BID NOTICE UNDER OPEN DOMESTIC BIDDING

Yalelo Uganda SMC Limited (Yalelo) is running an open bid for provision of office lunch catering services and would like to invite eligible bidders to submit proposals as indicated in the bid documents.

Visit the Yalelo website (Yalelo Uganda – Uganda's #1 Fish) to view the documents.

Completed proposals should be submitted to procurement@yalelo.ug before 30th November 2026 by 1700Hrs EAT.

TERMS OF REFERENCE FOR OFFICE LUNCH CATERING SERVICES.

1. BACKGROUND

Yalelo Uganda SMC Limited (Yalelo) is Uganda's number 1 Tilapia fish farm and pioneer in Africa's aquaculture sector in terms of operating efficiency, production volume, and processing capability combining local resources with world class aquaculture practices. Yalelo's vision and mission are to lead Uganda in becoming a regional aquaculture powerhouse and stabilizing regional food security by sustainably producing a reliable and affordable supply of fresh fish.

As part of our commitment to the welfare of our staff, we are soliciting proposals from a reliable catering service provider capable of consistently providing nutritious, hygienically prepared, good-quality meals while maintaining competitive pricing and dependable service.

These Terms of Reference (TOR) outline the objective, scope of service, requirements, service schedule, food safety and hygiene, technical and financial proposals, evaluation criteria, terms and conditions that will guide the selection and engagement of a qualified service provider.

2. OBJECTIVE

The overall objective is to engage a competent catering service provider to provide daily office lunches that meet the required and approved standards.

3. SCOPE OF SERVICES

The successful bidder shall be responsible for the preparation, packaging, transportation and delivery of lunch meals to Yalelo head office in Kyebando, Kampala.

The services shall include, but not be limited to:

a) Provision of fresh, nutritious and hygienically prepared meals.
b) Provision of a varied, balanced menu with options to accommodate dietary requirements.
c) Appropriate packaging of meals in food-grade containers, and suitable serving arrangements.
d) Delivery of meals within the agreed lunch service time.
e) Provision of adequate portions for the agreed number of employees and meals ordered.

f) Provision of beverages where required and specified.

g) Proper handling, transportation and storage of food.

h) Maintaining high standards of food hygiene, sanitation and personal hygiene throughout food preparation and delivery.

i) Prompt replacement or correction of meals that do not meet the agreed requirements.

j) Maintenance of sufficient capacity to meet fluctuations in the number of meals required.

k) Prompt handling of complaints and service deficiencies.

l) Submission of EFRIS invoices supported by agreed meal quantities/service records.

4. MEAL REQUIREMENTS

The bidder shall submit a proposed sample menu as part of the tender submission.

The menu should generally include:

- A staple/main carbohydrate
- Protein/meat or alternative protein
- Vegetables
- Salad where applicable
- Fruit or another agreed accompaniment
- Beverage, where included in the agreed menu

The final menu shall be agreed with the successful service provider before commencement and may be adjusted based on feedback to ensure sufficient variety and avoid repetition.

5. SERVICE SCHEDULE

Requirement	Details
Service	Office lunch
Service days	Monday–Sunday unless otherwise communicated
Estimated meals per day	35–45 plates (Monday–Friday) and 12 plates (Saturday–Sunday).
Service location	Yalelo Head Office, Kyebando
Required service time	12:00pm–1:00pm
Contract period	12 months
Ordering frequency	Daily/Weekly
Billing frequency	Monthly
Payment terms	As specified in the contract

The quantities provided are estimates and may vary depending on operational requirements. Yalelo does not guarantee a minimum quantity unless expressly stated in the contract.

6. FOOD SAFETY AND HYGIENE

The service provider shall:

- Maintain clean food preparation, storage, transportation, and serving facilities.
- Ensure food is appropriately stored and transported to prevent contamination.
- Ensure food handlers maintain appropriate personal hygiene.
- Comply with applicable Ugandan food safety, public health and licensing requirements.
- Provide evidence of relevant food handling/health certifications and licences where applicable.
- Implement appropriate measures to prevent food contamination and food-borne illnesses.

Yalelo reserves the right to inspect the food preparation and service facilities before and during the contract period.

7. TECHNICAL PROPOSAL

The bidder shall provide:

- Proposed service methodology.
- Sample weekly/monthly menu.
- Food preparation and delivery arrangements.
- Food safety and hygiene procedures.
- Staffing structure and relevant qualifications.
- Proposed approach to handling dietary requirements.
- Business continuity arrangements in case of disruptions.

8. FINANCIAL PROPOSAL

The financial proposal shall clearly indicate:

- Price per meal.
- Price per special/dietary meal.
- Price for any optional beverages/accompaniments.
- Delivery charges, if applicable.
- Any other associated costs.
- Proposed price validity period.

All prices shall be quoted in Uganda Shillings (UGX), inclusive of VAT, with VAT and any other applicable taxes shown separately.

9. SUBMISSION REQUIREMENTS

Bidders should submit:

- Business registration documents.
- Valid trading license/business license.
- Tax registration/compliance documentation.
- Relevant food handling/public health certificates and licenses.
- Evidence of experience providing similar catering services.
- At least two references from current or previous clients.
- Client contact details for reference checks.
- Company profile.
- Proposed menu.
- Financial proposal, with all costs quoted in Uganda Shillings (UGX), inclusive of VAT.
- Details of the catering facility/location.

Any other documents specified in the bidding documents.

10. EVALUATION CRITERIA

Bids will be evaluated based on the following criteria.

S/N	Evaluation Criteria	Sub Evaluation Criteria	Points allocation for sub evaluation criteria
1	Critical and Minimum requirements related to the service.	• Company profile and registration • Trading license and tax compliance • Technical proposal and understanding of requirements • Service delivery methodology and reliability	15%
2	Critical performance areas related to the service.	• Quality, variety and nutritional value of proposed menu • Ability to accommodate dietary requirements • Adequate food preparation and storage facilities.	25%
3	Demonstrate expertise and knowledge	• Experience in providing institutional or corporate catering services and	25%

		capacity to provide the required number of meals consistently. • Food safety, hygiene and quality control • Staffing and operational capacity	
4	References	• Client references for similar work • Business continuity and contingency arrangements	10%
5	Financial proposal	• Competitiveness of meal price • Delivery/other associated costs	25%

Yalelo reserves the right to amend the evaluation criteria and weightings as it deems appropriate.

11. DURATION

The anticipated contract period shall be twelve (12) months, subject to satisfactory performance and the agreed contractual terms.

12. TERMS AND CONDITIONS

- Yalelo may require shortlisted bidders to attend a site inspection, tasting session or clarification meeting to understand the service requirements, location, access arrangements, meal volumes, and operational expectations as part of the evaluation process.
- Yalelo may conduct due diligence, including verification of references, licences, facilities, and information submitted by bidders.
- Yalelo reserves the right to accept or reject any or all bids.
- Late submissions will not be considered.

APPLICATION PROCESS.

Interested bidders are encouraged to submit their proposals via email to procurement@yalelo.ug by 30th November 2026 at 1700Hrs EAT. Any questions should also be sent to procurement@yalelo.ug

BID SUBMISSION CHECKLIST

Bidders should ensure that their submission contains:

- Company profile
- Business registration documents
- Valid licences/permits
- Relevant catering experience
- Minimum two client references
- Technical proposal
- Sample menu
- Food safety and hygiene procedures
- Staffing and operational arrangements
- Business continuity plan
- Financial quotation
- Tax details
- Acceptance of the TOR and contractual requirements