

INTERNATIONAL SCHOOL OF DAKAR

**FOOD SERVICE BID
MARCH 2017**

BID SHOULD INCLUDE:

- Three (3) Professional References**
- Proposed Menus and Prices**
- Staffing Plan**
- Inventory of Available Equipment**
- Timeline for Start Date**

PROSPECTIVE BIDDERS WILL BE ASKED TO DEMONSTRATE PERFORMANCE AT THEIR CURRENT SITE.

ISD VISITS WILL TAKE PLACE: MONDAY THROUGH FRIDAY FROM 9:00 TO 10:00 AM

**CONTACT ISD AT:
isdbids@faculty.isd.sn**

LIST OF EXHIBITS

- EXHIBIT A: Performance Required under the Licensing Agreement
- EXHIBIT B: Licensor-Furnished Property
- EXHIBIT C: Holiday Schedule
- EXHIBIT D: Food Sanitation Inspection Report
- EXHIBIT E: Healthy Food Sales Guidelines

EXHIBIT A

PERFORMANCE REQUIRED UNDER THE LICENSING AGREEMENT

I. SCOPE OF WORK

The Licensee shall establish and operate the cafeteria shown in Section II below, for the purpose of dispensing food, nonalcoholic beverages and such other items as may be authorized by the Licensing Officer under this Agreement. This cafeteria is to be operated for the benefit of approximately **600** employees and students who will be potential patrons in the cafeteria.

The Licensor shall not be held responsible for any variation in the employee population figure. The extent of occupancy is not guaranteed.

The licensee will be under the oversight of the Licensing Officer. The Licensing Officer will have authority to approve menus, supervise health inspections, and implement the terms of the contract on behalf of ISD.

II. DESCRIPTION OF FACILITIES

A. Kitchen Area. The kitchen facility is located on the ISD school Grounds. The dining area is an outdoor area attached to the serving windows. Most meals are prepared in the carry out fashion. The food preparation area consists of a kitchen, serving area with, storage pantry, dish washing area and refrigerators and freezers and lavatory. The food preparation area is approximately *112* square meters.

B. Seating. Seating is available for *approximately 60* persons in the exterior eating area and *approximately 70* additional seats in the adjacent cafeteria.

C. Performance History. Lunch is the primary meal. However breakfast, after school snacks, and take away provide an opportunity for extra sales. Weekend carry out is also an option. ISD believes a varied menu serving food for both American and Mediteranean will attract a larger clientele. Carry out to non ISD community members will be delivered to the gate.

III. HOURS OF SERVICE

A. Schedule. Service is required ***Monday through Friday from 7:30am to 5:30pm***. The Cafeteria will be closed on official ISD holidays and breaks. Holiday schedule is shown in Exhibit C. Breakfast items must be available from 7:30 to 10:00, and lunch from 11:00 to 14:30. These meals are primarily pre ordered. Take away menu items must be available at other non-peak hours of operation. Weekend hours will be determined by previous arrangement with the Licensor.

B. Schedule Modifications. The Licensor may change the hours and days of operation to be consistent with changes in ISD policy. Licensee requests to modify hours or days of service shall be submitted to the Licensing Officer for approval at least five working days before required modifications. In addition to routine service, the Licensee may also be approached by ISD community members to cater evening meals, weekend events, luncheons, and special events. The licensor reserves the right to restrict this in the event of a conflict with another event.

IV. RESPONSIBILITIES OF THE LICENSEE

A. General. The Licensee shall provide prompt, efficient, and courteous service, and avoid undue interference with the operation of ISD while service is provided. The Licensee shall obtain all Senegalese licenses and permits and observe all applicable building, health, sanitary, and other regulations and laws. The Licensee shall:

- employ sufficient and suitable personnel;
- secure and maintain insurance;
- maintain records;
- submit reports; and,
- observe other Agreement requirements.

The Licensee shall exercise reasonable care in the use of space and Licensor-owned equipment. When the Agreement ends, the Licensee will yield such space and equipment in as good condition as when received, except for:

- ordinary wear and tear; and
- damage or destruction beyond the Licensee's control and not due to the Licensee's fault or negligence.

B. Service. The Licensee shall operate and manage the cafeteria in the Licensee's name at ISD. The Licensee shall remove any soiled dishes, provide clean dishes, and assure that tables and chairs are cleaned before each patron is seated. Dining facilities should be cleaned and sanitized throughout the working day. Space, facilities, and equipment provided by ISD must be consistently maintained in optimum condition and appearance.

