



# **KYAMBUGO UNIVERSITY**

P. O. BOX 1, KYAMBUGO  
KAMPALA, UGANDA

## **GUIDELINES ON OUTSOURCING OF CATERING SERVICES**

**29<sup>TH</sup> NOVEMBER 2017**

## Table of Contents

1.0 Introduction.....	3
2.0 Rationale for the guidelines.....	3
3.0 Governance and Management.....	3
3.1 University Council.....	3
3.2 Students Affairs and Welfare Committee.....	4
3.3 Top Management.....	4
3.3.1 The University Secretary.....	4
3.3.3 The Dean of Students.....	4
4.0 The right of the University Secretary.....	6
5.0 Obligations.....	6
5.1 Obligations of the Service Provider.....	5
5.2 Obligations of the University.....	8
6,0 Ownership and Usage of Catering Centres.....	7
7.0 Implementation.....	7
8.0 Source of Energy for Catering Services:.....	7
9.0 Facilities, Furniture and Fittings.....	9

## **1.0 Introduction**

The guidelines shall operationalize the University policy on outsourcing of catering services. They comprise the policy's main principles, objectives, goals, achievable policy results and desirable directions for action to achieve them. They are based on internationally and nationally recognized principles and standards.

## **2.0 Rationale for the guidelines**

The guidelines have been developed to facilitate the operationalization of the policy on outsourcing of catering services. They should be read in conjunction with the policy on outsourcing of catering services.

The guidelines for the policy on outsourcing of catering services are aimed at achieving the following objectives:

- 1) To provide accessible and affordable catering services to students.
- 2) To facilitate provision of quality catering services to students.

In order to achieve the above objectives the following strategies will be applied;

- i) Procure qualified and competent catering service providers.
- ii) Management the contract.
- iii) Establish quality standards.
- iv) Enforce compliance.

## **3.0 Governance and Management**

### **3.1 University Council**

The University Council shall be responsible for:

1. Approval of the policy on outsourcing of catering services.
2. Receiving and considering reports from the Students Affairs and Welfare committee.

### **3.2 Students Affairs and Welfare Committee**

The Students Affairs and Welfare Committee shall:

1. Receive and consider reports from Top Management.
2. Recommend to Council the reports.

### **3.3 Top Management**

1. The overall implementation of the Policy on Outsourcing of Catering Services shall be vested in Top Management and it shall.
2. Develop the standards and guidelines of the catering services.
3. Ensure that the policy is in accordance with the prevailing laws.
4. Present monitoring and evaluation reports to the Students Affairs and Welfare Committee regularly.
5. Initiate the review of the policy when need arises.

**The specific officers shall play the following roles:**

#### **3.3.1 The University Secretary**

The University Secretary is responsible for the general administration of the University and is the Accounting Officer of the University. He/she shall:

1. Ensure that procurement of catering service providers is in line with PPDA laws.
2. Sign contracts between service providers and the University.
3. Appoint contract management committee.
4. Receive and submit contract management reports to Management.
5. Ensure that the implementation of these guidelines is in line with other University policies, rules and regulations, and relevant legal frameworks.
6. Ensure accountability, transparency and improvement on the delivery of catering services at the University.

#### **3.3.2 The Dean of Students**

The Dean is responsible for students' welfare. He/she shall:

1. Supervise management of outsourced catering services.

2. Provide quarterly progress reports on the catering services to the University Secretary for transmission to Top Management and Contracts Committee.
3. Be responsible for students' conduct and discipline in the catering units.
4. Attend to complaints, issues or concerns from students and service providers.
5. Enforce the Dining Hall Regulations
6. Identify appropriate catering serving centers.
7. Carry out any other responsibilities concerning catering services as may be prescribed with in the Policy.
8. Monitor and evaluate the delivery of catering services.
9. Advise the University Secretary on the matters regarding management of catering services in the University.

