for staff although a separate menu may be required upon request;
- 4.5** Meals shall be transported and served while also ensuring the meals remain warm and all food safety norms are followed as per prevailing laws of Mauritius.
- 4.6** All food service should be done in proper packaging/ boxing or like made of paper. No plastic materials shall be accepted as per law in force.
- 4.7** Bank should be advised in writing of any change in personnel at least two days prior to the event; Disposal of food materials, equipment, boxing/ packaging and all wastes emanating from the food service provider



should be disposed at the cost of the service provider. The bank at no cost shall be responsible for the disposal of the mentioned wastes.

A written methodology to maintain the above food service shall be required from at the time of the EOI.

5 The communication with the Bank's employees

- 5.1** All communication with the Bank's employees and all staff dealing with the Canteen Service Provider should be cordial and in order. Should the bank get any formal report, necessary actions shall be taken with immediate effect.
- 5.2** The menu list should be sent 1 week in advance to the designated person (to be communicated by the Bank post award).
- 5.3** The use of internet at the Bank's premises shall not be allowed and any misuse of the bank's facilities may entail compliance issues.

6 Provision should be made whenever the needs arises for the supply of:

- 6.1** Evening meals for staff working late as per request;
- 6.2** Meals outside working hours.

The Service Provider will be advised during the course of the day and will be for a minimum of 10 dishes.

7 Special function

- 7.1** The Bank may host official function and special events from time to time. For these particular events, the Bank may require snacks, hors d'oeuvres or four-course meal with self-service or assistance service within the canteen area and/or any other location decided by the Bank.
- 7.2** The Bank shall provide the Service provider appropriate notice of these functions and indicate the number of invitees to be catered for.
- 7.3** The fees for providing such service will be agreed between the Bank and the Service Provider prior to the function and the Bank reserves the right not to make use of the service of the canteen without providing any justification.



8 Cyclone

- 8.1** During periods of cyclonic conditions, at class warning 3, complete meals (lunch and dinner) will have to be prepared for a minimum of 8 persons. Food shall be collected by Bank's representatives at the Service Providers' place. The meal shall be suitable for microwave heating.
(The fees for this service shall be similar to the main course meal fees provided in canteens at both premises).

9 Kitchen and Equipment/Accessories provided at Head Office by the Bank

This is the main area where all food for the staff canteen are prepared and served. It contains:

- 9.1** Comprehensive catering equipment capable of serving meals for 150 heads;
- 9.2** Hot and cold server counters with assisted service;
- 9.3** Seating area of approximate 70 persons;
- 9.4** Water, soft drinks and coffee dispensers.
- 9.5** Any damage to Bank's Kitchen equipment through misuse should be replaced/refunded by Service Provider within 5 days.

10 Kitchen and Equipment/Accessories provided at Sub Office by the Bank

This is the main area where all food for the staff canteen are served. Cooking & frying is not allowed in the Sub Office canteen. However, Service Provider may make use of Panini maker or hot pot to prepare food requiring such equipment. Canteen provided at Sub Office comprehends: Comprehensive catering equipment capable of serving meals for 150 heads;

- 10.1** Hot server counter with assisted service;
- 10.2** Seating area of approximate 50 persons;
- 10.3** Water, soft drinks and coffee dispensers.
- 10.4** Any damage to Bank's kitchen equipment through misuse should be replaced/refunded by Service Provider within 5 days.



11 Access to the canteen

Head Office:

- 11.1** The Service Provider's staff should register themselves with the Security at the lobby to get access to the building on a daily basis. Service Provider's pass will be delivered to the staff and must be displayed at all times. Same should be returned back to the Security at the time of leaving the premise.
- 11.2** Delivery of food and other foodstuff should be done using the delivery bay which is found at the back of the premise. Staircase should be used to access the canteen. The Service Provider should inform the security each time the door on the ground floor is being opened as this will trigger the security alarm.
- 11.3** The Service Provider will not be allowed to use the front lobby lift for transportation of food, foodstuff and other utensils.
- 11.4** Access to the canteen preparation area will be restricted to the Service Provider only. However, the Bank reserves the right to perform regular checks by any officer in the Facilities Team, Health & Safety Team or any designated person from the Bank.

