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**INVITATION TO BID FOR  
THE OPERATION OF STAFF CANTEEN AT SBM TOWER & SBM EXCHANGE SQUARE**

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## **1 Introduction**

### **1.1 Invitation To Bid (ITB)**

SBM Bank (Mauritius) Ltd (SBM) is a well-established bank in Mauritius, forming part of the SBM Holdings Ltd. The latter, listed on the Official Market of the Stock Exchange of Mauritius Ltd (SEM), has successfully established offices in Kenya, Madagascar and India. SBM Bank (Mauritius) Ltd, the second largest bank in Mauritius, is the flagship company in the Group, with 43 branches and ambitions to grow internationally.

This is an invitation to bid to provide the Services in accordance with the Bank's requirements, as detailed below. The purpose of this invitation to bid is to set out sufficient information to enable a Tenderer to submit a Proposal to deliver the Services to meet the Bank's requirements.

This ITB exercise aims at selecting a service provider(s) with proven track record, experience and capability in the provision of **Catering Services at Level 5, SBM Tower, 1, Queen Elizabeth II Avenue, Port Louis and Level 6, SBM 7 Exchange Square, Wall Street, Ebene Cybercity**. Tenderers have the option to quote for both lots or any part(s) thereof as detailed below. The lots are defined in Schedule 18.

- (i) SBM Bank (Mauritius) Ltd reserves the right to split the tender into lots and part of lots.
- (ii) SBM Bank (Mauritius) Ltd reserves the right to accept only part of the tender.

SBM Bank (Mauritius) Ltd reserves the right to reject any tender and in so doing will not be liable to give any explanation or reason whatsoever for the rejection, splitting and/or cancelling of the tender exercise.

The Bank shall also not be liable to any prospective tenderer for any expenses, disbursement or prejudice arising out of, as a result of the cancellation, rejection, splitting of the present application to tender.

It is part of a competitive procurement process to enable SBM to assess service providers both in financial and qualitative terms. At the same time, it provides service providers with a fair opportunity for their services to be considered. With this structured tender process in place, SBM aims at obtaining the best value from service providers.

In addition to highlighting the best alternative for SBM, this evaluation will increase SBM's confidence in, and understanding of the product/services that will be implemented, and the effort required to perform the implementation.

### **1.2 Definitions**

#### **1.2.1 In this invitation to bid:**

<b>“Agents”</b>	means directors, officers, employees, agents, professional advisers, contractors, sub-contractors or any Affiliate of either Party;
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<b>“Bona Fide Tender”</b>	means the offer is made in good faith, for valuable consideration, without fraud or deceit;
<b>“Confidential Information”</b>	<p>means Information relating to one Party or its Agents (the <b>“Disclosing Party”</b>), the invitation to tender, the proposal, the selection procedure and/or business carried on or proposed or intended to be carried on by the Disclosing Party and which is made available in connection with this Agreement to the other Party (the <b>“Receiving Party”</b>) (or its Agents) by the Disclosing Party (or its Agents) in any way received by the Receiving Party (or its Agents) in connection or in the performance of this invitation to tender, or which is recorded in agreed minutes following oral disclosure to the Receiving Party and any other information which is otherwise made available by the Disclosing Party or its Agents to the Receiving Party or its Agents, whether before, on or after the date of this Agreement, including any information, analysis or specifications derived from, containing or reflecting such information but excluding information which:-</p> <ul style="list-style-type: none"><li>(a) is publicly available at the time of its disclosure or becomes publicly available (other than as a result of disclosure by the Receiving Party or any of its Agents contrary to the terms of this Agreement); or</li><li>(b) was lawfully in the possession of the Receiving Party or its Agents (as can be demonstrated by its written records or other reasonable evidence) free of any restriction as to its use or disclosure prior to its being so disclosed; or</li><li>(c) following such disclosure, becomes available to the Receiving Party or its Agents (as can be demonstrated by its written records or other reasonable evidence) from a source other than the Disclosing Party (or its Agents), which source is not bound by any duty of confidentiality owed, directly or indirectly, to the Disclosing Party in relation to such information;</li></ul>
<b>“Criteria”</b>	means the list of criteria to be addressed/submitted by Tenderers in their Proposals, as set out in Schedule 2;
<b>“Due Date”</b>	means 23 <sup>rd</sup> February 2026 at 14:00 hours Mauritius Time
<b>“ITB”</b>	means this Invitation to Bid including the relevant Schedules and Appendices;

<b>“Bank”</b>	means SBM Bank (Mauritius) Ltd, a company incorporated under the laws of Mauritius [Business Registration Number C07002193 and having its registered office at SBM Tower, 1 Queen Elizabeth II Avenue, Port Louis, Mauritius, Republic of Mauritius;
<b>“Proposal”</b>	means all documents submitted by a Tenderer supporting its bid to provide Services to the Bank, as set out in the Requirements of this ITB;
<b>“Requirements”</b>	means the guidelines, directions, requirements, instructions and requests (including, without limitation, the details of the Tenderer as set out in the Schedule 1 (Services) and Schedule 2 (Criteria)) as the Bank may issue to Tenderers and/or Successful Tenderers from time to time;
<b>“Selection Procedure”</b>	means the entire procedure conducted by the Bank to appoint a Successful Tenderer for the provision of Services as set out in this ITB;
<b>“Services”</b>	means the services being outsourced by the Bank which are detailed in Schedule 1;
<b>“Services Agreement”</b>	means the written agreement to be entered into between the Bank and a Successful Tenderer with respect to the Services;
<b>“Successful Tenderer”</b>	means a Tenderer selected by the Bank to provide the Services as a result of this ITB and the Selection Procedure;
<b>“Tenderer”</b>	means any party who submits a Proposal in response to this ITB;
<b>“Term”</b>	means the period of three (3) years commencing upon signature of the Agreement by the Bank and a Successful Tenderer, and lasting until the completion of the provision of the Services and all related obligations; and
<b>“Timetable”</b>	means the timetable for the Selection Procedure as set out in Clause 3.

