



# School canteen management Terms of Reference Specifications

February 2026

Contract Period: Academic Years 2026/2027, 2027/2028, 2028/2029

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## CHAPTER 1: BACKGROUND AND PLACE OF SERVICE

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The **Lycée Français International de Vientiane Josué Hoffet (LFIV)** is a member of the AEFÉ (Agence pour l'Enseignement Français à l'Étranger) network and serves a diverse, multilingual student population in Laos. LFIV is recognized for academic excellence, French curriculum integrity, and preparing students for global higher education pathways.

### Purpose of This Tender

This Terms of Reference (TOR) seeks a professional service provider to manage and operate comprehensive canteen services across LFIV's two campuses during the period of Academic Years 2026/2027, 2027/2028 and 2028/2029.

### Place of Delivery

The service provider shall deliver canteen management and meal services at two distinct LFIV locations:

- Thadeua Campus: Kindergarten (Maternelle) and Primary Education levels.
- Hadxaykhao Campus: Secondary School (Collège and Lycée).

### Core Principles

The canteen service must embody the following core principles:

- **Nutritional Excellence:** Balanced, healthy, fresh, diverse meals aligned with French nutritional standards
- **Food Safety:** Rigorous hygiene and food safety regulations, including temperature control, safe sourcing, and robust protocols for dietary allergies
- **Service Quality:** Consistent, appealing, responsive, professional operations meeting all specifications
- **Transparency:** Open communication with all stakeholders including parents, school staff and administration
- **Sustainability:** Environmental responsibility and local sourcing
- **Professional Excellence:** Trained staff, proper management, and continuous improvement

## CHAPTER 2: MEAL FREQUENCY, COMPOSITION AND QUALITY STANDARDS

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### 2.1. TIME AND FREQUENCY OF PROVISION OF MEALS

#### Standard Service Hours:

- Lunch service: 11:30 AM - 1:30 PM
- Kitchen operations: 7.30 - 3:30 PM (preparation and cleaning)

#### Standard Service Frequency:

- Monday through Friday during academic term
- Approximately 170-180 service days per academic year
- The service operates sometimes on Lao public holidays or vacations if the school is open.

- The service hours may be modified at the request of the LFIV and differ from the two school establishments.

### **Student Rotation System and Dining Area Management**

Due to limited capacity in the dining facilities in Thadeua, LFIV has established a structured rotation system to manage student arrivals and dining time, ensuring orderly service, optimal food quality, and a comfortable dining experience for all students. At the moment Maternelle students are organized in two rotations groups, and elementary students in three rotations groups.

### **Calendar Schedule**

Canteen services shall be provided throughout the academic year in accordance with LFIV’s official school calendar and holiday schedule. The official academic calendar for the following academic year is communicated by LFIV administration in **June**, prior to the end of the preceding school year. This calendar constitutes the reference framework for canteen operations, including anticipated service days, holidays, and standard weekly schedules.

During the academic year, adjustments to the initial calendar may occur as a result of school trips, pedagogical projects, special events, or exceptional organizational constraints. These modifications may impact student attendance at lunch service. The Conseillère Principale d’Éducation (CPE) shall inform the service provider of such changes by official email as early as reasonably possible, in order to allow the service provider to adapt meal production, staffing, and logistics while limiting food waste and ensuring service continuity.

**Wednesday operations** require particular attention, as LFIV operates on a half-day schedule on that day, resulting in significantly reduced student attendance for lunch service. While fewer students typically remain on campus on Wednesdays, participation levels may vary throughout the academic year, depending on the organization of after-school activities. The CPE shall communicate known or anticipated variations in Wednesday attendance in advance whenever possible. The service provider shall also promptly inform LFIV, through the CPE, when parents enroll students for lunch service only, without enrollment in after-school activities, as such registrations may impact attendance forecasting and operational planning for Wednesday supervision.

## **2.2. NUMBER OF MEALS**

The service provider shall prepare and serve meals according to LFIV's established daily schedule. The service provider must offer two services:

- Traditional lunch meals (for both sites)
- Snacks in secondary.

The estimated current number of students who request meals:

<b>DESCRIPTION</b>	<b>DATA</b>
Total numbers of Maternelle school students (at time of going to tender)	100
Total numbers of Primary school students (at time of going to tender)	275

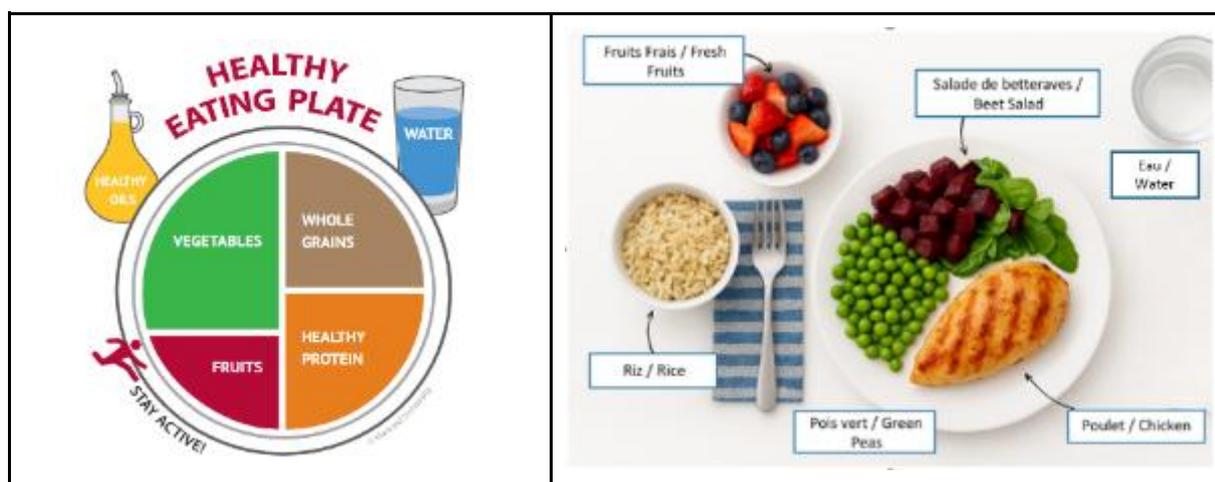
DESCRIPTION	DATA
Total numbers of secondary school students (at time of going to tender)	150
Number of school meals taken by teaching and support staff per day	4
<b>Expected total daily school meals are taken per day</b>	<b>489</b>
Approximative number of snacks for the day	30

Current school meal price:	Kindergarten: USD 2.50 Elementary: USD 3.00 Secondary: USD 3.50 Teacher and Staff: USD 3.50 Snack: USD 1.5
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The above numbers are approximate and will be revised depending on the final student registration numbers each academic year.

### 2.3 LUNCH MEAL STRUCTURE AND STANDARDS

Each meal shall be structured to provide balanced nutrition supporting student health and academic performance. Meals should reflect seasonal availability, cultural diversity, and student preferences while maintaining nutritional excellence. In alignment with the direction of legal and administrative information of the French administration<sup>1</sup> with adaptations for use in the Lao context.



All meals must follow this **mandatory** structure with the following component distribution:

<sup>1</sup> [La restauration scolaire | Ministère de l'Éducation nationale](#)

Component	Percentage of meal volume	Key Requirements and examples
<b>Vegetables</b>	40%	A minimum of three different vegetables per meal. At least 50% of the vegetables must be integrated into the main dish. A maximum of 10% of vegetables may be frozen. Daily variety is required.
<b>Healthy Protein</b>	25%	Prioritizing plant-based protein as well as animal. Acceptable sources include fresh meat, fish, eggs, legumes, peas, beans, pulses, lentils, chickpeas and similar products. Daily variety is required.
<b>Starchy Foods/Grains</b>	25%	Rice, brown rice, pasta, bread, quinoa, barley, rye, and starchy or root vegetables (such as corn, carrots, potatoes, taro, sweet potatoes) and similar products. Preference shall be given to whole-grain options. Daily variety is required.
<b>Fruits</b>	10%	Fresh fruit must be served daily, with a minimum of two different fruit types per meal.
<b>Dessert</b>	1 time per week	One healthy and nutritious dessert may be served once per week. All desserts must be homemade, with homemade yogurt as the preferred option. Yogurt is the only dessert that may be offered more than once per week. Commercial or industrially produced desserts are strictly prohibited.
<b>Water</b>	Unlimited water	Unlimited access to purified drinking water must be provided. Sodas, sugary drinks, and artificial beverages are strictly prohibited.
<b>Healthy condiments</b>	Separated	Seasonings and condiments shall be served separately and adapted to the dishes served. Only healthy options are permitted.

