

**APPOINTMENT OF A SERVICE PROVIDER
FOR
AN ON-SITE CAFETERIA SERVICE
AT
ALBERTON CAMPUS, NEW REDRUTH,
ALBERTON**

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1. INTRODUCTION:

- 1.1 The South African Revenue Services (SARS) requires a Cafeteria and “*ad hoc*” catering services at their Alberton Campus, located in New RedRuth, Alberton. The services rendered will be for the successful Service Providers’ own account, taking responsibility for all risks including profit/loss, stock and cash control. The provision of food, beverages and so forth will not be on a subsidy basis.
- 1.2 It is a condition of this contract that the prices of the items offered would be competitive. SARS reserve the right to do a cost comparison from time to time. It will further be required from the successful Service Provider to also stock a range of goods as required by the employee’s i.e. cool drinks, cigarettes, fruits, etc. Due to the diverse culture of SARS’ staff, it is also required that the Service Provider is to be certified as Halaal and Kosher Service Provider and be able to supply vegetarian (the whole spectrum from vegetarian to vegan) and cater for health and low kilojoules’ customer requirements. Proof of this certification to be submitted together with the Tender submission (Annexure D), **Failure to do so, will invalidate the tender submitted.**
- 1.3 The contract will be for a period of 36 (thirty six) months. The contract is to commence within 60 (sixty) days after the date of awarding the contract.
- 1.4 **In the event of unsatisfactory services rendered by the successful Service Provider, SARS reserves the right to terminate the contract at any given time, with one months’ notice as per Service Level Agreement.**
- 1.5 SARS reserves the rights to amend the requirements as set out in this document, but any changes will be in writing by mutual agreement of both parties.
- 1.6 SARS reserves the right to do random inspection as and when required.
- 1.7 The Alberton Campus is located in, McKinnon Crescent, New RedRuth, Alberton, The normal hours of work are 06:00 to 16:30 with the introduction of shift hours; SARS employs ± 1 800 staff on this site.
- 1.8 **No Services/Sales to the general public will be allowed.**

2. COMPULSORY INFORMATION SESSION

- 2.1 A compulsory session will be held on –
 - Date: 8 August 2012
 - Time: 10H00
 - Place: Alberton Campus, McKinnon Crescent, New Redruth, Alberton

Note: Failure to attend will invalidate the tender submitted.

3. SCOPE OF SERVICE REQUIRED:

Note: Indicate in respect of each item, whether you concur or not. Each appropriate space must be clearly marked "Yes" or "No". Further elaboration or explanations may be made on separate attachments to your reply. In such cases the correct cross-reference must be made as comments opposite that particular paragraph as well as on the applicable attachment/s.

Failure to do so, non compliance will be assumed.

No.	Description	Compliance Yes/No/Comments
3.1	A total planned layout, as well as a list of the intended equipment to be installed, must be submitted together with the tender submission and attached as Annexure C.	
3.2	SARS catering facilities are to be used for provision of the catering services and "ad hoc" requests as specified in this document only and for no other purpose.	
3.3	The Service Provider will have to make provision to provide catering equipment including cold rooms if required, all cutlery plus crockery and obtain local authorization that the kitchen comply with Health & Safety Regulations.	
3.4	Therefore a complete fit-out will be required as SARS will only provide a basic preparation's area with water supply and basic electrical supply points.	
3.5	For this purpose, SARS will make available 177m ² . Available to the Service Provider, rent free.	
3.6	Cafeteria tables and chairs and other equipment i.e. racks, shelving, fridges, etc. to be provided by the Service Provider.	
3.7	SARS will only provide 10 tables and 34 chairs.	
3.8	<i>The following catering objectives to be met by the Service Provider:</i>	
3.8.1	To establish the services and facilities to reflect trends and best practice in the employee dining sector.	
3.8.2	To provide a good quality range of food that meets the diverse needs of staff, in terms of religion and culture at a competitive price.	
3.8.3	Establish facilities to industry best practice standards. These standards to be maintained through on-going monitoring and benchmarking studies.	
3.9	<i>Linen Requirements</i>	
3.9.1	The Service Provider shall be responsible to provide its own linen i.e. table clothes, etc., including the laundering of such linen items.	
3.10	<i>Vending</i>	
	Details and location, number of machines and services to be provided for vending to be confirmed, with SARS, after the commencement of the contract, as well as possible future, vending operations and SARS expects the Service Provider to assist with this process.	