1.2.2 In this ITB words in the singular include the plural and vice versa.

### **1.3 Purpose**

1.3.1 The purpose of this ITB is to:

- (a) provide sufficient information to enable Tenderers to submit Proposals for the provision of the Services;
- (b) set out the Requirements relating to the provision of the Services to enable Tenderers to provide Proposals which meet the Bank’s Requirements;

- (c) explain the administrative arrangements relevant to the preparation and delivery of the Proposal;
  - (d) provide a structured framework for the Selection Procedure and ensure fairness and transparency in the evaluation of Proposals; and
  - (e) set out the terms on which the Selection Procedure shall be managed by the Bank, and the terms upon which any Proposal shall be submitted.
- 1.3.2 Tenderers are invited to submit Proposals for the provision of the Services (as set out in Schedule 1), during the Term.
- 1.3.3 Tenderers shall:
  - (a) complete a Proposal by the Due Date;
  - (b) specify the extent to which they shall provide each module of the Services, for which the Proposal is made (as set out in Schedule 1); and
  - (c) provide adequate and detailed answers to meet the requirements of the Criteria (as set out in Schedule 2).
  - (d) include in their Proposal all requirements and shall not assume that another opportunity will be available to add any such matter after the Proposal is submitted.
- 1.3.4 In submitting a Proposal, Tenderers must demonstrate the extent to which they have or shall satisfy the Criteria and the Requirements. Subject to section 7, the Bank shall evaluate Proposals on this basis.

## **2 Communications**

- 2.1 The Bank shall, where possible (and in accordance with the Timetable), answer questions or provide additional information reasonably requested by Tenderers at any time during the Selection Procedure with respect to the contents of this ITB. Such questions shall be addressed in writing by email to: Head of Procurement, Finance Division, Level 11 SBM Tower, Port Louis. Email address [sailendrakumar.booluck@sbmgroup.mu](mailto:sailendrakumar.booluck@sbmgroup.mu) and copy to [nishalsing.ramnoruth@sbmgroup.mu](mailto:nishalsing.ramnoruth@sbmgroup.mu)
- 2.2 The Bank shall attempt to respond to all questions within two working days of receipt of such questions and in such a form as it considers appropriate. The Bank shall, in its discretion, make its response to any questions from any Tenderer available to all parties without (so far as reasonably practicable) revealing the identity of the enquiring party.
- 2.3 The Bank may not be able to provide responses and/or additional information to all questions and it shall not be able to do so if such requests are sent less than 5 working days before the Due Date.

## **3 Timetable**

- 3.1 The key dates for the ITB process are set out in the table below:

Action	Date
Submission of ITB to potential Tenderers	04 <sup>th</sup> February 2026
Prebid meeting and site visit at Level 5, SBM Tower	12 <sup>th</sup> February 2026 at 10.00 hours
Question & answer period ends	16 <sup>th</sup> February 2026
Due Date for receipt of Proposals	23 <sup>rd</sup> February 2026

Note: Tenderers wishing to carry out site visits shall contact the Bank representatives as per clause 2.1 above for the necessary arrangements at least one working day beforehand.

- 3.2 The Bank reserves the right, at its sole discretion, to extend or modify the above Timetable, and shall endeavour to give Tenderers as much notice as is reasonably practical of any such extension or modification.

#### 4 Proposal format

- 4.1 Tenderers shall complete and attach all applicable documents to support their Proposal in accordance with the Requirements, as well as attaching all necessary or required supporting information and return these with the Proposal by no later than the Due Date. The Bank reserves the right to exclude any Tenderer that does not submit a complete Proposal on or before the Due Date.

- 4.2 Proposals shall be submitted in two hard copies. Moreover, the financial proposal and the technical proposal shall be submitted in separate envelopes but with both envelopes securely bound within a single outer envelope.

- 4.3 Proposals shall be addressed in writing to **Head of Procurement, SBM Bank (Mauritius) Ltd and deposited at the Tender Box situated at Level 1, SBM Tower, Port Louis.**

- 4.4 All Proposals shall comply with the following requirements:

- 4.4.1 the Proposal, and all documentation and correspondence relating to this ITB, must be written in English;

- 4.4.2 the Proposal shall:

- (a) be single-sided and in A4 format; using arial font style of size 11 font;
- (b) be numbered sequentially as page 'n' of 'nn', with each page dated and identified with the appropriate document title;
- (c) contain a table of contents and executive summary;
- (d) contain a detailed response describing how the Tenderer intends to meet each of the Requirements;
- (e) not include embedded documents or website links; and

- (f) not include (or reference) any generic promotional materials.

4.5 The Proposal must be signed by:

- 4.5.1 a duly authorised signatory of the Tenderer where the Tenderer is a company, partnership or limited liability partnership; or
- 4.5.2 a duly authorised signatory of each member of the consortium where the Tenderer is a consortium.

4.6 Notes to assist in the preparation of fees for Catering Services

- 4.6.1 The Fees are to make due allowance for all work contained in the Schedule 1 - Services that needs to be carried in and outside of the Core hours (note shall also be made of the requirements outside of the Normal Working Hours).
- 4.6.2 The Fees are to be presented as indicated in Schedule 5.
- 4.6.3 Tenderers are to provide fees for a three-year agreement.
- 4.6.4 The Fees shall include for any Inspection and Test in accordance with the Food Act and any other statutory requirements and/or regulations, to be carried out during the term of the Agreement.

## **5 Selection Procedure**

5.1 For bidders to be eligible, they shall satisfy the following minimum criteria:

- 5.1.1 Have a valid trading license;
- 5.1.2 Have a Business Registration Card;
- 5.1.3 Have at least 3 years' experience in Mauritius and/or abroad in operating one or more food and beverage outlets within a commercial area and/or similar corporate canteen;
- 5.1.4 Have a sound financial standing and shall not be involved in any winding up proceeding or be in a situation where it is unable to pay its debts or is insolvent or have any litigation with SBM Bank (Mauritius) Ltd;
- 5.1.5 Not be under a declaration of ineligibility by the Government of Mauritius or any other recognised institutions in accordance with applicable laws at the date of submission of bids or thereafter, shall be disqualified.
- 5.1.6 Have an average annual turnover of not less than two (2) times the annual cost of their financial/commercial proposal for the quoted lot(s), calculated over the last three (3) financial years. The annual cost of the commercial proposal shall be considered as the total quoted contract value divided by the number of contract years. Bidders shall submit audited financial statements (including Profit & Loss Account and Balance Sheet) for the relevant financial years, duly certified by a Chartered Accountant as evidence of compliance with this criterion.

5.2 The Selection Procedure shall consist of:

- 5.2.1 a technical evaluation of each proposal based on the extent to which the tenderer can provide the best and/or most appropriate Services to suit the requirements and meet the criteria set forth in this agreement:
- 5.2.2 a financial evaluation of each tenderer and each proposal, including the extent to which the tenderer can secure or offer the best possible prices for the services or part thereof;
- 5.2.3 an evaluation of the tenderer's suitability, experience and qualifications as well as the organisational structure, administrative and operational labour force, infrastructure proposed by the tenderer to provide the services or part thereof;
- 5.2.4 an inspection by way of site visit by representatives of the Bank to the principal place of business of the tenderer or such other premises as the Bank deems appropriate;
- 5.2.5 a presentation by the tenderer to representatives of the Bank in support of the Proposal if required.
- 5.3 After careful consideration and thorough examination, the Bank shall select the Tenderer[s] whose Proposal[s] most closely satisfy OR satisfies the Requirements. The most favourable financial terms may not necessarily be a decisive factor in this respect.
- 5.4 Tenderers that have not been selected shall be informed in writing accordingly and the Bank shall not be obliged to give any reason for making any such selection and/or rejection.
- 5.5 Once the final evaluation process is completed, the Bank shall advise the Successful Tenderer[s] of their proposed appointment.
- 5.6 Successful Tenderer[s] shall sign the Services Agreement within 14 days following notification of their proposed appointment in accordance with section 5.4. In the event that the Successful Tenderer fails to execute a formal written Agreement within 14 days from notice of such acceptance, it shall (without prejudice to any other right or remedy available to SBM Bank (Mauritius) Ltd) if required so, to do pay to SBM Bank (Mauritius) Ltd such sum as SBM Bank (Mauritius) Ltd may specify constituting all costs and expenses (including professional fees) incurred by SBM Bank (Mauritius) Ltd as a result of such failure.
- 5.7 The Bank reserves the right, at any time and at its discretion, to accept or reject Proposals, to pursue negotiations with any number of Tenderers, or to withdraw from negotiations at any time.

## **6 Confidentiality**

- 6.1 Tenderers (and prospective Tenderers) agree to keep confidential at all times, whether during or after the Selection Procedure, the Confidential Information and to take all necessary steps to preserve the confidentiality of such Confidential Information including, without limitation, by disclosing relevant material to their employees or agents only on a strictly 'need to know' basis and only for the purpose of this Selection Procedure and on the basis that they maintain the confidentiality of the Confidential Information. Tenderers

must not distribute externally or publish any Confidential Information provided by the Bank in connection with this ITB (save where required by law).

- 6.2 The Tenderers shall not make any announcement relating directly or indirectly to this ITB or to its Proposal, without the written consent of the Bank. Each Tenderer acknowledges and agrees that the Bank shall have the sole right to make any announcement in relation to this ITB and/or the selection of a Successful Tenderer.
- 6.3 The Tenderers shall not discuss any aspect of this ITB with any third party (including its sub-contractors, business partners, and its advisors) without the prior written consent of the Bank.

## **7 General terms and conditions**

- 7.1 By agreeing to receive and/or by responding to this ITB, each Tenderer accepts and undertakes to comply with the following terms and conditions:
- 7.2 The Bank reserves the right to change any aspect of, or terminate, the ITB or Selection Procedure at any time;
- 7.3 The Bank shall not be bound to accept any Proposal or award, or to enter into any contract whatsoever as a result of the ITB;
- 7.4 The Bank reserves the right to not accept the lowest or any proposal and shall not have to assign any reason for the rejection of the proposal. The Bank also reserves the right to annul the bidding process and reject all proposals, even the lowest, at any time prior to award of contract without thereby incurring any liability towards any tenderer and any obligation to inform any tenderer of the grounds for the Bank's action.
- 7.5 The Bank may ask for such further information, guarantees and/or documents it shall deem necessary in relation to any proposal at any time and any such further information, guarantee and/or document may be used at any point to evaluate a proposal;
- 7.6 The Bank may, at its discretion, waive any of the conditions and requirements set out in this ITB in respect of any or all of the tenderers. Tenderers shall be evaluated on the overall merits of their proposals and successful tenderers may not have satisfied all conditions and requirements and may not offer the most attractive financial terms;
- 7.7 All proposals shall constitute an offer that cannot be amended after date of submission (unless requested by the Bank);
- 7.8 Nothing contained in this ITB, nor any other communication made by or on behalf of the Bank or its representatives, shall constitute an offer capable of becoming a contract between the Bank and any prospective Tenderer for the supply of the Services (except for the formal award of the Agreement made in writing by the Bank). Subject to sections 6 and 7 which are legally binding on the Bank and the Tenderer, receipt of this ITB does not imply the existence of a contract or commitment by or with the Bank for any purpose, and the Tenderer shall note that this ITB may not result in the award of any business and is not intended to create legally binding relations.
- 7.9 The information contained in this ITB is subject to updating and amendment in the future and is necessarily selective. It does not purport to contain all the information which the Tenderer may require. The Bank does not make any representation or warranty as to the

accuracy or completeness or otherwise of this ITB or the reasonableness of any assumptions on which this document may be based. All information supplied by the Bank to the Tenderer, including that contained in this ITB, is subject to the Tenderer's own due diligence. The Bank accepts no liability to Tenderers whatsoever and however arising and whether resulting from the use of this ITB, or any omissions from or deficiencies in this document. The exclusions in this section do not extend to any fraudulent misrepresentation made by or on behalf of the Bank.

- 7.10 The Proposal, including all costs, must remain valid and open for acceptance for a period of at least [one hundred and eighty (180)] days from the Due Date.
- 7.11 All costs incurred by the Tenderer in connection with participation in this ITB, including without limitation preparation of the Proposal, shall be borne by the Tenderer, and the Bank shall not in any circumstances be liable for any such costs, including if the ITB process is terminated or varied in any way by the Bank.
- 7.12 Without prejudice to any civil remedies available to the Bank and without prejudice to any criminal liability (which such conduct by Tenderers may attract), if the Bank considers, in its absolute discretion, that there has been collusion between any of the Tenderers to this ITB, the relevant Tenderers may be disqualified. The Bank's decision in this matter shall be final.
- 7.13 Each Tenderer warrants and undertakes to the Bank that all information provided, and representations made to the Bank during the Selection Procedure (including, without limitation, all information and representations contained in the Proposal) are true, accurate and not misleading. If, after submitting its Proposal, there is any change in the Tenderer's circumstances which may substantively affect such information or representations made to the Bank, then the Tenderer shall promptly notify the Bank in writing setting out the relevant details in full. If the Bank considers that any Tenderer is or is likely to be in breach of this warranty, then the Bank shall be entitled to withdraw from any further co-operation with the Tenderer without any requirement to give notice, without any liability to such Tenderer, and without prejudice to its rights and/or remedies arising under law.

Misrepresentation of any fact during the ITB process, inaccurate or misleading information in whatever form shared by the Tenderer with the Bank, will lead to the disqualification of the Tenderer without prejudice to other actions that the Bank may take.

- 7.14 Each Tenderer acknowledges that all intellectual property rights of the Bank remain the sole and exclusive property of the Bank. Furthermore, any materials provided by the Bank to the Tenderer(s) (or prospective Tenderer(s)) shall belong and/or accrue exclusively to the Bank.
- 7.15 Each Tenderer undertakes and warrants that its Proposal is original and does not infringe the rights of any third parties.
- 7.16 Each Tenderer acknowledges that on any occasion on which the Bank exercises its discretion (whether express or implied), the exercise of the discretion is sole, absolute and unfettered.
- 7.17 This ITB, any negotiations and any subsequent agreement formed as a result will be subject to the laws of Mauritius and both parties shall be required to submit to the exclusive jurisdiction of the courts of Mauritius.

- 7.18 In consideration of the Bank receiving and reviewing the Proposals, Tenderers confirm and warrant that they have read, understood and accepted the terms and conditions set out in this ITB, which takes precedence over any provisions contained in the Proposal or other communications.

**Form of declaration**

By agreeing to receive this ITB and/or submitting this Proposal, I/We hereby confirm that I/We have read and understood the terms and conditions of the ITB issued by the Bank for the appointment of one or more service providers to provide the Services to meet the Requirements, and agree that the entity that I/We duly represent, is bound by such terms and conditions.

**On behalf of** .....

Signature: .....

Name: .....

Title: .....

Date: .....

## **SCHEDULE 1 - SERVICES**

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### **Services required for a period of three (3) years as per terms and conditions of the attached Operation of Staff Canteen Agreement.**

Tenderers shall confirm that they have read and understood the Operation of Staff Canteen Agreement and that they agree to all the terms and conditions mentioned therein. Any deviation to the terms and conditions of the Catering Services Agreement shall be clearly pointed out.

### **Operation of Staff Canteen Services Requirements Brief**

A brief of the canteen services requirements is as follows:

#### **General**

The Catering services will be operated by the Supplier who will be expected to provide value for money food and beverages to SBM's staff. The Supplier shall provide the catering services between 11h30 and 13h30 to staff members. The Supplier shall ensure that an adequate choice of menu items are provided, convey a convenient and speedy service and dishes are good quality, well prepared, adequately cooked and served utilising fresh produce while giving due consideration to healthy eating principles.

#### **Service Objective**

There are approximately 900 staff members working at the SBM Tower with currently around 500-600 expected to use the canteen facilities while 400 staff are posted at SBM Exchange Square with the majority expected to avail of meal services. The number of staff that would be willing to continue to avail of the canteen services would depend on the quality and variety of dishes that would be made available.

At level 5, SBM Tower, 1, Queen Elizabeth II Street Port Louis the Supplier shall operate a food and beverage canteen where meals are freshly prepared on site and served on a daily basis from Monday to Friday between 11:30 and 13:30. The Supplier shall be responsible for sourcing all raw materials required for meal preparation. SBM shall provide the kitchen equipment, as well as water, electricity, and gas for the Supplier's daily food preparation activities.

At level 6, SBM 7, Exchange, Wall Street, Ebene Cybercity, the Supplier shall be responsible to operate a Food & Beverage Canteen whereby food is freshly prepared off site and served on site in a plated service concept on a daily basis (Monday to Friday) between 11h30 and 13h30. The Supplier shall source all raw materials required for the meals preparation. SBM shall provide water and electricity for the daily food preparation by the Supplier.

#### **Facilities**

SBM shall grant the Supplier access to the kitchen and canteen located on Level 5 at SBM Tower for the daily preparation and service of lunch meals. The kitchen is fully equipped with modern cooking equipment for the preparation of hot and cold meals, including storage, warming, refrigeration, and freezing facilities. The kitchen shall be capable of supporting the preparation of a minimum of 500 meals per day, and the dining area has a seating capacity of 140 persons per sitting. SBM shall provide water, electricity, and gas for use within the kitchen.

SBM shall grant the Supplier access to the canteen located on Level 6 at SBM 7 Exchange Square for the daily lunch service. The canteen is a service-only facility with limited food warming,

refrigeration, freezing, and storage capacity. The Supplier shall transport freshly prepared meals using dedicated food transport vehicles that are clean, hygienic, and suitable for the safe transportation of food, in compliance with applicable food safety and hygiene laws or regulations, to ensure that food quality and temperature are maintained during transit. The Supplier shall provide a plated service to staff on site. No cooking shall be permitted on the premises. The dining area within the canteen has a seating capacity of 60 persons per sitting. SBM shall provide water and electricity in the canteen during the service period.

## **Menus**

The Supplier shall be responsible for the development and improvement of the menus and services. In doing so, the Supplier shall be required to adhere to the following guidelines: Proposed menus by the Supplier shall be vetted and finalised by the SBM designated representative or Committee. The Supplier shall provide SBM with a menu list that covers at least one whole month of service. The menu list shall be provided to SBM at least fifteen (15) days prior to it being in effect to allow for vetting by SBM and any relevant changes. Any changes in the menu by the Supplier are to be communicated to the Bank at least 48 hours prior to the day of the serving.

The meals on offer shall be as follows:

- a) a four-course meal which includes a soup or pulse, a main course, a salad and a dessert, where the quantity of serving for each item in the plate is based on a normal portion size. A typical minimum normal portion size for the purposes of this agreement shall be considered as follows:
  - i) Soup – minimum 240 ml
  - ii) Protein – minimum 160g cooked
  - iii) Carbohydrates – between half cup (120 ml) to one cup (240 ml) cooked
  - iv) Vegetables – 1 cup (240 ml) cooked or raw
  - v) Salad – minimum 240 ml
  - vi) Dessert – 1 whole fruit or minimum 125g yoghurt or minimum 125g for other desserts such as slice of cake or mini cakes, mousse, 1 ice cream scoop, etc.
- b) A Healthy meal option which includes a lean protein element (Vegetarian and Non-Vegetarian option), complex carbohydrates (e.g. quinoa, brown rice, whole wheat pasta, etc), healthy fats (e.g. avocado, olive oil, etc) and fibre elements. A person availing of a Healthy meal option shall also be entitled to a soup/pulse and a dessert. Similar guidelines for portion size as in Clause 2.4.4 a) above apply.

## **General Menu Specifications**

- Non-vegetarian main courses shall consist of one non-vegetarian protein dish and one vegetarian side. Two non-vegetarian protein options shall be available daily, and each staff member may select only one option per meal. Options shall generally differ each day (e.g., meat and seafood or red and white meat).
- Vegetarian main courses shall consist of one vegetarian protein dish and one vegetarian side.
- Menus shall include a variety of international and local cuisines, including Indian, Chinese, Creole, Continental, Italian, French, American, Local, and Asian dishes, and include items such as chicken, eggs, lamb, mutton, fish, prawns, octopus, calamari, fresh vegetables and fruits, fried rice, noodles (fried and boiled), magic bowls, biryani, pulao, tofu (teokon),

paneer, pizza, pasta, vegetarian and non-vegetarian burgers, nuggets, and other items on demand. Irrespective of the main course on offer, the four-course meal concept shall be applicable at all times.

- Meals shall be served with plain Basmati rice or a selection of bread (whole wheat, French, sesame, white, etc.). Bread shall be available as an option at all times. Depending on the menu, meals may include 3 rotis (plain flour or wheat), 3 dhol puris, or 4 ti-puris.
- Soups and salads shall be vegetarian and mild in spiciness. Non-vegetarian options may be provided occasionally at no extra cost, subject to SBM approval.
- Menus shall exclude beef and pork. All food products (chicken, meat, and other ingredients) shall be Halal certified.
- Desserts shall include yoghurt, ice cream, fresh fruit, fruit cakes, pastries (vegetarian and non-vegetarian), and other specific desserts. The Supplier shall provide a minimum of three dessert choices, including yoghurt and fresh fruit.
- The Supplier shall ensure that meals are not repetitive for at least 12 weeks.
- Menus shall be structured so that if a staff member does not prefer the main course, accompanying dishes can be combined to create a suitable alternative.

### **Accompaniments**

Suitable sauces, pickles and chutneys shall be provided to accompany each prepared dish, a minimum of which shall be fresh chilli sauce, fresh green chilli paste, tomato ketchup, garlic sauce, salt & pepper, veg & non-veg mayonnaise and coriander/tomato/coconut chutney.

### **Healthy Eating Concepts**

SBM encourages staff to safeguard their health and wellbeing by eating in a healthy way. Employees should be able to choose their own dietary pattern. The Supplier is to ensure that staff have sufficient variety and choice of food to eat in a sensible and nutritionally well-balanced way

### **Special Dietary Requirements**

The Supplier must be prepared to provide special arrangements for anyone requiring a special diet for medical reason. Arrangement shall be made by SBM, and notification will be given to the Catering Management in advance.

### **Special Menus**

A specially adapted menu is to be provided to SBM staff in line with the following religious/cultural festivities:

- Chinese Festival
- Thaipooam Cavadee
- Maha Shivratri
- Eid-ul-Fitr
- Easter Festival
- Ugadi
- Ganesh Chaturthi

- Divali
- Christmas
- New Year

The day/date of the provision of the above “special menus” shall be agreed upon and communicated by SBM. SBM also reserves the right to request for specific menus at any time where the request should be made to the Supplier at least 48 hours in advance.

Besides, the Supplier is to take into consideration the various religious/cultural fasting periods and festivals and adapt the menu accordingly. The number of vegetarian options and dishes may need to be reviewed to cater for the demand.

### **Food Ordering System & Count Verification**

To ensure that meal quantities are determined as accurately as possible and to minimise food shortages and wastage, the Supplier shall develop and implement an appropriate methodology, supported by suitable tools and systems, to estimate the expected number of meals to be taken by staff on a daily basis. The Supplier may also prepare a small buffer quantity of meals each day to cater for unforeseen demand. The menus shall be shared with staff on a bi-weekly basis in advance to allow for selection and pre-ordering, thereby supporting better planning of quantities and resources.

The Supplier shall be responsible for providing SBM with a daily count of meals consumed at the end of each lunch service, supported by appropriate records such as registers, receipts, or data sheets. SBM shall, upon request, provide facilities such as POS machines and PCs to support the service operations.

### **Quality of Food**

In general food shall be of the highest standards, only fresh produce shall be used as applicable. Dry goods shall be of the highest quality and stored in suitable conditions. Cross contamination of meats shall not occur. Meats shall be stored separately from chilled foods. The Supplier shall ensure that a certified Nutritionist/Dietician is appointed for the purposes of this agreement. The role of the Nutritionist/Dietician shall be involved in, but not limited, menu planning, ensuring nutritional guidelines are being respected, portion control, food safety & hygiene, monitoring & feedback, staff training, record keeping & compliance.

### **Meat**

Meat should be hormone and additive free. The highest quality livestock shall be used. The supplier of meat (venison, mutton, lamb) and chicken shall be Hazard Analysis and Critical Control Point (HACCP) compliant, and Bidders shall provide proof thereof (certificate/attestation) from their respective suppliers.

