

RFB 002 2013 2014

**TENDER SPECIFICATIONS FOR THE CANTEEN AND CATERING SERVICES FOR THE
GOVERNMENT COMMUNICATION AND INFORMATION SERVICES (GCIS),
TSHEDIMOSITSO HOUSE, CORNER FRANCES BAARD (SCHOEMAN STREET) AND
FESTIVAL STREETS, HATFIELD, PRETORIA, 0083**

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SECTION 1: INTRODUCTION

The purpose of this document is to detail the scope of work, incorporating the tasks and responsibilities of the Service Provider (hereinafter, the *Service Provider*), required by the GCIS for Canteen and Catering Services.

1.1 BACKGROUND

The Government Communication and Information Systems (GCIS) intends to outsource the Canteen and Catering Services, to a Service Provider, at its Head Office, Tshedimosetso House in Hatfield Pretoria. The GCIS intends to enter into a Service Level Agreement with a Service Provider who is to provide the services required. The services rendered will be for the Service Provider's own account, taking responsibility for all risks including profit/loss, stock and cash control. The services will **NOT** be on a subsidy basis.

SECTION 2: SCOPE OF WORK

The Service Provider will be required to provide the following:

2.1 PROVISION OF A CANTEEN SERVICE

This is an all-inclusive Canteen Service providing basic meals, beverages, snacks & other items (not limited to free issuance) on a daily basis to on-site personnel, including providing and maintaining equipment and the provision of consumables required for the intended use.

- **Duration of Service.**

The intended term of the contract will be for a period of 24 months from date of awarding the contract, with an option to renew for an additional 12 months.

- **Normal Working Hours**

Normal Service Time:

- Working Days (Excluding Public Holidays) Monday to Friday – 07h00 to 17h00.
- It must be further noted, that the GCIS has employees in excess of 350, at Tshedimosetso House, and any extended operating hours will either be at the discretion of the Service Provider or be negotiated directly with the GCIS should such a requirement be deemed necessary.

- The preferred service provider must be prepared to cater for the following:
 - Ground Floor meeting facilities
 - Ground Floor media facilities
 - 1st Floor Staff Canteen
 - GCIS' functions, meetings and other special requests
 - Other functions although not for GCIS, but held at Tshedimosetso House
 - All dietary preferences, religions, cultural and etc.

2.2 PROVISION OF A CATERING SERVICE

The provision of a Catering Service for internal meetings and/or third party functions & ad-hoc functions within the GCIS in Tshedimosetso House.

Response Times:

The Service Provider is to ensure that meals ordered must be prepared and delivered to the Auditorium Area and respective venue as stipulated by the client. The response times shall be adhered to. Failure to adhere to the times stipulated may result in non-payment or the reduction of the quoted price for the service.

2.3 SERVICE CONDITIONS

- The contract includes for the provision of Canteen and Catering Services, including providing, replacing and maintaining of all equipment used, and the provision of consumable supplies required for the intended use.
- Preparation of snacks, coffee and other beverages to acceptable food industry standards whilst also ensuring that no food preparation other than specified takes place on the premises.
- This Scope of Work shall be undertaken in the manner stated in this document.
- This Scope of Work is subject to all conditions and requirements as stated in Section 2 of this document as well as any other accompanying documents in this pack.

2.4 TASKS & ACTIVITIES

2.4.1 General Requirements

- Tasks not specified in this document will be identified and mutually agreed between the Service Provider and the GCIS.
- All written deliverables must be phrased in terms and language that can be easily understood by non-technical personnel (e.g., laypersons without subject matter expertise).
- All document deliverables must be in formats (hard copy and electronic) i.e. industry accepted standards (e.g., MS Word, MS PowerPoint, MS Project).