Sub Office:

- 11.5.1** Service Provider will have access to the delivery bay in basement parking and shall use the lifts to carry food to the canteen.
- 11.5.2** Delivery of food and other foodstuff should be done using the delivery bay which is found at the back of the premise. Staircase should be used to access the canteen. The Service Provider should inform the security each time the door on the ground floor is being opened as this will trigger the security alarm.

12 Equipment

- 12.1** The Bank will provide necessary catering equipment, accessories and utensils for the required service (See Annex 1);
- 12.2** It will be incumbent on the Service Provider to inspect all equipment and accessories within the first 5 days of the allocation of the contract to identify and bring to the attention of the Bank any defects, which would affect the performance of the catering service. Defects identified after the period will be considered as the responsibility of the Service Provider;
- 12.3** Upon termination of the contract a similar inventory will be carried out in the presence of the Service Provider;

- 12.4** The Service Provider shall be responsible for the operations and daily cleaning of the catering equipment. Any damage to the said equipment caused by any Service Provider's staff shall be at the cost of the Service Provider;
- 12.5** The Service Provider shall not carry out any repair or alteration to the equipment and shall refer all such matters the Bank's Facilities Management Division;
- 12.6** Bank will provide suitable facilities for storage of goods for use in the canteen, cloakroom and other relevant facilities required for the service – this upon request of Service Provider. General safekeeping of goods/utensils/cleaning chemicals and foodstuff in the canteen shall be the responsibility of the Service Provider;
- 12.7** The Bank will provide electric power necessary for the required service and these are to be used strictly for the purpose of the catering tasks/services;
- 12.8** It is understood that the above equipment and accessories are provided to the Service Provider for preparation of food for consumption by the Bank's staffs only.

13 Cleaning and Maintenance

- 13.1** The Service Provider shall be responsible for the daily cleaning of the kitchen, utensils, preparation area, washing area and serving area and all equipment related to day-to-day catering functions. Monthly deep cleaning of all catering areas, equipment, canopies, ductworks, light fittings, grease filters and grease trap will jointly be conducted by the Service Provider and the Bank's Facilities Management Division;
- 13.2** Service provider shall also ensure that the canteen areas are free from pest;
- 13.3** The Bank shall cater to provide all maintenances and repairs on the kitchen equipment solely by the approved supplier/manufacturere;
- 13.4** The Service Provider shall be responsible for the purchase and use of detergents and shall submit a list of their own preferred detergents with specification, for consideration and approval to the Bank's Facilities Management Division. The Materials Safety Data Sheet "**MSDS**" of the materials to be used should be submitted at the point of award;
- 13.5** Usage of non-approved detergents are strictly prohibited and the Service Provider will have to repair or replace any equipment or accessories damaged by the use of such detergents;
- 13.6** At the Bank's premises, there are no facility for disposal of waste. Used oil, greasy waste and other wastages will have to be cart away by the Service Provider a daily basis;
- 13.7** The Service Provider shall ensure that left over foods are not kept in the fridge for re-use on the next working day. No perishable goods should be let in the fridge for more than one day.



14 Canteen Operations

- 14.1** The Service Provider should comply with the prevailing Food Act and any other prevailing laws in the whole processes (storage, preparation, transportation, handling & serving etc.); (HACCP/ food handlers certificate mandatory)
- 14.2** The staff posted at the Bank by the Service Provider shall include a catering manager (or a responsible person), who will be the Bank's primary contact point, including two other staff for assistance on each site;
- 14.3** Should the Bank decide that the level of manpower is inadequate to achieve the Service requirement, then the Service Provider will be required to adjust the number of staffs accordingly;
- 14.4** The Bank should be advised in writing of any change in personnel at least two days prior to the event;

15 Staff who will be assigned at the Bank premises, will be required to submit within 10 days prior to operation, the following:

- 15.1** A certificate of character;
- 15.2** All relevant certificates, and permit relative to employment in the catering industry as required under current legislation. HACCP & Food Handlers' Certificate. These should be provided to the bank at the start of the contract;