### **Fish/Seafood**

Should preferably be “Fresh” where practical and cost effective. It must be of good quality i.e. eyes bright and not sunken; bright and glistening skin with plentiful scales where appropriate and according to variety; red gills; firm flesh and no unpleasant odour. Where it is impractical to buy fresh, then frozen can be used. It must be good quality, purchase from a recognised and established supplier.

### **Vegetables**

Vegetables must be fresh as much as possible. No canned products other than baked beans, mushroom, and tomatoes (only applicable if tomatoes are unavailable on the market) are to be used. Due allowance must be made for seasonal vegetables (cauliflower, broccoli, lady finger, bitter gourd, French bean, cabbage, asparagus, calabash, chayote (chou chou), watercress, eggplant etc), alternatives must be sought.

### **Fats & Oils**

Only butter and margarine/low-fat/low cholesterol spread should be used in sandwiches, rolls, toasts etc and clearly labelled as such. Only oil/fat which is high in polyunsaturated should be used for deep and shallow frying and no re-use of any oil shall be permitted.

### **Deliveries**

The Supplier shall ensure that deliveries from its suppliers are made by 09:30 a.m. Delivery drivers must report to the Security Guard at the Service Bay on Dr Ferrier Street, Port Louis. All deliveries shall be transported via the goods lift at the Service Bay. If deliveries are required after 09:30 a.m. for any reason, prior arrangements must be agreed with SBM's Head of Facilities Management. The Supplier shall take all reasonable steps to inspect incoming parcels and packages at the Service Bay to ensure they are free from rodents, pests, or contamination. All incoming and outgoing items are subject to inspection by the Security Guard and must be properly declared, reported, and logged at the Service Bay. Records of all items entering and leaving the premises, including raw materials, shall be submitted to SBM on a daily, weekly, or monthly basis as applicable.

At SBM Exchange Square, the Supplier shall ensure the meals reach the site by 11h00 so that the service may begin as from 11h30. The Supplier shall be fully equipped with food transportation equipment to ensure the food and associated containers are duly delivered on Level 6 at SBM Exchange Square. The Supplier is to ensure that a contingency transportation plan is available at all times in case of breakdown of its food transport vehicle/s. The contingency vehicle shall conform to all stipulated standards required for a food transport vehicle.

The Supplier is to ensure adherence to all building regulations and procedures at 7, Exchange Square, Ebene and make sure that all precautions are taken during food transport. SBM Exchange square is not equipped with a goods lift. It shall be the responsibility of the Supplier to ensure the passenger lifts are duly protected and not damaged during food transportation on a daily basis.

SBM shall not be liable to any damages caused to the building during food transport using the Landlord's facilities and equipment.

### **Refuse**

At SBM Tower, catering deliveries received at the ground floor Service Bay will have external packaging removed and goods transferred to suitable containers before being transported via the goods lift to the main kitchen on level 5. Paper waste must be stored in the appropriate refuse store. Food waste must be stored in the chilled refuse store located in the Service Bay. It is imperative to store food refuse in the chilled store to prevent putrid odours from being emitted. All wastes must be kept separate prior to collection for disposal. The Supplier shall adopt a green concept/environmental policy for disposal of any waste materials.

At SBM Exchange Square, food wastes are to be removed from the SBM floor after each service daily and kept in the building refuse area on the ground floor in the yard of 7, Exchange Square.

**Disposal Cups**

The Supplier shall be responsible for supplying a suitable size cup to be utilised at Level 5, SBM Tower and Level 6, SBM Exchange Square; These cups must be made of material approved by the Government of Mauritius and are to be used for drinking chilled water, tea, coffee or other beverages.

**Supplementary Meals**

The Supplier may be requested to supply evening meals for shift operators on a need basis. The meals shall be taken at 19:00 hours. Each dish shall be prepared separately and stored in hot cabinets ready for consumption.

**Special Functions**

From time to time the Supplier will be called upon to prepare food for meetings, functions and special occasions. For these particular events or meetings, snacks, hors d'oeuvres or four course meals shall be provided. Menus to be submitted to SBM for approval. The Supplier shall indicate this requirement in Schedule 5 – Cost of Snacks. The fee shall remain fixed during the course of the contract and shall be invoiced separately. SBM shall give one day notice prior to these functions giving the number of “Pax” to be catered for.

**Cyclones and Other Emergency Situations**

During periods of cyclonic conditions, at class warning 3 preparations for hot food shall be allowed for a minimum of 20 persons. Food shall be prepared at class warning 2 and stored in the refrigerator.

Similar arrangements must be made for other emergency situations as directed by the Head of Facilities Management Team.

The meal shall be suitable for microwave preparation/heating.

**The agreement will be subject to a probationary period of six (6) months and the selected Supplier will only be confirmed for the remaining thirty (30) months terms following satisfactory performance and at the sole discretion of SBM Bank (Mauritius) Ltd.**

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## SCHEDULE 2 – CONTENT OF PROPOSAL

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### 1. Information Required with Tender

The Tenderer shall submit the Tender Form together with the below documents and/or information which will be used for the tender evaluation:

- 1.1. Copy of trade license, Business Registration Card, Certificate of Incorporation and VAT certificate;
- 1.2. Updated copy of company profile including shareholder and management details;
- 1.3. Duly signed Form of Tender – Schedule 3;
- 1.4. A Bona Fide Tender acknowledgement as set out in Schedule 4;
- 1.5. Financial proposal as per Schedule 5 – Financial Proposal;
- 1.6. Number, Names, all relevant C.V's, certificate of character, food handler's certificates, achievements of the personnel who shall deliver the Service as per Schedule 6. Bidders to include the number of staff and manning hours, staff patterns, etc., its operatives will spend at the Premises;
- 1.7. Tenderer to provide in Schedule 7 its Method Statement for delivering the catering services and which shall include but not limited to the following:
  - 1.7.1. how the Services Agreement shall be managed and monitored; and
  - 1.7.2. how your management shall promote continuous improvement in the quality of service provided to the Bank;
  - 1.7.3. Documentary evidence that his company has obtained or is in the course of obtaining accreditation for ISO 9000 series.
  - 1.7.4. A contingency plan designed to take into account possible future events such as the need of backup while delivering the Services;
- 1.8. Tenderer to provide in Schedule 8 its Health & Safety Policy, health & safety record for the last three years, evidence of a Food Safety Management System at Tenderer's current site and compliance to OSHA (Occupational Safety and Health Act 05);
- 1.9. A schedule of sub-contractors, if any, in Schedule 9;
- 1.10. A schedule of exclusions or required alterations, if any, from his proposals per Schedule 10 – List of Exclusions/Alterations;
- 1.11. Evidence of current insurance cover, i.e. a valid Certificate of Insurance, which shall be at least to the minimum stated in the Agreement – Schedule 11;
- 1.12. List of previous and current food & beverage outlet contracts, corporate customers whereby similar services have provided and/or are being provided together with references, annual contract value and number of staff deployed per Schedule 12;

- 1.13. Details on the recruitment vetting process and training provided to the personnel – Schedule 13;
- 1.14. The tenderer is to submit a list of equipment that the latter intends to use for the provision of the catering services and other associated services – Schedule 14;
- 1.15. Financial statement of the Company for the last 3 years – Schedule 15;
- 1.16. Tenderers are to provide details of their sample menus over a four (4) week period as well as range of products that would be offered for sale to SBM staff and the corresponding pricing in Schedule 16. SBM reserves the right to call Tenderers for a meal presentation and meal tasting exercise as part of the evaluation exercise.
- 1.17. Tenderers are to submit their source of meat, chicken, fish and other seafoods together with the relevant certificate/attestations – Schedule 17.

Failure to provide the above information may lead to disqualification.

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### SCHEDULE 3 – TENDER FORM

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Tenderers to sign below form:

By agreeing to receive this ITB and/or submitting this Proposal, I/We hereby confirm that I/We have read and understood the terms and conditions of the ITB issued by the Bank for the appointment of one or more service providers to provide the Services to meet the Requirements, and agree that the entity that I/We duly represent, is bound by such terms and conditions.

We hereby offer and agree to execute the whole of the work required to be done in connection with the Agreement in Schedule 1, funding at our cost all labour, materials, carriage, etc. necessary to complete the work according to the Agreement and prepared by and to the entire satisfaction of SBM for the sum stated in Schedule 5 – Financial Proposal.

We accept that our offer shall remain open for a period of 180 days after receipt of the Tender.

We undertake not to communicate or attempt to communicate with, or in any other way disclose or attempt to disclose to any person calling for Tenders, any information concerning this Agreement or Tender or any previous Agreement or Tenders with SBM and not to adjust or fix the amount of this Tender or any proposed Tender in accordance with any Agreement or arrangement with any person or persons other than the person calling for Tenders.

In the event of any breach of this undertaking by the Tenderer, SBM shall be entitled to cancel the Agreement and recover from the Tenderer the amount of any loss resulting from such cancellation.

Signed: .....

Company: .....

Address: .....

**Note:** SBM does not bind itself to accept the lowest or any Tender.

## SCHEDULE 4 – CERTIFICATE OF BONA FIDE TENDER

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### 1. Certificate of Bona Fide Tendering

- 1.1. I/We declare that this is a bona fide tender, intended to be competitive, and that I/We have not fixed and/or adjusted the amount of the tender by or under or in accordance with any agreement and/or arrangement with any other person (person' includes any persons, body or association, corporate or incorporate) except as disclosed on this Certificate under 2 below.
- 1.2. I/We declare that I/We have not done and I/We undertake that I/We shall not do at any time any of the following acts:
  - 1.2.1. communicate to any person (other than the person calling for these Tenders) the amount or approximate amount of the proposed Tender, [save and except where the disclosure, in confidence of the approximate amount of the Tender is necessary to obtain insurance premium quotations required for the preparation of this Tender];
  - 1.2.2. enter into any agreement and/or arrangement with any other person or body corporate to the effect that that he or it shall refrain from tendering a Proposal or as to the amount of any Proposal to be submitted;
  - 1.2.3. enter into any agreement and/or arrangement with any other person or body corporate to the effect that the Bank shall refrain from providing invitations to tender on a future occasion; and
  - 1.2.4. offer or pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing to be done in relation to any other tender for the Service any act of the kind describe above.
- 1.3. I/We understand that any misrepresentations may also be the subject of criminal investigation or used as a basis for civil action.
- 1.4. In this Certificate 'agreement' or 'arrangement' includes any transaction private or open, or collusion, formal or informal, and whether or not legally binding

2. Disclosure: \_\_\_\_\_

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**On behalf of** .....

Signature: .....

Name: .....

Title: .....

Date: .....

## SCHEDULE 5 – FINANCIAL PROPOSAL

### STAFF CANTEEN OPERATION SERVICES

**AGREEMENT: STAFF CANTEEN OPERATION SERVICES**

**AGREEMENT COMMENCEMENT DATE: 01<sup>ST</sup> ..... 2026**

**DURATION: 3 Years**

**Cost per meal served (MUR including VAT)**

Dish Category	Year 1	Year 2	Year 3
Non – Veg			
Veg			
Non – Veg Diet			
Veg – Diet			

**Cost of Snacks (MUR including VAT)**

Please provide a list of snacks (veg and non veg) with the respective prices.

Snack	Year 1	Year 2	Year 3
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

Note: The fees shall be all inclusive including but not limited to:

- i. The cost for the supply of all food, dry goods, vegetables, meat, seafood, etc...;
- ii. The charges for washing/cleaning of cutleries, kitchen equipment, utensils etc...;
- iii. Charges to serve staff at the server and cashier

## SCHEDULE 6 - DETAIL OF PERSONNEL DESIGNATED TO MAN THE CATERING SERVICES

1. Bidder's assessment of the number of personnel, including the Catering Manager required:

.....

2. Details of each category of personnel and their respective experience in the field of catering

Category of Personnel	No. of Personnel	Years of Experience
Catering Manager		
Executive Chef		
Cook		
Helper		
Cleaner		
Waiter		
Nutritionist/Dietician		
Others, please specify: 1. 2. 3.		

