

INVITATION TO TENDER

FOR APPOINTMENT OF A REPUTABLE AND CAPABLE PANEL OF SERVICE PROVIDERS FOR THE PROVISION OF OUTSOURCED CATERING SERVICES FOR THE QUALITY COUNCIL FOR TRADE AND OCCUPATIONS FOR A PERIOD OF THIRTY - SIX (36) MONTHS.

TENDER NO: QCTO 04/2022

Closing Date	Address for Submission
Date: 24 January 2023 Time: 11:00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

Bidder's Name		
Address		
Contact person	Ms/Mrs/Mr/Prof/Dr	
Contact numbers	(w)	(cell)
Email address		

B: Late Submissions will not be considered

Briefing Session Information

Compulsory Virtual Briefing session

Date: 14 **December 2022**

Time: 11:00am – 12:00am

Link: To receive the link, kindly send an email to tenders@qcto.org.za before **09 December 2022**.

The link will be sent by end of business on the **12 December 2022**.

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1. INTRODUCTION

The QCTO is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended) and came into operation on 1 April 2010. The main functions of the QCTO amongst others are to develop standards for occupational qualifications including trades and skills programs, accredit skills development providers, and assessment centres, assessments, quality assurance and issue certificates to qualifying learners. Therefore, the QCTO is responsible for standards generation and maintenance; quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programmes. The QCTO has approximately 120 staff members and QCTO external stakeholders, is situated in Hatfield, Pretoria. More information can be obtained from <https://www.qcto.org.za/>.

Prospective Service Providers who are interested in rendering catering services at the Quality Council for Trades and Occupations (QCTO) as specified herein, and in accordance with the General Conditions of the offer, as well as the specifications are requested to complete this tender document, together with all the standard bidding documents in full and submit proposals in sealed Envelopes marked **Tender Number QCTO 04/2022** and placed in the tender box at 256 Glyn Street Hatfield, Pretoria, 0083 not later than the closing time and date.

Prior to submission, the tenderers must check that all pages are properly numbered, and all required documents are signed and initialled. QCTO will hold the duly authorised signatory liable on behalf of the tenderer.

NB: Please create an index page for ease of reference. Paginate your proposal submission by using numbered file dividers or a similar system.

Each page should be initialed with black ink.

1.1 PRICING

- 1.1.1 The tenderer must submit details regarding the tender price for the services on the pricing schedule provided in SBD 3.3. The completed form/s must be submitted together with the proposal.
- 1.1.2 Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
- 1.1.3 It is a requirement of this tender that the tender price is based on a fixed price.
- 1.1.4 The price proposal must include VAT (if applicable).
- 1.1.5 All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).
- 1.1.6 QCTO will not provide upfront payments.

NB: FAILURE TO PROVIDE THE PRICING PROPOSAL WILL INVALIDATE THE BID AND RESULT IN IMMEDIATE DISQUALIFICATION OF THE PROPOSAL.

The service providers on the panel will be engaged through the Request for Quotation Process based on the desired deliverables (as and when required) to confirm actual costs per brief or scope of work.

1.2 PARTNERSHIPS AND LEGAL ENTITIES

In the case of the tenderer being in a partnership, close corporation or a company, a certificate reflecting the names, identity numbers and addresses of the partners, members or directors (as the case may be) must be submitted with the tender.