- A site inspection will be held at the GCIS in Hatfield Pretoria as specified on the GCIS Request for Proposal (RFP) document to brief the Service Providers on the scope and extent of work. **GCIS Tshedimotsetso House, Corner Frances Baard (Schoeman Street) and Festival Streets, Hatfield, Pretoria, 0083.**

SECTION 3: GENERAL CONDITIONS

3.1 THE SERVICE PROVIDER IS REQUIRED TO:

- Conduct business in a courteous and professional manner.
- Provide the necessary documentation as requested prior to the Canteen and Catering Service contract being awarded.
- Comply with all relevant employment legislation and applicable bargaining council agreements, including UIF, PAYE, etc. **Proof to be submitted within 14 days from awarding the contract by the successful Service Provider.**
- Ensure that all personnel working under this contract are in good health and pose no risk to any personnel in the GCIS.
- Comply with the GCIS security and emergency policies, procedures and regulations.
- Ensure that all work performed and all vehicles, plant and equipment brought onto or used on site will be in compliance with the Occupational Health and Safety Act of 85 of 1993 and any Regulations promulgated in terms of this Act and the standard instructions of the GCIS.
- Maintain its equipment in good order so as to comply with the GCIS's occupational health and safety standards.
- Ensure that all personnel working under this contract are adequately trained prior to the commencement of the contract.
- Provide all personnel working under this contract with uniforms, which state the name of the Service Provider and that can be clearly identified from other Service Providers, GCIS personnel, etc. The GCIS reserves the right to order the immediate removal of a staff member that does not adhere to this arrangement.
- Provide all personnel working under this contract with adequate and appropriate Personal Protective Equipment (PPE) and clothing and to ensure these items are worn at all times.
- Ensure that the GCIS is informed of any removal and replacement of personnel. For security reasons, the GCIS reserves the right to vet all personnel working under this contract.
- Provide the services of pest control and general cleanliness to the canteen and surrounding areas at his/her own cost.
- Demonstrate his modus operandi to the GCIS with regards to supplies delivered to site.
- Provide an on-site manager, available at all times.
- Issue and circulate weekly and daily menus to employees.
- Provide catering equipment like microwaves etc;
- All other equipment not included under .

3.2 THE GCIS SHALL:

- Conduct business in a courteous and professional manner with the Service Provider.
- Provide appropriate information as and when required and only in situations where it is required by the Service Provider to fulfil their duties; by means of raising a Purchase Order (PO).
- Not accept responsibility for any damages suffered by the Service Provider or their personnel for the duration of the contract.
- Not accept any responsibility of accounts/expenses incurred by the Service Provider that was not agreed upon by the contracting parties.
- Shall provide a storage facility for equipment and materials.
- Provide:
 - Electricity;
 - Water points;
 - Hydroboil;
 - Refrigeration;
 - Extractor Fan;
 - Wash hand basin;
 - Wall and floor tiles;
 - Air-conditioning and ceiling'
 - Counter tops.

SECTION 4: SPECIFIC CONDITIONS

Ensure all responses must be completed and provide all information requested. Failure to adhere to this request may result in the tender being invalid /disqualified.	
4.1	CANTEEN SERVICES
4.1.1	<p>Establishment and operation of a canteen on the GCIS premises, utilising the allocated area for the supply of basic meals, beverages and other items on a daily basis, to on-site personnel.</p> <ul style="list-style-type: none"> • Restaurant; - offer South African cuisine as well as a range of Global or International dishes ideally suited to the many of GCIS visitors • Coffee shop x 1; - a "buy and go" concept with limited seating located in the auditorium foyer in the front area of the coffee counter. The major emphasis will be on counter service as we envisage a substantial movement of people through the area. • Drinks Bar x 1; - To provide drinks during special occasions; • Ministerial dining facilities;