4. CAFETERIA OPERATING HOURS

4.1 The catering service to be provided and the minimum times of delivery are outlined below.

Facility	Seating Capacity	Service Provided	Service Times	Ave. Meals per day
On-site Cafeteria	±40	Lunch served via assisted counter service.	Monday to Friday Excluding Public holidays & weekends	±8H00 to 12H00

5. SPECIFICATIONS

Note: Indicate in respect of each item, whether you concur or not. Each appropriate space must be clearly marked "Yes" or "No". Further elaboration or explanations may be made on separate attachments to your reply. In such cases the correct cross-reference must be made as comments opposite that particular paragraph as well as on the applicable attachment/s.

Failure to do so, non compliance will be assumed.

No.	Description	Compliance Yes/No/ Comments
5.1	The Cafeteria shall be provided with a self-clear system to be established by the Service Provider.	
5.2	Food served may be plated polystyrene plates and plastic cutlery.	
5.3	Service Provider to ensure that tables are cleared for customers.	
5.4	The Service Provider is to implement a minimum four-week menu cycle that reflects the diverse needs and budget requirements of SARS' employees. Menu to be distributed to business personnel by Facilities.	
5.5	The menu to be circulated at least one week in advance to Facilities and displayed by the Service Provider on notice boards at the entrance of the dining area.	
5.6	The Minimum menu range to be provided is detailed in par 6, below.	
5.7	The Service Provider should ensure that service ability (i.e. staffing levels, items served, queuing configuration, payment mechanism, etc.) accommodates a maximum queuing time of 10 minutes.	
5.8	No alcoholic beverages to be served on premises.	

6. PROPOSED MENU PLAN:

6.1 Menu 1:

MENU ITEM	MINIMUM SELECTION
<i>Main Course Item</i>	
Low cost	1 per day
Medium cost	1 per day
High cost	1 per day
Note:	Of the above, one meal should be vegetarian / health / low kilojoules and one meal Halaal and one Kosher
<i>Call Order / Fast Foods:</i>	
Service Provider's discretion	10 items daily (maximum)
Potatoes / rice / pasta	1 per day
Gravy / sauces	1 per day
Vegetables (cooked)	2 per day
Salads (fresh e.g. green and prepared e.g. coleslaw)	5 items per day
<i>Deserts:</i>	
Hot or cold	2 per day
<i>Beverages:</i>	
Hot	Tea and Coffee
Cold	Selection
<i>Sandwich:</i>	
Sliced white and brown and white rolls	Selection with butter and margarine portions
<i>Others:</i>	Newspapers, magazines, airtime, etc.
"Ad hoc services"	SARS reserves the right to request 3 quotes to cater for internal functions and meetings.

6.2 Menu 2:

MENU ITEMS	MINIMUM SELECTION
<i>Breakfast:</i>	A choice of all-inclusive breakfast per day (i.e. a selection of items for an inclusive price e.g. English, Continental and Health Breakfast)
<i>Lunch:</i>	A choice of 2 (two) light lunch items per day (e.g. quiche and salads)
<i>Hot and cold snacks</i>	A selection of 10 (ten) snack items (e.g. toasted sandwiches, tramezzini, pizza slices, etc.)
<i>Cakes and pastries</i>	
<i>Beverages:</i>	
Hot	A variety of filter Coffees and Coffee / Chocolate and a range of Tea based products.
Cold	A range of various fresh fruit juices. A range of assorted cool drinks (incl. low in sugar content) and mineral water.