1.3 CONSORTIUMS AND JOINT VENTURES

- 1.3.1 If the tendering unit emanates from a joint venture or collaborative partnership or consortium (including a newly formed company), which does not have a joint track record of at least three (3) years, the individual entities that make up the tendering unit should each provide all the mandatory requirements. Should all the requirements in respect of the tendering unit or the individual entities, as the case may be, not be met, the tendering unit will be disqualified.
- 1.3.2 It is recognised that tenderers may wish to form consortia to provide the services.
- 1.3.3 In response to this invitation to tender, a consortium shall comply with the following requirements:-

- a) A copy of the agreement entered into by the consortium members shall be submitted with the tender. It shall be signed so as to be legally binding on all consortium members.
- b) The tender document shall be signed so as to be legally binding on all consortium members;
- c) One of the members shall be nominated by the others as authorised to be the lead member and this authorisation shall be included in the agreement entered into between the consortium members;
- d) The lead member shall be the only authorised party to make legal statements, communicate with QCTO and receive instructions for and on behalf of any or all the members of the consortium;

1.4 ACCEPTANCE OF TENDERS

QCTO does not bind itself to accept either the lowest or any other tender and reserves the right to accept the tender that it deems to be in the best interest of the organisation. QCTO reserves the right to accept the offer in full or in parts.

2. AIM OF BID

The aim of this bid is for QCTO to appoint a suitably qualified and experienced panel of catering service providers. The objective of this process is to appoint a panel of service providers to deliver quality and healthy food as per request. The Service Providers that QCTO will contract for this services must as far as practical make use of equipment which supports the preservation of the environment, including recycling plans, and must comply with all the regulations of the Republic of South Africa. The appointment of the successful bidders will be for a period of thirty-six (36) months commencing on the date as prescribed in the Letter of Award and signed Service Level Agreement.

3. BACKGROUND

The Quality Council for Trades and Occupations (QCTO) is a Quality Council established in 2010 in terms of the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended). Its role is to oversee the design, implementation, assessment and

certification of occupational qualifications, including trades, on the Occupational Qualifications Sub-Framework (OQSF). The QCTO also offers guidance to skills development providers who must be accredited by the QCTO to offer occupational qualifications.

In summary, the QCTO is responsible for:

Establishment and management of the Occupational Qualification Sub-Framework (OQSF);

- Occupational Qualifications and skills programmes development and maintenance;
- Accreditation of Skills Development Providers;
- Accreditation of Assessment Centres;
- Assessment;
- Certification;
- Research and Knowledge Development; and
- Stakeholder Management and Advocacy.

4. SCOPE OF SERVICES

The scope of services by the appointed service providers is to provide appropriate and value-added catering services, prepared offsite, to the QCTO.

4.1 The scope of services includes but is not limited to:

- 4.1.1 Prepare meals offsite and deliver them to the QCTO;
- 4.1.2 Catering services may be required for meetings of 10 - 120 guests;
- 4.1.3 The meals must be prepared in a hygienic environment, good quality products must be used;
- 4.1.4 Services must make provision for the diversity of the organisation by providing meals for different religious and ethnic groups, as well as specific dietary requirements;
- 4.1.5 Cutlery and crockery supplied should be of the same set;
- 4.1.6 Crockery must be in good condition with no cracks, chips or stains;

- 4.1.7 The preferred bidders must provide 2ply serviettes or napkins;
- 4.1.8 Provision of condiments;
- 4.1.9 The preferred bidders must provide sufficient staff to set up the dining area and serve meals;
- 4.1.10 The preferred bidders must ensure that tablecloths do not have any stains and are properly washed irrespective of the colour;
- 4.1.11 Remove catering equipment and clean/tidy up the venue at the end of functions/meetings (QCTO does not provide facilities for washing dishes);
- 4.1.12 The cost to cater must be agreed upon between the Service Provider and the QCTO (by quotation and purchase order).

5. PREPARATION AND STANDARDS

- 5.1 The meals and beverages served must be of high quality and prepared in a clean and hygienic manner in accordance with all health and safety regulations and relevant municipal by-laws.
- 5.2 Service providers must apply healthy options like salads and offer variety to cater for all dietary preferences, including but not limited to religions, culture, and vegetarianism etc.
- 5.3 QCTO shall not be responsible or liable for any loss or damage to the Service Provider's consumables and equipment during the period when the service is delivered to QCTO's under any circumstances.

