



CALL FOR APPLICATION

TENDER TITLE: RENTING AND MANAGING UTAB CANTEEN FACILITY FOR STUDENTS AND STAFF, AND PROVIDING DAILY BREAKFAST TO UTAB STAFF

1. Introduction

The University of Technology and Arts of Byumba (UTAB) is inviting qualified and experienced service providers to apply for renting and managing UTAB Canteen facility for students and staff and providing daily breakfast to UTAB Staff. The successful bidder will play a crucial role in fulfilling the mission of UTAB by supplying the services listed in the present call for application.

2. Background

University of Technology and Arts of Byumba (UTAB) is a fully accredited community-based university. It started as Institut Polytechnique de Byumba (IPB) and began teaching on 26th January 2006 in Byumba Sector, Gicumbi District, Northern Province, Rwanda. On 20th December 2015, IPB upgraded from the status of institute to that of university under the name of University of Technology and Arts of Byumba (UTAB). Currently, UTAB runs three faculties fully accredited by HEC. These include the Faculty of Social Sciences, Management and Development Studies (**SSMDS**), the Faculty of **Education**, and the Faculty of Agriculture, Environmental Management and Renewable Energy (**FAEMRE**). In addition, UTAB has Distance and Open Learning facility (**DOLF**) located in Gatsibo District, Kiramuruzi Sector. UTAB journey of more than 15 years has been long but very fulfilling. As a university, UTAB is engaged in different activities such as academic, research and community outreach. All of those activities aim at raising the quality of education and social transformation.

This call for application aims to provide a convenient, accessible, and affordable dining facility that offers nutritious meals for both staff and students, promoting their health, well-being, and productivity. Additionally, the canteen fosters a sense of community by serving as a social space for interaction while maintaining high standards of hygiene, food safety, and inclusivity to cater to diverse dietary needs. It also supports academic performance by minimizing the time spent on seeking meals outside the campus, thus enhancing the overall university experience.

2.1. Vision of UTAB

The vision of UTAB is to become a radiating university of academic and professional excellence for sustainable socio-economic development.

2.2. Mission of UTAB

The mission of UTAB is:

- To provide quality higher education and community oriented research;
- To shape a skilled workforce in the domains of technology and arts;
- To promote a culture of excellence and innovation for quality service delivery.

3. Scope of Work

The scope includes the provision of the following services:

- Rent and operate the university canteen, ensuring daily service for both staff and students.
- Manage day-to-day canteen operations, including staffing, food preparation, and customer service.
- Ensure the canteen is open during designated hours, especially during academic and working hours.
- Provide a variety of nutritious and affordable meals, snacks, and beverages suitable for both staff and students.
- Specifically offer a daily breakfast service for UTAB staff, adhering to university standards and requirements.
- Cater to diverse dietary preferences and needs, including vegetarian, vegan, and special dietary requirements.
- Maintain high standards of food safety and hygiene, adhering to national health regulations.
- Ensure proper food storage, handling, and preparation practices to prevent contamination or spoilage.
- Regularly update and refresh the menu based on customer feedback and nutritional considerations.
- Keep the canteen premises clean, well-organized, and safe for all users.
- Manage waste efficiently and promote recycling or environmentally sustainable practices where possible.
- Ensure that the canteen equipment, such as kitchen appliances and seating areas, are well-maintained and in good working condition.
- Employ and manage a sufficient number of qualified personnel to run the canteen effectively.
- Provide ongoing training for staff in areas such as customer service, food safety, hygiene, and efficient food handling.
- Offer prompt and friendly service to students and staff, ensuring a pleasant dining experience.
- Address customer concerns, suggestions, and feedback to continually improve service delivery.
- Set affordable prices for meals and services, in alignment with the university's guidelines and expectations.
- Implement efficient and user-friendly payment methods, including cashless transactions where necessary.

- Ensure compliance with all health and safety regulations concerning the preparation and serving of food.
- Provide regular health checks for canteen staff and ensure a clean working environment.
- Offer catering services for official university events, meetings, conferences, and special occasions when required.
- Maintain accurate records of daily operations, including sales, inventory, and staff attendance.
- Provide regular reports to the university on canteen performance, challenges, and suggestions for improvement.

4. Submission requirements

Interested suppliers must provide a complete application, including the following information:

- Company profile.
- Business registration certificate.
- Tax clearance certificate.
- Proven experience in catering or canteen management.
- A detailed business plan outlining how the canteen will be managed, including daily operations, staffing, and menu offerings.
- A specific plan for providing daily breakfast to staff, including menu and pricing.
- Three client references for similar services provided in the past.
- Adherence to food safety and hygiene standards.

5. Evaluation and selection criteria

UTAB will evaluate all submitted applications based on the following criteria:

- Compliance with the tender requirements.
- Quality of the business plan and menu options.
- Experience and references.
- Capacity to deliver services efficiently and effectively.
- Competitive pricing, particularly for the breakfast service.

All applications must be submitted in a sealed envelope, clearly marked "***Application for Renting and Managing UTAB Canteen and Providing Daily Breakfast to UTAB Staff***" at **UTAB Reception Office**.

The deadline for submission of applications is **Friday, on 25th October, 2024 at 12:00pm**.

Late applications will not be considered.

The bids will be opened in the presence of bidders' representatives who choose to attend at **12:30pm, on Friday, 25th October, 2024** at the UTAB Main Campus.

6. Site Visit:

A site visit will be organized from **14th to 18th October, 2024** to allow interested bidders to view the canteen facilities and ask relevant questions. Participation is strongly encouraged.

7. Contact Information

For inquiries or clarifications related to this call for applications, please contact:

1) Dr. MBABAZI Jonathan, Ag. Human Resources and Administration

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Phone number: (+250) 788 620 288

2) Mr. NKERAMUGABA Anicet, Dean of Students Welfare

Email: dir.welfare@utab.ac.rw

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3) Mr. RUTIKANGA Amon, Ag. Procurement Officer

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8. Disclaimer

UTAB reserves the right to accept or reject any or all applications and to cancel the application process without incurring any liability. The University of Technology and Arts of Byumba (UTAB) looks forward to receiving your applications and working with a contractor who shares our commitment to good service delivery and sustainable development.

Done at Byumba, on 9th October, 2024



Fr. Dr. MUNANA Gilbert, O.P.
Vice Chancellor