6.3 Menu 3:

ITEM	MINIMUM PORTION
Soup	200 ml
Other Starters	100 -120 g
Meat – <i>raw weight</i> <ul style="list-style-type: none"> Diced in casseroles / stews / curries Mince (90% lean) On the bone Steak Roast Boerewors 	150 g 130 g 180 g 140 g 110 g 110 g
Poultry – <i>raw weight</i> <ul style="list-style-type: none"> Chicken portion Chicken fillets 	200 g 120 g
• Fish – <i>raw weight</i>	120 – 150 g
Other main Items: <ul style="list-style-type: none"> Pies / savoury pastries Pasta dishes Cold meats – cooked weight 	150 g 150 g 110 g
Starch: <ul style="list-style-type: none"> Potatoes Rice – <i>raw weight</i> Pasta – <i>raw weight</i> Cut corn 	100 g chips and 40 g mash 40 g 40 g 40 – 50 g
<ul style="list-style-type: none"> Fresh vegetables / salad - <i>raw weight</i> Frozen vegetables – <i>raw weight</i> 	40 – 50 g 30 – 40 g
<ul style="list-style-type: none"> Deserts – hot or cold Fresh fruit Cheese Custard / sauces Cakes and pastries 	40 – 50 g 50 – 60 g 40 g 100 ml 100 g
• Tea / Coffee	200 ml with or without milk
• Bread and butter	2 slices or 1 roll with butter / margarine per portion
• Sandwich and/or roll fillings	40 g

6.4 Food Standards:

Failure to do so, non compliance will be assumed.

No.	Description	Compliance Yes / No / comments
6.4.1	Standard Recipes	
6.4.1.1	There shall be a standard recipe for each menu item. Each recipe shall: <ul style="list-style-type: none"> • Relate to one dish only; • Detail ingredients, quality and quality thereof; • Detailed method of preparation and presentation; and • State portion size 	
6.4.1.2	These standard recipes may be used in the monitoring of the food service.	
6.4.1.3	The Service Provider will be required to have standard recipes prepared and available for inspection.	
6.4.2	Service Temperatures	
6.4.2.1	The Service Provider shall ensure that the temperatures of food and beverage items, when measured at the centre of the product and at the point of service / delivery, are above the minimum and below the maximum specified in par 6.5.	
6.4.2.2	Should service equipment hinder this, the Service Provider is to inform Facilities and the Service Provider to rectify the problem.	

6.5 Acceptable Range of Product Temperatures

ITEM	MIN°C	MAX°C
Salad Items (protein items and composites)	2	7
Starter portions (meat, poultry, fish, vegetarian)	65	-
Vegetables	65	-
Sandwiches / rolls	2	7
Cold deserts – (excl. fruit)	2	7
Hot beverages	70	90
Cold beverages	2	7

6.6 Cleaning Responsibilities:

Failure to do so, non compliance will be assumed.

Area	Responsibility for Arranging	Party To Contract	Compliance Yes / No / Comments
Kitchen and equipment	Service Provider	Service Provider	
Stores and equipment	Service Provider	Service Provider	
Service area cafeteria (up to and including till points and service counter	Service Provider	Service Provider	
External Patio	Service Provider	Service Provider	
Delivery areas	Service Provider	Service Provider	
Service corridors	Service Provider	Service Provider	
Dining Area in Cafeteria:			
Floor	Service Provider	Service Provider	
Tables and chairs	Service Provider	Service Provider	
Catering offices and equipment	Service Provider	Service Provider	
Catering rest rooms and toilets and equipment	SARS	SARS	
Vending (including the area within 1m of each machine, associated machinery and refuse bins)	Service Provider (frequency to be in accordance with manufacture's recommendation	Service Provider with approval by SARS	

6.7 Deep Cleaning Responsibilities:

Failure to do so, non compliance will be assumed.