16 The Service Provider's staff will be required to present a smart, clean and hygienic image and provide a friendly, informed and helpful attitude to the Bank's staff. Service Providers are also required to be dressed with appropriate uniforms, adapted for preparation and serving food;

17 The Service Provider will be required to provide its staff with appropriate uniform, a minimum of which will be as follows: white tunic/apron, cap and gloves;

18 Service Provider is also required to equip its personnel with the appropriate safety gears as may be required in their work environment;

19 The Service Provider has to ensure that all Food Certificates including Halal Certificate as per laws of Mauritius, are submitted one (1) week prior to operation of the canteen at the premises;

20 Menu

- 20.1** The Service Provider shall be responsible for the development and improvement of the Menu and Services;
- 20.2** Beef and pork products or by-products are not allowed to be prepared or served in the Bank's canteen;



- 20.3** Meals should be based on a three-course basis, namely a green salad, main course, and a dessert. The main course should be hygienic and consist of variety of menus every day. The Service Provider should ensure that the menus provided are of balanced diet;
- 20.4** In addition to pre-set meals, Service Provider will provide other menus;
- 20.5** The dessert course should include but not necessarily limited only to yoghurt, ice creams and fresh fruits. The Service Provider should therefore proactively make provision for other pleasant varieties for such courses;
- 20.6** Understandably, notable culinary and prepared sauces will be provided by the Service Provider as complimentary to each dish on a daily basis. Nevertheless, the basic condiments such as “chili sauce, tomato ketchup, salt and pepper” should be provided on a permanent basis.
- 20.7** The Service Provider will liaise with designated officers of the Bank for the selection of the weekly menu. The weekly menu list should be submitted to the Bank on the email address winadmins@maubank.mu by each Thursday of the preceding week. Bank shall make the menu available to its staff and a copy of the menu should be appropriately displayed in each canteen area by the Service Provider at the beginning of each week.
- 20.8** As and when required, the Bank may request Service Provider to provide special diet menus in line with religious ceremonies, and the Bank will ensure that such ad-hoc request is discussed and well planned with the Service Provider beforehand.

21 Quality of food

- 21.1** The Bank is expecting a high-level standard of catering services for its staffs with high quality and quantity of nutrition. The Service Provider should supply and prepare only fresh foods. In parallel, dried goods should be well stored at suitable place and in good conditions.
- 21.2** Meat: Cross contamination of meats shall not occur. Meats shall be stored separately from chilled. Meat should be hormone and additive free. The best livestock shall be used.
- 21.3** Fish: Should always be "Fresh" and of good quality.
- 21.4** Vegetables: Vegetables must always be fresh. No tinned other than baked beans, red beans, mushroom and tomatoes are to be used.
- 21.5** Fats & Oils: Only butter and margarine/ low-fat/low-cholesterol spread should be used in sandwiches, rolls, toast etc, and clearly labelled as such. Only oil/fat which is high in polyunsaturated should be used for deep and shallow frying.

22 Health and Safety

- 22.1** The Service Provider should at all-times ensure that health and safety measures are taken in the preparation and delivery of food as specified in the prevailing Food Act or any other applicable laws in Mauritius.
- 22.2** The Service Provider shall submit all necessary certificates in due course. A copy of the Food Handler's Certificate for all staffs involved in the chain, should be provided to the Bank and readily available in case of any inspection.
- 22.3** The Service Provider shall ensure that all kitchen equipment and the catering areas are kept in a clean condition at all times.
- 22.4** Quarterly review shall be done with the Service Provider with feedbacks from staff members.
- 22.5** A Risk Assessment should be handed to the Occupational Safety & Health department at the time of award and one copy should be always made available at both premises, in case the Ministry of Labour's Officer visit our premises.
- 22.6** A monthly meeting shall be done by the Bank's H&S Team with a 1 weeks' notice unless urgent.

