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|  <b>Eskom</b> | <b>Instruction</b> | <b>Hendrina Power Station</b> |
|--|--------------------|-------------------------------|

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## **1. Introduction**

The current contract for the Canteen and Catering services on Hendrina Power Station is coming to an end, and as such a new contract must be negotiated and concluded. In order to do so effectively, the Suppliers must be evaluated according to criteria outlined in this document.

## **2. Supporting Clauses**

### **2.1 Scope**

The document covers the different aspects that will be evaluated and scored by the single-discipline Technical Evaluation Team (TET) to complete the technical evaluation of the Canteen and Catering Services for Hendrina Power Station enquiry. The team members are listed and appointed in this document along with their responsibilities. The document also describes the acceptable and unacceptable risks and qualifications and/or conditions.

Once the Technical Evaluation Strategy is authorised, no changes will be made to the evaluation criteria without appropriate authorisation.

#### **2.1.1 Purpose**

The purpose of this Tender Technical Evaluation Strategy is to define the Mandatory Evaluation Criteria, Qualitative Evaluation Criteria and Technical Evaluation Team members responsibilities for the tender technical evaluation. The Technical Evaluation Strategy serves as a basis for the tender technical evaluation process.

#### **2.1.2 Integrated Business Improvement objectives**

Identify all IBI controls that this document aims to integrate into the process / activity it is intended to govern.

## **2.2 Normative/Informative References**

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

### **2.2.1 Normative**

- [1] 240-168966153: Tender Technical Evaluation Procedure
- [2] 32-1034: Eskom Procurement Procedure
- [3] 32-727: Safety, Health, Environment and Quality (SHEQ) Policy
- [4] Scope of Work Instruction for the Provision of Canteen and Catering Services for Hendrina Power Station (Interim – 6 months)

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## **2.3 Abbreviations**

| <b>Abbreviation</b> | <b>Explanation</b>            |
|---------------------|-------------------------------|
| CV                  | Curriculum Vitae              |
| TES                 | Technical Evaluation Strategy |
| TET                 | Technical Evaluation Team     |

## **2.4 Roles and Responsibilities**

| <b>Role</b>               | <b>Responsibility</b>   |
|---------------------------|---|
| Technical Evaluation Team | The members appointed in this document who will perform the technical evaluation on tenders received because of a tender enquiry submission |

## **2.5 Process for Monitoring**

The Technical Evaluation process will be audited using internal processes.

## **2.6 Related/Supporting Documents**

N/A

## **3. Tender Technical Evaluation Strategy**

### **3.1 Technical Evaluation Threshold**

The Mandatory Technical requirements should be present, updated, and valid in order for the evaluation to continue to the Qualitative Technical requirements evaluation.

The minimum weighted final score (threshold) required for a tender to be considered from a technical perspective is 70%.

**Table 1: Qualitative Evaluation Criteria Scoring Table**

| <b>Score</b> | <b>%</b> | <b>Definition</b>  |
|--------------|----------|--|
| 5            | 100      | <b>COMPLIANT</b> <ul style="list-style-type: none"><li>• Meet technical requirement(s) AND</li><li>• No foreseen technical risk(s) in meeting technical requirements</li></ul> |
| 4            | 80       | <b>COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b><br>Meet technical requirement(s) with  |

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|  |    |  |
|--|----|--|
|  |    | <ul style="list-style-type: none"> <li>• Acceptable technical risk(s) AND/OR</li> <li>• Acceptable exception(s) AND/OR</li> <li>• Acceptable conditions</li> </ul>   |
| 2  | 40 | <p>NON-COMPLIANT</p> <ul style="list-style-type: none"> <li>• Does not meet technical requirement(s) AND/OR</li> <li>• Unacceptable technical risk(s) AND/OR</li> <li>• Unacceptable exceptions AND/OR</li> <li>• Unacceptable conditions</li> </ul> |
| 0  | 0  | <b>TOTALLY DEFICIENT OR NON-RESPONSIVE</b>   |
| Note 1: The scoring table doesn't make provision for scoring of 1 and 3  |    |  |
| Note 2: Foreseen acceptable and unacceptable risk(s), exceptions and conditions shall be unambiguously defined in the relevant Tender Technical Evaluation Strategy. |    |  |

### 3.2 TET Members

**Table 2: Technical Evaluation Team Members**

| TET Number | TET Member Name                   | Designation                                       |
|------------|-----------------------------------|---|
| TET 1      | Maryke Goosen                     | Manager Support Services                          |
| TET 2      | Eunice Thulo                      | Officer Business Administration (Seconded)        |
| TET 3      | Environment / Occupational Health | Environment Officer / Occupational Health Officer |

### 3.3 Mandatory Technical Evaluation Criteria

**Table 3: Mandatory Technical Evaluation Criteria**

|   | <b>Mandatory Technical Criteria Description</b>                             | <b>Reference to Technical Specification / Tender Returnable</b>  |
|---|---|--|
| 1 | Registered with FEDHASA (Federated Hospitality Association of South Africa) | Certificate showing registration with FEDHASA / Letter of Intent |
| 2 | Certificate of Acceptability (Department of Health Services)                | Valid certificate of compliance                                  |