	<ul style="list-style-type: none"> • Vending facilities; - provide a full pause area service for the provision of tea and coffee on all floors (11X Pause areas and 1 x Canteen Area) • Pause areas; • Filtered water.
4.1.2	Operation of the canteen will be from 07:00 to 17:00 on weekdays, excluding Public Holidays.
4.1.3	Operation of the canteen outside the standard hours shall be by special arrangement between the GCIS and the Service Provider.
4.1.4	Provide a 'Meal-of-the day" at a competitive price.
4.1.5	Provide adequate equipment, cutlery and crockery as indicated by the GCIS.
4.1.6	Provide suitable disposable containers for the serving of food & beverages.
4.1.7	Use only fresh ingredients for the snacks and ensure that no items that are beyond date are on offer.
4.1.8	Prepare snacks, coffee and other beverages to acceptable food industry standards whilst also ensuring that no food preparation other than specified takes place on the premises.
4.1.9	The purchase prices of the items offered would be lower than surrounding market prices.
4.1.10	The GCIS reserves the right to compare the rendered prices to prices in the area and other Service Providers.
4.1.11	Provide catering equipment that are of acceptable industry standards.
4.1.12	All menus will be reviewed on a quarterly basis to ensure customer satisfaction and interest
4.2	FIT OUT OF CANTEEN PREMISES:
4.2.1	The Service Provider will be responsible for the maintenance of the facility occupied.
4.2.2	Approved improvements made to the premises will be for the account of the Service Provider.
4.2.3	On termination of the contract, fixed improvements will become the GCIS's property unless otherwise agreed in writing between the parties.
4.2.4	No compensation will be paid for any improvements made by the Service Provider.
4.2.6	All furniture & fittings must be of acceptable industry standards. The GCIS reserves the right to instruct the Service Provider to remove any furniture & fittings that is deemed unacceptable.
4.2.5	On termination of the contract, the Service Provider is to make good to the premises all damages incurred during his occupancy.
4.2.6	No structural changes or furniture & fittings may be effected without the GCIS's written approval.
4.2.7	The official opening of the facility must be within 30 days of the tender being awarded.
4.2.8	The Service Provider reserves the right of admission to the canteen area.
4.3	CATERING SERVICE
4.3.1	Provide a catering service for the conference centre, internal meetings and ad-hoc functions on request.
4.3.2	The catering function is to operate within the confines of the canteen environment.

4.3.3	Delivery of meals to the Auditorium area, internal meetings & ad- hoc functions within prescribed time frames.
4.3.4	Provide meals in a presentable manner to clients.
4.3.5	Provide adequate catering equipment, cutlery and crockery.
4.3.6	Remove catering equipment and clean/tidy venue at the end of functions/meetings.
4.3.7	This cost to cater must be agreed upon between the Service Provider and the respective client and the GCIS management hosting the function/meeting.
4.3.8	The GCIS reserves the right to obtain catering for special functions and meetings from other local suppliers should the Service Provider not meet specific conditions such as quality or cost considerations.
4.4	PREPARATION AND STANDARDS
4.4.1	The meals/beverages served must be of high quality and prepared in a clean and hygienic manner in accordance with all health and safety regulations.
4.4.2	The Service Provider will be responsible for pest control and general cleanliness of the canteen area.
4.5	CLEANING OF THE AREAS:
4.5.1	Service Provider is to remove all waste (wet or dry) on a daily basis. Waste must be appropriately packaged for disposal with the use of proper refuse bags.
4.5.2	The Service Provider shall provide bins/containers.
4.6	FOOD PRICES:
4.6.1	All menu items are to be individually priced for sale.
4.6.2	Tender prices to be fixed for the first 12 months and only one escalation per year which will exclude legislative increases. Subject to the GCIS's approval.
4.6.3	Any food price increase is to be agreed with the GCIS prior to implementation.
4.6.4	Only sales within the GCIS will be allowed – <i>NO SALES TO GENERAL PUBLIC AND OUTSIDE OF THE GCIS WILL BE ALLOWED.</i>
4.7	STORAGE:
4.7.1	The Service Provider shall maintain a stock of consumables in the stores, at his own risk, provided that all local council by laws and the Occupational Health and Safety Act are adhered to.
4.7.2	The GCIS shall not be responsible or liable for any loss or damage to the Service Provider's stock of consumables and equipment stored on the GCIS's premises.
4.7.3	Stocktaking must be executed outside normal trading hours.
4.8	PRICING:

4.8.1	For evaluation purposes Service Provider's are required to provide detailed pricing on the Pricing Schedule (Section 7).
4.8.2	All other pricing assumptions, excluded and unknown costs must be clearly documented.

