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INVITATION FOR EXPRESSION OF INTEREST (EOI) OPERATION OF THE GOVERNANCE AND ETHICS HUB RESTAURANT

1. INTRODUCTION

The Institute of Certified Secretaries (ICS) is a statutory professional membership association under the National Treasury & Economic Planning, established by the Certified Public Secretaries of Kenya Act (Cap. 534), with a mandate to advance good governance and ethics across the public and private sectors.

ICS has developed the **Governance & Ethics Hub** at its premises, Kilimanjaro Road, Upper Hill, Nairobi. The Hub is a modern facility for trainings, workshops, conferences and meetings. The includes a restaurant space intended to serve:

- Participants attending trainings, conferences, and meetings at the Hub;
- ICS staff and members; and
- The wider professional and business community in the Upper Hill area.

The Governance and Ethics Hub is not only a home for the Institute's internal activities but is also available for use by other professional bodies, corporates, public sector institutions, and service providers seeking a serene and well-equipped environment for trainings, meetings, conferences, and other professional events. The Hub is designed to promote collaboration, dialogue, and excellence in governance practice by providing a modern, accessible, and multi-purpose facility that supports both ICS programmes and the wider professional community.

ICS invites Expressions of Interest (EOI) from qualified and experienced caterers/restaurant operators/hospitality firms to operate the restaurant independently or under a hybrid/joint partnership model with ICS.

2. OBJECTIVE OF THE PARTNERSHIP

To establish a professionally managed restaurant that provides quality, affordable, and customer-centric food & beverage services; upholds ICS brand, ethics and hygiene standards; and contributes to the facility's financial sustainability.

3. SCOPE OF ENGAGEMENT (WHAT TO PROPOSE)

Your EOI should outline a feasible operating concept that covers:

- a) Operational Model: Day-to-day management (staffing structure and numbers, menu approach, sourcing/procurement, service standards, HACCP/food safety, POS/digital systems, and compliance).
- b) Revenue Model: A clear rent and/or revenue-share framework (you may combine a fixed base rent with progressive revenue share, or propose another sustainable profit-share model).
- c) Roles & Responsibilities: Proposed delineation between ICS (facility/brand oversight, utilities/fit-out parameters, joint marketing, performance reviews) and the Operator (operations, staff, consumables, licenses, insurance, POS, reporting).
- d) Marketing & Customer Growth: Tactics to attract internal and external clientele; joint campaigns with ICS; corporate accounts and delivery strategy.
- e) Compliance & Quality Assurance: Nairobi City County licensing, food-handler certificates, public health approvals, fire safety, insurance, and routine audits.
- f) Performance Monitoring: Suggested KPIs (e.g., customer satisfaction, order lead-times, hygiene ratings, footfall/repeat business, revenue targets), frequency of reporting, and service improvement processes.

Note: The EOI stage is conceptual and costed models are welcome; detailed pricing can be refined at RFP/negotiation stage with shortlisted parties.

4. MINIMUM REQUIREMENTS (ELIGIBILITY)

Include the following in your submission:

- a) Applicant Profile: Legal name, ownership, management team, years in operation, and contact person.
- b) Experience: Evidence of at least two (2) comparable restaurant/catering operations in the last five (5) years (brief descriptions, scale, duration).
- c) Statutory Compliance: Certificate of incorporation/registration, KRA PIN/VAT, relevant county licenses (or an undertaking to obtain prior to operations), and valid food-handler/public-health certifications for staff at go-live.
- d) Proposed Partnership Concept & Financial Framework: The operating concept and indicative rent/revenue-share structure; any proposed capital inputs (if any).
- e) References: At least two (2) verifiable client/institutional referees with contact details.
- f) Key Personnel: Proposed restaurant manager/chef profiles highlighting qualifications and experience.

5. EVALUATION CRITERIA

EOIs will be assessed on:

- a) Demonstrated hospitality/restaurant management capability – 30%
- b) Innovativeness & sustainability of the proposed hybrid/partnership model – 25%
- c) Revenue/cost-sharing framework (clarity, viability, fairness) – 20%
- d) Alignment with ICS brand, ethics, governance and quality standards – 15%
- e) Financial capacity & operational readiness – 10%

Shortlisted applicants may be invited for site presentations and/or to submit a detailed proposal.

6. OPTIONAL SITE VISIT

Book an appointment via info@ics.ke or call **+254 734603173** to arrange a guided visit to the restaurant space at the Institute's premises, Upper Hill.

7. SUBMISSION GUIDELINES

Submit both of the following by the deadline below:

- a) Soft copy (single PDF) emailed to info@ics.ke with subject line "EOI – Governance & Ethics Hub Restaurant Operation."
- b) One (1) hard copy addressed to:

The Chief Executive Officer
Institute of Certified Secretaries (ICS)
Kilimanjaro Road, Upper Hill
P. O. Box 46935-00100, Nairobi, Kenya

Deadline: Friday, 31 October 2025 at 5:00 p.m. (EAT).

Late submissions will not be considered.

Recommended EOI Structure (max 20 pages, excluding appendices):

1) Cover Letter; 2) Applicant Profile; 3) Relevant Experience; 4) Proposed Operating Concept; 5) Partnership/Revenue Model; 6) Roles & Responsibilities; 7) KPIs & Reporting; 8) Compliance Plan; 9) Key Personnel; 10) References; **Appendices:** compliance documents.

8) PROCUREMENT ETHICS, CONFLICTS & CLARIFICATIONS

- a) Applicants must disclose any actual/potential conflicts of interest.
- b) Any attempt to canvass will lead to disqualification.
- c) Queries for clarification should be emailed to info@ics.ke no later than Monday, 20 October 2025 (5:00 p.m. EAT); responses (if any) may be shared with all who requested clarifications to ensure fairness.

9) DISCLAIMER

This EOI is **not** a tender or offer and does not obligate ICS to award or enter into any agreement. ICS may accept or reject any submission, conduct due diligence, and engage shortlisted applicants for further discussions prior to contracting.

Issued by:
Chief Executive Officer
Institute of Certified Secretaries (ICS)

Dated: Monday October 13, 2025