



TERMS OF REFERENCE (TOR)

Provision of Lunch Services to SACCO Staff (11 Staff Members)

1. Introduction

The SACCO intends to engage a qualified service provider to supply lunch services to a staff establishment of eleven (11) employees, effective June 2026. The purpose of this engagement is to enhance staff welfare, improve productivity, and ensure access to safe, hygienic, nutritious, and dietarily inclusive meals during working hours. The service provider shall be required to accommodate individual staff dietary requirements, including food allergies, religious dietary restrictions, and medically prescribed diets, in full compliance with applicable food safety and public health regulations.

2. Objective of the Assignment

The objective is to contract a competent service provider to prepare and deliver quality lunch meals to SACCO staff daily, ensuring consistency, hygiene, nutritional adequacy, allergen safety, and dietary inclusivity.

3. Scope of Services

1. The service provider shall be responsible for:
2. Preparing and supplying lunch meals for 11 staff members on all working days (Monday to Friday)
3. Ensuring meals are hygienically prepared, safely handled, and appropriately packaged in food-grade, sealed, and labelled containers
4. Delivering meals at the agreed lunch time of 1:00 PM, without delay
5. Providing a balanced, rotating weekly menu to avoid repetition, submitted to SACCO administration by close of business every Thursday for the following week
6. Accommodating individual staff dietary restrictions, food allergies, religious dietary needs, and medically documented diets as disclosed in the SACCO Dietary Intake Form
7. Clearly labelling all meals with ingredients and applicable allergen information prior to service
8. Implementing cross-contamination prevention protocols for allergen-sensitive meal preparation and packaging
9. Maintaining high standards of cleanliness in food preparation, storage, transport, and packaging
10. Ensuring compliance with all applicable public health and food safety regulations, including Uganda's National Food and Drug Authority (NDA) standards
11. Providing contingency arrangements to avoid service interruptions
12. Confirming the daily meal count with SACCO administration by 9:00 AM to allow adjustment for absences or public holidays
13. Provision of meal combos at competitive rates is an added advantage e.g food menus, food and drinks, bonus combos etc

3.1 Nutritional Standards

Each meal served shall constitute a nutritionally balanced offering comprising, at minimum: a protein source, a carbohydrate source, a vegetable or salad component, and adequate caloric. At least one vegetarian option shall be available on every service day. Vegan or other specific dietary alternatives shall be available upon written request, subject to reasonable notice.

4. Allergen and Dietary Management

This section establishes mandatory requirements for the management of food allergies and special dietary needs.



4.1 Dietary Intake and Allergy Registration

Prior to commencement of service, the provider shall facilitate the completion of a SACCO-approved Dietary Intake Form by all staff. This form shall capture food allergies, intolerances, religious dietary requirements, and medically prescribed diets. The provider shall maintain an up-to-date allergen and dietary register throughout the contract period and update it whenever staff changes are notified by SACCO.

4.2 Allergen Disclosure and Labelling

The provider shall declare and label all major allergens in each meal served. Major allergens include, but are not limited to: peanuts and tree nuts, gluten, dairy, eggs, shellfish and fish, soy, sesame, and sulphites. Allergen information shall be clearly displayed on meal packaging or communicated verbally at the point of service.

4.3 Emergency Response

The provider shall document meal preparation report in a written incident report submitted to SACCO within 24 hours.

5. Contract Duration

The contract shall be for an initial period of twelve (12) months, effective (date) August 2026, subject to satisfactory performance and formal renewal approval by the Management and Operations Committee. Renewal shall not be assumed and must be confirmed in writing no later than 30 days before contract expiry.