6. DESCRIPTION OF SERVICE AND EXTENT OF WORK

6.1 Conducting catering assignments:

- 6.1.1 The catering services should be conducted in compliance with the Occupational Health Safety Standards and municipal by-laws.

6.2 Timing of assignments:

- 6.2.1 The final responsibility of approving the catering service menus and the number of people for that event resides with the QCTO.

6.3 Quality assurance reviews of the work:

- 6.3.1 The Catering Service provider shall ensure that all catering services conform to the relevant standards for the Occupational Health Safety standards (OHS).

6.4 Competence requirements of the catering services:

- 6.4.1 The Service Provider should meet the following competency requirements:
- a) Food and beverage certificate; and
 - b) Be well versed with the best practices of the catering service industry.

6.5 Monitoring the performance of catering services:

- 6.5.1 The appointed panel of caterers will need to work closely with QCTO Supply Chain Management staff to ensure that all approved catering menus, price and agreed quality of service remain at acceptable levels.
- 6.5.2 Throughout the period of the contract, the performance of the service provider will be reviewed bi-annually .

6.6 Engagement Model:

- 6.6.1 A panel of five (05) catering service providers will be appointed with an option to review and replace within a period of thirty six months;
- 6.6.2 Catering service required will be on a minimum of three (03) price written quotations on a rotation basis; and
- 6.6.3 QCTO reserves the right to remove a panel member due to consistent poor performance or any other serious breach.

7. MINIMUM SERVICES LEVELS AND APPLICABLE PENALTIES

7.1 Service description Target Penalty.

7.2 Time management 100% adherence to the time frames as per QCTO's request:

- 7.2.1 Arriving at the venue 1 -15 minutes late, 10% deduction of catering service fee.
- 7.2.2 Arriving at the venue 15 – 30 minutes late, 15% deduction of catering service fee.
- 7.2.3 Arriving at the venue 30 minutes late, 20% deduction of catering service fee.

7.3 Remove catering equipment and clean/tidy up of the venue:

- 7.3.1 100% removal of catering equipment and clean/tidy up of the venue.
- 7.3.2 Catering staff should cover hair. If not covered, 15 % of catering service fee will be deducted.
- 7.3.3 Catering staff should wear apron/overall. If not covered, 15 % deduction of catering service fee will be deducted.
- 7.4 Non provision of cutlery and crockery as requested by the client, 15% deduction of catering service fee;
- 7.5 Non Provision of Table linen as requested by the client, 15% deduction of catering service fee;
- 7.6 Non adherence to the Menu or food specification as per QCTO's request, 15% deduction of catering service fee;
- 7.7 Provision of unclean of catering equipment, 18% deduction of catering service fee;
- 7.8 Provision of unclean cutlery and crockery; 18% of catering service fee; and
- 7.9 Provision of unclean of table linen, 18% deduction of the catering service fee.

8. SPECIFICATIONS

8.1 Meal Requirements

8.1.1 Standard Meal

- a) Protein (choice of 2);
- b) Starch (choice of 2) (pap/Rice/Wraps/Bread Rolls/dumpling);
- c) Gravy;
- d) one Vegetable and one salad;
- e) Halaal Meal (Choice of 2);
- f) Vegetarian Meal; and
- g) X1 Soft Drink/juice.

8.1.2 Lasagne Meal per person consist of:

- A. Lasagne portions;
- B. Bread Roll with butter;
- C. Salad; and
- D. X1 Soft Drink/Juice

8.1.3 **Executive Meal**

- a) X2 Starch (Pap/Rice/Samp/wrap/Rolls);
- b) Gravy;
- c) X2 Vegetables;
- d) X2 salads;
- e) Desert;
- f) Protein (choice of 2); and
- g) X1 Soft Drink/Juice