### Vegetables

The service provider shall prioritize fresh, seasonal, locally sourced produce. A diverse selection of vegetables, mix of raw and cooked, should be rotated throughout the week to ensure variety and maximize nutritional value. The provider shall source vegetables from reliable suppliers, ensuring proper traceability and quality documentation. Priority should be given to procuring organic produce (with no pesticide use) wherever possible.

Given the significant amount of produce available from local suppliers, the service provider should strive to source quality, fresh fruit and vegetables from local suppliers as much as possible, with a focus on sourcing seasonal produce. At least 90% of vegetables used in meal preparation must be fresh and not frozen.

### Healthy Protein

Protein sources shall be selected with careful attention to origin, production methods, nutritional quality, and traceability. The service provider shall include a balanced variety of **both animal and plant-based protein sources**, such as fish, poultry, eggs, peas, beans, and legumes, ensuring rotation and diversity across the weekly and monthly menus. At least one day per week shall be designated as a vegetarian day (Lundi Jardin), during which only plant-based protein sources will be offered. Red meat shall be offered only occasionally, with

a maximum frequency of one to two times per month. Fish served must be boneless and skinless. Ultra-processed protein products are not permitted. All protein products must be traceable to verified suppliers.

### **Starchy Foods/Grains**

Starchy foods shall include diverse options such as rice, pasta, potatoes, bread, quinoa, barley, and other starchy or root vegetables. These items shall be prepared from quality ingredients, with a preference for **whole-grain options** whenever possible. The service provider shall demonstrate variety in starchy food offerings across the **weekly and monthly menus**.

### **Fruits**

The service provider shall prioritize fresh, seasonal, and locally sourced fruits. A minimum of **two different fruit options** shall be offered each day. Fruits shall be fresh and served at an optimum level of ripeness appropriate for the planned day of consumption.

### **Dessert**

Desserts may be served **once per week** (not on Wednesday). When offered, desserts must be healthy and nutritious. The preferred dessert option is **homemade yogurt**. Yogurt is the only dessert that may be offered **more than once per week**. All desserts must be homemade. The use of commercial, industrial, or mass-produced desserts, as well as ultra-processed dessert products, is strictly prohibited.

## **2.4 LUNCH MENU DEVELOPMENT REQUIREMENTS**

The service provider shall develop a **minimum monthly menu plan** that provides variety, nutritional balance, and student appeal.

Each monthly menu plan shall be submitted to the **LFIV school nurse** for review **no later than three weeks prior to the start of implementation**, with the Nutrition Commission included in copy for information purposes.

The LFIV school nurse may provide **recommendations or propose modifications** to the menus to improve the nutritional quality of meals served to students. The service provider shall take these recommendations into consideration and shall either implement the requested changes or provide a written justification when a recommendation cannot be applied.

In the absence of any feedback from the school nurse **no later than two weeks prior to the planned implementation date**, the submitted menu shall be considered finalized.

The approved menu shall be respected during service. However, in the event of operational or supply constraints, the service provider may propose modifications to the menu. Any such modifications shall not alter the overall nutritional balance or quality of the meals.

### **Menu development shall follow these requirements:**

- The service provider must be able to compose everyday meals that are nutritionally balanced and in alignment with the menu framework indicated in the Section 2.3.
- **Meal composition shall vary daily.** The same dish shall not be repeated within a six-week period, unless it is widely appreciated by students, in which case a minimum four-week rotation is acceptable.
- Every week, all products must be daily different in all categories (fruit, vegetables, protein, and starchy/grain) to avoid monotony and ensure diversified nutrition.

- Ensure minimum 50% vegetable and fruit volume in each meal, both as accompanied and integrated in the meal.
- Once per week the service provider must plan a **vegetarian** meal (Lundi Jardin), ensuring that the meal is nutritionally adequate and includes an appropriate plant-based protein source and suitable source of iron.
- **Salad and Fruit Bar Service:** The service provider must maintain daily salad and fruit bars at both school sites. Multiple raw vegetable and fruit choices must be available daily to accompany meals, providing students with additional fresh produce options and encouraging healthy eating habits.
- The service provider must choose healthy cooking methods such as raw, steamed, boiled, baked, stir-fried, mashed or roasted, etc. (see Section 2.5)
- Limit added salt and sugars.
- Include cultural diversity reflecting the LFIV community.
- Accommodate identified dietary restrictions and allergies (see Chapter 3).

## 2.5 FORBIDDEN ITEMS AND PRACTICES IN MENU COMPOSITION

- The **most common high-risk allergens** are strictly prohibited in all meals served: nuts, and peanuts, shrimp and shellfish.
- **Prohibited Additives:** Monosodium glutamate (MSG), artificial flavour enhancers, artificial colours, and chemical preservatives are strictly forbidden.
- **Prohibited Condiments:** Ketchup, mayonnaise, heavy or creamy sauces with excessive fat, commercial salad dressings, gravies and processed sauces bases are strictly forbidden.
- **Prohibited Cooking Methods:** Deep-frying, reusing cooking oil, cooking in lard or animal fats, cooking over direct open flame, smoking, and extended or repeated high-temperature cooking are strictly forbidden. Only the following cooking methods are permitted: steaming, boiling, baking, poaching, grilling/broiling, roasting, sauteing/pan-frying with minimal oil, air-frying, pressure cooking, slow cooking, sous-vide, raw preparation, and mashing.
- **Prohibited Processed Foods:** Processed meats (sausages, hot dogs), tuna can, instant noodles, canned soups with additives, sweetened cereals, commercial desserts, sugary beverages, and artificial sweetener products are strictly forbidden.
- **Prohibited Practices:** Allowing meals to sit at room temperature, reheating multiple times, cross-contaminating allergen-free meals, repeating dishes within six weeks, and serving meals without allergen labelling are strictly forbidden.

## 2.6. MEAL PORTION AND PRESENTATION

### Portion Requirements by Age Group

The service provider must provide age-appropriate portions in accordance with French national school meal standards ([Légifrance - Droit national en vigueur - Circulaires et instructions - Composition des repas servis en restauration scolaire et sécurité des aliments.](#))

Portion sizes must be consistent daily and calibrated to meet the nutritional needs of each age category while minimizing food waste.

### **Second Serving**

Second servings must be systematically available for all students without restriction or additional cost. The service provider shall prepare sufficient quantities to guarantee this availability throughout the service period. Students shall be clearly informed of this right to additional portions.

### **Service Standard**

Meals shall be served maintaining optimal temperature and presented in an appetizing manner to stimulate student interest in balanced nutrition. Service lines must operate efficiently with adequate staffing to minimize waiting times. All serving staff must be trained in food safety protocols (HACCP), portion control, and professional customer service appropriate for the school environment.

- Primary/Kindergarten: no pre-plating more than 15 minutes before service
- Secondary: Meals prepared immediately before service begins

## **2.7 SNACK STANDARDS**

**Snacks** are sold during recess periods only for secondary school students. The products sold will be exclusively homemade and take into consideration nutritional balance. The sale of packaged crisps, noodles, sweets, juices, or any other manufactured product is prohibited.