6. Eligibility Criteria

Interested service providers must demonstrate:

Legal registration and valid licensing to provide catering or food services in Uganda

Demonstrable experience in providing institutional or office catering services, with a minimum of two verifiable references for similar assignments

Capacity to consistently prepare and deliver meals per day

Adequate kitchen facilities, equipment, and trained food-handling personnel

7. Deliverables

The service provider shall deliver the following:

Daily lunch meals for 11 staff members on all working days, adjusted for confirmed absences

Weekly menu plan submitted by close of business every Thursday for the following week, for SACCO approval

A completed and signed Dietary Intake Form for all staff, submitted before commencement and updated as required

Incident reports within 24 hours of any food-related complaint, allergic reaction, or service failure

Monthly service summary reports including meal counts, any deviations from the menu, complaints received, and corrective actions taken

Consistent adherence to agreed quality, hygiene, allergen safety, and dietary standards

8. Financial Terms

8.1 Pricing

Service providers shall submit their proposal with a clearly stated per-meal price per person per day. SACCO will evaluate bids on the basis of price, quality, experience, and compliance with the



requirements of this TOR. A budget ceiling per meal shall be communicated to shortlisted providers during the evaluation stage.

8.2 Payment

Payment shall be made monthly, within thirty (30) calendar days of receipt of a valid, certified invoice. Monthly invoices shall be supported by daily meal count records, staff signature/receipt sheets, and deductions for any missed service days or approved reductions. Invoices shall be submitted by the 5th working day of the month following the month of service.

8.3 Price Review

The per-meal price shall be fixed for the initial six (6) months of the contract. Thereafter, the provider may submit a written request for a price review to the Management and Operations Committee, supported by evidence of cost increases. Any approved adjustment shall not exceed 10% and must be agreed in writing before taking effect.

8.4 Disputed Invoices

SACCO shall notify the provider in writing within 10 working days if an invoice is disputed. Disputed amounts shall be resolved within 14 days. Undisputed amounts shall be paid within the standard 30-day timeline regardless.

9. Performance Monitoring and Evaluation

Performance shall be monitored on the following criteria:

- Quality, balance, and consistency of meals served
- Timeliness of daily delivery at the agreed 1:00 PM service time
- Adherence to allergen management and dietary accommodation requirements
- Hygiene and food safety standards, including container quality and labelling
- Staff satisfaction, captured through a monthly feedback form
- Responsiveness to complaints and speed of corrective action

Performance shall be reviewed quarterly by the designated SACCO officer. Persistent underperformance shall result in a formal written warning. A second warning within any 12-month period may result in contract termination. Financial penalties for repeated missed deliveries (three or more in any calendar month) shall be applied as a deduction of the equivalent meal cost from that month's invoice.

10. Liability and Insurance

The service provider shall be fully liable for non-compliance with applicable food safety regulations. SACCO reserves the right to suspend.

11. Termination and Transition

11.1 Notice of Termination

Either party may terminate this contract by providing a minimum of thirty (30) calendar days written notice to the other party. SACCO may terminate with immediate effect and without notice in cases of gross misconduct, serious harm to staff, or repeated critical standards failures.

11.2 Transition



Upon termination or non-renewal of the contract, the outgoing provider shall cooperate fully with SACCO during a minimum five (5) working day handover period. This includes provision of all dietary intake records, allergen registers, and any other documents relevant to the welfare of staff.

12. Dispute Resolution

Any dispute arising from this contract shall be resolved through the following staged process:

Stage 1: Informal resolution between the provider and the designated SACCO officer, within 10 working days of the dispute being raised

Stage 2: Escalation to SACCO Senior Management for review, if Stage 1 fails, within a further 10 working days

Stage 3: Mediation by a mutually agreed independent mediator, if Stage 2 fails, within 30 days

Stage 4: Arbitration or referral to the relevant judicial authority, in accordance with the laws of Uganda

13. Reporting Arrangements

The service provider shall report to the designated SACCO officer responsible for staff welfare and administration, who shall oversee day-to-day coordination, quality assurance, and dietary compliance. Any operational concerns, service changes, or staff dietary updates shall be communicated to this officer in writing, with a minimum of two (2) working days' notice where operationally feasible.

14. Submission of Proposals

Proposals addressed to the **Chairperson, Management and Operations Committee**, shall be submitted by email to procurement20@uns-sacco.com by 3rd July 2026 at 5:00 PM.

Proposals shall include:

1. Company profile and registration documents
2. Evidence of food safety compliance or certifications
3. Sample weekly menu and Combos
4. Allergen Plans
5. Per-menu pricing breakdown
6. Minimum two referees for similar institutional catering assignments

Late submissions will not be considered. SACCO reserves the right to accept or reject any proposal without obligation to provide reasons.