ITEM	Frequency of Event	Responsibility For Arranging	Party to Contract	Compliance Yes / No / Comments
<i>Kitchens and Cafeteria Area:</i>				
Grease filters	Every 8 weeks	Service Provider	Service Provider	
Cooker hoods	Every 8 weeks	Service Provider	Service Provider	
Wash down walls	Every 3 months	Service Provider	Service Provider	
Ceiling	Every 3 months	Service Provider	Service Provider	
Catering Equipment	Every 3 months	Service Provider	Service Provider	
Light fittings	Every 3 months	Service Provider	Service Provider	
Fat "Catch Trap"	Weekly	Service Provider	Service Provider	
<i>External Patio Area:</i>				
Service Counter	Every 3 months	Service Provider	Service Provider	
Walls	Every 6 months	Service Provider	Service Provider	
Ceiling	Every 6 months	Service Provider	Service Provider	
Soft Furnishings	Every 6 months	Service Provider	Service Provider	
Floor Coverings	Every 6 months	Service Provider	Service Provider	
Light fittings	Every 6 months	Service Provider	Service Provider	
Other Fixtures and fittings	Every 6 months	Service Provider	Service Provider	

6.8 Categories of Pricing:

Service Categories	Pricing Mechanism	Compliance Yes / No / Comments
Cafeteria	The Service Provider to provide the services as specified. Commodity, Labour, Direct Overhead Expenses and the Service Provider's profit are to be recovered from Sales and Credit Sales as far as the Service Provider deems possible.	
Functions / Events	The Service Provider to provide the services as specified. Commodity, Labour, Direct Overhead Expenses and the Service Provider's profit are to be recovered from Credit Sales. A fixed price per head will be charged by the Service Provider based on the menu selected.	
Vending Machines	The Service Provider to provide the services as specified. Commodity, Labour, Direct Overhead Expenses and the Service Provider's profit are to be recovered from Sales.	

7 ADDITIONAL REQUIREMENTS:

Failure to do so, non compliance will be assumed.

No.	Description	Comments Yes / No
7.1	PREPARATION AND STANDARDS:	
7.1.1	The meal/s and beverages served will be of good and attractive quality raw materials in a clean and hygienic manner (in accordance with all health and safety regulations).	
7.1.2	The successful Service Provider will be responsible for pest control and general cleanliness of the entertainment areas at his or her own cost.	
7.2	FOOD QUALITY VARIETY:	
7.2.1	Service Provider is to submit a detailed proposal regarding the type of food to be served, portion size and variety.	
7.2.2	No deliveries to personal or trolleys carrying merchandise for sale will be allowed on the site.	
7.3	FOOD PRICES:	
7.3.1	All menu items are to be individually priced for sale to SARS employees.	
7.4	PUBLIC LIABILITY:	
7.4.1	The successful Service Provider shall at its own cost maintain Public Liability Insurance for its own personnel against accidents, injury or death to the amount of, as per COIDA act. Proof of which must be submitted together with the tender submission – Annexure I.	
7.4.2	SARS will accept no responsibility for any damages suffered by the Service Provider for the duration of the contract.	
7.4.3	SARS will not accept any responsibility of accounts / expenses outstanding incurred by the Service Provider	
7.5	CLEANING OF THE AREAS:	
7.5.1	The successful Service Provider will be responsible for the management and supervision of the cleaning of all cafeteria facilities, including kitchen, waste area and external patio.	
7.5.2	Waste bins containing any wet waste food (e.g. items already exceeding expiry date) must be removed from the premises on a daily basis by the Service Provider.	
7.5.3	The successful Service Provider shall provide its own bins/containers at his or her own costs for this purpose.	
7.5.4	The successful Service Provider shall ensure that all the catering staff is at all times clean and neatly dressed. HYGIENE IS OF THE UTMOST IMPORTANCE.	
7.5.5	Frequent inspections by SARS may be carried out in this regard. Proof of schedule to be provided as well as Deep Cleaning Certificates.	
7.5.6	All personnel of the successful Service Provider should also be in good health and pose no risk to any employees.	
7.6	STAFF:	
7.6.1	The successful Service Provider is to provide its own management and staff.	
7.6.2.	The Service Provider shall ensure that all staff is trained in accordance with industry best practise and a suitable training	