Cold **drinks** may be offered for sale: water, fresh fruit juice, and milk. Carbonated beverages, soda types, industrial sweetened teas, and sugary drinks are prohibited from sale. Alcoholic beverages are banned.

## **2.8. ENTERTAINMENT AND THEMED MEALS**

The service provider is encouraged to develop monthly themed meals celebrating LFIV's cultural diversity, French traditions, and student interests. Themed meals may include special presentations, educational content about food and nutrition, or cultural storytelling. Special occasion meals may be requested by LFIV for end-of-year events or cultural celebrations. The service provided may include these themed meals in the menu calendar planning.

## **2.9. NUTRITION EDUCATION AND EDUCATIONAL DIMENSION OF MEALS**

The LFIV considers the school canteen as an integral component of its educational mission. In addition to providing nutritionally balanced meals, the canteen service contributes to the development of healthy eating habits, nutrition awareness, and informed food choices among students, in coherence with LFIV's educational values.

The service provider can integrate a nutrition education dimension into canteen operations through practical, age-appropriate actions embedded in daily service. This educational contribution shall be planned and implemented in coordination with the LFIV school nurse and the Nutrition Commission members, without replacing or interfering with the pedagogical responsibilities of teaching staff.

## **CHAPTER 3: ALLERGY MANAGEMENT AND SPECIAL DIETARY NEEDS (PAI)**

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### 3.1. PAI REGISTRATION

Food allergies and special dietary needs constitute a critical safety concern and require the implementation of strict and well-documented protocols. LFIV maintains an official register of students with medically documented food allergies managed through **Individualized Educational Plans** (PAI – Plan d’Accueil Individualisé), in accordance with French national education and health regulations.

The service provider shall implement systematic and documented procedures to identify, protect, and safely serve students with food allergies and special dietary needs, in full coordination with LFIV.

If, at the time of registration or during the school year, a parent or guardian declares a food allergy or special dietary need, the service provider shall immediately refer the case to the LFIV school nurse. It is essential to clearly distinguish between:

- **Medically diagnosed food allergies**, which present a health and safety risk, and
- **Food intolerances, dietary preferences, or non-medical dietary restrictions**, which do not require the same level of medical protocol.

In the case of a **medically diagnosed food allergy**, a **PAI must be activated immediately**, together with the implementation of an appropriate food safety and emergency protocol. This process shall be coordinated by the school nurse and shall include, as applicable, a coordination meeting involving the parents or legal guardians, the nurse, the service provider (canteen staff), the class teacher, and relevant school life personnel.

The **school nurse** shall act as the primary authority for PAI. The service provider shall strictly comply with the requirements defined in the PAI and ensure that all relevant staff members are informed and trained accordingly.

### 3.2 ALLERGEN IDENTIFICATION AND DOCUMENTATION

LFIV and the nurse shall provide the service provider with a confidential list of students with documented allergies and their specific allergens, updated at the beginning of each term and as changes occur throughout the year. The service provider must cross-reference this list against all meal components and preparation methods to prevent inadvertent allergen exposure.

Common allergens include peanuts, tree nuts, shellfish, fish, dairy, eggs, sesame, soy, gluten, and sesame. The service provider must be aware that cross-contamination risks exist during food preparation and must implement strict separation protocols.

#### Visual Identification system

Each meal served to a student with documented allergies shall include clear visual identification at the point of service. This includes:

- Individual trays or containers with the student's name clearly printed and visible.
- Detailed allergen information card placed for the service provider staff and in the kitchen during preparation and on the individual trays.
- Staff designation confirming verification before service.

### 3.3 PREPARATION AND CROSS-CONTAMINATION PREVENTION

Allergenic meals must be prepared in a dedicated area or at a separate time using dedicated equipment (cutting boards, utensils, containers) that are not used for other meal preparation.

Staff preparing allergenic meals must change gloves and wash hands thoroughly before and after preparation. All surfaces must be sanitized before allergenic meal preparation begins. The service provider must maintain written protocols documenting which meals are free of that allergen and how preparation is managed. These protocols must be available for inspection at any time.

### 3.4 STAFF TRAINING AND EMERGENCY RESPONSE

All canteen staff must receive mandatory training on allergen recognition, cross-contamination prevention, and emergency response procedures provided by the nurse of LFIV. Training must be conducted before the start of each academic year and refreshed mid-year. The service provider must maintain emergency contact information for each allergic student and immediately notify the nurse, or school staff of any suspected allergic reaction. First aid equipment appropriate for allergic incidents must be accessible and provided by LFIV, and staff must know how to use it.

## CHAPTER 4: MEAL REGISTRATION AND PAYMENT

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The service provider shall be responsible for **meal registration** and for **collecting payment** for meals.

### 4.1. MEAL REGISTRATION

In coordination with LFIV, the service provider shall manage student registration for the canteen service at the beginning of each school year. For operational efficiency and back-to-school preparation (see also Back to School Section 10.3), **meal registration should begin as early as June of the preceding school year**, particularly for returning students. Meal registration shall be organized into three (3) registration periods (terms), tentatively defined as follows:

- The first period runs from September 1 to December 31.
- The second period is from January 15 to April 30.
- The third period is from 1 May to June 30.

The service provider and the **Directeur Administratif et Financier (DAF)** shall maintain **continuous and proactive communication** to ensure full clarity regarding student registrations, payment status, and any related financial matters. A single, shared, and continuously updated list of students registered for the canteen service shall be maintained jointly by the service provider and LFIV. This list shall clearly identify, for each student: registration status; class or grade level; payment status (and payment contact); any applicable scholarship or financial assistance entitlement; any other relevant information.

This shared list shall serve as the **reference document** for operational planning, invoicing, and financial reconciliation.

The service provider shall ensure that **pricing is clearly defined and communicated**, including **specific pricing arrangements for Wednesdays**, taking into account the half-day schedule and potential variations in student attendance on that day.

### 4.2. PAYMENT COLLECTION

**Payment Responsibility and Methods.**

The service provider shall be responsible for all payment collection from parents/guardians for meal services. Payment methods accepted include bank transfer, cash, and mobile payment platforms. All transactions must be properly documented with receipts provided to parents. The service provider shall issue invoices on a termly basis, with three invoicing periods per academic year corresponding to the school's term schedule. Invoices must be issued at least 15 days before the start of each term period.

The service provider must offer a **financial incentive for parents who pay the complete academic year fees in advance** at the beginning of each school year. The discount percentage must be clearly stated in the tender submission. This discount shall apply to all meal categories and must represent genuine savings to encourage early payment while supporting the service provider's cash flow management.

**Payment Terms**

Upon registration for any term period, parents commit to payment for the entire term in advance. Registration constitutes a binding commitment for the full period. Daily attendance variations due to illness, family circumstances, or other absences are incorporated into the overall term cost structure and do not qualify for refunds. Cancellations require written notice submitted a minimum two weeks prior to the requested cancellation date. No reimbursements without 2 weeks' notice, as meal planning and procurement operates on a two-week advance schedule.

Payment collection for snack services shall follow the same payment methods as meal services, with separate invoicing as appropriate.

**4.3. PRICE FIXING**

The Service Provider shall propose a **unit price per meal** in its tender submission. All prices must be expressed in **United States Dollars (USD)**.

The Service Provider shall fix the meal prices for the **2026–2027 academic year** based on its financial offer submitted in response to this Terms of Reference. Prices for subsequent academic years may be discussed at the beginning of each school year; however, there is a strong expectation that **prices will remain stable for the full contract duration of three (3) years.**

The Service Provider shall be deemed to have independently obtained all information necessary to establish its pricing and shall bear full responsibility for the prices proposed in relation to the performance of these Terms of Reference. Proposed prices shall be **all-inclusive** and shall cover, without limitation:

- meal preparation and delivery costs;
- all fiscal, parafiscal, customs, insurance, or other applicable charges;
- all operational expenses required for proper performance of the services;
- all costs arising from compliance with these Terms of Reference.

