

APPOINTMENT OF A PANEL OF SUITABLE SERVICE PROVIDERS TO SUPPLY, DELIVER, AND PROVIDE CATERING SERVICES TO UMALUSI FOR A PERIOD OF 12 MONTHS ON AN AS AND WHEN REQUIRED BASIS

1. PURPOSE

To appoint a panel of suitable service providers to supply, deliver, and provide catering services to Umalusi for a period of 12 months as and when required.

2. BACKGROUND

- 2.1 Umalusi is a Schedule 3A Public Entity that sets and monitors standards for general and further education and training in South Africa in accordance with the National Qualifications Framework Act No. 67 of 2008 and the General and Further Education and Training Quality Assurance Act No 58 of 2001. The Council is tasked with the development and management of a sub-framework of qualifications for general and further education and training
- 2.2 Umalusi requires catering services for internal and/or external stakeholder meetings when executing its constitutional mandate.

3. OBJECTIVE

- 3.1 To solicit the services of suitable service providers and appoint the panel of catering service providers for the required services.
- 3.2. To provide quality catering services and maintain a high level of user satisfaction in line with the required service levels.
- 3.3. To achieve value for money without degradation in the service

4 SCOPE OF WORK

- 4.1 The appointed service providers must have the ability and capacity to respond to requests and render such service as and when required.
- 4.2 Consideration must be drawn to accommodate and cater for specific and religious needs such as Halaal, Kosher, Vegetarian, Pescatarian, Vegan and Food Allergy request.
- 4.3 Specification containing the type of food, delivery time and quantity will be communicated to the service provider formally by email, depending on the time frame.
- 4.4 All the meals should be served at the specified delivery time of request, with specified assorted drinks at the required temperature using the required cutlery and crockery
- 4.5 The appointed service providers will be required always to ensure and maintain uncontaminated and hygienic service.

4.6 The service provider will be required to supply, deliver, and render catering service, which may include but not be limited to the following:

4.6.1 Required resources

- 4.6.1.1 Clean crockery
- 4.6.1.2 Clean cutlery
- 4.6.1.3 Own transport
- 4.6.1.4 Table clothes
- 4.6.1.5 Heating and serving equipment
- 4.6.1.6 Personnel
- 4.6.1.7 Fridge and cooler bags

4.6.2 Morning and afternoon tea menu consist of, but not limited to the following:

- 4.6.2.1 Coffee, decaffeinated coffee, assorted teas and juice
- 4.6.2.2 Sandwich
- 4.6.2.3 Meat platter with rolls/croissants
- 4.6.2.4 Muffins

TERMS OF REFERENCE: APPOINTMENT OF A PANEL OF CATERING SERVICE PROVIDERS TO UMALUSI FOR A PERIOD OF 12 MONTHS.

4.6.2.5 Scones with cream and jam

4.6.2.6 Biscuits/cakes

4.6.2.7 Fresh fruits and yogurt

4.6.2.8 Vet koeks/ Magwinya

4.6.3 Lunch menu consist of but not limited to the following:

4.6.3.1 Starch: rice, pap, ting, dumpling with:

4.6.3.2 Chicken: roasted, fried, cooked with gravy and 3 salads or veggies

4.6.3.3 Beef: roasted, grilled, cooked with gravy and 3 salads or veggies

4.6.3.4 Lamb: roasted, grilled, cooked with gravy and 3 salads or veggies

4.6.3.5 Fish: fried, grilled with gravy and 3 salads or veggies

4.6.3.6 Pork roasted, grilled, cooked with gravy and 3 salads or veggies

4.6.3.7 Grilled sirloin, grilled shrimp, grilled salmon

4.6.3.8 Fresh fruits and assorted drinks

4.6.4 Finger Lunch:

4.6.4.1 Mini pies/ samosas

4.6.4.2 Sandwich

4.6.4.3 Meat balls and mini russians / vienna's

4.6.4.4 Chicken wings

4.6.4.5 Chicken and beef strips

4.6.4.6 Lamb chops, wors and pork

4.6.4.7 Fruit platter

NOTE: YOU ARE NOT REQUIRED TO SUBMIT A QUOTATION.

4.6.5 Food and beverage temperatures must be of acceptable standards. For example, soft drinks and water must be served cold, and hot drinks and food must be served warm. Serving personnel must wear name tags and be neatly dressed with hair covered when serving food.

