

Terms of Reference (TOR) for the Provision of Comprehensive Catering Services for Beneficiaries and Cafeteria for IOM staff.

1. Introduction

The International Organization for Migration (IOM) plays a vital role in supporting beneficiaries and migrants in Rwanda. Since early 1990s, IOM has managed a dedicated Resettlement Programme designed to facilitate the safe movement of beneficiaries to new countries. IOM provides comprehensive support throughout the resettlement process, including case processing, health assessments, cultural orientation sessions, and coordination of travel arrangements.

To enable the effective implementation of resettlement activities, IOM operates a transit center in Kigali. This facility offers temporary shelter, nutritious food, health services, and security for beneficiaries as they undergo the necessary steps for resettlement.

This document outlines the Terms of Reference (TOR) for qualified catering service providers interested in submitting a tender to manage and operate the catering services for the beneficiaries in Transit Center and separate cafeteria for IOM staff in IOM CO. The successful bidder will be responsible for delivering high-quality, nutritious, and culturally sensitive meals and snacks to beneficiaries and IOM staff including workshops, emergencies, and other operational activities. These services must adhere to the highest standards of hygiene, food safety, and service professionalism.

2. Scope of Services and Expectations

The successful catering service provider will be responsible for managing a substantial volume of food production and distribution daily. This responsibility involves the preparation and serving of hot meals per day for beneficiaries residing within the transit center and to IOM staff in cafeteria.

The catering service provider is also expected to manage the distribution of bottled water each day, supporting the hydration needs of all individuals.

The appointed catering service provider will be expected to deliver a broad and adaptable range of catering services. All services must be tailored to meet the specific requirements of the IOM Transit Center needs and IOM office staff needs for cafeteria.

2.1 Daily Meal Provision for Beneficiaries/ Migrant returnees

Operate a cafeteria at the IOM Transit Center which will provide and deliver food items, beverages and meal packages to IOM Beneficiaries for breakfast, lunch, snack and dinner in strict accordance with the Annex A (1 and 2) provided.

Each meal provided to IOM beneficiaries will include one bottled water (1 liter) or soda/ Juice for children depending on the need of the beneficiary

When requested by IOM, the Service Provider will prepare meals that take into account the beneficiary's chronic health problem (e.g. Diabetes, hypertension, liver and kidney ailments, HIV/AIDS, etc.) MHD Physician to recommend type of food for each medical case.

Children under 2 (two) years old will have a separate menu, which will include oats and milk.

One cup of milk will be provided to all children under 12 (twelve) years old daily.

Meals will not be served in the dormitory area unless permission from the Transit Center manager or authorized IOM staff is obtained. In cases where IOM allows meals to be served in the dormitory, the Service Provider will be responsible for delivering the food to the dormitory and collect all dishes and kitchen utensils from the dormitory.

The culinary team (cooks) also need to be diversified to meet the cultural representation of the beneficiaries, ensuring that cultural diversity in meals is well delivered.

b. Operate the cafeteria for the sole use of IOM beneficiaries in the space provided by IOM for 7 (seven) days a week from 5:00 am to 8:00 pm, including weekends and holidays. The cafeteria shall be open to serve the meals based on schedule below:

Meals	Opening Time
Breakfast	From 05a.m-07a.m
Lunch	12:00 AM- 0200pm
Dinner	6:00 PM-0800pm

c. The Service Provider will provide the kitchen appliances and equipment required for the cafeteria and its delivery services include but are not limited to:

i. Gas burner of different sizes and capacity with adequate cylinder back-up. No electric power will be provided by IOM for cooking purposes.

ii. Freezer and refrigerator as required.

iii. Cupboard and shelf for storage of raw food supplies

iv. Other kitchen and dining equipment and appliances

d. Deliver food for beneficiaries in medical examination centers and/or hospitals, or other places and at the times and dates specified by IOM. Transportation and delivery costs shall be borne by the Service Provider. No additional costs shall be charged to IOM.