Under no circumstances may the Service Provider subsequently invoke inaccuracies, errors, omissions, or contradictions to justify a request for a price increase during the contract period. LFIV will assess prices in conjunction with the overall quality of the bid and compliance with the technical specifications.

**Maximum Allowable Prices**

LFIV has established absolute price ceilings that cannot be exceeded under any circumstances during the contract period. These maximum allowable prices represent the upper limit for parent charges, regardless of any percentage increase requests or cost escalations:

- Maternelle students: Maximum USD 3 per meal
- Elementary: Maximum USD 3.5 per meal
- Secondary students: Maximum USD 4.00 per meal
- Teachers and staff: Maximum USD 4.00 per meal
- Snack: Maximum USD 1.70 per snack

Any tender submission exceeding these maximum thresholds will be automatically disqualified from consideration.

## CHAPTER 5: ON SITE MANAGEMENT AND STAFFING REQUIREMENTS

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### 5.1. PERSONNEL STRUCTURE

The service provider shall employ qualified, trained personnel capable of professionally managing canteen operations. Key personnel include:

- **Canteen Manager/Supervisor (mandatory):** A full-time, **French-speaking** professional manager/supervisor responsible for daily oversight, staff management, compliance with all ToR requirements, and direct communication with LFIV. The manager must be present during ALL meal service hours (typically 11:00 AM – 2:00 PM daily) at **Thadeua**. The Manager/Supervisor must have full decision-making authority on-site and be empowered to resolve issues immediately. If the manager/supervisor is absent during service hours for any reason, the service provider must provide a qualified substitute.
- **Kitchen Staff:** Experienced cooks and kitchen assistants trained in food preparation, hygiene, and safety standards. Staff must have current health certifications and food safety training.
- **Serving Staff:** Courteous, trained personnel responsible for meal service, portion control, identification of allergen meals, and customer interaction with students.
- **Administrative Support:** Staff responsible for inventory management, record-keeping, invoicing, and communication with school administration.

### 5.2. PERSONNEL OBLIGATIONS

The service provider bears sole responsibility for all personnel-related legal obligations under current and future legislation, including but not limited to:

- Health insurance coverage and social security contributions
- Labor law compliance including working hours, overtime, and employee rights
- Tax obligations and payroll deductions
- Professional capacity training and certification requirements
- Occupational health and safety standards
- Food safety and hygiene regulations

#### **Mandatory Training Requirements**

The service provider has to include mandatory training for its staff. This includes initial food hygiene training for all staff members, with periodic refresher courses to maintain current

knowledge of safety requirements and best practices. Training programs must cover personal hygiene practices, HACCP principles, allergen management, cleaning and sanitization procedures. The nurse will provide also a training on PAI management.

### **Background Verification and Child Protection**

All canteen personnel must successfully complete comprehensive background checks as required by LFIV's internal regulation of premises policy before commencing work on school premises. Staff members must demonstrate understanding of and compliance with child safeguarding protocols. Any staff member who fails to meet these requirements will be prohibited from school access.

### **Site Access and Identification**

The service provider must provide the school with a list of the names and functions of all its employees present on the school sites, as well as their photos. The list of its personnel must be updated whenever necessary. Each staff member accessing school premises must wear a clearly visible company identification staff badge containing their name, position, and photograph.

## **CHAPTER 6: FOOD SAFETY, HYGIENE AND QUALITY CONTROL**

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### **6.1. HACCP IMPLEMENTATION**

The service provider must have in place a comprehensive **Hazard Analysis and Critical Control Points (HACCP)** system complying with Lao local food safety standards<sup>2</sup>. The service provider must implement seven fundamental principles: conducting hazard analysis, determining critical control points, establishing critical limits, implementing monitoring procedures, planning corrective actions, verifying system effectiveness, and maintaining comprehensive documentation.

In practice, this means the service provider must identify potential biological, chemical, and physical hazards throughout the food production chain, from ingredient reception through service to students. Critical control points typically include temperature monitoring during cooking and holding, proper cooling procedures, and maintaining cold chain integrity for refrigerated products.

### **6.2. HYGIENE STANDARDS AND PRACTICES**

#### **Facility Maintenance**

Daily sanitization of all food preparation surfaces, equipment, and serving areas is mandatory. Separate areas for different food categories prevent cross-contamination, while proper waste management systems ensure hygienic disposal procedures. Color-coded equipment must prevent cross-contamination between raw and cooked foods, with particular attention to allergen separation.

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<sup>2</sup> In the context of Lao PDR, HACCP is recognized under national legislation and is integrated into broader food safety regulatory frameworks and policies. As main reference: Law on Food (Amended 2013, No. 33/NA); National Food Safety Policy No.020/MoH (2009); additional ministerial Decisions and Regulations. The implementation, oversight, and inspection of HACCP principles within food businesses fall under the authority of the Department of Drugs and Food, operating under the Ministry of Health (MoH).

### **Cleaning Protocol**

Systematic cleaning and sanitization procedures are essential for maintaining food safety in school kitchens and meal areas. Documented cleaning schedules that specify frequencies, methods, and chemical products for different equipment and surfaces. Daily cleaning of food contact surfaces, weekly deep cleaning of equipment, and monthly comprehensive facility sanitization represent typical scheduling requirements.

### **Personal Hygiene Requirements**

Staff must wear clean uniforms, hairnets, gloves, and follow strict handwashing protocols.

### **Critical Temperature Monitoring**

Temperature control represents one of the most critical aspects of food safety. Refrigerated products must be maintained at or below 3°C for dairy and meat products, while frozen foods require storage at -18°C or lower. During food preparation, internal cooking temperatures must reach specific minimums to ensure pathogen elimination. All perishable food must be labelled with contents, date of purchase and date of expiration.

## **6.3 QUALITY CONTROL PROCEDURES**

### **Incoming Inspection Protocols**

The service provider must put in place a systematic inspection procedure that verifies compliance and safety requirements of food delivered for school meals. This includes checking temperatures of refrigerated and frozen products, examining packaging integrity, verifying expiration dates, and assessing sensory characteristics such as appearance, odor, and texture. Rejection criteria must be clearly established, with procedures for documenting non-conforming products and communicating issues to suppliers. Regular calibration of inspection equipment, including thermometers and scales, ensures accuracy of quality control measurements.

Foodstuffs shall be inspected by LFIV representatives for quality, quantity, and condition during visits. Any items that do not meet LFIV standards (damaged, spoiled, or of incorrect quantity) shall be refused and must be replaced by the service provider within 24 hours. The service provider bears all costs for replacements and correction of delivery errors.

### **Microbiological Testing Programs**

The service provider must conduct monthly bacteriological testing of food products and surfaces. Surface swabbing of equipment and work areas helps verify cleaning and sanitization effectiveness, while periodic testing of prepared foods confirms the absence of pathogenic microorganisms. One sealed sample of every dish must be refrigerated for 120 hours with clear labelling, available for LFIV inspection without notice.

## **CHAPTER 7: WASTE MANAGEMENT AND ENVIRONMENTAL CONSIDERATION**

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### **7.1. FOOD WASTE REDUCTION STRATEGIES**

The service provider must implement measures for reducing food waste, and comprehensive waste management system that minimizes environmental impact and complies with local regulations. This involves portion control strategies, menu planning and optimization based on consumption patterns, providing age-appropriate sized meals with options for supplement of food based on demand.

Waste segregation systems separate organic waste, recyclable materials, and general refuse to support environmental sustainability goals. The service provider is encouraged to set up a composting component to convert organic waste into valuable soil amendments for the LFIV school garden.

### **7.2 SINGLE USE PLASTIC ELIMINATION**

Effective immediately and throughout the contract period, the service provider shall eliminate single-use plastics from all canteen operations. This includes:

- No plastic utensils, straws, or stirrers (use reusable or compostable alternatives)
- No plastic wrap for food storage (use aluminum foil, glass lids, or reusable wraps)
- No single use plastic containers for meals (use reusable trays, plates, containers)

### **7.3 ELIMINATION OF CONTROVERSIAL MATERIALS**

The service provider needs to prioritize the elimination of products whose environmental and health impacts have generated environmental and health concerns.