3. Please attach Food Handler's Certificate of all mentioned staff above, where available.

4. Give details of the track records of the Chef (details to be provided as attachments)

i.....

ii.....

iii.....

5. Other details regarding personnel

.....

.....

.....

6. Details of Backup Staff similar to table in section 2 in Schedule 6.

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## **SCHEDULE 7 – METHOD STATEMENT**

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Tenderer is to provide its Method Statement for delivering the catering services and which shall include but not limited to the following:

- how the Services Agreement shall be managed and monitored;
  
  
  
  
  
  
  
  
  
  
- how your management shall promote continuous improvement in the quality of service provided to the Bank;
  
  
  
  
  
  
  
  
  
  
- Documentary evidence that his company has obtained or is in the course of obtaining accreditation for ISO 9000 series.
  
  
  
  
  
  
  
  
  
  
- A contingency plan designed to take into account possible future events such as the need of backup while delivering the Services;
  
  
  
  
  
  
  
  
  
  
- For Lot 2, Tenderers are to provide list of equipment, structure of kitchen and certifications of kitchen, if any whereby the food will be prepared.

Details may be provided on separate sheets as may be required.

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## **SCHEDULE 8 – HEALTH & SAFETY POLICY**

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Tenderer are to provide its Health & Safety Policy, health & safety record for the last three years, evidence of a Food Safety Management System at Tenderer's current site and compliance to OSHA (Occupational Safety and Health Act 05). Tenderers are also invited to provide Hazard Analysis and Critical Control Points (HACCP) certification, if available at their end. Otherwise, Tenderers shall submit evidence where they develop, implement, and maintain a HACCP plan tailored to their operations, covering aspects such as cooking, cooling, storage, and distribution.

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## **SCHEDULE 9 – SCHEDULE OF SUB-CONTRACTORS**

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Tenderers to provide their schedule of subcontractors if any.

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**SCHEDULE 10 – EXCLUSIONS/ALTERATIONS BY TENDERER**

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List below all exclusions/alterations from the Agreement:

1. ....
2. ....
3. ....
4. ....
5. ....

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## **SCHEDULE 11 – CERTIFICATE OF INSURANCE**

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Tenderer is to provide evidence of current insurance cover, i.e. a valid Certificate of Insurance, which shall be at least to the minimum stated in the Agreement.

## SCHEDULE 12 – LIST OF CORPORATE CUSTOMERS / REFERENCES

Name of corporate customers/references for similar operations where bidder is or has been providing similar catering services.

1. Name:.....  
 Address:.....  
 Details of service including period:.....  
 Contract Value:.....  
 No. of Personnel: .....
  
2. Name:.....  
 Address:.....  
 Details of service including period:.....  
 Contract Value:.....  
 No. of Personnel: .....
  
3. Name:.....  
 Address:.....  
 Details of service including period:.....  
 Contract Value:.....  
 No. of Personnel: .....
  
4. Name:.....  
 Address:.....  
 Details of service including period:.....  
 Contract Value:.....  
 No. of Personnel: .....

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### **SCHEDULE 13 – RECRUITMENT PROCESS & TRAINING PROVIDED**

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Tenderers are to provide details of their recruitment process as well as the requirements used for recruitment and frequency of training provided to its personnel.

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**SCHEDULE 14 - LIST OF EQUIPMENT**

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Tenderers are to provide list of equipment he intends to use to deliver the required services in the following format - .

<b>Equipment to be used</b>	<b>Purpose</b>	<b>Manufacturer</b>	<b>Model/Details</b>	<b>Number of Machines</b>

**SCHEDULE 15 – CERTIFIED COPY OF LATEST FINANCIAL STATEMENTS**

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Tenderers are to provide certified copy of their financial statements for the last three years.

### SCHEDULE 16 – SAMPLE MENUS AND RANGE OF PRODUCTS

Provide sample menus for a period of one Month as per tables below:

Week 1						
Dish Category	Monday	Tuesday	Wednesday	Thursday	Friday	A La Carte
Veg Main						
Veg Side						
Non Veg Option 1						
Non Veg Option 2						
Salad						
Soup or Pulse						
Diet Non Veg						
Diet Veg						
Dessert						
Bread						
Rice						
Juice						

Week 2						
Dish Category	Monday	Tuesday	Wednesday	Thursday	Friday	A La Carte
Veg Main						
Veg Side						
Non Veg Option 1						
Non Veg Option 2						
Salad						
Soup or Pulse						
Diet Non Veg						
Diet Veg						
Dessert						
Bread						
Rice						
Juice						

Week 3						
Dish Category	Monday	Tuesday	Wednesday	Thursday	Friday	A La Carte
Veg Main						
Veg Side						
Non Veg Option 1						
Non Veg Option 2						
Salad						
Soup or Pulse						
Diet Non Veg						
Diet Veg						
Dessert						
Bread						
Rice						
Juice						

Week 4						
Dish Category	Monday	Tuesday	Wednesday	Thursday	Friday	A La Carte
Veg Main						
Veg Side						
Non Veg Option 1						
Non Veg Option 2						
Salad						
Soup or Pulse						
Diet Non Veg						
Diet Veg						
Dessert						
Bread						
Rice						
Juice						

SBM reserves the right to call Tenderers for a meal presentation and meal tasting exercise as part of the evaluation exercise.

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**SCHEDULE 17 – TENDERER’S SOURCE OF MEAT/CHICKEN +  
CERTIFICATE/ATTESTATION**

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Tenderers are to submit their source of meat, chicken, fish and other seafoods together with the relevant certificate/attestations.

	<b>Name of Supplier</b>	<b>Product Description (Chicken, Meat, Fish or any other seafood)</b>	<b>HACCP Compliance</b>	<b>HALAL</b>
1				
2				
3				
4				
5				

Please attach Halal Certificate and HACCP Compliance Certificates for each supplier.

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**SCHEDULE 18 – BREAKDOWN OF LOTS**

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The breakdown of lots are as follows:

Lot 1 – SBM Tower, 1 Queen Elizabeth II Avenue, Port Louis.

Lot 2 – SBM Exchange Square, Ebene