#### **4.0 Obligations**

##### **4.1 Obligations of the Service Provider**

The Service Provider is responsible for provision of catering services as per the terms and conditions of the contract. The service provider shall:

1. Provide proof of experience in managing catering services on a large scale.
2. Procure quality foods and provide nutritious and balanced diet meals to students.
3. Serve food to all students and the University community in a timely and flexible manner from 6.00 a.m. to 11.00 pm.
4. Serve food in affordable measures whose prices shall be negotiated between the service providers and the University Management.
5. Serve meals in the designated places.
6. Make available appropriate and acceptable catering equipment.
7. Provide trained and experienced staff to execute the catering services.
8. Ensure that catering staff are decently dressed in uniform with name tags and shall have protective gear.
9. Be responsible for the proper conduct and discipline of their employees.
10. Be responsible for the welfare, health and safety of their staff and all persons who access the catering units.
11. Ensure the cleanliness and hygiene of the catering premises and the surrounding.

12. Be responsible to carry out minor maintenance and repairs in consultation with Estates department of the University.
13. Abide by the contract period which shall be for a period of twenty four (24) months/two years. The tenancy will be renewable depending on the performance of the service provider. The University Secretary shall routinely appraise the performance of the service provider.
14. Take all reasonable steps to protect the environment and to limit damage and nuisance to people and property resulting from pollution, noise and other results of his/her operations.
15. Comply with statutory requirements.
16. Not carry into the premises any offensive, dangerous or noxious trade, waste or any inflammable substances, weaponry, etc.
17. Not move any University furniture or equipment out of the dining hall or catering units without permission from the University Secretary.
18. Be liable for damages caused by them to Kyambogo University property during the time of their contract.
19. Be responsible for the management of the waste generated by the catering centres daily.
20. Not sublet premises.
21. Not sub-contract the catering services to a third party.
22. Not use the premises for any other purpose other than the purpose specified in the contract.
23. Not use or serve alcoholic drinks, drugs or play loud music on the catering premises.
24. Ensure coverage of all insurable risks.
25. Remit monthly payments for rent to the University Account and shall be issued with receipt(s) by the University Bursar.
26. Pay their bills for water and electricity and submit receipt(s) to the University Bursar every month. The University Bursar shall give copies of all receipt(s) to the Dean of Students.
27. Maintain their own internal security at the catering units.

## **4.2 Obligations of the University**

The University shall provide:

1. Habitable catering centres to the service provider
2. Metering for the utilities (water and electricity)
3. Major Maintenance services.
4. Ensure that the service providers complied with the statutory and legal requirements.

#### **4.3 Dispute Resolution**

Any violation of the provisions of this Policy shall be handled as per the terms of the contract.

#### **5.0 Ownership and Usage of Catering Centers**

In the provision of the catering services at Kyambogo University, the following shall be complied with:

- i. All catering facilities are assets of the University.
- ii. The service providers shall rent the catering facilities at an agreed monthly rent.

#### **6.0 Implementation**

1. When implementing this Policy, Kyambogo University shall follow the PPDA guidelines and regulations in all procurements of service providers.
2. The Government registered students will be paid allowances for meals at the beginning of each semester.

#### **7.0 Source of Energy for Catering Services:**

The service provider may use fuel such as gas, electricity, charcoal or firewood in the kitchens.

#### **8.0 Facilities, Furniture & Fittings**

- a) Constructions and major repairs of the catering facilities shall be made by the University while minor repairs/alterations/modifications shall be made by the service providers with the approval by the University Secretary.
- b) The service providers may furnish the dining halls to create conducive environment for staff and students to take meals, tea and snacks.

## 9.0 RISK MANAGEMENT

1. Kyambogo University is committed to manage risks related to outsourcing of catering services to enhance effectiveness and efficiency and the achievement of intended objectives.
2. The University shall apply appropriate risk management practices as integral parts of a key principle in the activities and mission making process of managing the outsourced catering services.
3. Proper control shall be maintained keeping in mind the objectives for outsourcing catering services. The office of the Dean of Students shall from time to time conduct reviews to continuously improve compliance, reliability, efficiency and effectiveness of catering operations.
4. All risk management and mitigation activities shall be communicated regularly in appropriate form and content to concerned stakeholders.
5. The University shall continuously supervise, monitor and report on the outsourced services to ensure achievement of the intended quality service delivery objectives.

Date of approval by Council on **29<sup>th</sup> November 2017**

Signature:

.....  
Prof. John Okedi  
**CHAIRPERSON UNIVERSITY COUNCIL**

Signature:

.....  
Charles Okello  
**SECRETARY COUNCIL**