8.1.4 **Finger Lunch Platter (6 items per Person)_**

- a) Finger lunch Platter – Meat option
- b) Finger Lunch Platter – Sandwich/ Wrap option
- c) Finger Lunch Platter – Vegetarian option
- d) Finger Lunch Platter - Nuts, Biltong, Crackers & Spread, cheese
- e) Finger Lunch Platter – Pastries / Meat Option
- f) Finger Lunch – Sweets Platter

8.1.5 **Drinks options can be selected from:**

- a) Fruit Juice – 1 Litre for 4 people or can /bottled juice
- b) Fizzy cold rinks – Variety including diet drinks

8.1.6 **Morning Tea – Standard**

- a) Tea, variety of 2
- b) Premium Coffee- variety of 2
- c) Sweetener
- d) Sugar-White & Brown
- e) Milk – Powder & Fresh

8.1.7 **Standard - Option of 2 of the following – 2 Items per person**

- a) Scones
- b) Croissants
- c) Muffins
- d) Yogurt/Fruit salad
- e) Fruits sticks

8.1.8 Morning Tea- Executive

- a) Tea, variety of 2
- b) Premium Coffee- variety of 2 or option of 1 and filter coffee
- c) Sweetener
- d) Sugar-White & Brown
- e) Milk-Powder & Fresh
- f) Small bowls of sweets (Endear mints and Sparkles)

8.1.9 Option of 3 of the following – 3 Items Per Person

- a) Scones
- b) Croissants
- c) Muffins
- d) Yogurt/Fruits salad
- e) Fruits Sticks

Catering service include – to provide own crockery and cutlery for tea and lunch

Serviettes to be submitted with tea and lunch

4 SERVICE LEVEL AGREEMENT

The successful bidders will be expected to enter into a service level agreement with the QCTO. The bidder will be required to provide a valid accreditation/affiliation to a recognised hospitality association and Certificate of acceptability for food premises through out the duration of the contract. The contract shall be for a maximum duration of 36 months subject to an annual appraisal and confirmation of compliance with the bid requirements. Renewal for the next year shall be subject to satisfactory performance in the preceding year.

5 EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in or omitted from a tenderer's proposal. This information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the bidder may be disqualified.

QCTO may conduct due diligence on any tenderer, which may include interviewing customer references or other activities to verify a tenderer's other information and capabilities (Including visiting the tenderer's various premises and/or sites to verify certain stated information or assumptions). In these instances, the tenderers will be obliged to provide QCTO with all necessary access, assistance and/or information which QCTO may reasonably request and to respond within the given time frame set by QCTO.

The 80/20 principle will be applied in terms of the Preferential Procurement Policy Framework Act.

The Tender will be evaluated in three stages:

Stage 1: Mandatory Evaluation

During this stage, proposals will be reviewed to determine compliance with all mandatory requirements and such documents must be signed by a duly authorized representative.

Stage 2: Functionality

Only service providers that qualified during the Mandatory Evaluation will be evaluated on functionality. At this Stage, the evaluation process will be based on the service provider's responses in respect of their proposals against specifications and quality.

Service providers who score a minimum qualifying threshold score of 70 Points or more will be automatically categorized as technically acceptable and will be included on the respective panel. A bid will be disqualified if it fails to meet the minimum threshold for functionality as per the bid invitation

❖ **Stage 1: Pre-Qualification (Mandatory Evaluation)**

I/We have attached to this document:	Tick if submitted		Office use
• Correctly completed bid proposal and signed by authorised signatories.	Yes	No	
• One (1) original hard copy technical bid document and three (3) hard copies of the original technical submission.	Yes	No	
• One (1) original hard copy of pricing document (sealed in an envelope)	Yes	No	
• One (1) USB Submission in a separate sealed envelope	Yes	No	
• Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
• Copies of the identity documents of those with equity/shares	Yes	No	
• Completion of the Standard Bidding Documents (SBD 1, SBD 3.3, SBD 4 ,SBD 6.1)	Yes	No	
• CSD Registration (National Treasury)	Yes	No	
• Letter of Good standing (COIDA)	Yes	No	
• Proof of a valid accreditation/affiliation to a recognised hospitality association	Yes	No	

I/We have attached to this document:	Tick if submitted		Office use
	Yes	No	
• Certificate of acceptability for food premises.			