	program prior to the commencement of the contract to be completed by all staff.	
7.6.3	Detail of the staff training program and certification to be submitted together with tender submission Annexure F.	
7.6.4	The Service Provider shall provide, at no cost to SARS, any relief staff requires to ensure service continuity in the event of labour unrest or staff absence due to illness, etc.	
7.6.5	The successful Service Provider shall at his or her expense ensure that all staff is medically examined annually. These annual certificates must be submitted to the SAS representative on the dates as mutually agreed upon on awarding of the contract.	
7.6.6	Proof of annual medical examination must be submitted together with tender submission Annexure F.	
7.6.7	Successful Service Provider to provide SARS with proof of throat and anal swab culture examination on an annual basis.	
7.6.8	The successful Service Provider must comply with all relevant employment legislation and applicable bargaining council agreements. Proof to be submitted together with tender submission as Annexure H.	
7.7	UNIFORM AND PROTECTIVE CLOTHING:	
7.7.1	All staff employed by the Service Provider is to wear protective clothing, whilst on duty, e.g. including headgear, fully covered shoes, gloves and masks.	
7.7.2	Front staff should be easily identifiable via a uniform and name badges.	
7.8	SECURITY:	
7.8.1	The successful Service Provider's staff is required to conform to the security regulations applicable to the staff of SARS. SARS shall provide details of its security arrangements to the successful Service Provider on commencement of the contract.	
7.8.2	SARS Contractor ID cards will be required to be worn in a visible manner, at all times while on the premises. Successful Service Provider will be supplied with the ID cards by SARS on the day of commencement of the contract.	
7.8.3	All staff members to sign the SARS Oath of Secrecy.	
7.8.4	Service Providers vehicles will be subjected to SARS security methods.	
7.9	PREMISES:	
7.9.1	The area of the Kitchen is <u>177m²</u> .	
7.9.2	The successful Service Provider will be responsible for the maintenance of the interior of the premises.	
7.9.3	Any improvements made to the premises by the successful Service Provider will be for the account of the Service Provider.	
7.9.4	The Service Provider must submit a plan of the proposed alterations to the premises, if any Annexure C. These plans are subject to the approval of SARS and the Landlord.	
7.9.5	On termination of the contract, fixed improvements will become SARS property unless otherwise agreed in writing between the parties.	
7.9.6	No compensation will be paid for any improvements made by the successful Service Provider.	

7.9.7	All furniture and fittings added by the successful Service Provider must be of the same quality and aesthetics compliment the rest of the premises.	
7.9.8	The successful Service Provider will also be responsible for all repairs to the premises or any equipment in use on the premises after the handing over of the premises by the SARS to the successful Service Provider.	
7.9.9	No structural changes may be effected without SARS's written approval.	
7.9.10	A plan for installation and preparations must be submitted Annexure C.	
7.9.11	Schedule to be provided for existing HVAC to be maintained.	
7.9.12	The building to be decommissioned and brought back to the original status.	
7.10	OWNERSHIP:	
7.10.1	Title to all plant and equipment provided by the Service Provider, shall remain vested in the Service Provider.	
7.10.2	Such plant and equipment shall only be used for providing the catering services as contained in this tender document.	
7.11	EQUIPMENT:	
7.11.1	The Service Provider to supply all equipment for the running and equipping of the proposed Cafeteria.	
7.11.2	An inventory of all the Service Provider's equipment will be compiled by SARS and the Service Provider before occupation of the premises by the successful Service Provider.	
7.11.3	Service Provider may install any additional equipment, if so required SARS' written approval is to be obtained.	
7.11.4	SARS shall bear no liability for loss or damage to the stock and equipment stored on SARS' premises.	
7.11.5	Vending machines shall be installed at the Service Providers cost and the full responsibility of the Service Provider, provided SARS's written approval has been obtained, before installation.	
7.12	VEHICLES:	
7.12.1	The Service Provider shall provide all vehicles required for the provision of the services, at its own cost.	
7.12.2	The Service Provider shall be responsible for the insurance, maintenance and fuel of these vehicles.	
7.12.3	Any vehicles provided shall comply with the statutory requirements and recognised industry guidelines with regard to food and transportation.	
7.12.4	Vehicles used on-site regularly must be registered with SARS security and must at all-time display the provided SARS parking disc.	
7.13	ADHERENCE TO HEALTH AND SAFETY POLICY:	
7.13.1	The successful Service Provider shall adhere to the SARS' health and safety policy regarding all safety aspects and ensure that its employees are in possession of and use the required safety equipment when working in safety areas.	
7.13.2	The successful Service Provider shall install fire extinguishers within the Cafeteria and kitchen in the appropriate places according to local authority requirements and National Building Regulations and accepts responsibility for the	