- Polycarbonate and PVC plastic containers intended for heating are strictly prohibited.
- Non-stick cookware with fluorinated coatings (Teflon and similar) cannot be used in food preparation.
- Household cleaning products containing controversial chemical compounds are forbidden, including triclosan, chlorine-based cleaners, caustic soda, phosphates, phenols, petroleum-based products (paraffin, petrolatum), strong acids (phosphoric, nitric, sulfuric), alkylphenol ethoxylates, artificial fragrances, sodium lauryl sulfate, trisodium nitrilotriacetate, MEA/DEA/TEA compounds, and 2-butoxyethanol (non-exhaustive list)

### **7.4 LFIV RESPONSIBILITIES**

LFIV is responsible for:

- Septic tanks maintenance and management.
- Grease traps maintenance and management.
- General garbage collection and disposal services.
- Potable water: LFIV ensure drinking water is available to all students throughout meal periods. This includes maintaining clean water dispensers and regularly checking water quality. LFIV provides the main water supply system, but the service provider must manage daily water service operations including refilling dispensers, cleaning equipment, and reporting any water quality concerns immediately to school administration.

## 7.5 CARBON FOOTPRINT REDUCTION

The service provider is encouraged to consider and implement measures aimed at reducing carbon emissions associated with food sourcing, meal preparation, and service delivery, when reasonably possible. As part of this environmental approach, the provision of at least one vegetarian meal per week, with a prioritization of plant-based protein sources, constitutes a key initiative to reduce the environmental impact of meals served, while also contributing to increased nutritional diversity. The service provider is encouraged, but not required, to adopt or reference recognized environmental assessment frameworks or standards, such as the Greenhouse Gas (GHG) Protocol, to support additional voluntary efforts to measure and reduce greenhouse gas emissions related to food services.

## CHAPTER 8: FOOD DELIVERY AND STORAGE MANAGEMENT

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### 8.1 FOODSTUFF DELIVERY PROTOCOLS

#### **Delivery Scheduling and Coordination**

The service provider maintains complete responsibility for sourcing, purchasing, and delivering all required foodstuffs. Deliveries must be scheduled exclusively during non-instructional periods, typically early morning before 7:30 AM or late afternoon after 4:00 PM, to avoid disruption to educational activities. All delivery schedules require prior coordination with LFIV administration.

#### **Cold Chain Management**

All temperature-sensitive products must maintain proper cold chain integrity throughout delivery and storage placement. The service provider must monitor and document temperatures during transport, immediately installing items in appropriate refrigeration or storage areas with clear labeling indicating receipt dates, expiration dates, and storage requirements for effective inventory control.

### 8.2. STORAGE MANAGEMENT

LFIV provides storage spaces in Hadxaykhao Campus, including fridges and freezer units.

#### **Temperature Control Requirements**

Frozen products must be maintained at -18°C or below in designated freezer units. Refrigerated items require consistent storage at 4°C or below with regular temperature monitoring. Dry goods must be stored in cool, dry conditions with adequate ventilation and protection from moisture and pest infiltration.

#### **Organization and Inventory Control**

Storage areas must maintain exemplary cleanliness, systematic organization, and secure access controls. The service provider must implement comprehensive inventory management systems including regular rotation protocols following first-in-first-out principles, systematic freshness monitoring, and immediate removal of expired or compromised products.

#### **Segregation and Labeling Standards**

Raw and prepared foods must be stored separately to prevent cross-contamination. All stored items require clear labeling with receipt dates, expiration dates, and specific storage requirements. The service provider must maintain detailed inventory logs and immediately report any equipment malfunctions or storage compromises to LFIV management.

### **8.3. PEST MANAGEMENT**

Professional pest control measures must be implemented to prevent contamination of stored foodstuffs. The service provider shall coordinate with LFIV-approved pest control services for regular preventive treatments and provide quarterly inspection documentation. Any evidence of pest activity must be reported immediately with corrective action implemented within 24 hours. The cost of pest management is the responsibility of LFIV.

## **CHAPTER 9: MATERIALS AND EQUIPMENT PROVIDED BY LFIV**

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### **9.1. LIST PROVIDED BY LFIV**

LFIV provides comprehensive kitchen and dining facilities including cooking equipment (stoves, ovens, refrigeration and freezer units), serving areas with counters and warming equipment, complete dining facilities, ingredient storage areas, and waste disposal systems. The service provider assumes full responsibility for daily maintenance, proper cleaning protocols, and appropriate equipment usage throughout the contract period.

The service provider must report any equipment malfunctions immediately to prevent operational disruptions and ensure student meal service continuity.

Equipment damage resulting from service provider negligence or improper operation will incur repair or replacement costs deducted directly from monthly payments or invoiced separately.

### **9.2. MATERIALS, EQUIPMENT TO BE PROVIDED BY THE SERVICE PROVIDER**

The service provider shall provide all small equipment, cooking and meal utensils, meal distribution equipment, and crockery and trays necessary for the service of meals, including:

#### **Small Kitchen Equipment and Utensils**

The service provider shall supply all small kitchen equipment and utensils required for daily food service operations, including, but not limited to, cooking utensils, knives, cutting boards, measuring equipment, mixing bowls, food preparation tools, and specialized cooking implements, except for items already included in LFIV's major equipment inventory.

#### **Service and Distribution Equipment**

Carts to move food, serving spoons and tools, food warmers to keep meals hot, equipment to measure food portions, and any movable equipment needed to serve meals to students.

#### **Dining Materials**

The service provider shall supply full sets of tableware and utensils for all students, including plates, bowls, cups, forks, spoons, knives, and trays. All items must be safe for food use, appropriate for each age group (kindergarten, elementary, and secondary students), and free from any materials prohibited or deemed controversial as outlined in Section 7.3. In the case

of a first-time service provider, the supplier shall consult with LFIV prior to the purchase or initial deployment, to ensure suitability, safety, and compliance with LFIV standards.

**Cleaning and Maintenance Supplies**

All cleaning products, sanitizers, dishwashing supplies, protective equipment, and maintenance materials required for daily operations and compliance with HACCP protocols.

**9.3. MONTHLY FACILITY RENTAL FEES**

The service provider must pay monthly rental charges for facility and equipment usage, including water and electricity consumption, beginning September 1, 2026.

Rental fees are USD 730 monthly for Thadeua Campus and USD 500 monthly for Hadxaykhao Campus, totalling USD 1,230 per month during active service periods.

LFIV will invoice rental fees monthly as separate charges from meal pricing. Payment must be completed within 15 days of invoice receipt. Late payments will incur a 10% monthly penalty applied from the 7th day of the following month, compounding until full payment is received.

**9.4. SECURITY DEPOSIT REQUIREMENTS**

A USD 5,000 security deposit is required upon contract signing during the initial equipment inventory process. This deposit secures contract compliance and covers potential costs including equipment repair or replacement identified during final inventory, contract breach penalties, and facility cleaning or remediation expenses upon contract termination.

LFIV will retain the deposit throughout the contract duration without interest accrual. The deposit will be returned within 30 days following contract completion and final inventory, minus any deductions for outstanding obligations, damages, or remediation costs. Complete documentation of any deductions will be provided to the service provider.

**9.5. MAINTENANCE AND REPAIR RESPONSE SYSTEM**

Upon receipt of written maintenance requests by email, DAF and APE will activate the school maintenance team led, who coordinates repair scheduling and resource allocation. The maintenance team will assess requests within 24 hours for urgent issues and 48 hours for routine maintenance needs, providing estimated completion timeframes to the service provider.

For critical equipment or canteen environment failures that threaten meal service delivery or food safety standards, the service provider may request immediate intervention through expedited communication channels (whatsapp, phone) while simultaneously submitting formal written documentation. Emergency repairs receive priority scheduling to minimize operational disruption.