e. The place of food preparation as well as the kitchen personnel need to adhere to the highest applicable food hygiene standards of Rwanda, cleanliness and all personnel handling food have to be in possession of relevant, valid medical clearances to that effect. The meals shall be “Halal” certified when required by IOM. By adhering to these standards, the service provider ensures that the health and well-being of all individuals served by the cafeteria are always protected.

f. The Service Provider shall use non-Styrofoam packaging that will not be damaged nor cause food items to spill during transportation and delivery. The meals shall be of sufficient portions to comply with international nutrition and calorie requirements be fully cooked and free from foreign items that may cause harm. Ingredients shall be sourced from Hygienic and reputable sources. The Service Provider shall be solely responsible for any damage caused by consumption of food in bad condition by IOM trainees, staff and guests.

g. The Service Provider shall replace any damaged meal or substandard meals. In case such replacement is not possible, the Service Provider shall subtract the value of the damaged, missing or substandard meals from the next invoice. IOM may reject the entire delivery based on an inspection of a valid sample. All rejected meals shall be disposed of or returned to the Service Provider, whichever is more practical.

h. IOM will issue an Order Note to specify the number of required meals at the start of each week. The Service Provider shall be informed by IOM of any changes in the number of meals required, meals to be delivered, and a dietary restriction through a revised written notice given to the Service Provider at least 4 (four) hours before the delivery of the meals.

i IOM does not guarantee a minimum number of meals to be ordered each day.

j. The Service Provider shall be fully responsible for its staff performing the Services.

k. The Service Provider shall establish proper fire prevention, protection and control mechanisms to ensure that IOM beneficiaries and IOM facilities are always protected from risk of fire.

l. The Service Provider and its staff must treat IOM employees, guests and beneficiaries equally with dignity and respect.

m. IOM reserves the right to have access to the cafeteria premises and other facilities always utilized by the Service Provider for the purpose of inspection. IOM has the right to inspect at any time, without prior notice in a matter that will not unduly delay the work of the Service Provider.

n. The service provider is solely responsible for Kitchen garbage collection and disposal at least two times a week and ensure general cleaning, staff hygiene, name tags, uniforms.

It is prohibited for the service provider to use any IOM item (washing machine, drying area, TC storage area, etc.).
O. Customer service and satisfaction: Catering staff should be well equipped with hospitality skills and treat beneficiaries with respect, dignity and respect.

2.2 Daily Meal Provision for IOM staff in Cafeteria

IOM staff require daily cafeteria services within office premises to support productivity and wellbeing. The catering service provider will be expected to deliver safe, nutritious, and culturally appropriate meals and refreshments that meet the dietary needs while maintaining the highest standards of hygiene and food safety. The vendor must be capable of handling **both routine and surge demands** (reference to Annex B).

- a. For cafeteria, the catering service provider should provide daily lunch services and meeting refreshments.
- b. Operate the cafeteria for the sole use of IOM staff in the space provided by IOM for 5 (five) working days (Monday to Friday) a week from 8:00 am to 3:00 pm, only on weekdays. The cafeteria shall be open to serve the meals based on schedule below:

Meals	Opening Time
Breakfast/ drinks	From 08:00 a.m - 10:00 a.m
Lunch	12:00 AM-03:00pm

c. The Service Provider will provide the kitchen appliances and equipment required for the cafeteria and its delivery services include but are not limited to:

- i. Gas burner of different sizes and capacity with adequate cylinder back-up. No electric power will be provided by IOM for cooking purposes.
- ii. Freezer and refrigerator as required
- iii. Cupboard and shelf for storage of raw food supplies
- iv. Other kitchen and dining equipment and appliances

d. The place of food preparation as well as the kitchen personnel need to adhere to the highest applicable food hygiene standards of Rwanda, cleanliness and all personnel handling food have to be in possession of relevant, valid medical clearances to that effect. The meals shall be “Halal” certified when required by IOM. By adhering to these standards, the service provider ensures that the health and well-being of all individuals served by the cafeteria are always protected.

e. The Service Provider shall use non-Styrofoam packaging that will not be damaged nor cause food items to spill during transportation and delivery. The meals shall be of sufficient portions to comply with international nutrition and calorie requirements be fully cooked and free from foreign items that may cause harm. Ingredients shall be sourced from Hygienic and reputable sources. The Service Provider shall be solely responsible for any damage caused by consumption of food in bad condition by IOM staff and guests.