NB: Umalusi reserves the right to conduct due diligence at the supplier's premises and cancel the contract if the services offered are not of good quality.

5 TIME SCHEDULE

The duration period of this contract will run for a period of 12 months, subject to review, extension or early termination, depending on the service provider's performance.

6 PROPOSAL REQUIREMENTS

The proposal must include, but not be limited to the following:

- 6.1 Pictures of staff uniform, crockery and cutlery, cooling and heating equipment e.g. chafing dishes, fridge, cooler bags
- 6.2 The type and duration of the firms' previous experience in relation to catering to the high-profile offices mentioned above, with contactable references.

7 METHOD OF PAYMENT

- 7.1 Payment will be made for the services rendered only, and the invoice will be paid within 30 days after the submission of invoices.

8 DELIVERABLES

- 8.1 The appointed service providers must ensure that the services rendered are by the specification and within the specified time frame.

9 EVALUATION CRITERIA

The evaluation criteria is weighted to reflect the importance of project requirements noted in all specifications: All proposals submitted shall be evaluated based on the following criteria:

- Evaluation Stage One: Administrative Compliance
- Evaluation Stage Two: Mandatory Criteria
- Evaluation Stage Three: Functionality criteria

NOTE: YOU ARE NOT REQUIRED TO SUBMIT A QUOTATION.

TERMS OF REFERENCE: APPOINTMENT OF A PANEL OF CATERING SERVICE PROVIDERS TO UMALUSI FOR A PERIOD OF 12 MONTHS.

9.1. Administrative Compliance

9.1.1 This is the evaluation criteria that measures compliance of service providers

with the administrative requirements of this request and mandatory functional requirements as listed in the terms of reference.

9.1.2 Service providers who fail to meet all requirements will be disqualified from further evaluation.

9.1.3 Bidders are required to complete the table below by indicating whether they comply with the requirement by marking the appropriate column with an 'X' on the table below. Bidders are required to attach documentation.

Requirements	Compliant	Non-Compliant
1. Bidder has submitted all returnable documentation to Umalusi (RFQ Form; SBD 4; SBD 6.1)		
2. Central Supplier Database proof of registration.		
3. Companies and Intellectual Property Commission - Proof of registration.		
4. BBBEE Certificate		
5. A valid SARS Tax Status Certificate / SARS tax pin.		

9.2 Mandatory Criteria

Bidders must meet all requirements. Failure to submit the following requirements will disqualify the bidder's proposal:

MANDATORY CRITERIA REQUIREMENTS	YES/NO	ATTACH PROOF
1. Occupational Health and Safety Certificate (Accredited recognized body)		
2. Certificate of Acceptability		
3. Valid copy of Certificate in health and food service		

9.3 Functionality Evaluation Criteria

9.3.1. The evaluation criteria for measuring functionality, and the weighting attached to each criterion is listed in the table below.

9.3.2. Service providers who fail to meet the minimum threshold of 80 points will result in automatic disqualification.

FUNCTIONALITY EVALUATION CRITERIA	DESCRIPTION	SCORE	TOTAL WEIGHT
<p><u>Company Experience</u></p> <p>Experience of the service provider in the catering industry.</p> <p><i>[Provide company profile detailing services provided by the company. Provide a list of projects including project period, project value, client name and supporting references to demonstrate years of experience in providing catering services].</i></p>	<p>Years of experience as a service provider in catering services.</p> <ul style="list-style-type: none"> More than 1 year and less than 3 years of experience More than 3 years and less than 5 years of experience 5 years of experience and more 	<p>10</p> <p>15</p> <p>20</p>	20

TERMS OF REFERENCE: APPOINTMENT OF A PANEL OF CATERING SERVICE PROVIDERS TO UMALUSI FOR A PERIOD OF 12 MONTHS.

<p><u>Quality of Performance</u></p> <p>Experience of the service provider in successfully executing projects of this nature or similar catering services work. [Provide contactable client or customer reference letters with the following details: client name nature of the meeting/event, value of the work, period of work and client details]</p>	<p>client or customer reference letters</p> <p>1 - 5 client or customer reference letters.</p> <p>5 - 10 client or customer reference letters.</p> <p>10 - 19 client or customer reference letters.</p> <p>More than 20 client or customer reference letters</p>	<p>5</p> <p>10</p> <p>15</p> <p>20</p>	<p>20</p>
<p><u>Professional Affiliation</u></p> <p>Provide proof of membership or affiliation with a Hospitality Body in catering</p>	<p>Recognised Hospitality/Catering Bodies in South Africa</p> <p>Affiliation with any of the below institutions will be accepted:</p> <ul style="list-style-type: none"> South African Chefs Association (SACA) 	<p>30</p>	<p>30</p>

TERMS OF REFERENCE: APPOINTMENT OF A PANEL OF CATERING SERVICE PROVIDERS TO UMALUSI FOR A PERIOD OF 12 MONTHS.

<ul style="list-style-type: none"> Acceptable and valid proof of Professional Affiliation Membership Certificate. Issued by a recognized hospitality or catering industry body. Must clearly show your name or your company's name, registration/membership number, and validity dates (if applicable). 	<ul style="list-style-type: none"> Federated Hospitality Association of Southern Africa (FEDHASA) The South African Tourism Services Association (SATSA) Catering Institute of South Africa South African Hospitality Institute (SAHI) NATIONAL INDEPENDENT HALAAL TRUST (N.I.H.T.) and/or Halaal Certificate <p>The above list is intended as an example and is not exhaustive.</p>		
Total Points			70
<p>Due Diligence: Company Site Visits</p> <p>Umalusi will conduct physical site visits as part of the due diligence process. These visits will assess the following key areas:</p> <ul style="list-style-type: none"> Health and safety compliance, Food quality (based on a pre-approved menu), and Overall company demonstration and operational readiness. 			

TERMS OF REFERENCE: APPOINTMENT OF A PANEL OF CATERING SERVICE PROVIDERS TO UMALUSI FOR A PERIOD OF 12 MONTHS.

Service providers will be evaluated and scored out of a maximum of 30 points during these site visits. To advance to the next stage of evaluation (Stage 3: 80/20 preference point system), a minimum threshold of 25 out of 30 points must be achieved during the due diligence assessment.

Failure to meet the 25 point threshold will result in disqualification, regardless of the service provider's overall combined score from the previous evaluation stages.

Note: Even if a service provider's combined score across all evaluation stages is equal to or greater than 80 points, they must still meet the minimum 25 point threshold for due diligence in order to proceed.

Due Diligence Evaluation Criteria (30 Points Total):

- Staff Appearance and Uniform Compliance – 1 to 10 points
- Food Tasting (*Umalusi will provide a menu for preparation*) – 1 - 10 points
- Kitchen Cleanliness and Hygiene Standards – 1 - 10 points

NB

1 to 5 – Unsatisfactory

5 to 7 – Satisfactory

7 – 10 – Very good

Total Points	30
OVERALL COMBINED POINTS	100

The bids that fail to achieve a minimum of 80 points out of 100 points for functionality will not be included in the panel.

10. FINANCIAL PENALTIES

Financial penalties will be imposed for milestones, targets dates and deadlines not met without providing:

- a. Timely notification of such delays;
- b. Reasons for the delays; and
- c. Supporting evidence acceptable to Umalusi that the delays were beyond the control of the service provider.
- d. Financial penalties will be imposed if the product supplied by the appointed

service provider does not meet the specification agreed upon before the commencement of the contract/samples produced during the presentation phase.

11. PLACEMENT OF ORDERS AND PAYMENTS

- 11.1 Service providers should note that the orders will be placed as and when required during the contract period and Umalusi will specify delivery points
- 11.2 Umalusi is under no obligation to accept any quantity that exceeds the amount ordered.
- 11.3 The service provider needs to ensure that it has sufficient processes in place to verify food orders before delivery.
- 11.4 Service providers are requested to ensure that the request for quotation is legitimate to circumvent fraudulent orders.
- 11.5 When providing quotations to Umalusi, service providers must ensure that the base price as it appears on the contract circular/price list is shown on the quotation and provide other pricing, such as delivery cost and extras, separately.
- 11.6 Before placing a formal order with a service provider, Umalusi will submit a pre-order letter to the two service provider, stipulating the details of the intended order.
- 11.7 The service provider will be allowed a maximum of 24 hours to formally respond to the pre-order letter, indicating how the order's requirements will be fulfilled.
- 11.8 The next order will be given to the second service provider
- 11.9 The service provider must indicate whether they will fulfil or decline the order so that Umalusi can move to the next bidder.
- 11.10 Umalusi will endeavour to rotate the service providers based on the estimate of the catering services needed in order to allocate the work equally.