



**RFP 21/2020**

**APPOINTMENT OF A QUALIFIED SERVICE PROVIDER  
FOR THE PROVISION OF CANTEEN AND CATERING  
SERVICES AT SARS ALBERTON CAMPUS, NEW  
REDRUTH.**

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## 1. DEFINITIONS:

1.1 In this document, unless inconsistent with the context, the words and expressions have the following meanings and similar expressions will have corresponding meanings:

- **“Container”** – means any packaging of foodstuffs for sale at retail level or for catering purposes for delivery as a single item or for free sample hand-out purposes, whether by completely or partially enclosing the foodstuff and includes wrappers for individual or multiple-unit-packs;
- **“Best Before”** – means the date from which the food/ water is no longer in its perfect shape. It may just lose its freshness, taste, aroma or nutrients. It does not necessarily mean that the food is no longer safe to eat. **Best before date** is a quality indicator;
- **“Act”** – means the Foodstuffs, Cosmetics and Disinfectants Act ,1972 (Act No. 54 of 1972) for the control of the sale, manufacture and importation of foodstuffs, cosmetics and disinfectants; and to provide for incidental matters; and
- **“COIDA”** – means the Compensation for Occupational Injury and Disease Act 1999, (Act No. 130 of 1999).

## 2. INTRODUCTION:

The purpose of this document is to detail the scope of work, incorporating the tasks and responsibilities of the Service Provider (hereafter, the Service Provider) required by the South African Revenue Service (SARS) Alberton Campus, New Redruth, **ALBERTON** for Corporate Catering Services.

### 2.1 Background

SARS intends to outsource the Corporate Catering Services, to a Service Provider, at Alberton Campus, New Redruth, **ALBERTON**. SARS intends to enter into a Service Level Agreement (SLA) with a Service Provider who is to provide the services required. The aim of SARS is to encourage employees to adopt healthy lifestyles including eating habits/ practices.

The intended services will be for the Service Provider’s own account, taking responsibility for all risks including profit/ loss, stock and cash control. The services will be subsidised on reduced rental costs. basis. Payment of water and electricity consumption may be metered separately and will then be for the Service Provider’s account.

The identified area for the Canteen Facilities are:

Kitchen/ Preparation area - 85.04 m<sup>2</sup>;

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Front Service Area - 69.50 m<sup>2</sup> and

External Patio Area - 66.2m<sup>2</sup>.

SARS will charge rental costs of R30/ m<sup>2</sup> to the Service Provider.

There are currently ± 3000 staff members located at this facility comprising of all cultural and religious diversity.

### **3. SCOPE OF WORK**

The service provider will be required to provide the following:

#### *3.1 Provision of Canteen Service*

This is an all-inclusive Corporate Canteen Service providing basic meals, **non-alcoholic** beverages, snacks and other items on a daily basis to on-site personnel, including providing and maintaining equipment and the provision of consumables required for the intended use.

An inventory of the equipment and their condition is to be done by the Service Provider during the **non-compulsory site visits** that will take place, on location at **28 Saint Austell Street (or McKinnon Crescent), New Redruth, Alberton** on the following dates and times:

- 10 February 2020 at 10h00 -12h00
- 11 February 2020 at 10h00 -12h00
- 12 February 2020 at 10h00 -12h00

Bidders are encouraged to call and make arrangements for the site visits, to avoid large numbers in the midst of the Covid-19 pandemic.

3.1.1 *Coffee Bar Services* - The Service Provider is to submit a proposal to include full serviced commercial coffee vending machines in pause areas.

3.1.2 *Vending machines* – The Service Provider will have “first right of refusal” for the placement of snack and beverage machines through-out the building, additional to the above-mentioned coffee vending machines.

#### *3.2 Duration of the service*

The intended term of the contract will be for a period of **thirty six (36)** months from date of award of contract. The Service Provider is required to commence with service within **thirty (30)** days after the award of the contract.

#### *3.3 Normal Working Hours*

Work days (excluding public holidays) Monday to Friday – 07:00 to 15:30

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Any extended operating hours will either be at the discretion of Physical Facilities of SARS as agreed with the Service Provider directly with Alberton Campus, should it be deemed necessary.

3.4 *The preferred service provider must be prepared to cater for the following:*

- Community café/s;
- All dietary preferences - religions, cultural and health, etc.

3.5 *Smoking*

All SARS Buildings are smoke free (including electronic cigarettes) and smoking only in the designated SARS smoking areas outside the Building is to be allowed.

3.6 *Proposal:*

The proposal must comply with all Health and Safety Regulations, including those applicable to COVID-19, as it prevails at the time, and updated by National Government and the World Health Organisation from time to time.

