

Terms of Reference

Lunch meals catering & refreshment delivery for 3 different locations in East Amman

Background on ACTED

ACTED is an International humanitarian NGO, founded in 1993, which supports vulnerable populations affected by humanitarian crises worldwide. ACTED provides continued support to vulnerable communities by ensuring the sustainability of post-crisis interventions and engaging long-term challenges facing our target populations, in order to break the poverty cycle, foster development and reduce vulnerability to disasters.

ACTED has been operating in the MENA (Middle East and North Africa) region and Jordan since 2003. In Jordan, ACTED has its capital office in Amman, has around 195 national staff member (December 2018) and 27 international staff member (December 2018). ACTED operates notably in the host communities in the northern governorates and in Za'atari Refugee Camp, Azraq Refugee Camp, and King Abdullah Park Camp.

Since 2012 ACTED's focus has been on responding to the Syrian crisis and the influx of refugees entering the country. ACTED has played an integral role in offering life-saving assistance to refugees and vulnerable Jordanians in the areas of Food Security and Livelihoods, water and sanitation services, as well as hygiene education. To mitigate the increased pressure on Jordanian public institutions, particularly education and water and sanitation systems, ACTED also works to rehabilitate infrastructure, provide social support, and engage with civil society and government actors.

Since 2015, ACTED has engaged in livelihood programming targeting Syrians and vulnerable Jordanians in Northern Jordan and recently in East Amman in order to improve their self-reliance and livelihood.

Project Background

Through the proposed project, ACTED will contribute to improving the livelihoods of vulnerable Jordanians and Syrian refugees in East Amman in a sustainable manner, while enhancing public spaces through green infrastructures. ACTED will involve 126 beneficiaries (two rotation cycle of 63 beneficiaries, each rotation cycle duration will be 80 working days) into labor-intensive work to rehabilitate three sites – 1) UNRWA school, 2) Abu Al Maari Park and 3) Alia Tunnel stairs - and support them with trainings, capacity building and post-employment counselling. The intervention is designed to enhance vulnerable Jordanians' and Syrians' access to longer-term employment opportunities, while providing short-term employment and addressing social cohesion.

Objective of the activity

The overall objective of the activity is to award a services contract to provide lunch meals for approx. 63 CfWs (Cash for Works) workers in total on daily bases for 160 working days, the CfWs will be deployed in 3 locations as listed above in east of Amman.

Duties and Responsibilities

1. The food supplier will be responsible for provision of (please refer to the shared B.O.Q):
2. lunch meals & Soup for CfWs team.
3. Beverages for catering purposes including hot drinks (tea, coffee, chocolate etc.), soft drinks (fresh fruit juice, sodas, etc.), desserts (biscuits, cakes, etc.).
4. The supplier is requested to provide daily catering services, as per ACTED working days and operation hours from Sunday through Thursday of each week. The proposed time of the required Lunch service: All sites 12:30 PM exactly.
5. Services during meetings, trainings and workshop sessions will be agreed separately. Weekend days are Fridays and Saturdays.
6. The supplier should designate personnel to provide person to person delivery for ordered beverages and meals directly to CfW workers, as well as collecting back the waste which resulted from the delivery of meals on daily bases (after the meal is served and eaten by CFW workers).
7. The supplier is also responsible for general solid waste collection and disposal to allocated areas outside the projects premises as per standards considering the environmental principals of waste collection and disposal.
8. The supplier is responsible to provide clean commercial drinking water for tea, coffee and cooking purposes. The use of tab water in preparation of food & beverages is not accepted.
9. The supplier is responsible to appoint a contact person that will deal with ACTED requests. The contact person or a replacement shall be available via phone at all times during working hours.
10. The supplier is responsible to provide with the required number of employees, as requested to provide the required services. The supplier should employ its own labors according to the Jordanian labour law. (food processing & Catering services).
11. The supplier should develop its own TORs to ensure that required catering services are provided in line with the responsibilities assigned above. The supplier is fully responsible for his employees' attitude, hygiene standard (including wearing clean gloves in the process of food preparation and service).
12. The supplier shall have previous work experience in canteens, for a period of two years and should have the knowledge and aptitude of preparing food.