	maintenance of these fire extinguishers.	
7.13.3	SARS will provide a First Aid kit and thereafter the Service Provider to replenish.	
7.13.4	2 (two) trained first aiders required at the expense of the Service Provider.	
7.14	CONTRACT PERIOD:	
7.14.1	The tender shall be for 36 (thirty-six) months. The commencement date will be 60 (sixty) days from the date of the issue of the letter acceptance.	
7.14.2	Either party may cancel the contract by giving 30 (thirty) days' notice in writing to this effect.	
7.14.3	The extension / cancellation of the contract may not be affected without prior approval and intervention of SARS Corporate Legal Services.	
7.14.4	SARS will not award this tender to any SARS employee or their direct family.	
7.15	OCCUPATIONAL HEALTH AND SAFETY	
7.15.1	Occupational diseases:	
7.15.1.1	The Service Provider shall, ensure that provision is made for all requirements of the Occupational Health and Safety Act, Act No. 85 of 1993.	
7.15.1.2	The Service Provider shall appoint a representative to serve on the SARS Health and Safety Committee that meets monthly.	
7.16	INJURY:	
7.16.1	The Service Provider shall be responsible for the replenishment of First Aid boxes in the Cafeteria area.	
7.16.2	It is the responsibility of the Service Provider to ensure that he/she has a trained first aiders in term of the Occupational Health and Safety Act.	
7.17	INDUSTRIAL RELATIONS:	
7.17.1	The successful Service Provider must submit proof with his or her tender that his or her personnel are earning the minimum wage as prescribed by law, together with the tender submission. The Service Provider must comply with all relevant employment legislation and applicable bargaining council agreements. Proof to be submitted together with tender submission as Annexure H.	
7.18	STAFF TRANSPORT:	
7.18.1	The provision and cost of any transport provided to the Service Provider's staff shall be the sole responsibility and cost of the Service Provider.	
7.19	PAUSE AREAS –STAFF:	
7.19.1	The service Provider will have to establish pause areas for its staff in liaison with SARS and the Landlord.	
7.19.2	SARS provides a pause area and the Service Provider to uphold the area.	
7.20	WATER, ELECTRICITY AND TELEPHONE FACILITY:	
7.20.1	The costs of the water and electricity consumption by the successful Service Provider will be for the account of the Service Provider.	
7.20.2	All costs relating to the successful Service Provider's use of telephone facilities will be for the successful Service Provider's account.	

7.20.3	Payment to be made within 7 days after receipt of the account.	
7.20.4	The successful Service Provider may use the existing power points for equipment in accordance with the SARS building electricity standards.	
7.20.5	If any changes to the existing power are required this may only be done after SARS has approved the changes, Certificate of Compliance (COC) to be submitted on completion of work.	
7.21	REFERENCES:	
7.21.1	A list of at least 3 (three) contactable references to be submitted with the tender. Failure to do so will invalidate the tender submission. Refer to Annexure B, point no. 5.	
7.21.2	SARS reserves the right to contact these references.	
7.21.3	SARS reserves the right to do a Credit check on all Service Providers tendered.	
	Failure to submit to above documentation will lead to immediate disqualification.	
7.22	IMPLEMENTATION / PROJECT PLAN – Annexure C	
7.22.1	A detailed project / implementation plan of the internal fit-out, linked to milestones and deliverables to be submitted with the tender submission.	
7.22.2	The proposed layout and internal fit-out of the canteen. Drawings to be submitted.	
7.22.3	A list of the proposed equipment, fryers, extractor fans as well as an indication of their locations on the above layout – to be submitted.	
	Failure to submit to above documentation will lead to immediate disqualification.	
7.23	MANAGEMENT OF THE FACILITIES:	
7.23.1	The Management of Facilities on behalf of SARS will do inspection of the building on a regular basis.	
7.23.2	This person will hear all complaints on the services rendered by the successful Service Provider, and only if this committee (Facilities / Service Provider) cannot resolve the dispute, should the matter be referred to the SARS Corporate Legal Services for a resolution.	