C. Menus. The Licensee shall provide a variety of quality-prepared foods and beverages at reasonable prices. The price for all menu items is not to exceed 3500 CFA. Specialty menu items may be considered on a case by case basis in consultation with the licensor for special occasions. Also by negotiation, the licensee may be able to cater special events with special food and alcoholic beverages.

The variety and appearance of food in the cafeteria on each operating day shall be consistent with approved food service standards and comparable for American and European business cafeterias. The Licensee shall plan and advertise advance weekly menus through various media, in addition to posting of daily menus near the service counter. The Licensee shall make a reasonable effort to adhere to the range of menus and prices submitted in its offer. If the Licensee determines that prices must be raised, it shall notify the Licensing Officer in writing of the price increases (item by item) and a justification supporting these increases at least fourteen (14) days before the effective date of the price increase. The Licensee may submit the request for price adjustment using a percentage increase by menu category (entrees, vegetables, beverages, soups, desserts, etc.) or by listing individual items with the current price and the proposed new price. The licensor reserves the right to refuse the price or offer a counter price. **(licensee proposal attached to this agreement)**

In addition to daily specials, the Licensee shall provide a "made-to-order" menu that includes typical American favorites, such as sandwiches (club, ham, chicken, etc.), soups, salads, hamburgers, pizza, chili and wraps. Snack items such as chips, yogurt, fruit and fruit salads, crudités, nuts, chocolate bars, ice cream, pastries, soft drinks, coffee, espresso and tea shall be also be made available during non-peak operating hours. Vegetarian and low-calorie menu items shall be part of the menu.

Catering services for in-house events will be available at a competitive cost.

D. Equipment and Utensils Provided by the Licensee. The Licensee provides all required disposable equipment, flatware, china and glasses. Exhibit B provides a detailed list of the current cafeteria's inventory.

E. Sanitation and Quality.

(1) The Licensee shall serve tasty, appetizing, and high quality food, under clean and sanitary conditions.

(2) All foods served shall be wholesome and free from spoilage, free from adulteration and misbranding, and safe for human consumption. Uncooked items, such as fresh fruits, shall be clean and free from blemish. All foods shall when served, be attractive in appearance and correct in temperature and consistency. They shall be crisp, moist, dry tender, etc., as may be appropriate in each case.

(3) All employees assigned by the Licensee to perform work under this cafeteria Agreement shall be physically able to do their assigned work and shall be free from communicable diseases.

(4) Health Exams: The Licensee at his own expense shall have each employee receive the following health exams prior to employment and either yearly or after every trip to home country, whichever is more frequent. The result of these exams will be given to the Licensing officer for review within three weeks of signing the contract. No employee may work in the Cafeteria without the prior approval from ISD.

- (a) Chest x-ray
- (b) Exam of:
Mouth,
Lungs,
Skin.
- (c) Blood Test
- (d) Urine Test
- (e) Stool Test

F. Personnel and Supervision.

(1) The Licensee shall employ enough personnel to maintain sanitary conditions and satisfactory service which will ensure prompt and efficient service at all times. All employees shall be sober, conscientious, neat, and courteous. The Licensee shall at all times provide adequate staff of food service employees to perform the varied and essential duties inherent to a successful food service operation. The Licensee must have a business license and food service license to operate legally in Senegal, be officially registered with IPRES and must pay all social security payments for its employees. The Licensee must be compliant with all regulations of Senegal's Department of Labor. All employees must be paid in a timely manner. The Licensee will assure that personnel serving food and cashiering will speak English.

All Employees must provide a criminal background check from their country of origin.

(2) The Licensee shall require that each employee assigned to work under this Agreement sign, or otherwise acknowledge, a statement that he or she is neither employed by the Licensor and is not entitled to any rights or benefits of the Licensor.

(3) Licensee employees must provide a criminal record check to ISD before beginning work.

(4) The Licensee shall employ a full-time English speaking manager.

(5) The Licensee's employees shall wear a distinctive item of clothing such as a badge, cap, armband, blouse, or uniform as a means of identification when they are in the building. The Licensee's employees shall wear proper uniforms, including hair nets and/or head covers when they are performing their duties in the building. Legible nameplates identifying each employee shall be displayed as part of the uniform. The Licensee's employees will be required to display an ISD identification badge while on ISD property.