13. The supplier should provide for each employee assigned to this contract their copy of:
 - a. valid ID card
 - b. Health certificates (devoid of communicable and infectious diseases) from the concerned authorities for all the employees participating in the food processing.
14. The supplier is responsible to provide employees with clean uniform during food processing, cooking & distribution hours.
15. The supplier should have access to clean and tidy kitchen space, clean cooking stuff and fresh food products.
16. Food has to be prepared in clean, hygienic and safe conditions, as per the approved menu and outside the project's premises.
17. Food shall be delivered hot, in covered plates. The meal shall include: sealed bag which contains **Un-disposable** & clean cutlery/serving tools such as: plate, cup (for Soup), knife, spoon and fork in addition sealed wipes.
18. The supplier shall provide the number of lunch meals based on the ACTED program manager (or ACTED designated staff) pre-notification, in addition, the supplier shall provide detailed number of meals delivered for CfWs on daily bases including date, name of CfW who received the meal, signature and type of meal. In addition, the supplier shall collect the lunch voucher from CfWs (provided by ACTED), ACTED payment to the supplier will be based on the proof of collected Vouchers from the CfWs.
19. The supplier should ensure on time delivery and high quality of services and food to the Cash for work workers (CFWs).
20. A warning letter will be raised against any default or breach of the above-mentioned terms. After 3rd warning letter the contract may be terminated without any compensation of any kind from ACTED, the Supplier shall refer to Annex # 1 which shows minimum hygiene standard in his facility.
21. Using of expired food, food with signs that it's not in good condition (for example but not limited to: smelly, change in color, bad taste, signs of fungus ...etc) will lead to immediate termination of the service contract without any compensation of any kind from ACTED.
22. The supplier will be responsible for any consequences resulted from provision of bad quality food, either undercooked food and/or contaminated food for the CfW. ACTED reserves the right to terminate the contract immediately and deduct all costs related to above mentioned issues for example but not limited to: medical care cost, transportation...etc. without prior notice or/and warning letter.

Expected Outputs and Deliverables:

1. Meal delivery (main course + Soup) for 160 working days for 63 CfW; refer to appendix B for meals & Soup types
2. Certificates which shows that the company is registered, certified for catering purposes, hygiene & health certifications for the cooking place and workers by relevant authorities/line ministries.

Duration



The service will last for 160 working days, starts immediately from signing of the contract. Each service provider should either submit a quotation with a (one meal per day or a total price for the entire service). The duration can be extended by ACTED only without any additional costs or compensations

Required Skills and Experience

1. A minimum of 5 years’ experience in food catering with similar capacity and context;
2. Excellent communication skills in Arabic and English and ability to collect, observe and achieve feedbacks;
3. An ability to work with different education levels and backgrounds;

Language requirement:

Excellent writing, reading and understanding skills in both English and Arabic;

Specific conditions

1. Accommodation and transportation will not be provided by ACTED,
2. ACTED’s Safety and security guidelines as well as ACTED’s and ACTED donor’s Programs and Operations guidelines have to be strictly followed throughout the activity;
3. In case of any breach of the contract by the service provider, ACTED has the right to cancel the any part of meals and/or refreshments and provide them through its own means or through a third party at the expense of the selected service provider & without any cost implications on ACTED,

Table for tender prices (ACTED has the right to cancel any item mentioned below, amend it or provide it through a 3rd party)						
Item No.	Description of material	unit	Qty	Unit Price (JODs)	Total price (JODs)	Remarks
1	Providing the Lunch meal + Soup as per the mentioned conditions and annexes A & B	person	63			Numbers can be increased by 30% on daily bases (with 48 hours warning ahead of time from ACTED to the service provider)
2	Refreshments (coffee breaks, snacks, drinks, water...etc.)	meeting	25			Expected number of persons is 7-10 in each meeting
Total (JODs)						

Appendix A:

“ Minimum hygiene required standards “

The following shows example of the minimum required Hygiene standards needed in the food preparation storage, cooking and transportation facilities/areas, violating them will lead to receive a warning letter:.

1. Raw material received are branded ones and stored properly
2. Food prepared properly and stored properly under Hygienic conditions
3. Prepared items covered properly. When delivering Food & Beverage (F&B) to CfW, the F&B plates & cups (soap) covered decently throughout delivery; till it reaches CfWs.
4. equipment are properly cleaned
5. Floors are hygienically cleaned
6. All cafeteria staff are to wear uniform
7. All kitchen staff are in uniform with name tags and wearing gloves and caps
8. Utensil washing area is properly maintained
9. All items as per Menu provided in Annex B
10. All items in orderly and Presentable manner
11. Daily personal hygiene is observed by the canteen staff.
12. Storage area/ fridge is clean
13. Exhaust system is working
14. Garbage disposal done regularly in line with the environmental requirements



15. The service provider shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular Health check Ups at least each 6 months. Awarded supplier must provide Health certificate and health check-ups for all cafeteria workers.

Appendix B:

“ Proposed Meals: general description which not necessarily include all items “

No.	Item
1.	Soup of the Day (Lentil, vegetables, freekeh,...etc) (الشوربات (عدس, خضار, فريكة... الخ
2.	Spaghetti with Meat balls معكرونة بكرات اللحمه
3.	Mansaf with rice (150gms) and lamb meat (150gm) منسف
4.	Auozhi (150 gms) with salad or yogurt اوزي
5.	Qedreh قدرة خليلية
6.	Kabsah, Mandy, Beriany كبسة /مندي /برياني
7.	Kufta (150 gms) with Tahina or vegetables 150 غم كفتة طحينية او خضار
8.	cauliflower with rice (150gm) and ¼ chicken or meat
9.	Makloubeh (Eggplant) باذنجان) مقلوبة
10.	Kebbe with Yogurt (150gm) and rice (150gm) كبة باللين
11.	Meat Balls (150gms) with rice (150gm) داوود باشا
12.	Freekeh with ¼ chicken (Chicken Thigh or breast) فريكة
13.	Msakhan with ¼ chicken (Chicken Thigh or breast) with rice (150 gms) مسخن