f. The Service Provider shall replace any damaged mission or substandard meals. In case such replacement is not possible, the Service Provider shall subtract the value of the damaged, missing or substandard meals from the next invoice. IOM may reject the entire delivery based on an inspection of a valid sample. All rejected meals shall be disposed of or returned to the Service Provider, whichever is more practical.

g. The Service Provider shall also demonstrate operational flexibility, including the ability to reasonably adjust cafeteria operating hours or service arrangements upon prior request by IOM, to accommodate peak workloads, extended meetings, special events, or exceptional operational requirements.

h. In recognition of staff welfare considerations, the Service Provider is encouraged to apply affordability-conscious pricing for cafeteria items, ensuring that meals and refreshments remain accessible to IOM staff while maintaining quality and sustainability.

i. Beyond food service delivery, the cafeteria shall be managed as a safe, inclusive, and welcoming space that can foster informal staff interaction, collegiality, and well-being, contributing positively to the overall workplace environment.

g. IOM does not guarantee a minimum number of meals to be ordered each day.

h. The Service Provider shall be fully responsible for its staff performing the Services.

i. The Service Provider shall establish proper fire prevention, protection and control mechanisms to ensure that IOM beneficiaries and IOM facilities are always protected from risk of fire.

j. The Service Provider and its staff must treat IOM employees, guests and beneficiaries equally with dignity and respect.

k. IOM reserves the right to have access to the cafeteria premises and other facilities always utilized by the Service Provider for the purpose of inspection. IOM has the right to inspect at any time, without prior notice in a matter that will not unduly delay the work of the Service Provider.

l. The established meal service menu ensures that all employees have consistent and timely access to meals and refreshments from early morning through working hours. This approach is designed to support the overall well-being and fulfill the daily nutritional needs of every individual served by the cafeteria.

Flexibility in adjusting the menu based on feedback.

2.3 Food Quality and Safety Checks

Food Quality: The service provider must consistently prepare appetizing and high-quality meals that meet the expectations and nutritional needs of all beneficiaries. Attention to taste, presentation, and overall food quality is required to ensure satisfaction among those served by the cafeteria.

Allow random food checks: To uphold transparency and maintain food standards, IOM Transit Center staff are permitted to conduct random checks of the meals provided. These spot checks

and inspections may be carried out by management or any other staff members appointed by IOM to verify that meal quality always remains high and consistent.

Grant access to health personnel: Additionally, the service provider must grant access to authorized health personnel for the purpose of monitoring hygiene and sanitation practices related to both food preparation and cooking staff. This oversight is crucial to ensuring a safe and hygienic environment for all individuals consuming meals at the cafeteria.

2.4 Environment and Pest Control

The service provider must implement strict measures to ensure high level of pest control measures within the cafeteria, kitchen, and all areas where food is prepared. This is crucial for preventing any potential contamination and for upholding the highest standards of cleanliness and hygiene throughout locations where food is stored, handled, or served.

To protect the health and safety of both staff and beneficiaries, it is mandatory that no animals are present in these spaces. By doing so, the risk of introducing pests or allergens into the food environment is significantly reduced, and a safe and sanitary setting for food service operations is always maintained.

2.5 Responsibilities of Catering Service Provider

Responsiveness to Feedback: The service provider must remain open and receptive to feedback and comments from both staff and beneficiaries. Feedback should be viewed constructively, and appropriate actions must be taken to address any concerns raised, thereby promoting continuous improvement in service quality.

Service Providers are responsible for bringing their own utensils for cooking, as well as all necessary dishes and crockery sets for serving food to beneficiaries and for use in the staff cafeteria.

The refugee kitchen and cafeteria setup (table and chairs for cafeteria) will be solely managed and maintained by the Catering Service Provider.

Prospective Service Providers must visit the site prior to submitting their bids for the catering service and cafeteria operations.

The kitchen for preparing food for beneficiaries and the staff cafeteria will be in the same facility.