Note: Failure to meet all the above mandatory requirements will lead to bidder being disqualified.

❖ **Stage 2 a : Functionality**

- ❖ Only service providers that qualified during the Mandatory Evaluation will be evaluated on functionality. At this Stage, the evaluation process will be based on the service provider's responses in respect of their proposals against specifications.

NO	CRITERIA	DOCUMENTS REQUIRED	POINTS
1.	Capacity and experience	<p>Verification of the references submitted.</p> <p>The bidder must have experience in rendering outsource catering services at corporate/government institutions.</p> <p>The bidder must attach reference letters not older than five (5) years from date of bid to qualify for the indicated points.</p> <p>The reference letter must bear the letterhead of the organisation where the professional catering services were provided.</p> <p>QCTO reserves the right to contact these organisations, without prior notice to the bidder.</p> <ul style="list-style-type: none"> • More than 6 references provided = 40 points • 6 References provided = 30 points • 4 References provided = 20 points • 3 Reference provided = 10 points • 0 reference provided = 0 points 	40 Points

2.	<p>Menu Planning</p> <p>Describe how you will provide a variety of menus and choices.</p> <p>Describe your system of managing customer orders in order to ensure timely delivery of QCTO orders for functions/meetings and to ensure that meals supplied are in accordance with the requisition.</p>	<p>Compile and present Menus to ensure variety to cater for QCTO functions.</p> <p>The bidder must provide 3 menus with pricing for 10 guests, 50 guests and 100 guest, using the standard, lasagne and executive menus in section 4.2 above, including a lunch and breakfast option.</p> <p>The bidder must include alternative food for one special need eg. Vegetarian, halaal or gluten free.</p> <ul style="list-style-type: none"> • 3 Menus submitted with options for lunch and breakfast = 20 points • 2 menus submitted with options for lunch and breakfast = 15 points • 1 menu submitted with options for lunch and breakfast = 10 points • No Menus submitted = 0 points 	20 points
3.	Experience of the key personnel	<p>Curriculum Vitae (CVs) of two key personnel responsible for the preparation of food must be attached for the bidder to qualify for the indicated points.</p> <p>The Curriculum Vitae (CVs) of the personnel with the longest</p>	20

		<p>experience will be used for allocation of points.</p> <ul style="list-style-type: none"> • CV with less than one-year experience = 0 point • CV with one to two years' experience = 5 points • CV with more than two to three years' experience = 10 points • CV with more than three to five years' experience = 15 points • CV with more than five years = 20 points 	
4.	Local Business Development	<ul style="list-style-type: none"> • Business outside of Gauteng (Attach Utility Bill or Lease Agreement) = 0 Points • Business outside of Tshwane but within Gauteng (Attach Utility Bill or Lease Agreement) = 10 Points • Local Business in Tshwane (Attach Utility Bill or Lease Agreement) = 20 Points 	20 points
TOTAL POINTS FOR FUNCTIONALITY			100 POINTS

Each criterion shall be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than **70 out of 100 points on functionality, will not be considered for this service.**

❖ **b) Stage 2 b : Site Visit**

The second stage of functional evaluation is based on site visit, which will be evaluated using the following criteria and points:

Criteria	Points
1. Ability/capacity Ability/capacity of the company to render the service: Give a tour of the premises and explain the catering equipment to be used. Hygiene / Quality of Service - ensure facilities where food is prepared and served always meet the recommended hygiene standard. Describe how you ensure that food preparation and serving areas meet hygiene standards. Provide quality catering services for QCTO functions/meetings. Indicate how quality of service is maintained.	30 Points
2. Presentation of food <ul style="list-style-type: none"> • Packaging • Transport 	40 Points
3. Tasting of food Food to be prepared by the proposed team. Bidder to prepare at least one plate of food from the lunch menus proposed in the bid document for tasting	30 Points
Total points	max. 100