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**3.4 Qualitative Technical Evaluation Criteria****Table 4: Qualitative Technical Evaluation Criteria**

|   | <b>Qualitative Technical Criteria Description</b>  | <b>Reference to Technical Specification / Tender Returnable</b>   | <b>Criteria Weighting (%)</b> | <b>Criteria Sub-Weighting (%)</b> |
|---|--|---|-------------------------------|-----------------------------------|
| 1 | <p>Provide at least two (2) contactable references where similar services (industrial mass catering) were provided successfully for at least 2 years, 3 years' experience preferable</p> <p>Acceptable: Purchase Orders, Reference Letter on Company Head, Completion Certificate</p> <p>References will be contacted using own search for company numbers</p> | <p>Letters from previous clients confirming successful catering service provision on the client's letterhead.</p> <ul style="list-style-type: none"> <li>• 2 x Long-term contract / service provision exceeding 3 years scores 5</li> <li>• 1 x Long-term contract / service provision exceeding 3 years OR 2 x contracts / services of less than 3 years and more than 2 years scores 4</li> <li>• 1 x contracts / purchase orders providing the service more than 2 years OR 2 x contracts or purchase orders providing the service less than 2 years but more than 1 year scores 2</li> <li>• No experience / no proof submitted scores 0</li> </ul> | 15%                           | 15                                |
| 2 | <b>Procedures</b>  |   | 15%                           |                                   |
|   | Waste Management Procedure   | Waste management contract / quotation   |                               | 33.33%                            |
|   | Pest Control Procedure   | Company procedure / contract / quotation  |                               | 33.33%                            |

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|   |  |  |     |        |
|---|--|--|-----|--------|
|   | Cleaning and Hygiene Procedure / Plan  | Detailed cleaning and hygiene plan indicating how the cleaning of the premises both inside and outside are maintained  |     | 33.33% |
| 3 | Examples of Checklists / Procedures  | Kitchen Cleaning   | 15% | 20%    |
|   |  | Toilet Cleaning  |     | 20%    |
|   |  | Cold Storage Temperature   |     | 20%    |
|   |  | Food Poisoning   |     | 20%    |
|   |  | Food Quality   |     | 20%    |
| 4 | Contingency plan in case of unforeseen events (strike, protests etc.)  | Contingency plan detailing steps that will be taken  | 10% | 10%    |
| 5 | PPE & Uniform  | List of catering PPE & uniform that will be supplied to employees  | 5%  | 5%     |
| 6 | <b>Staff Complement</b>  |  | 40% |        |
|   | <u>Chef</u><br>Matric<br>N-Diploma in Catering / Food Management<br>Registered with Chef Association<br>2 Years' experience in mass catering | CV, proof of qualifications and registration with Chef Association <ul style="list-style-type: none"> <li>• All requirements met scores 5</li> <li>• 3 requirements met scores 4</li> <li>• 2 requirements met scores 2</li> <li>• No requirements met scores 0</li> </ul> |     | 25%    |
|   | <u>Site Manager</u><br>Matric<br>N-Diploma in Catering / Food Management<br>2 Years' experience in mass catering                             | CV, proof of qualifications <ul style="list-style-type: none"> <li>• All requirements met scores 5</li> <li>• 3 requirements met scores 4</li> </ul>   |     | 25%    |

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|  |   |  |  |     |
|--|---|--|--|-----|
|  | Computer Literacy   | <ul style="list-style-type: none"> <li>• 2 requirements met scores 2</li> <li>• No requirements met scores 0</li> </ul>  |  |     |
|  | <u>SHEQ Officer</u><br>Matric<br>N-Diploma in SHEQ Management<br>1 Year SHEQ experience in a canteen<br>Computer Literacy | CV, proof of qualifications <ul style="list-style-type: none"> <li>• All requirements met scores 5</li> <li>• 3 requirements met scores 4</li> <li>• 2 requirements met scores 2</li> <li>• No requirements met scores 0</li> </ul>  |  | 25% |
|  | <u>Personnel Plan</u><br>Organogram<br>Proof of Training  | Submit the company organogram planned for the Hendrina Power Station canteen contract.<br>Proof of training for cooks, cashiers, cleaners etc. or plan on how they will be trained. <ul style="list-style-type: none"> <li>• All requirements met and will be able to meet demands scores 5</li> <li>• Improvement needed on organogram OR training plan scores 4</li> <li>• Improvement needed on organogram AND training plan scores 2</li> <li>• Do not meet requirements / no submission scores 0</li> </ul> |  | 25% |

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### **3.5 TET Member Responsibilities**

**Table 5: TET Member Responsibilities**

| <b>Mandatory Criteria Number</b>   | <b>TET 1</b> | <b>TET 2</b> | <b>TET 3</b> |
|------------------------------------|--------------|--------------|--------------|
| 1 - 2                              | X            | X            | X            |
| <b>Qualitative Criteria Number</b> |              |              |              |
| 1 - 6                              | X            | X            | X            |

### **3.6 Foreseen Acceptable / Unacceptable Technical Qualifications**

Acceptable technical risk:

Marginally failing to meet the 70% threshold as stipulated in section 3.1

Unacceptable technical risk:

Failing to meet any of the technical gatekeepers as listed in section 3.3, Table 3.

### **3.7 Foreseen Acceptable / Unacceptable Technical Exceptions / Conditions**

Acceptable technical exceptions/conditions:

As per the requirements set out under the Qualitative Technical Evaluation Criteria in section 3.4.

Unacceptable technical exceptions/conditions:

As per the requirements listed in section 3.3, Table 3.

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