4.9	CONTRACT PERIOD:
4.9.1	The contract shall be for 24-months period with the option be extended by a further 12 months. The commencement date will be 30 days from the date of the issue of the letter of acceptance.
4.9.2	Either party may cancel the contract at any given time by giving 90 days notice in writing to this effect.
4.9.3	The extension/cancellation of the contract may not be effected without prior approval of the GCIS's Chief Financial Officer.
4.9.4	The GCIS reserves the right not to award this tender to any GCIS's employee/contractor/consultant or their direct family.
4.10	OCCUPATIONAL HEALTH AND SAFETY:
4.10.1	The successful Bidder shall comply with the Compensation for Occupational Injuries and Diseases Act and Regulations, as amended, from time to time.
4.11	INDUSTRIAL RELATIONS:
4.11.1	The Service Provider must ensure that he complies with the minimum wage requirement as prescribed by law.
4.12	WATER, ELECTRICITY & TELEPHONE FACILITY:
4.12.1	The GCIS will provide a telephone point in the main kitchen on the ground floor and canteen area. All costs associated with calls, etc, will be for the account of the Service Provider. The Service Provider will be billed on a monthly basis to this effect.
4.13	REFERENCES:
4.13.1	The GCIS reserves the right to request references pertaining to the outsourced services from the Service Providers.
4.14	OFF-SITE PREPARATION FACILITY:
4.14.1	In the event of meals being prepared off-site, the GCIS reserves the right to inspect such facilities to ensure compliance with the Occupational Health and Safety Act.

SECTION 5: RESPONSE TO THE REQUEST FOR PROPOSAL

5.1 GENERAL REQUIREMENTS

The Service Provider must:

- Submit a tender addressing the tasks specified in this document as well as a completed Pricing Schedule (section 7).
- Submit a valid TAX Clearance Certificate.
- Prospective Service Providers may submit any questions or requests for further information / clarification on this RFP to the GCIS Procurement Unit in writing via e-mail to: Procurement Manager: George Storey, Office Number 012 473 0093 or <mailto:george@gcis.gov.za>. Any questions are to be submitted not later than four business days before the closing date of the RFP. Questions received after this date will not be entertained by GCIS.

5.2 TECHNICAL & FUNCTIONAL

The Service Provider must furnish the following information as part of the tender response:

- Resume of the Company, indicating:
 - Address of Head office;
 - List of regional/ branch offices (if any);
 - Main business area;
 - Date since company have been rendering Canteen And Catering Service;
 - Detailed list of current and completed contracts (if any) over the last 3 years;
 - The financial standing of the Company from an approved Financial Institution;
 - Proof of public liability (Certified copy of Insurance Policy);
- Current commitment of the Service Provider with regards to other services;
- References including company, nature of contract, contact person and contact number;
- Management plan – The Service Provider must submit together with this tender, a complete management plan in which, at least the following must be included:
 - Recommended number of personnel;
 - Indication of any statutory and legislative compliance required;

5.3 PRICING

The Service Provider must take the following into consideration when completing the Pricing Schedule:

- Reference must be made to Section 1.1 titled “Background” and Section 2 titled “Scope of Work”.
- Prices are to be fixed on a 12 month basis, from inception of this agreement. Increase in prices only once a year. Rates are to include for labour, consumables, overheads, profit, etc. Any price increases must be discussed and agreed with the GCIS prior to implementation.
- To ensure that all rates include for all costs deemed necessary as no additional costs will be admitted later.
- The tendered price must include **Value Added Tax (VAT) at 14%**.
- The GCIS may require breakdown of rates on any of the items priced and the Service Provider is to provide same without any additional cost.

The Service Provider must also return Pricing Schedule (Section 7) fully signed and completed.

SECTION 6: EVALUATION PROCESS

Stage 1, Evaluation for functionality:

Bidders must obtain minimum score of 70% of functionality points to be eligible for evaluation in stage two

Aspect	Functionality Criteria	Weight	Value
1. Company profile / Resources	<ul style="list-style-type: none"> ▪ Provide number of staff and CVs 	10	
	<ul style="list-style-type: none"> ▪ Confirmation that company has the ability to provide food on short notice/ contingency plan 	15	
	<ul style="list-style-type: none"> ▪ Indication of company resources and equipment's like sandwich Makers, crockery, cutlery etc. 	10	
	<ul style="list-style-type: none"> ▪ Indication of premises offside where food will be prepared. 	10	
2.Methodology	<ul style="list-style-type: none"> ▪ Project execution plan, the plan must indicate how the service is going to be rendered on daily basis 	15	
3. Experience	<ul style="list-style-type: none"> ▪ An indication of number of years' experience in catering and canteen environment. 	15	
	<ul style="list-style-type: none"> ▪ Submit at least three recent references with contact details – this include reference to current contracts / arrangements with other government departments 	15	
Total		90	

Second phase:

During this phase proposals will be evaluated on taste, presentation and BBBEE

Shortlisted companies will be expected to prepare samples of certain items of their proposed menu for tasting by the evaluation committee. Bidders can only claim BBBEE credential; level, provided they submit an original or certified BBBEE certificate.