Each criterion shall be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than **70 out of 100 points on the site visit will not be considered for Price and B-BBEE and will be disqualified for this project.**

The percentage for functionality will be calculated as follows

$$Ps = \frac{So}{Ms} \times 100$$

Where:

Ps = percentage scored for functionality by bid under consideration

So = total score of bid under consideration

Ms = maximum possible score, i.e., 5x (a) 100 = 500

Ap = percentage allocated for functionality (in this bid = 100)

- i. The value scored for each criterion will be multiplied by the specified weight for the relevant criterion to obtain the marks scored for each criterion.
- ii. The scores for each criterion will be added to obtain the total score.
- iii. This score will be converted to a percentage and only bidders that have met or exceeded the minimum qualifying score of 80 percent on functionality will be on the panel
- iv. Bidders not meeting a minimum qualifying score of 80 percent on functionality will be disqualified.

NB: Bidders may be required to present to the QCTO.

❖ Stage 3: Price and B-BBEE

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the **80/20 preference point system**.

The formulae to be utilised in calculating points scored for the preference point system will be included in the tender document. **Step 1** will be the calculation of points for price where the lowest bid will score 80 points for price, while bids with higher prices will score lower points for price on a pro-rata basis.

The following formula will be utilised to calculate the points for price in respect of tenders with a Rand value below R50 000 000 (all applicable taxes included):

$$Ps = 80 \left[1 - \left(\frac{Pt - P \min}{P \min} \right) \right]$$

Where:

Ps = Points scored for comparative price of proposal or offer under consideration;

Pt = Comparative price of proposal or offer under consideration; and

Pmin = Comparative price of lowest acceptable proposal or offer.

Step 2 will be the calculation of points for the B-BBEE status level of contribution where 20 points will be awarded to a tenderer for attaining the B-BBEE status level of 1, and lower points will be awarded to tenderers with lower B-BBEE status levels as per table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Note: Non-compliant contributors or failure to provide certification substantiating the B-BBEE status level of contribution will result in the Tenderer being awarded zero (0) points for the preference point system.

❖ CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the B-BBEE status level of contribution (step 2) to obtain the tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
B-BBEE Status Level of contribution	20
Total	100

6 TENDER VALIDITY PERIOD

The validity period for this tender is 180 days.

7 ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:

Ms. Nkele Chauke

Email: Chauke.N@qcto.org.za

Contact persons for SCM and administrative related issues:

Mr. Lekhotla Motloung

Email: tenders@qcto.org.za

ANNEXURE A : PRICING

PRICING TEMPLATE : PANEL OF SERVICE PROVIDERS FOR THE PROVISION OF OUTSOURCED CATERING SERVICES FOR QCTO FOR A PERIOD OF THIRTY - SIX (36) MONTHS

NOTE: All requirements (items and quantities) listed below and included in the price schedule template for completion must be adhered to for costing and evaluation purposes. Please do not create your own template, complete Schedule as indicated below.

STANDARD MEAL	COST P/P (Incl VAT)
Protein/Meat (Beef stew and Grilled chicken quarters)	R
Starch (Pap and Rice)	R
Gravy	R
One Vegetable (Pumpkin)	R
One salad (Green Salad)	R
Halaal Meat (Beef stew and Grilled chicken quarters)	R
One Soft Drink/juice	R
Total Cost Per Meal (Incl VAT if applicable)	R

VEGETARIAN MEAL	COST P/P (Incl VAT)
Vegetarian Meal	R
Total Cost Per Meal (Incl VAT if applicable)	R

TOTAL COST	
Vegetarian Meal + Standard meal	
Total Cost (Incl VAT if applicable)	R