23 Service Provider's Obligations

The Service Provider shall ensure that his/her staffs:

- 23.1** are suitably trained and perform his/her obligations in an efficient, competent and workmanlike manner, with due diligence, exercising the skill and care expected of an experienced Service Provider; a written proof signed by Service Provider and its staff shall be requested at the point of award;
- 23.2** are in possession of all relevant & valid certificates and permits that may be specified by the Bank and those required by current legislation relative to employment of staff in particular the catering industry;
- 23.3** are at all times fully compliant with all statutory and other health and safety requirements related to Food act or any applicable laws;
- 23.4** are at all times compliant with the requirements of the Mauritius Code of Practice; valid HACCP & valid Food Handler's Certificate;
- 23.5** not do or omit to do anything which results, or in the opinion of the Bank may result in damage to the reputation, good name and market perception of the Bank:



- 23.6** comply at all times with the Bank's requirements, instructions and regulations in respect of catering at the Bank's premise;
- 23.7** maintain in force, during the duration of this agreement, with a well-established insurance company of repute such insurance policies as the Bank may require;
- 23.8** the personnel of the Service Provider should be healthy and not suffering from flu, Covid-19 or like during the service times and should be replaced by another trained staff with immediate effect;
- 23.9** the Service Provider should at no point in time, use the Bank's premises for any food preparation for another client or event or like other than MauBank;
- 23.10** the Service Provider and its personnel shall be given access to on site toilets/washrooms only during working hours and shall not be allowed to enter and roam around the premises.

24 Employer's Liability Insurance:

- 24.1** A copy of the insurance cover shall be made available to the Bank prior to signature of this agreement. The Insurance should be at least a premium covering an event of MUR 2 million per event per staff.
- 24.2** The Bank shall not be liable for or in respect of any damages or compensation payable at law in respect of or in consequence of any accident or injury to any worker or any other person in the employ of the Service Provider save and except an accident or injury from any act or default of the Bank, his agents or employees. Hence, Service Provider's staff should mandatorily be insured for all risks while working as a food handler at our premises.
- 24.3** The Service Provider shall give the Bank's authorized staff access to all areas of the canteen and information required for the purposes of monitoring the achievement of the service objective.
- 24.4** The Service Provider should allow for Bank's representatives or third party contracted by the Bank to:
 - a) have access to the food preparation area or even at the Service Provider's place for inspection purposes at any time;
 - b) evaluate the prepared food, quality of ingredient used, fish meat, vegetable, dry food and state of equipment provided;
 - c) carry out hygiene inspection (Verification of the products being kept in the fridge; decay food; expiry dates, and used oils amongst others.)



25 Service Provider 's Warranties

The Service Provider warrants that:

- 25.1** it has the full power and authority to enter into and perform this Agreement;
- 25.2** other than those matters which have been notified to the Bank in writing, no claims have been brought or actions or proceedings commenced against it or any of its staff for breach of, nor has it breached nor repudiated any contract for the provision to a third party of services similar to those to be supplied under this Agreement and no circumstances exist which are likely to give rise to any such claim;
- 25.3** it is not, and has not been, in default of any obligations to which it is subject by reason of membership to any association or body;
- 25.4** the insurance policies referred to under Clause 5.7 are currently in full force;

26 Bank's Obligations

- 26.1** The Bank will grant the Service Provider reasonable access to the parts of the premise for the purpose of carrying out its obligations under this Agreement including any catering that may be necessary outside normal working hours. For work outside normal hours the Service Provider shall ensure that prior arrangements have been made with the Bank Facilities Management Division. The Service Provider will limit himself to particular access routes as designated and clearly defined by the Bank. These access routes may, however, be altered from time to time. The Service Provider is to accommodate such changes at no extra cost to the Bank.

27 Menu fees

The meal will be purchased by the Bank's staff directly at a mutually agreed rate agreed between the Bank and the Service Provider and should not be altered without the consent of Bank's representatives. As such, all the rates should be clearly displayed at each premises. The price list should be kept same for a minimum period of 2 years from start of service or any effective at each price revision accepted/ validated by the bank and the service provider.

28 Confidentiality

- 28.1** The Service Provider should ensure that its staff shall, at all times during the continuance of this Agreement and after its termination keep all confidential information confidential and shall not disclose the same to any third party and shall not use or permit the use of the same except as necessary for the performance of the Service Provider 's obligations.



- 28.2** The Service Provider shall not use its relationship with the Bank for any marketing or publicity or cross selling purpose without the prior written consent of the Bank, which may in its absolute discretion be withheld.

29 Termination

The Bank may terminate this Agreement by written notice to the Service Provider of not less than 30 days or as the Bank shall elect, if:

- 29.1** the Service Provider repeats any breach of any obligations which in the opinion of the Bank are material to the attainment of the service objective; or
- 29.2** any of the matters warranted by the Service Provider in Clause 6 or any other clauses of the agreement are, or at any time during the currency of this Agreement becomes, untrue; or
- 29.3** Service Provider shall become unable to pay its, and be placed into liquidation/receivership or administration.

30 Assignment

The Service Provider may not assign this Agreement to any other third parties. The Service Provider may not sub-contract or appoint an agent for the performance of any of its obligations under this Agreement without the prior written consent of the Bank which the Bank of in its absolute discretion withhold.

31 Mauritian Law

This Agreement shall be governed by and construed in accordance with the laws of Mauritius.

32 Agreement

- 32.1** There will be a binding agreement between the Bank and the Service Provider;
- 32.2** The Bank bears no obligation to allocate any contract after expiry of the present agreement;
- 32.3** The contract may be renewed after the period upon mutual agreement between Bank and the Service Provider.



33 Submission of EOI

- 33.1** EOI shall remain valid for the period of 120 days after the submission deadline date as prescribe below. MauBank shall reject a validity period of less than 120 days and considered as non-responsive.
- 33.2** Your response proposal should be sent via email to the Procurement Department with subject “Expression of Interest Canteen Services” not later than Wednesday 31 August 2022, 14:00hrs.
- 33.3** Your proposal response must be password protected address to: -
- The Procurement Department on the following address - procurement@maubank.mu
 - The password to open the proposal should be shared on Bidopeningcommittee@maubank.mu just after the closure date and time (i.e. between 14.05 hrs. to 14.15 hrs. (Mauritian Time) on Wednesday 31 August, 2022)
 - Should your email size exceed 5MB, kindly split your email accordingly.
- 33.4** MauBank Ltd shall not consider any proposal that is received after the deadline and shall be declared late and rejected.

MauBank Ltd reserves the right to accept or reject any proposal, and to annul the procurement process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders.

MauBank Ltd will reject a proposal if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or obstructive practices in competing for the contract in question.



MauBank Ltd

1. FOOD SAFETY REQUIREMENTS

The Service Provider shall carry out the Services in accordance with the provisions of this Contract.

1.1 The caterer shall:

- (a) Ensure that all his personnel are in possession of updated & valid food handlers certificates issued by the Ministry of Health and Wellness; and
- (b) Submit a list of his personnel together with a photocopy of the Food Handlers certificate for each staff earmarked for MauBank Ltd; and
- (c) Not to allow any unauthorized persons or any living things other than food handlers (as per section 1.1.b), in food preparation area.
- (d) Carry out the works in accordance with applicable norms and regulations and the caterer shall be responsible for any liability whatsoever arising out of or in connection with his negligence in the execution of the works.
- (e) Service the bank premises with food & beverages as required within the working hours specified in section 2 and 7.

1.2 Compliance with Statutory Provisions

The caterer shall ensure that hygienic conditions in the food preparation chain are in accordance with the Public Health Act, the Food Act 1998, the Food Regulations 1999 and Safety and Health Act 2005, and other relevant enactments/regulations.

1.2.1 Hygiene of Crockery and Other Utensils

The Caterer shall ensure that any plate, glass, spoon, fork, knife or other cutlery that is used to prepare or serve food is:

- (a) Thoroughly cleansed as soon as practicable after use and are kept clean until again required for use;
- (b) Not chipped, cracked, broken or rusty or in such a condition to impair or prevent it from being readily and thoroughly cleansed.

1.2.2 Personal Hygiene

Personnel who will be engaged in the sale, preparation, serving, packing, cooking, carriage, handling, or delivery of any food for sale in the canteen shall: -

- (a) keep and maintain his clothing, hands, hair, fingernails and body clean;
- (b) wear a clean washable overall effectively preventing the food from coming in contact with any part of his other clothing;
- (c) wear a clean hair covering for the purpose of effectively preventing his hair from coming in contact with food or any surface which the food is liable to come in contact;
- (d) not use dirty wiping clothes;
- (e) not eat, smoke, chew tobacco or spit; and
- (f) maintain a high standard of personal hygiene at all times.