8 BID EVALUATION:

8.1 The following table defines the weighting allocated to each major category that will be used for the evaluation of the bid responses.

8.2 Each major category is defined further in the section below:

MANDATORY CRITERIA	Yes / No
Attended Compulsory information session as per par 2	Yes – not disqualified No – disqualified
Public Liability Insurance Annexure E.	Yes – not disqualified No - disqualified
Compliance to Employment Legislation and Applicable Bargaining Council Agreements Annexure H.	Yes – not disqualified No – disqualified
Financial Statements Annexure I.	Yes – not disqualified No – disqualified
Environmental Certificate from the Department of Health – Certificate of Acceptability for Food Premises Regulation 3 (3) of the Regulation Governing Hygiene for Food Premises	Yes – not disqualified No – disqualified

TECHNICAL EVALUATION CRITERIA / FIRST THRESHOLD	WEIGHTING
Complete Implementation and space plan as per Annexure C.	10
Complete a minimum four-week menu cycle.	5
Proof of staff annual medical certificates as per Annexure G.	10
Uniform and Protective clothing	5
The Service Provider to supply a list of all equipment required for the running and equipping of the proposed Cafeteria	10
Provide and adhere to health and safety policy	5
Resume Provide comprehensive company profile detailing full list of service provided. Resume (cv) of company. Provide a list of skilled, semi-skilled and unskilled resources	10
Reference Company Name / References Nature of contract (s) of work done, contracts of similar day to day contacts. Contact person with contactable numbers Contracts or work done with values and durations	10
Supplier Relationship Supply proof of relationships with catering suppliers/manufactures for the supply of stock and other relevant industry role players. Original reference letters and original certificates are acceptable.	10
Duration of business in the Industry Duration of business in the canteen and catering industry. Provide proof of evidence in respect of previous track record within the relevant industry.	10
Contingency plan Contingency plan-shortage of material by regular suppliers. Contingency plan-absenteeism of staff. Contingency plan-equipment failure Contingency plan-vehicle breakdown.	10
One meal should be vegetarian / health / low kilojoules and one meal Halaal and one Kosher	5
TECHNICAL EVALUATION TOTAL	100
Only bidders that score 70% or more on technical evaluation, will be taken for further evaluation	

TECHNICAL EVALUATION CRITERIA / SECOND THRESHOLD	WEIGHTING
The cleanliness of the canteen both in the serving area as well as the preparations area.	20
The service response time should be efficient and meets the catering standards.	20
Food tasting on site	20
Staff should be attired in uniform.	10
Layout of menus	10
Layout and seating of the serving areas should be user friendly	20
TECHNICAL EVALUATION TOTAL	100
Only bidders that score 70% or more on technical evaluation, will be taken for further evaluation	

PRICING SCHEDULE

Menu 1

MENU ITEM	MINIMUM SELECTION	PRICE PER UNIT / PORTION (incl. VAT)
Call Order / Fast Foods:		
Service Provider's discretion	10 items daily (maximum)	
Potatoes / rice / pasta	1 per day	
Gravy / sauces	1 per day	
Vegetables (cooked)	2 per day	
Salads (fresh e.g. green and prepared e.g. coleslaw)	5 items per day	
Deserts:		
Hot or cold	2 per day	
Beverages:		
Hot	Five Roses Tea and Nescafe Coffee	
Cold	Selection	
Sandwich:		
Sliced white and brown and white rolls	Selection with butter and margarine portions	
Others:	Newspapers (Daily Sun, The Beeld, The Star), Magazines (YOU, Huisgenoot & Drum), Airtime (Vodacom, MTN & CellC), etc.	