## **4. PROVISION OF CORPORATE CATERING SERVICES**

*The provision of Corporate Catering Services for internal meetings and/ or third party functions and ad hoc functions within the Alberton Campus.*

4.1 *Response time:*

The Service Provider is to ensure that meals ordered must be prepared and delivered to conference centre and/ or respective venue as stipulated by the client. Failure to adhere to the times stipulated may result in non-payment or the reduction of the quoted price for the service.

4.2 *Service Conditions:*

This contract includes the provision of Corporate Catering Services, including, replacing and maintaining of all equipment used, and the provision of consumable supplies required for the intended use.

Preparation of snacks, coffee and other beverages to acceptable food industry standards whilst also ensuring that no food preparation other than the specified takes place on the premises.

This Scope of Work shall be undertaken in the manner stated in this document as well as the Service Level Agreement.

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#### 4.3 *Task and Activities:*

##### 4.3.1 General requirements:

Task/s not specified in this document will be identified and mutually agreed upon between the Service Provider and SARS.

All written deliverables must be phrased in terms and language that can be easily understood by non-technical personnel (e.g. laypersons without subject matter expertise).

All document deliverables must be in formats (hard copy and electronic) i.e. industry accepted standards (e.g. MSWord, MSPowerPoint, MSProject).

## 5. GENERAL CONDITIONS:

### 5.1 *The Service provider is required to:*

- Conduct business in a courteous and professional manner.
- Provide the necessary documentation as requested prior to the Catering Service Contract being awarded.
- Comply with all relevant employment legislation and applicable bargaining council agreements, including UIP, PAYE, etc. Proof must be submitted within **fourteen (14)** days from the awarding of the contract to the successful Service Provider.
- Ensure that all personnel working under this contract are in good health and pose no health risk to any personnel in SARS.
- Comply with SARS' security and emergency procedures and regulations.
- Ensure that all work performed and all vehicles, plant and equipment brought onto or used on site will comply with the Occupational Health and Safety Act of 85 of 1993 and any Regulations promulgated in terms of this Act and the standards instructions of SARS.
- Maintain its equipment in good order as to comply with SARS' Facilities Management Standards and Occupational Health and Safety Legislation, including COVID-19 Regulations, pertaining to food preparation and sales, as published by National Government from time to time. **It is compulsory to submit a detailed Health and Safety plan as part of the bid documents.**
- Ensure that all personnel working under this contract are trained prior to the commencement of the contract.
- Provide all personnel working under this contract with uniforms, which state the name of the Service Provider and that can be clearly identified from other Service Providers, SARS Personnel, etc. SARS reserves the right to order the immediate removal of a staff member that does not adhere to this arrangement.
- Provide all personnel working under this contract with adequate and appropriate Personal Protective Equipment (PPE) in terms of the Occupational Health and Safety Act and COVID-19 requirements and clothing as required in working kitchens and to ensure that these items are to be worn at all times.

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- Ensure that SARS is informed of any removal and replacement of personnel. For security reasons, SARS reserves the right to vet all personnel working under this contract.
  - Provide the services of pest control and general cleanliness to the canteen and surrounding areas at its/his/her own cost.
  - Demonstrate its/his/her *modus operandi* to SARS concerning supplies delivered to site.
  - Provide a Chef and on-site manager, available at all operating hours.
  - Issue and circulate weekly and daily menus to on-site SARS employees.

#### 5.2 SARS shall:

- Conduct business in a courteous and professional manner with the Service Provider.
- Provide appropriate information “as and when” required and only in situations where it is required by the Service Provider to fulfil their duties, by means of raising a SARS Purchase Order (PO).
- Not accept responsibility for any damages suffered by the Service Provider or their personnel for the durations of the contract.
- Not accept any responsibility of accounts/ expenses incurred by the Service Provider.
- Shall provide a storage facilities for equipment and materials.

Maintenance of the **HVAC system will be for SARS’ account**, and it is the responsibility of the successful bidder to immediately bring any defects/ concerns to the attention of the on-site SARS Physical Facilities Representative.

## 6. SPECIFIC CONDITIONS:

All bid responses must be fully completed and provide all information requested. Failure to adhere to this request may result in the tender being invalid/ disqualified.

### 6.1 Canteen Service

Establishment and operation of a corporate canteen on SARS Alberton Campus’ premises, utilising the allocated area for the supply of basic meals, beverages and other items on a daily basis, to the SARS on-site personnel.

The Service Provider must provide a “Meal-of-the-day” at a competitive price;

Provide adequate equipment, cutlery and crockery as required and maintain existing SARS equipment in accordance with the original service provider’s account; and

Provide suitable disposable environmentally friendly containers for the serving of food and beverages.

Use only fresh ingredients for the snacks and ensure that no items that are past their “Best before” date are on offer. “**Best Before**” – means the food/ water is no longer in its perfect shape from that

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**date.** It may just lose its freshness, taste, aroma or nutrients. It does not necessarily mean that the food is no longer safe to eat. **Best before date** shall be a quality indicator.