**CHAPTER 10: COMMUNICATION PROTOCOL**

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Effective communication ensures operational excellence, rapid issue resolution, and maintains the collaborative partnership between the service provider and LFIV community. The service provider must establish professional communication channels and maintain consistent engagement with all stakeholders.

## 10.1 DESIGNATED CONTACT PERSONNEL

### Service Provider Contact

The service provider must designate the French-speaking canteen manager/supervisor as the primary contact for daily operations and communication with LFIV. Additional administrative contacts for invoicing, registration, and contract matters must be identified and kept current. All contact information must be immediately available to LFIV administration and updated within 24 hours of any changes.

### LFIV Daily Operation Contact

At Thadeua Campus, LFIV has appointed the Conseillère Principale d'Education (CPE) as the main focal person who oversees meal service decisions, manages timing challenges, student rotation logistics, and daily compliance monitoring. LFIV maintains dedicated support teams led by school coordinators who supervise student meal periods, ensure schedule compliance, and provide educational meal experiences. The service provider must collaborate effectively with these teams to maintain operational harmony.

### Advance Planning and Communication Requirements

The service provider must maintain regular communication with LFIV, particularly the CPE, to receive advance notice of calendar adjustment, school class trips, after-school program schedules, special Wednesday activities, and any events that may impact meal service requirements. This coordination ensures appropriate meal preparation quantities and prevents food waste while guaranteeing adequate service for attending students.

### LFIV Main General Contact Framework

Stakeholder/Primary Contact	Interaction Frequency	Main Purpose of Interaction
Head of Establishment/Provvisor and Primary Director	Termly	Immediate issue resolution, compliance monitoring, PAI coordination, strategic planning discussions for nutritional education activities
Comité de Gestion (COGES)	Termly	Contract signature, price changes, canteen structure and environment modifications
Parents/Guardians	Monthly/Termly	Monthly: Menu information distribution, service updates communication Termly: Payment collection, registration confirmation, service feedback
Conseillère Principale d'Education (CPE)	Daily/Termly	Daily: Canteen daily operational meal service oversight in Thadeua, schedule adherence Termly: school calendar changes, routine meal service (school trips, sport days, etc..)
LFIV Staff supporting the meal service	Daily	Support meal service provision, queue rotation management, compliance monitoring at both campuses

Stakeholder/Primary Contact	Interaction Frequency	Main Purpose of Interaction
<b>LFIV Nurse</b>	Monthly/Termly	Monthly: Menu approval submissions, nutritional compliance feedback Termly: PAI management, allergy protocol implementation, health incident response, PAI training
<b>Directeur Administratif et Financier (DAF)</b>	Monthly/Termly	Monthly: Facility rental invoicing, invoice for student scholarships Termly: Student registration numbers, scholarship information coordination, payment processing, maintenance and repair needs
<b>APE Secretariat</b>	Termly	Formal communication facilitation (always CC'd), documentation support, maintenance and repair needs coordination
<b>Maintenance Team</b>	Termly	Required repairs and maintenance services including pest management, equipment maintenance, facility repairs (always CC DAF and APE)
<b>Nutrition Commission (Parent-led)</b>	Quarterly/Termly	Quarterly: Service quality assessment, community feedback review, menu improvement suggestions, sustainability progress evaluation Termly: Compliance monitoring during canteen visits

## 10.2. COMMUNICATION PROTOCOLS

### Official Communication with LFIV

All formal communications must be conducted via email with LFIV School Management, DAF, and APE Secretariat copied on correspondence. Professional tone and clear documentation are mandatory for all official communications. WhatsApp serves as a supplementary channel exclusively for same-day operational issues and urgent questions, but cannot be used for formal complaints, contract matters, or menu modifications.

### Communication with Parents/Guardians

The service provider must inform parents about service payments and menu composition through multiple channels including email (mandatory), school display boards, LFIV website content, WhatsApp, etc. DAF and APE must always be copied on all formal communication with parents to ensure coordination and oversight.

### Nutrition Commission Participation

The service provider's manager/supervisor serves as a guest member of the parent-led Nutrition Commission, which meets quarterly to address community concerns and service improvements. Active participation and constructive engagement are mandatory for maintaining positive school relationships.

Collaboration with the Nutrition Commission facilitates quality monitoring, student feedback collection, trend analysis for school management, and connections between the service provider and parents' community. The service provider shall proactively propose nutrition-related improvement or educational initiative to the Nutrition Commission.

### **10.3. BACK TO SCHOOL PROTOCOL**

The transition periods at the beginning of each academic year and after extended breaks require specialized communication and operational protocols to ensure smooth service resumption and effective integration of new community members.

#### **Meal Pre-Registration**

In coordination with LFIV, the service provider shall support early meal pre-registration as part of the back-to-school preparation process. Indicative student enrollment information for the following academic year is typically available in May, based on preliminary school enrollment projections. To facilitate operational planning and reduce administrative workload at the start of the school year, the service provider shall, where possible, **pre-register students for the canteen service in June of the preceding academic year**. When June pre-registration is not feasible, pre-registration may take place during the final week of August, prior to the start of the school year.

#### **Timeline and Pre-Academic Coordination Requirements**

The service provider must initiate back to school preparations at least 30 days before the academic year commencement. This preparation period includes comprehensive coordination with LFIV administration to confirm final enrollment numbers, updated dietary requirements, facility readiness assessments, and staff training completion. The service provider must submit a detailed readiness report, and communicate with the Head of Establishment, DAF, and CPE confirming all operational systems are prepared for full service delivery.

#### **Canteen Meal Integration Communications**

Families joining the LFIV community require comprehensive orientation regarding meal service procedures, payment systems, dietary accommodation processes, and communication channels. The service provider must collaborate with APE Secretariat to ensure new families receive complete information packages including menu samples, PAI procedures, payment instructions, and contact information for all relevant personnel.

#### **First Week Operations Management**

The initial week of meal service requires enhanced supervision and communication coordination. The service provider must maintain increased staffing levels to manage potential operational adjustments, new student orientations, and service delivery refinements. Daily debriefing sessions with CPE are mandatory during the first week to address immediate concerns and optimize service delivery based on actual enrollment patterns and student needs.

#### **New Student Dietary Requirements Integration**

New students with specific dietary needs require immediate attention and protocol implementation. The service provider must coordinate with the LFIV nurse to review all new PAI requirements, establish individual accommodation protocols, and ensure kitchen staff receive specific training for new dietary restrictions. Documentation of all new dietary accommodations must be completed and verified before the student's first meal service.

**10.4. RESPONSE OBLIGATION**

Response obligations are categorized by urgency level to ensure appropriate attention and resolution timeframes.

- Urgent safety issues including allergic reactions, accidents, or food safety concerns require immediate response within 1 hour.
- Parent concerns regarding food quality or service complaints must receive response within 24 hours.
- General inquiries about menus or service information require response within 72 hours.

**CHAPTER 11. SERVICE PROVIDER INSURANCE**

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**Comprehensive Insurance Coverage Requirements**

The service provider must maintain necessary and sufficient insurance coverage to protect against all risks associated with food service operations at both campus locations (general liability, professional liability, product liability and food contamination coverage).

Coverage must specifically include protection against food poisoning incidents, comprehensive liability coverage for actions by the service provider or personnel under their supervision, and all risks related to food delivery, storage, preparation, and any activities performed under this contract.

The service provider must secure adequate insurance coverage to guarantee protection against all civil liability risks arising from contract performance. This coverage must protect LFIV, students, staff, and parents from financial exposure related to service provider operations, negligence, or failures in food safety protocols.

**Insurance Company Certificate Requirements**

Insurance coverage must be obtained from reputable and financially solvent insurance companies with demonstrated capacity to honor claims. The insurance provider must have established presence in Laos or international coverage that ensures claim processing and payment capability within the local jurisdiction.