(6) The Licensee's employees shall be required to change their clothing in locker rooms and to maintain the room in a neat and clean condition.

(7) Employees of the Licensee shall be fully capable of performing the type of work for which they are employed.

(8) The Licensee shall provide adequately, trained relief personnel to substitute for the regular employees when they are absent so that a high quality operation will be maintained at all times. All employees shall attend the embassy's safe food handling seminar on an annual basis.

G. Trash Removal. The Licensee shall remove trash from the Kitchen and eating areas anytime that waste canisters are full or not less than once after every meal; whichever is greater.

H. Rodent and Pest Control. The Licensee shall maintain a clean work area free of any clutter, dirt or any material that would attract rodents and vermin.

I. Licensee Performed Repairs. The Licensor will perform the preventive maintenance and repair of the equipment listed in Exhibit B. The Licensee shall submit a work order to the Licensing Officer on the standard form for all repair requests.

J. Cleaning and Janitorial Services.

(1) The Licensee shall furnish labor and supervision sufficient to maintain the cafeteria in a clean, orderly, and sanitary condition at all times, including all eating areas.

(2) The licensee shall perform cleaning and janitorial services on a regular schedule and shall meet the highest standards of sanitation common to the food service industry. The Licensee shall use the following cleaning schedule. The Licensing Officer may require increases in this schedule if conditions require more frequent cleaning.

(a) Food and Service Facilities and Dining Halls

(1) Daily and After Each Meal

Furniture: Clean and sanitize after each meal.

Floors: Clean and sanitize after each meal.

Toilets: Clean and sanitize after each meal

Wash basins: clean and sanitize after each meal, and change hand towels after each meal.

Cold drink dispensers and ice cream machines: clean and sanitize daily.

Garbage: Remove after each meal.

Food Serving area: clean and sanitize after each meal.

Table cloths: replace after each meal.

(b) Kitchens

- (1) Daily and After each Meal:
 Food service preparation area: clean and sanitize after every meal.
 Cookers: Clean after each meal.
 Small appliances: clean and sanitize after each use.
 Pots and Pans: clean and sanitize after each use.
 Utensils: Clean and sanitize after each use.
 Crockery: Clean and sanitize after each use.
- (2) Daily Basis:
 Walls: Clean every second day.
 Refrigerator: Clean floors and shelves daily.
 Chillers: Clean and sanitize floors daily.
 Freezers: Clean and sanitize floors daily.
- (3) Weekly:
 Windows: Clean weekly.
 Refrigerator sanitize weekly.
 Clean hoods and filters in kitchen.
 Freezers: Clean and sanitize shelves weekly.
- (4) Monthly:
 Exhaust system for cooker: check and clean at a minimum once each month.
 Freezers: Clean and sanitize walls once each month.
 Chillers: Clean and sanitize walls once each month.
- (5) Quarterly. Strip and wax all resilient tiles.
- (6) Semi-annually.
 Perform cleaning of exhaust pipes.
 Clean the tile walls in kitchen and dining areas.
 Clean all fans and ventilators.

(4). Failure to keep any of the facilities in a clean condition may result in the withdrawal of the privilege of using such facilities. In addition, the Licensing Officer may have the facility cleaned by other means and charge the cost of such work to the Licensee.

K. Security areas. The Licensee shall be responsible for the security of all areas under the jurisdiction of the Licensee. Designated employees shall have the responsibility for determining that all equipment has been turned off, windows are closed, lights and fans turned off, and doors locked when the cafeteria is closed. A set of keys will be maintained by the ISD operations team for emergency access.

L. Hazardous conditions. The Licensee shall eliminate unsanitary or hazardous conditions that are dangerous to anyone using the food facility.

M. Liability. The Licensor will not be responsible in any way for damage or loss/occasioned by fire, theft, accident, or otherwise to the Licensee's stored supplies, materials or equipment, or the employees' personal belongings. The Licensee shall report any personal injury or physical damage to the building or equipment resulting from fire or other causes to the Licensing officer.

N. Fire and civil defense drills. All of the employees of the Licensee shall be organized and trained to participate in fire and emergency drills including the reporting of fires.

O. Billing Procedures: Patrons will pay in *West African CFA Franc*. The Licensor will make no payments to the Licensee.

P. Inventories:

(1) The Licensee will be asked to sign for the inventory of the Licensor-provided equipment and supplies located behind the counter in the kitchen, as listed in Exhibit B, of this Agreement. The Licensee shall exercise reasonable care in the use of facilities, equipment, and supplies and return the same in good condition when the Agreement ends. The Licensee shall not be liable for normal wear and tear or damage beyond its control.

(2) Takeaway and disposable items: The Licensee shall provide takeaway and disposable plates and/or food containers, eating utensils, and cups.

V. RESPONSIBILITIES OF THE LICENSOR.

A. Agreement to Operate the Facility. The Licensor agrees to grant to the Licensee for 12 months the right to establish, manage, and operate a cafeteria at ISD to prepare and sell food, nonalcoholic beverages and such other products as the Licensor may authorize.

B. The Licensor will provide space for operations under the Agreement, as indicated. It will provide adequate ingress and egress, including a reasonable use of existing elevators, corridors, passageways, driveways, and loading platforms. The Licensor will provide space heating, space lighting, ventilation, and the utilities. In addition, the licensor will:

(1) Make such improvements and alterations as it may deem necessary, including improvements and alterations necessary to conform to applicable sanitary requirements.

(2) Maintain and repair building structure in areas assigned for the Licensee's use, including:

- painting and redecoration;
- maintenance or gas, water, steam, sewer, and electrical lines;
- ventilation, electrical lighting fixtures (including relamping);
- floors and floor coverings; and
- walls and ceilings.

The Licensee shall bear the expenses of repairs necessary because of negligence on the part of the Licensee or its employees.

(3) At its own expense, provide, install, and permit the Licensee to use the equipment listed, and additional equipment of a similar type when required for any expansion approved by the Licensing Officer. The Licensor will replace equipment that it has provided, as it deems necessary. Subject to adequate operation and handling of equipment by the Licensee, the Licensor will replace component parts of, and make repairs to such equipment.

C. Licensor-owned Equipment. Licensor-furnished equipment is listed in Exhibit B. The Licensor will provide all major equipment items, flatware, china and glassware, along with all consumable cleaning supplies. Any additional equipment the licensee requires to perform the agreement will be provided by the Licensee.

VI. RIGHTS AND AUTHORITY OF THE LICENSOR

A. Oversight. The Licensing Officer shall oversee the quality of the services provided by the Licensee and the reasonableness of the prices charged. The Licensing Officer may advise the Licensee in writing from time to time of any source of dissatisfaction and request correction. The requested correction must be implemented within the timeline indicated in the letter. In case of non-compliance with such a request, may be grounds for immediate termination of this Agreement.

VII. RESTRICTIONS

A. Equipment. Unless otherwise permitted by the Licensing Officer, the Licensee shall not install equipment other than that specified in this Agreement or remove any Licensor-owned equipment from the premises.

B. Patronage. The facilities and services provided in this Agreement are for the benefit and convenience of the ISD community. The Licensor may regulate patronage from other sources.

C. ISD Holidays. No work shall be performed on ISD holidays. Exhibit C provides a listing of scheduled ISD holidays & Local Holidays.

VIII. DEFINITIONS. The following definitions pertain to this Agreement.

A. International School of Dakar: is interchangeable with "Licensor" and "ISD."

B. Licensing Officer: "Licensing Officer" means a person with the authority to enter into, administer, and/or terminate Agreements and make related determination and findings.

D. Licensee: "Licensee" means the individual or company that has entered into an Agreement with ISD. "Offer" means a response to a solicitation that, if accepted, would bind the offeror to perform the resultant Agreement.

EXHIBIT B
LICENSOR-FURNISHED PROPERTY

- (1) walk in cooler with compressor
- (1) washing machine
- (2) air conditioners
- (4) ceiling fans
- (1) water filter
- (1) Hisense freezer
- (2) Hisense upright refrigerators
- (1) single duty Deli display case refrigerated.
- (1) Bludget Baking oven.
- (1) 3000w commercial baking oven.
- (1) Pizza oven countertop
- (1) hot dog and bun steamer 200 capacity
- (1) 4 burner range and griddle (gas)
- (1) stock pot range
- (1) panini grill
- (1) deep fryer 14 x 14 x 4
- (1) single deck convection oven.
- (12) SS work tables various sizes bullnose
- (2) hand sinks
- (1) underbar prep sink 3 compartment.
- (1) exhaust fan
- (1) solar hot water system
- (1) water pump and compressor tank

EXHIBIT C
HOLIDAY SCHEDULE

The Cafeteria will be closed on the following official holidays observed by the International School of Dakar:

2017-18

MONTH	DATE	HOLIDAY
SEPTEMBER	1	Senegalese Holiday (Tabaski)
OCTOBER	4-5	PD (2 days)
	9-13	Fall Break
NOVEMBER	23-24	US Thanksgiving
DECEMBER	1	Senegalese Holiday (Mawlûd)
	18-5 JAN	Winter break
FEBRUARY	19	WAIST-Presidents' Day
MARCH	5-9	ISD Spring Break
APRIL	2-4	Senegalese Holiday (Independence Day)
MAY	1	Senegalese Holiday (Labor Day)
	21	Senegalese holiday (Pentecost)
	8	Last day of school (students)
	9	Last day of school (teaching staff)

EXHIBIT D
FOOD SANITATION INSPECTION REPORT

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RESPRO INSPECTION CHECKLIST

Date: _____

Manager: _____

Temperatures:

Unit logs done AM: _____ PM: _____ By whom: _____

Cooling log completed: Yes _____ No _____

Service Line:

Employees wearing gloves when handling food: Yes _____ No _____

Hands are washed at appropriate times: Yes _____ No _____

Cold holding unit temperatures below 41°: Yes _____ No _____

Hot holding temperatures above 135°: Yes _____ No _____

If no, which units are out? _____

Food prep areas are clean and sanitized: Yes _____ No _____

Floors / walls / ceilings are clean: Yes _____ No _____

Food covered, labeled, and dated in the reach ins: Yes _____ No _____

Raw meats stored properly: Yes _____ No _____

Cooking surfaces (grills, microwaves, impingers) clean: Yes _____ No _____

Cold holding units have ambient thermometers and are clean: Yes _____ No _____

Sanitizer bucket concentration: _____ ppm

Hand wash sinks have soap, towels, and hot water: Yes _____ No _____

Walk In: Ambient temperature: _____

All food is covered, labeled, dated, and off the floor: Yes _____ No _____

Prepared food is less than 7 days old: Yes _____ No _____

Shelves and condenser covers are clean: Yes _____ No _____

Raw meats and ready-to-eat foods are stored properly: Yes _____ No _____

Floor / walls / ceiling are clean: Yes _____ No _____

Prep Areas:

Food is off the floor: Yes _____ No _____

All bulk ingredient bins are labeled: Yes _____ No _____

Sanitizer bucket concentration: _____

Floors / walls / ceilings are clean: Yes _____ No _____

Prep counters are clean and sanitized: Yes _____ No _____

Hand wash sinks have soap, towels, and hot water: Yes _____ No _____

Mechanical dishwasher: Temp. _____ Chemical concentration _____ ppm

All equipment is air dried before stacking: Yes _____ No _____

Equipment bins are clean in the bottom: Yes _____ No _____

Floors / walls / ceilings are clean: Yes _____ No _____

Hand wash sink has soap, towels, and hot water: Yes _____ No _____

Chemicals:

All chemical bottles and sanitizer buckets are properly labeled: Yes _____ No _____

Overall Operations:

All working employees have current food handler cards: Yes _____ No _____

Have any employees called in sick? Yes _____ No _____

If yes, who: _____

Interruption in service (power, water, sewer backup): Yes _____ No _____

If yes, what action was taken: _____

Additional Comments / Corrective Actions

EXHIBIT E
HEALTH FOOD SALES GUIDELINES

The Licensee will not sell soda (ie: coke, diet coke, sprite, Fanta, etc) or candy or cookies on weekdays. (Soda sales are permitted on weekends or holidays.)

The Licensee will not sell to students until after 3:20 pm on weekdays:

- Juices (< 30% fruit)
- Donuts
- French fries
- French fries can be sold with lunches on Fridays, only.

The following are requests for consideration recognizing that ISD has a goal of providing healthy eating options for students.

ISD requests that the Licensee consider the addition of the following as substitutes for the above items:

- Fresh fruit
- Fruit and veggie trays
- Smoothies
- 100% fruit juices (Esteval, ACE juice)
- Low-fat, fat-free dairy products
- Popcorn
- Pretzels
- Cheese and crackers
- Low-fat or fat-free yogurt

ISD requests that the Licensee consider the healthy eating options below:

- Salad and sandwich bars or already prepared options
- Whole grain bread or whole wheat flour only
- Mustard or low-fat dressing options instead of mayonnaise
- Use of healthy oil option for cooking (ie: not lard)
- Decrease salt use
- Decreased portion size on many items