1.2.3 Prohibition of Food Handling by Infected Person

Any person who is suffering from any infection, disease, diarrhea, open infected wound, or any other inflammatory or communicable infection of the skin shall not:

- (a) Engage in the sale, preparation, storing, serving, packing, cooking, transport, handling or delivery of any food in MauBank canteen.
- (b) Handle, whether for cleansing, washing or other purposes any vessel, receptacle, utensil, package or any instrument used in the preparation, serving, packing, cooking, storing, transport, handling or delivery of food.

1.2.4 Cleanliness

The Caterer shall ensure that:

- (a) all parts of the canteen are clean and all facilities are in good working conditions;
- (b) a permanent cleaning and disinfecting schedule is drawn up to ensure that all areas and equipment are appropriately cleaned and disinfected;
- (c) all bags, containers, crates or boxes are kept on racks and no food is kept on ground or floor level.

2. HEALTH AND SAFETY REQUIREMENTS

Appropriate arrangements shall be made by the caterer for the effective planning, organizing, control, monitoring and review of the measures needed to comply with relevant Health and Safety laws prevailing in the Republic of Mauritius.

All works must be carried out in strict compliance with all statutory requirements for Health and Safety.

2.1 Risk assessment

The caterer will be required to carry out suitable and sufficient assessment of risk to employees and others who may be affected from the activities to be undertaken.

In line with the completed risk assessment, the Bank expects the caterer to develop and operate safe system of work to ensure all tasks are carried out in a safe manner and that adequate precautions are taken to prevent risk of injury / ill health to persons and/or damage to property.

2.2 Competence of Caterer's staff

The Bank expects all caterers' personnel to be suitably trained, qualified and competent to carry out the work safely.

The caterer shall have evidence of staff training. It is the caterer's responsibility to control and supervise the Health and Safety of his people while working on MauBank premises.

2.3 Safety procedures & use of Personal Protective Equipment

The caterer shall observe all Health and Safety requirements of MauBank Ltd.

The caterer shall reduce risk associated with the task as far as is reasonably practicable. Where exposure to high risk exists and no other method of eliminating that risk is available or suitable, the caterer shall supply adequate and suitable Personal Protective Equipment and Clothing and ensure that they are used by personnel whenever required.



2.4 Work Equipment / Safety Equipment

All work equipment brought on site by the caterer shall have adequate safety devices to ensure the safety of all persons.

In addition, the caterer shall not interfere with safety equipment on MauBank premises

2.5 Incident/Accident Reporting

All accidents occurring on site which results in loss of time or removal of caterer's employee to a medical institution must be reported to MauBank Management. This in no way relieves the caterer of his statutory obligation to report direct to the Occupational Safety and Health Inspectorate, Ministry of Labour and Industrial Relations. All other incidents or near misses involving the caterer's employee must also be reported to the Management of MauBank Ltd.

KYV Documents to be provided & evaluation criteria:

a) Company Profile

- Official name of the company, its address, its telephone number, and its e-mail address
- The name of the founder(s)/owner(s) and the names and titles of the key members of the company
- The list of board of directors, if there is a board
- The structure of the company: whether it's public, private, or a partnership
- The overall business activities of the company
- The achievements and experience of the company
- The Financial data related to the company (Financial Statement for the last three Years)
- References
 - The company's overall strategy, including its purpose and mission statement
 - The operations and mission of the company, including what sets it apart from other companies

b) Business Registration Certificate

c) Certificate of Incorporation

d) Local Authority Permit (Licenses required in the required field)

Possess a valid HACCP certification for its business and/ or
possess a valid Food Handlers Certificate



- e) VAT Certificate (for VAT registered Company)
 - f) Would you be willing to have a bank account with MauBank, for ease of quick payment etc., if you are providing services to the bank? – YES / NO.
 - g) Provide similar past experience during the past years including testimonials
 - h) Include any recommendations with rated 3/4/5-star hotels/ hospitality entity
-