Menu 2:

MENU ITEMS	MINIMUM SELECTION	PRICE PER UNIT / PORTION (incl. VAT)
<i>Breakfast:</i>	A choice of all-inclusive breakfast per day (i.e. a selection of items for an inclusive price e.g. English, Continental and Health Breakfast)	
<i>Lunch:</i>	A choice of 2 (two) light lunch items per day (e.g. quiche and salads)	
<i>Hot and cold snacks</i>	A selection of 10 (ten) snack items (e.g. toasted sandwiches, tramezzini, pizza slices, etc.)	
<i>Cakes and pastries</i>		
<i>Beverages:</i>		
Hot	A variety of filter Coffees and Coffee / Chocolate and a range of Tea based products.	
Cold	A range of various fresh fruit juices. A range of assorted cool drinks (incl. low in sugar content) and mineral water.	

Menu 3:

ITEM	MINIMUM PORTION	PRICE PER UNIT / PORTION (incl. VAT)
Soup	200 ml	
Other Starters	100 -120 g	
<i>Meat – raw weight</i>		
Diced in casseroles / stews / curries	150 g	
Mince (90% lean)	130 g	
On the bone	180 g	
Steak	140 g	
Roast	110 g	
Boerewors	110 g	
<i>Poultry – raw weight</i>		
Chicken portion	200 g	
Chicken fillets	120 g	
• <i>Fish – raw weight</i>	120 – 150 g	
<i>Other main Items:</i>		
Pies / savoury pastries	150 g	
Pasta dishes	150 g	

Cold meats – cooked weight	110 g	
Starch:		
Potatoes	100 g chips and 40 g mash	
Rice – raw weight	40 g	
Pasta – raw weight	40 g	
Cut corn	40 – 50 g	
Fresh vegetables / salad - raw weight	40 – 50 g	
Frozen vegetables – raw weight	30 – 40 g	
Deserts – hot or cold	40 – 50 g	
Fresh fruit	50 – 60 g	
Cheese	40 g	
Custard / sauces	100 ml	
Cakes and pastries	100 g	
• Tea / Coffee	200 ml with or without milk	
• Bread and butter	2 slices or 1 roll with butter / margarine per portion	
• Sandwich and/or roll fillings	40 g	

Note: Bidders are requested to submit a price per portion.

RESUME OF BIDDER

No.	Resume of the Company
1.	Address and telephone number of Head Office.
2.	List of regional / branch offices (if any), including physical location.
3.	Main business area.
4.	Date since company has been rendering contracts of a similar nature (Canteen / Catering Services).
5.	Detailed list of current and completed contracts of a similar nature (Canteen / Catering Services) over the last 2 (two) years. Please state company name, contract period, estimated cost of contract, contact person and contact number.
6.	The last 3 (three) years Financial Statements – Attached as Annexure I.
7.	Current commitment of the Service Provider with regards to other services.
8.	Complete Implementation and space plan as per Annexure C.

PROJECT / IMPLEMENTATION PLAN

This plan is to include:-

- A plan of the proposed alterations to the premises. This plan is subject to the approval of SARS and the Landlord;
- A detailed project / implementation plan of the internal fit-out, linked to milestones and deliverables; and
- A list of the proposed equipment, fryers, extractor fans as well as an indication of their locations on the above layout.

CERTIFICATES

Proof of Halaal and Kosher Certifications and ability to be able to supply vegetarian (the whole spectrum from vegetarian to vegan), cater for health and low kilojoules' customer requirements - to be inserted here.

PUBLIC LIABILITY INSURANCE

Proof of which must be submitted together here.

Note: Failure to do so will invalidate the tender submitted.

STAFF TRAINING PROGRAM AND CERTIFICATION

To be inserted here.

MEDICAL CERTIFICATE OF STAFF

To be inserted here.

**COMPLIANCE TO EMPLOYMENT LEGISLATION AND APPLICABLE BARGAINING
COUNCIL AGREEMENTS.**

Proof to be submitted here.

Note: Failure to do so will invalidate the tender submitted.

FINANCIAL STATEMENTS

To be inserted here.

Note: Failure to do so will invalidate the tender submitted.