



TENWEK HOSPITAL

A Ministry of Africa Gospel Church

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EOI NO: TWKHOSP/CTC/01/2024

EXPRESSION OF INTEREST: PROVISION OF CATERING SERVICES FOR AGC TENWEK HOSPITAL CARDIO THORACIC CENTRE, CTC

Date of EOI: 11th June 2024

Closing Date for EOI: 20th June 2024

INTRODUCTION

Tenwek Hospital is a faith-based institution founded in 1937 by the World Gospel Mission (WGM) of the United States of America in partnership with the Africa Gospel Church (AGC) Kenya. We are situated in Bomet Township location, Bomet County. The Hospital's mission is to be a Christian community committed to excellence in the provision of compassionate health care, spiritual ministry, and training for service. Tenwek Hospital is a non-profit making health facility with a 400-bed capacity. We are supported by individuals and organizations who willingly partner with us to fulfill our mission.

BACKGROUND

Tenwek Hospital Board and Management have embarked on improving health services in the Hospital through the construction of a Cardiothoracic Center. The facility will occupy 276,000 sq ft. It will consist of a 176-bed capacity with inpatient and outpatient care.

The center will provide a solution to tens of thousands of patients in need of Cardiothoracic care and treatment in Bomet County, in Kenya, and in the entire continent of Africa. It will also be a major training hub for cardiac surgery, perfusion, and cardiology across Sub-Saharan Africa.

Tenwek Hospital envisions a high-level center where it will offer training to cardiothoracic surgeons, cardiologists, perfusionists, cardiac nurse anesthetists, cardiac critical care nurses, echocardiographers, cardiac rehabilitation therapists, and specially trained chaplains. After the Tenwek Cardiothoracic site is fully established, the hospital anticipates fostering other sites throughout the region that can use the Tenwek model as a starting point for new cardiothoracic units.

What the user communities can expect from the Cardio-thoracic center include:

- When fully operational, the Hospital will employ over 1200 tax-paying Kenyan staff members.
- Advanced training will become available to many Kenyan health professionals and will attract other high-end professionals seeking training from around Africa.
- The professionals trained at the Cardiothoracic Centre will go on to provide specialized Cardiothoracic care and treatment in other service centers across Kenya and Africa, creating a positive ripple effect in the healthcare space.
- Medical tourism will bring economic benefits to Kenyans and will mark the country as a leader in cardiovascular health. Within Africa, there are few options for heart surgery and currently, many people go to India for care.
- The Cardiothoracic center is a high-end service center that will perform major heart and chest surgeries and will be a solution to the lack of adequate cardiac centers in Africa and a source of hope for people suffering from heart disease and in need of surgery.
- The staggering scope of the heart disease challenge means that addressing the disease burden will be necessary to achieve Universal Health Care so that Kenyans will have increased access to preventive, curative, rehabilitative, and palliative health services at minimum financial burden, thereby eliminating inequalities in access to health care.
- The cost of heart surgery at Tenwek is a fraction of the cost of the same surgery when done outside the country.

Tenwek Hospital CTC seeks expression of interest from qualified firms with capacity, expertise and experience to carry out the above service. This EOI shall guide the hospital to identify a supplier that can demonstrate having sufficient capacity to provide these services in the best possible way and in a manner that enables Tenwek Hospital CTC meets its expectation.

SCOPE OF WORK

- **Nutritious Meals:** Deliver meals that meet the nutritional needs of patients, including those with specific dietary requirements or medical conditions. This includes balanced proportions of macronutrients (carbohydrates, proteins, fats) and micronutrients (vitamins, minerals).
- **Menu Variety:** Offer a diverse menu with options suitable for various dietary preferences, cultural backgrounds, and medical restrictions. This ensures that patients have choices and can maintain appetite and satisfaction during their hospital stay.
- **Safe Food Handling:** Ensure strict adherence to food safety protocols at all stages of food preparation, including receiving, storage, cooking, and serving. This helps prevent foodborne illnesses and ensures the safety of everyone consuming the meals.
- **Timely Delivery:** Deliver meals promptly according to prescribed schedules, considering patients' medical needs and any fasting requirements for medical procedures. Timeliness is crucial for maintaining patient satisfaction and supporting their recovery process.
- **Specialized Diets:** Prepare specialized diets as prescribed by healthcare professionals, such as pureed diets for patients with swallowing difficulties or low-sodium diets for those with

hypertension. These meals should adhere to specific dietary guidelines while still being appetizing and palatable.

- **Portion Control:** Ensure appropriate portion sizes to meet patients' nutritional needs without overfeeding or underfeeding. Portion control is essential for maintaining patients' energy balance and supporting their overall health and recovery.
- **Allergy and Sensitivity Management:** Prevent cross-contamination and accurately label meals to accommodate patients with food allergies, intolerances, or sensitivities. This requires careful attention to ingredient sourcing, preparation methods, and communication with kitchen staff.
- **Hygiene and Cleanliness:** Maintain a clean and hygienic kitchen environment to uphold food safety standards and prevent the spread of infections. Regular cleaning schedules, proper sanitation procedures, and personal hygiene practices are essential for ensuring food safety.
- **Customer Service:** Provide excellent customer service to patients, staff, and visitors by addressing inquiries, accommodating special requests, and resolving any issues or concerns related to food service. This contributes to a positive experience during their hospital stay.
- **Feedback Collection:** Solicit feedback from patients and staff to assess satisfaction levels, identify areas for improvement, and make necessary adjustments to the menu or service protocols. Continuous feedback helps optimize the quality and effectiveness of the hospital kitchen operations

CERTIFICATION REQUIREMENTS FOR STAFF

1. Food Handler's Certificate
2. Food Hygiene Certificate
3. Food Safety Management System (FSMS)
4. Certification Sanitary Permit
5. Facility Inspection
6. Food Labelling Requirements.
7. Waste Management Compliance:
8. Temperature Control Measures
9. Training and Education

NOTE

Please note that this request does not constitute a solicitation. Tenwek Hospital reserves the right to change or cancel this request at any time. It should be noted that by submitting a reply to this EOI does not automatically guarantee or obligate the hospital to invite any particular company to participate in the subsequent bidding process. Only those prospective companies that are deemed qualified by the hospital upon completion of an objective evaluation of their submission to the EOI will be invited to participate in any subsequent tender exercise.

SUBMISSION OF RESPONSES

Interested firms/ bidders should submit their response to this EOI to the attention of CTC Project Manager. The EOI should be emailed to Purchasing@Tenwekhosp.org on or before **Thursday, 20th June 2024 at 2.00PM.**

Firms seeking clarifications to this request for EOI should send an email to Philemon.Rono@tenwekhosp.org copying Purchasing@tenwekhosp.org during office hours.