The service provider must submit valid insurance certificates with their initial contract proposal, demonstrating compliance with all coverage requirements specified in this section. Following contract award, the service provider must provide updated insurance certificates annually, confirming continuation of all required coverage guarantees. Each annual certificate must specify coverage details, policy limits, broker or insurance company identification, and verification that coverage remains in full effect throughout the contract period.

**CHAPTER 12: DISPUTES, PENALTIES AND CONTRACT TERMINATION**

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## 12.1 PROGRESSIVE RESOLUTION FRAMEWORK

Disputes arising under the contract linked to this ToR shall be resolved through a structured, progressive approach prioritizing communication and collaborative problem-solving. Initial disputes must be addressed through direct communication between the service provider's designated manager and LFIV's CPE or designated administrator (typically DAF, COGES, or the Nutrition Commission), within 5 days of issue identification.

Relationship management strategies emphasize partnership approaches and collaborative problem-solving rather than adversarial enforcement. Relationship management includes recognition of good performance, joint improvement initiatives, and shared commitment to student welfare.

If direct resolution proves unsuccessful, disputes escalate to formal mediation involving the Head of Establishment, DAF, and the service provider's senior management within 2 weeks. All dispute communications must be documented in writing with copies provided to APE Secretariat for transparency and record-keeping.

### Formal Arbitration Process

Disputes that cannot be resolved through direct communication and mediation shall proceed to binding arbitration under the People's Court of Vientiane.

In case of disputes, the contract French version, and attached ToR, is the primary and valid version.

## 12.2 PENALTY STRUCTURE AND ENFORCEMENT

Penalties are applied as corrective measures, not as punitive instruments. Their primary objectives are to ensure rapid remediation, sustained compliance with contractual obligations, and protection of student health, safety, and welfare. Penalties shall be:

- Proportionate to the severity, frequency, and impact of the violation.
- Progressive, taking into account prior warnings or non-compliance.
- Applied transparently, following verification.
- Without prejudice to LFIV's right to terminate the contract under Article 12.4.

The detailed financial values applicable to penalties shall be defined in the Contract.

### Classification of Violations

a) Minor Operational Violations. Isolated or low-impact deviations from service standards that do not pose health or safety risks (e.g. delays in service, minor procedural lapses).

b) Moderate Violations. Repeated or systemic non-compliance affecting service quality, contractual obligations, or staff performance, without danger to students.

c) Serious Food Safety and Health Violations. Non-compliance that may affect food safety, hygiene, allergen management, or regulatory standards, requiring immediate corrective action.

d) Critical Violations. Violations that pose a direct or imminent risk to student health or safety, or demonstrate gross negligence, fraud, or willful disregard of contractual obligations.

### Enforcement

Critical violation are grounds for immediate termination (see Section 12.4).

For non-critical violations, LFIV will apply a **Three-Strike Warning System**

- Strike 1: Verbal Warning - Issue identified, verbal discussion

- Strike 2: Written Warning – Written agreement on immediate action
- Strike 3: Written Warning - Issue recurs, formal warning issued with financial penalty

### 12.3. INTERNAL AND EXTERNAL CONTROLS

The LFIV may, at any time and without consulting the service provider beforehand, carry out any checks that it deems necessary to verify the service provider's conformity and the terms of their performance with the clauses of the contract and terms of reference.

#### Scope of Monitoring Operations

LFIV monitoring encompasses comprehensive evaluation of service delivery across multiple dimensions:

- The nutritional quality of the service: composition of the menus and source of the products
- The safety of materials, foodstuffs, premises, and means of delivery
- The quantity served, according to age groups
- The quality: appearance, taste, freshness
- Compliance with all contractual specifications and requirements
- Staff performance and adherence to training requirements
- Financial and administrative compliance

#### Documentation and Access Requirements

To carry out these monitoring operations by the LFIV under the best conditions, the service provider will make the accounting and technical documents available to the LFIV when requested. The appointed persons will have access to all locations relevant for evaluation of the performance of the service (kitchen, storage, supplier records, etc.) and receive any information relating to the contractual specifications of the supply, including:

- The documents relating to the HACPP protocol and implementation of that protocol on the service provider's sites
- The documents relating to the procedures put in place by the service provider and the verification of their compliance, in particular about the origin and quality of the ingredients, compliance with the cold chain, storage conditions, hygiene when preparing food, etc.
- The list and the results of the analyses carried out on the food storage, the water, the surfaces of the premises and the equipment, the temperature controls, etc.

#### External Specialized Inspections

The LFIV may, at any time, call on a specialized service or agent of its choice without consulting the service provider beforehand to conduct specialized checking. These external inspections may include independent food safety audits, nutritional analysis of meals, microbiological testing, or specialized equipment inspections. The service provider must provide full cooperation and access for such external evaluations, with all associated costs borne by LFIV unless violations are discovered, in which case costs may be charged to the service provider.

### 12.4 CONTRACT TERMINATION CONDITIONS

#### Immediate Termination Grounds

LFIV may terminate this contract immediately without notice for gross negligence resulting in lack of continuity of service, student hospitalization, fraudulent billing practices or financial

misconduct, failure to maintain required insurance coverage, criminal activity by service provider personnel on school premises, or breach of child protection policies. Additional immediate termination grounds include repeated serious food safety violations, failure to remedy critical violations within mandated timeframes, abandonment of service obligations without notice, or any action that endangers student health, safety, or educational environment.

### **Termination with Notice**

LFIV may terminate this contract with 3-months written notice for persistent minor violations accumulating, failure to meet contract obligations despite repeated warnings and penalty assessments, or significant changes in LFIV's operational requirements making continued service unnecessary. The service provider may terminate with 3-months written notice for documented changes in local regulations making contract compliance impossible.

### **Financial Settlements Upon Termination**

Upon contract termination, all outstanding payments, penalties, and obligations become immediately due. The security deposit shall be applied against outstanding obligations, facility damages, cleaning costs, and early termination penalties as applicable. If termination results from service provider default, LFIV may deduct additional costs for alternative meal service provision, facility remediation, and administrative expenses from final settlements. Any remaining deposit balance after legitimate deductions will be returned within 30 days of final facility inspection and documentation completion.

### **Transition and Handover Requirements**

Upon termination notice, the service provider must continue full-service provision throughout the notice period while cooperating with LFIV to ensure smooth transition to alternative arrangements. All equipment must be returned in original condition, accounting for normal wear and tear. The service provider must provide complete documentation of inventory, procedures, supplier contacts, and student dietary information to facilitate seamless service continuity.

## **12.5. FORCE MAJEURE AND EXTRAORDINARY CIRCUMSTANCES**

### **Force Majeure Definition and Application**

Force majeure events include natural disasters, governmental mandates, civil unrest, epidemic or pandemic declarations, or other circumstances beyond reasonable party control that prevent contract performance. Upon force majeure declaration, both parties are temporarily excused from performance obligations until circumstances permit service resumption.

### **Emergency Termination Rights**

In the event of school closure due to force majeure circumstances, LFIV reserves the right to terminate this contract immediately without compensation obligations to the service provider. The service provider acknowledges and accepts this risk as inherent to institutional food service operations. All parties shall make reasonable efforts to mitigate force majeure impacts and resume normal operations as quickly as safely possible. Documentation of force

majeure impacts and mitigation efforts must be maintained for potential cost-sharing negotiations.

## **CHAPTER 13: TENDER SUBMISSION AND EVALUATION**

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### **13.1 PRESENTATION OF OFFERS AND CANDIDATURES**

Interested service providers should submit complete tender proposals in accordance with the template and instructions provided by LFIV below. All submissions must be made in English and/or French. Required submission components are detailed in the following sections.

To submit a bid, the service provider must have a **minimum of three years' experience** in the food and beverage industries.

Tenders must be sent by email to [secretaire.ape@lfiv.org](mailto:secretaire.ape@lfiv.org), at the latest by 4:00pm on **Monday the 23<sup>rd</sup> of March 2026**, and if preferred, also deposited in hard copy at the APE Secrétaire (Mrs. Viengmala SIHAPANYA) in Site du Route de Thadeua.

