

Technical Evaluation Criteria for Catering Services.

Gatekeepers:

- a) Valid Certificate of Acceptability for Food Preparation at the Premise of Operation.
- b) The service provider must be registered with one of the Catering professional registration bodies (e.g., Federated Hospitality Association of South Africa (FEDHASA)).
- c) Tenderer to provide Certificate of Acceptability for Food Delivery Vehicle.

Technical Evaluation – Supplier to return copies of documents and/or records on below table under criteria column for assessment and scoring.

Desktop evaluation

| No | Description | Weight | What the evaluator is looking for? | | | | | | | | | | | | | | | | | | |
|--------------------|---|------------------|--|------------|----------------|------------------|-----------------|--------------------|--------|-----------------|---------|--------|------------------|--------|--------|-----------------|------------------|--------------------------|------------------|-----|---|
| 1 | Tenderer shall supply a latest Microbiological Food Hygiene Audit report from a reputable independent laboratory, test results done by the independent lab for its current business not older than 6 months prior to tender closing. | 20% | Overall Microbiological Food Hygiene Audit percentage score: 96-100% audit score = 20% 95% audit score = 15% score 91-94 audit score = 10% score 81-90 audit score = 5% score Below 80% audit score = 0% score | | | | | | | | | | | | | | | | | | |
| 2 | The service provider must have experience in managing corporate canteen services and special/event catering with the relevant years of experience. | 25% | Years of experience: Similar years of experience above 5 years = 25% Similar years of experience between 3 years to 5 years =15% Less than 3 years = 0% | | | | | | | | | | | | | | | | | | |
| 3 | CV of key employees with relevant experience and certificates that will be involved in a project. (At minimum the following key resources to be provided, Executive chef, waiter, cashier, event coordinator and scullery cleaner, etc.) <table border="1"><thead><tr><th>Discipline</th><th>Qualification</th><th>Experience</th></tr></thead><tbody><tr><td>Executive chef</td><td>Culinary Diploma</td><td>Minimum 5 years</td></tr><tr><td>Events Coordinator</td><td>Matric</td><td>Minimum 2 years</td></tr><tr><td>Cashier</td><td>Matric</td><td>Minimum 6 months</td></tr><tr><td>Waiter</td><td>Matric</td><td>Minimum 2 years</td></tr><tr><td>Scullery Cleaner</td><td>Grade 10 or ABET Level 2</td><td>Minimum 6 months</td></tr></tbody></table> | Discipline | Qualification | Experience | Executive chef | Culinary Diploma | Minimum 5 years | Events Coordinator | Matric | Minimum 2 years | Cashier | Matric | Minimum 6 months | Waiter | Matric | Minimum 2 years | Scullery Cleaner | Grade 10 or ABET Level 2 | Minimum 6 months | 25% | Qualification and Experience for key employees: 1. Executive chef: <ul style="list-style-type: none">• Qualification – 5%• Experience – 4% 2. Event Coordinator: <ul style="list-style-type: none">• Qualification – 4%• Experience – 3% 3. Cashier <ul style="list-style-type: none">• Qualification – 2%• Experience – 2% 4. Waiter <ul style="list-style-type: none">• Qualification – 1%• Experience – 2% 5. Scullery Cleaner: <ul style="list-style-type: none">• Qualification – 1%• Experience – 1% |
| Discipline | Qualification | Experience | | | | | | | | | | | | | | | | | | | |
| Executive chef | Culinary Diploma | Minimum 5 years | | | | | | | | | | | | | | | | | | | |
| Events Coordinator | Matric | Minimum 2 years | | | | | | | | | | | | | | | | | | | |
| Cashier | Matric | Minimum 6 months | | | | | | | | | | | | | | | | | | | |
| Waiter | Matric | Minimum 2 years | | | | | | | | | | | | | | | | | | | |
| Scullery Cleaner | Grade 10 or ABET Level 2 | Minimum 6 months | | | | | | | | | | | | | | | | | | | |

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|---|---|-------------|--|
| | | | Note: unrelated qualification and experience = 0% |
| 4 | Staff Training Records for key staff and other staff assigned to the project: 1. Personal Hygiene 2. Cleaning Chemicals usage 3. HACCP training and provide proof in a form of certificates and/or attendance register. | 10% | Training Records (Register/Certificates): 1. Personal Hygiene – 2.5% 2. Cleaning Chemicals usage – 2.5% 3. HACCP training – 5% None = 0% |
| 5 | Mitigation Plans in case of unforeseen circumstances, such as, strike (national strike, strike by employees, strike by suppliers, power failure, national disaster, etc.) | 5% | Plans: 1. National strike – 1% 2. Strike by employees – 1% 3. Strike by suppliers – 1% 4. Power failure/outage – 1% 5. National disaster – 1% Incomplete = 0% |
| 6 | Tenderers must provide a detailed method statement demonstrating how the services to the required disciplines will be executed, inclusive of structure. | 10% | Method statement and Structure: 1. Structure = 5%. 2. Method Statement = 5% Incomplete structure & statement = 0% |
| 7 | 2 certificates from previous or current work for Deep cleaning and servicing of kitchen extractor canopy. | 5% | Certificates: 1. Certificates = 5% None = 0% |
| | Sub-total | 100% | |

NOTE:

The technical evaluation process will have two stages i.e., Desktop evaluation and Site visit:

Stage 1: Desktop evaluation

- The tenderer must meet the minimum score of **70%** for the desktop evaluation to proceed to the next stage of technical evaluation, which is the Site visit.

Stage 2: Site visit

- Verification process will be conducted at the tenderer's premises and at the referral sites where the similar scope of work was or is performed.

Site Visit.

Eskom representatives will visit the shortlisted tenderers at their premises and the referral sites for further site evaluations, the team will be looking to confirm the information below:

| No | Description | Weight | What the evaluator is looking for? |
|----|---|-------------|--|
| 1 | Temperature Monitoring Practices - Provide Procedures and Records for all the following: 1. Receiving, 2. Cold Storage, 3. Food Preparation, 4. Hot Holding. | 30% | The evaluator to confirm if the Procedures and Records: 1. Procedure = 15% per Category 2. Records = 15% per Category No Procedure/record = 0% |
| 2 | Cleaning Schedule Procedure and Cleaning checklists | 20% | The evaluator to confirm if the Procedures and Records: 1. Procedure = 10% 2. Checklists = 10% Incomplete Procedure/record = 0% |
| 3 | Hygiene audit system from tenderer's reputable supplier(s) for the goods itemized below: (e.g., Third party Hygiene Audits, Certification Reports) In the following categories: 1. Dry Goods, 2. Meat & Meat Products, 3. Fresh Fruit & Veg, 4. Dairy Products. | 20% | The evaluator to confirm the tenderer's supplier(s) evidence of hygiene system(s): 1. Supplier Lists = 10% covering all categories 2. Record = 10% per Category No Procedure/record = 0% |
| 4 | Process flow with the evidence that the risk of cross contamination is controlled (From Raw to Final product). | 10% | The evaluator to confirm the Process Flow: 1. Relevant Process Flow = 10% No process flow/irrelevant = 0% |
| 5 | Product Storage Procedure/Work Instructions and Records. 1. Wet. 2. Dry. | 20% | The evaluator to confirm the Procedures/work instructions and Records: 1. Procedures/work instruction = 10% per category 2. Records = 10% No Procedure/work instruction and records = 0% |
| | Sub-total | 100% | |
| | | | |
| | Grand Total | | |

NOTE:

Tenderer to achieve minimum threshold of 70% to advance for further evaluation.

- The threshold of 70% will be made up of adding the desktop evaluation score and Site visit score.