SECTION 7: PRICING SCHEDULE

For the purpose of this TENDER, the pricing schedule consists of the following parts:

- Schedule 1 – Canteen Services
- Schedule 2 – Catering Services
- Schedule 3 – Additional Costs

PRICING SCHEDULE 1 – CANTEEN SERVICES

DESCRIPTION	UNIT PRICE		COMMENTS
	R	C	
SANDWICHES (TOASTED OR PLAIN)			
Cheese			
Cheese and Tomato			
Cheese and Ham			
Cheese, Ham and Tomato			
Bacon			
Bacon and Egg			
Bacon, Egg and Cheese			
Salami and Cheese			
Chicken Mayonnaise			
Tuna Mayonnaise			
Other			
Rolls			
Roast Beef and Mustard			
Cheese, Ham and Tomato			
Cheese			
Salami and Cheese			
Egg Mayonnaise			
Chicken Mayonnaise			
Tuna Mayonnaise			
Avocado and Cheese			
Russian Roll			
Hotdog			
Chip Roll			
Other			

DESCRIPTION	UNIT PRICE		COMMENTS
	R	C	
Burgers			
Hamburger			
Cheese Burger			
Egg Burger			
Cheese and Egg Burger			
Bacon and Egg Burger			
Dagwood			
Chicken Burger			
Other			
Hot Meals			
Chips			
Pies			
Russians			
Frankfurters			
Vienna's			
Other			
Cold Beverages			
Soft Drinks / Sodas			
Grapetiser			
Appletiser			
Liquifruit			
Ice Tea			
Energy Drinks			
Mineral Water			
Fruit Juices			
Milkshakes			
Fruit shakes or Smoothies			
Other			

DESCRIPTION	UNIT PRICE		COMMENTS
	R	C	
Hot Beverages			
Coffee (Various)			
Tea (Various) - both herbal and Ceylon			
Hot Chocolate			
Espresso			
Cappuccino;			
Espresso			
Café Latte			
Café Mocha			
Freshly brewed filter coffee			
Hot Horlicks			
Milo			
Other			
Pastries and Cakes			
Cake per slice (Various)			
Pastries (Various)			
Muffins			
Croissants			
Scones			
Other			
Snack Items			
Soup			
Yogurt			
Fruit Salad			
Salad Platter			
Sweets and Chocolates (Various)			
Other			
Meal of the Day			

PRICE SCHEDULE 2 – CATERING SERVICES

DESCRIPTION	PRICE PER-HEAD		COMMENTS
	R	c	
Beverages- Coffee/Tea/Water			
Biscuit Platter			
Sandwich Platter			
Pastry Lunch			
Finger Lunch			
Executive Finger Lunch			
Trolley Services			
Delivery cost per Function			

PRICE SCHEDULE 3 – ADDITIONAL COSTS

LIST OF ADDITIONAL COSTS	PRICE		DESCRIPTION	COMMENTS
	R	C		

Note:

- All prices must be inclusive of VAT.
- The pricing schedule is to be completed in full.

Closing date shall be on:

Friday, 07 February 2014 at 11h00

ENQUIRIES:

FOR SPECIFICATIONS-RELATED QUESTIONS ONLY

Contact Persons: Ms Xoliswa Job

Tel: (012) 473-0334

QUESTIONS ON BIDDING PROCEDURES ONLY

Contact Persons:

Mr Leshoka Mahloromela

Tel: (012) 473-0151

Mendrick Mlondobozi

Tel: (012) 473 0182

Keneilwe Mafa

Tel: (012) 473 0130

APPROVED AND SIGNED OFF BY:

MR KEITU SEMAKANE

ACTING DCEO: CORPORATE SERVICES

DATE: