



INVITATION TO TENDER (ITT)

Provision of Food Services for Patients at Turkish Hospital

Contracting organization	Médecins Sans Frontières France (MSF-F)
RFP reference	RFP 26/004/SD130
Service location	Turkish Hospital, Khartoum, Khartoum State, Sudan
Service schedule	Two meals per day, seven days per week

PART 1 – INVITATION AND BIDDER INSTRUCTIONS

1. Tender overview

MSF France invites qualified, experienced and legally registered food-service providers to submit proposals for the provision of patient meals at Turkish Hospital in Khartoum. The successful bidder will enter into a service contract with MSF France.

Initial contract period	1 October 2026 to 31 March 2027
Renewal	Automatic renewal for one additional 06-month period, subject to performance, operational need and funding
Maximum duration	12 months
Non-renewal notice	30 calendar days
Price stability	Fixed for the initial 12-month period

2. Tender timetable

- Publication: Monday, 24 August 2026.
- Tender briefing: Thursday, 27 August 2026 at 10:00 a.m., MSF-France Office, Al Ryad, Khartoum, meeting with **Hazem Guma** msff-sudan-deputy-logco@paris.msf.org
- Deadline for questions: Sunday, 30 August 2026 at 4:00 p.m.
- MSF responses to questions: Tuesday, 1 September 2026.
- Submission deadline: Thursday, 10 September 2026 at 3:00 p.m., Sudan time.
- Expected service start: Thursday, 1 October 2026.

3. Questions and clarifications

Questions shall be sent only to msff-sudan-deputy-logco@paris.msf.org by the stated deadline.

MSF may share consolidated answers with all interested bidders without identifying the source of a question.

4. Electronic submission

Electronic submission by email is the only authorized method. Bidders shall submit their proposals to msff-sudan-supplyco@paris.msf.org Using the subject:

RFP 26/004/SD130 Patient Food Service [Bidder Legal Name].

1. Technical Proposal, including the completed Bidder Response Document and all supporting documents.
2. Financial Proposal, including the completed Financial Offer Form. No financial information may appear in the Technical Proposal.

Physical submissions, WhatsApp submissions, and proposals sent to individual MSF staff members will not be accepted. If attachments exceed 15 MB, the submission may be divided into numbered emails using the same subject line. The MSF email system timestamp will determine whether a bid was received on time.

5. Eligibility and award process

Essential criteria will be evaluated on a Pass/Fail basis. Only compliant bidders will proceed to technical and financial evaluation. MSF may verify references, inspect bidder kitchens, request clarifications and conduct due diligence before contract signature. MSF is not bound to accept the lowest-priced offer and may cancel or suspend the process without award.

6. Offer validity

Offers shall remain valid for at least thirty (30) calendar days from the submission deadline. Bid prices remain fixed for the initial twelve-month contract period (6 months + 6 months)

PART 2 – CORE REQUIREMENTS AND SPECIFICATIONS

1. Background

Médecins Sans Frontières (MSF) is an independent, international medical humanitarian organization. MSF-France supports Turkish Hospital through medical and logistical assistance, including the provision of meals to admitted patients. MSF seeks a qualified food-service provider capable of delivering safe, nutritious, and timely meals in accordance with these Terms of Reference.

2. Objective

The objective is to ensure the uninterrupted preparation, transportation and distribution of two meals per day to eligible beneficiaries at Turkish Hospital, seven days per week, in accordance with the approved menu, portion requirements and service standards set out in this document.

3. Beneficiaries and meal quantities

- Meals shall be provided to admitted patients based on the daily hospital census.
- In the paediatric ward, one accompanying mother or designated caregiver per admitted child shall also receive meals.
- The actual number of meals will vary according to hospital occupancy. MSF does not guarantee a minimum volume.
- The hospital IPD supervisors or another person formally designated by MSF will confirm the quantities required for the following day by 5:00 p.m.
- The confirmation shall specify the quantities required for each meal and beneficiary category.

4. Scope of services

The service provider shall provide all resources necessary to perform the service, including food ingredients, preparation facilities, qualified personnel, transportation, serving utensils, individual plates and cups, distribution, collection and cleaning.

- Prepare two meals per beneficiary per day in accordance with the approved seven-day rotating menu in Annex 1.
- Procure and use ingredients of suitable quality and fit for human consumption.
- Cook, portion, pack and transport the meals under hygienic conditions.
- Deliver meals to the designated point at Turkish Hospital within the agreed service windows.
- Distribute meals to the authorized beneficiaries and collect the reusable plates, cups and cutlery provided by the service provider.

- Clean all reusable serving items at the provider's kitchen and maintain sufficient clean stock for uninterrupted service.
- Provide seasonal fruit and snacks when agreed in writing with MSF.
- Maintain adequate staffing, transport, and contingency arrangements throughout the contract period.

5. Meal schedule

Meal	Delivery/service window	Frequency
Breakfast	10:00 a.m. 11:00 a.m.	Daily
Lunch	3:00 p.m. 4:00 p.m.	Daily

Meals delivered outside the agreed time window may be rejected unless the delay was communicated in advance and expressly accepted by the authorized MSF representative.

6. Menu and portion requirements

- The seven-day menu in Annex 1 shall be followed unless MSF authorizes a substitution in writing.
- Meals shall match the quality, composition, and portions approved by MSF, and any samples presented during the tender process or contract mobilization.
- The provider shall not reduce portions, remove menu components or substitute ingredients without prior written approval from MSF.
- Seasonal fruit choices and any planned snacks shall be agreed monthly between MSF and the provider.
- The provider shall accommodate special dietary needs communicated by the authorized hospital representative, including medically prescribed considerations for diabetes or other clinical conditions.

7. Food safety, hygiene and quality requirements

- Maintain the kitchen, food storage areas, equipment, vehicles, and utensils in a clean and sanitary condition.
- Use potable water and ingredients that are fresh, safe, within expiry dates and obtained from traceable sources.
- Prevent cross-contamination between raw and cooked food and protect food from dust, pests, chemicals, and other contaminants.
- Ensure food handlers follow appropriate personal-hygiene practices and use clean protective clothing.

- Use food-grade, clean and securely closed containers for packing and transportation. Direct contact between food and non-food-grade plastic bags is prohibited.
- Maintain appropriate conditions during transportation so that meals arrive safe, wholesome and suitable for immediate consumption.
- Conduct routine cleaning and periodic deep cleaning of the kitchen and related facilities.
- Immediately report any suspected food-safety incident, contamination, spoilage or illness potentially linked to the service.

8. Inspection and quality control

MSF may inspect the provider's kitchen, storage areas, transport arrangements, records and food-preparation practices before contract award and at any time during contract performance. The provider shall grant reasonable access and implement requested corrective measures within the timeframe specified by MSF.

- MSF may assess the quality, quantity, composition, hygiene, packaging, and timeliness of any meal.
- MSF may reject any meal that does not meet the agreed requirements.
- Rejected or missing meals shall be replaced promptly and at no additional cost to MSF.
- Patient complaints shall be reported to MSF. The provider shall not engage directly with patients to investigate or resolve complaints unless requested by MSF.

9. Daily records and verification

The provider shall maintain a daily meal delivery record showing the date, meal type, beneficiary category, quantity ordered, quantity delivered, delivery time, and any discrepancy. The record shall be verified by an authorized hospital or MSF representative.

The provider's records will be cross-checked against the hospital's records. Only meals ordered, delivered, accepted, and supported by verified records will be eligible for payment.

10. Monthly invoicing

The provider shall submit one detailed invoice per month. The invoice shall separately state the number of accepted breakfasts and lunches supplied during the invoice period, by applicable beneficiary category, together with the corresponding contractual unit prices and taxes, where applicable.

The monthly invoice shall be supported by the verified daily meal delivery records. Any discrepancy shall be resolved before payment processing.

11. Continuity and coordination

- The provider shall designate a focal person who can be contacted throughout service hours.
- Any expected delay, shortage, or disruption shall be reported to MSF immediately, together with the proposed corrective action.
- The provider shall maintain a practical contingency plan for staff absence, vehicle failure, ingredient shortage, and other foreseeable disruptions.
- Subcontracting any material part of the service requires prior written approval from MSF.

12. Roles of MSF

- Provide the daily confirmed quantities through the authorized hospital representative.
- Communicate approved changes to the menu, delivery arrangements or special dietary requirements.
- Verify meal delivery records and assess service performance.
- Inform the provider of complaints and required corrective actions.
- Process compliant invoices in accordance with the contract.

13. Acceptance of the Terms of Reference

By submitting an offer, the bidder confirms that it has read, understood and accepted the requirements of this Terms of Reference and has included all resources and costs necessary to deliver the service in its proposal.

Annex 1 – Approved seven-day rotating menu

The weights and energy values below apply to the beneficiary categories shown. The provider shall comply with the approved portions and may only make substitutions with prior written approval from MSF.

Day	Meal	Menu	Under 2 years	2 years and above	Adult
Day 1	Breakfast	Milk porridge + banana + sugar	145.5 g / 137.5 kcal	291 g / 275 kcal	608 g / 575 kcal
Day 1	Lunch	Rice + lentils + carrot	818 g / 192.5 kcal	409 g / 385 kcal	853 g / 805 kcal
Day 2	Breakfast	Rice porridge + milk + oil; banana or orange	120 g / 137.5 kcal	240 g / 275 kcal	525 g / 575 kcal
Day 2	Lunch	Chapati + beans + vegetables	161.5 g / 192.5 kcal	323 g / 385 kcal	675 g / 805 kcal
Day 3	Breakfast	Fortified maize porridge + milk + oil + sugar; banana or orange	127 g / 137.5 kcal	254 g / 275 kcal	531 g / 575 kcal
Day 3	Lunch	Pasta + tomato vegetable sauce + oil	147 g / 192.5 kcal	294 g / 385 kcal	615 g / 805 kcal
Day 4	Breakfast	Soft bread + boiled egg + milk	103 g / 137.5 kcal	206 g / 275 kcal	365 g / 385 kcal
Day 4	Lunch	Rice + bean stew + cabbage	215 g / 288 kcal	430 g / 575 kcal	802 g / 805 kcal
Day 5	Breakfast	Rice porridge + milk + banana + sugar	150 g / 138 kcal	299 g / 275 kcal	655 g / 575 kcal
Day 5	Lunch	Chapati + lentils + spinach	176 g / 193 kcal	352 g / 385 kcal	736 g / 805 kcal
Day 6	Breakfast	Maize porridge + milk + oil + sugar; banana or orange	138 g / 138 kcal	275 g / 275 kcal	575 g / 575 kcal
Day 6	Lunch	Rice + beans + carrot or pumpkin	183 g / 193 kcal	365 g / 385 kcal	802 g / 805 kcal
Day 7	Breakfast	Soft bread + boiled egg + milk porridge; banana or orange	138 g / 138 kcal	276 g / 275 kcal	461 g / 575 kcal
Day 7	Lunch	Rice + lentils + spinach	204 g / 193 kcal	408 g / 385 kcal	853 g / 805 kcal

PART 3 – MANDATORY BIDDER RESPONSE DOCUMENT

This part must be completed and submitted in the Technical Proposal. Incomplete responses may be rejected.

1. Bidder information

Legal company name	
Registration number	
Tax number (If registered)	
Registered address	
Operational address	
Year of registration	
Primary contact and position	
Telephone and email	
Bank account name	
Previous MSF experience	

2. Essential criteria – Pass/Fail

#	Essential requirement	Yes/No	Evidence / attachment
1	Valid business registration and tax documentation attached.		
2	Signed acceptance of this ITT and the MSF Supplier Code of Conduct.		
3	Acceptance of payment by bank transfer after verified service delivery.		
4	Acceptance of fixed prices for the initial 12-month period.		
5	Operational kitchen available for MSF inspection.		
6	Capacity to provide two meals per day, seven days per week.		
7	Capacity to start service on 1 October 2026.		
8	Acceptance of MSF quality controls and replacement of rejected meals at no additional cost.		
9	Conflict-of-interest declaration completed.		
10	Technical and Financial Proposals submitted as separate files before the deadline.		

3. Capability, quality and sustainability response

#	Question	Bidder response / attachment reference
1	Describe experience in hospital, institutional or high-volume catering and provide three comparable references.	
2	State maximum daily meal-production capacity and describe kitchen facilities, equipment and staffing.	
3	Describe food safety, hygiene, cleaning, pest-control and staff-health procedures.	
4	Explain ingredient sourcing, traceability, expiry-date control, and raw/cooked food separation.	
5	Describe packing and transport arrangements.	
6	Explain how special diets and MSF-approved substitutions will be managed.	
7	Provide a continuity plan for staff absence, vehicle failure, ingredient shortage, and other disruptions.	
8	Describe complaint handling, incident reporting and replacement of non-compliant meals.	
9	Describe local employment, local sourcing, plastic reduction, and food-waste management measures.	

4. Submission checklist and declaration

- Completed Technical Proposal and Bidder Response Document
- Completed Financial Offer Form
- Company profile
- Registration and tax certificates
- Authorization and identification of signatory
- Three references
- Quality-control and hygiene procedures
- Kitchen and staff information
- Signed ITT and Supplier Code of Conduct
- Conflict-of-interest declaration

We certify that the information submitted is complete and accurate, and we accept the requirements of this ITT.

Authorized representative	
Position	
Signature and company stamp	
Date	