### **13.2 TENDER COMPONENTS**

Each tender proposal must include three components:

#### **Administrative Package**

**A1.** Service Provider Identification.

**A2.** Deed of Commitment signed by the company legal representative.

**A3.** Proof of legal business registration and tax compliance showing minimum three years of experience, including license granted by the Lao authorities indicating authorization to carry out collective catering.

**A4.** Valid insurance certificate.

#### **Technical Package**

**T1.** Completed Quality Questionnaire providing information about the company, experience, qualifications, and reference.

**T2.** Organizational chart, including staff information with qualifications, experience, and certifications (mandatory to indicate the proposed canteen manager/supervisor).

**T3.** Proposed HACCP protocol.

**T4.** Example of a one-month menu plan for Maternelle-elementary and secondary schools showing meal variety, seasonality, and compliance with nutritional standards.

**T5.** Example of snack choices for secondary.

**T6.** Waste management and eco-friendly plan.

#### **Financial Package**

**F1.** Price schedule, dated and signed in original copy detailing proposed per-meal pricing, and proposed discount if paid one year in advance by the parents/guardians.

**Please refer to Template 1 for submission requirements and for the templates required as part of the bidding process.**

### 13.3 EVALUATION CRITERIA AND SCORING

LFIV shall evaluate bids using a comprehensive, transparent evaluation process. All bids meeting the minimum administrative requirements will be scored considering the technical and financial components according to the following criteria:

- **Proposed Pricing** (30 points): Evaluation of cost competitiveness, value for money, payment terms, and proposed discounts for advance payments.
- **HACCP Protocol** (20 points): Assessment of food safety management systems, hazard analysis procedures, critical control points identification, and compliance monitoring protocols
- **Menu Design and Nutritional Value** (30 points): Review of menu creativity, nutritional balance, variety, seasonal considerations, testing results, and compliance with dietary requirements.
- **Human Resource and Financial Capacity** (10 points): Evaluation of organizational structure, staff qualifications, management experience, and financial stability to sustain operations
- **Environmental Commitment** (10 points): Assessment of eco-friendly, waste management plan

### 13.4 EVALUATION PROCESS AND TIMELINE

Bids will be evaluated by a selection committee comprising representatives from LFIV, COGES and the Nutrition Commission. LFIV may request interviews, site visits, or clarification meetings with the top bidders before final selection (see tentative timeline Annex 2).

#### **Initial Review and Administrative Compliance Check**

All submitted proposals undergo initial review to verify completeness and compliance with minimum requirements. Non-compliant submissions are eliminated at this stage with notification to the service provider.

#### **Clarification and Interview Phase**

LFIV may request interviews, site visits, proposed food testing, or clarification meetings with the top-scoring bidders before final selection. These sessions provide opportunities to verify proposal claims, assess management capabilities, and address any outstanding questions.

#### **Technical and Financial Evaluation**

Compliant proposals proceed to detailed evaluation using the scoring criteria outlined above. Each evaluation committee member scores proposals independently, with final scores calculated as the average of all evaluators.

#### **Final Selection and Notification**

The selection committee makes the final award decision based on the comprehensive evaluation. COGES will take the final decision. All bidders receive notification of results with basic feedback on their proposal strengths and areas for improvement.

### 13.5 CONTRACT FORMATION AND DOCUMENTATION

#### **Component Parts of the Contract**

The service provider must comply with the stipulations of the contract as well as with Lao national standards. The contractual documents governing the agreement between LFIV and the service provider are, in descending order of priority:

- The contract signed
- These terms of reference as signed
- The service provider's winning bid, including the schedule of prices

The deed of commitment and the price schedules are drawn up based on the winning bid as a single original copy, kept by LFIV, which serves as the sole proof in the event of a dispute.

### **Contract Duration**

The contract is for a three-year cycle covering academic years 2026/2027, 2027/2028, and 2028/2029, pending positive satisfaction evaluated by LFIV annually. Contract renewal for two additional years (2029/2030 and 2030/2031) is subject to satisfactory performance evaluation by COGES and mutual agreement between parties.

## **13.6 TENDER SCHEDULE AND COMMUNICATION**

### **Key Deadlines and Dates**

Tender documents and detailed timelines are provided in the table below. Interested providers should contact APE Secretariat for specific questions (Annex 1 – Tender Contact Information) and deadline dates with anticipated key dates (Annex 2 – Tender Calendar).

### **Tender Communication Protocol**

All tender-related communications must be directed through official channels specified in the tender documents. Questions or clarifications should be submitted in writing to ensure transparent and equal information sharing among all potential bidders.

### **Post-Award Procedures**

Following contract award, the successful service provider must complete all pre-commencement requirements including final documentation, security deposits, insurance verification, and facility preparation before service commencement.

## ANNEXES AND TEMPLATES

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### ANNEX 1. TENDER CONTACT INFORMATION FOR QUESTIONS

Communication with the school can be made using the following details. Please ensure that any tender questions or clarifications are raised in writing, in English or French by email until February 28th; otherwise, they shall not be answered. The answers to all the questions will be shared to all bidder by 5<sup>th</sup> March, 2026.

<b>CONTACT NAME:</b>	Primary contact person: Mrs. Viengmala SIHAPANYA APE Secretaire <a href="mailto:secretaire.ape@lfiv.org">secretaire.ape@lfiv.org</a>  Secondary contact person: Mrs. Elisa Rosa Buzi On behalf of the Nutrition Commission LFIV <a href="mailto:COMM.NUTRI@lfiv.org">COMM.NUTRI@lfiv.org</a>
<b>EMAIL ADDRESS:</b>	<a href="mailto:secretaire.ape@lfiv.org">secretaire.ape@lfiv.org</a> <a href="mailto:COMM.NUTRI@lfiv.org">COMM.NUTRI@lfiv.org</a> Cc: <a href="mailto:gestion@lfiv.org">gestion@lfiv.org</a>
<b>SCHOOL ADDRESS and PHONE CONTACT:</b>	Lycée Français International de Vientiane - Josué Hoffet Lycée Français International de Vientiane BP 2526, Vientiane RDP Lao Site du Primaire : Route de Thadeua Téléphone : (856) 21-260-926
<b>SCHOOL WEBSITE:</b>	<a href="https://www.lyceehoffet.org/">https://www.lyceehoffet.org/</a>

## ANNEX 2. ESTIMATED TENDER TIMETABLE

ACTIVITY	DATE
Terms of Reference open for submission	16 February to 16 March 2026
Kitchen Site Visit dates in both schools	All morning from 8:00 to 12:00 Sunday, 8 <sup>th</sup> of March 2026
Deadline for questions to be received from bidders	28 <sup>th</sup> February 2026 (Questions need to be formulated in English or French)
Published of answers	5 <sup>th</sup> March 2026
<b>TENDER SUBMISSION DEADLINE</b>	<b>16<sup>th</sup> of March 2026</b> Tenders must be sent by email to service gestion <a href="mailto:secretaire.ape@lfiv.org">secretaire.ape@lfiv.org</a> and <a href="mailto:COMM.NUTRI@lfiv.org">COMM.NUTRI@lfiv.org</a> , and in cc <a href="mailto:gestion@lfiv.org">gestion@lfiv.org</a> at the latest by 4:00pm And if preferred, also deposited in hard copy at the COGES assistant Viengmala SIHAPANYA in Site du Route de Thadeua. Tenders deposited only in hard copy will not be considered.
Administrative and testing visits to preselected suppliers	17-21 March 2026
Notification to bidders of successful tender and unsuccessful tenders	April 2026
Contract signature and administrative procedures	May-June 2026
Contract Commencement	1 <sup>st</sup> of September 2026

## TEMPLATE 1. SUBMISSION TEMPLATE

Attached as a separated document.