*Preparation of meals, snacks, coffee and other beverages to acceptable food industry standard, whilst also ensuring that no food preparation other than specified/ agreed takes place on the premises.*

The purchase price of the items offered would be lower than surrounding market prices. SARS reserves the right to compare the rendered prices to prices in the area and other Service Providers. Service Provider must provide catering equipment that are of acceptable industry and safety standards.

### *6.2 Canteen premises*

The Service Provider will be responsible for the maintenance of the facility occupied, including cleaning services and waste removal.

Approved improvements made to the premises will be for the account of the Service Provider. No structural changes and/ or physical installations may be done, without **prior written** approval of SARS Physical Facilities.

On termination of the contract, fixed improvements will become SARS' property unless otherwise agreed in writing between the two parties.

No compensation will be paid for any improvements made by the Service Provider.

All furniture and fittings must be of acceptable catering industry standards.

SARS reserves the right to instruct, in writing, the Service Provider to remove any furniture and fittings that is deemed unacceptable.

On termination of the contract, the Service Provider is to make good to the premises all damages incurred/occurred during its occupancy.

The Service Provider reserves the right of admission to the Corporate Canteen area.

### *6.3 Catering Service*

Provide a Corporate Catering service for the conference facilities, internal meetings and *Ad Hoc* functions on request. The *Ad Hoc* catering functions is to operate within the confines of the canteen environment.

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*Delivery of meals to the conference facilities, internal meetings and Ad Hoc functions within the prescribed and agreed periods, with the internal customer.*

The Service Provider must:

- Provide meals/ catering in a presentable manner to clients.
- Provide adequate catering equipment, cutlery, crockery, etc.
- Remove catering equipment and clean/ tidy venue at the end of functions/ meetings.

The cost to cater must be agreed upon between the Service Provider and the respective client and/or SARS management/ employee hosting the function/ meeting.

SARS reserves the right to obtain catering for special functions and meeting from other suppliers, should the Service Provider not meet specific conditions such as quality and/ or cost considerations.

#### *6.4 Preparation and Standards*

The meals/ beverages served will be of high quality and prepared in a clean and hygienic manner in accordance with all Health and Safety Legislation.

The Service provider will be responsible for pest control and general cleanliness of the canteen area.

#### *6.5 Cleaning*

The Service Provider is to remove all water (wet and dry) on a daily basis. Waste must be appropriately packaged for disposal with the use of proper refuse bags.

***NB. ALL REFUSE BAGS MUST BE OF CLEAR PLASTIC FOR SECURITY PURPOSES.***

The Service Provider shall provide bins/ containers for the removal of wet and dry waste in accordance with the local authority by-laws and in an environmentally sustainable manner.

#### *6.6 Food Prices*

All menu items are to be individually priced for sale, incl. VAT.

All increases are subject to SARS' approval, prior to implementation.

#### *6.7 Storage*

The Service Provider shall maintain a stock of consumables in the stores, at own risk, provided that all local council by-laws and the Occupational Health and Safety Act are adhered to.

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SARS shall not be responsible or liable for any loss and damage to the Service Provider's stock of consumables and equipment stored on SARS' premises.

Stocktaking must be executed outside normal trading hours.

#### *6.8 Legislative Requirements*

The successful Bidder shall comply with the Occupational Health and Safety Act of 85 of 1993 and its Regulations, as amended from time to time.

The successful Bidder shall comply with the Compensation for Occupational Injury and Disease Act, 1999 (Act No. 130 of 1999) and its Regulations, as amended from time to time.

The successful Bidder shall comply with the Foodstuffs, Cosmetics and Disinfectants Act, 1972 (Act No. 54 of 1972) for the control of the sale, manufacture and importation of foodstuffs, cosmetics and disinfectants; and to provide for incidental matters, as amended from time to time.

The successful Bidder must comply with the National Guide for healthy meal provisioning in the workplace as issued by the Department of Health – 2016.

The Service Provider must comply with the Department of Health and the World Health Organisation's regulations with regard to COVID-19.

**Note:** A comprehensive Service Level Agreement will be signed with the successful bidder before services commence

#### *6.9 Industrial Relations*

The Service provider must ensure that its/he/she complies with the legislative minimum wages requirement for the specific industry.

#### *6.10 Water, electricity and telephone facilities.*

The cost of the water and electricity consumption by the Service Provider (including that of the vending machines, if any) will be for the Service Provider's account.

SARS will provide a telephone point in the Canteen area. All costs associated with rental, calls, etc. will be for the account of the Service Provider. The Service Provider will be billed on a monthly basis to this effect.

#### *6.11 Off-site preparation facility*

In the event of meals being prepared off-site, SARS reserves the right to inspect such facilities to ensure compliance with the Occupational Health and Safety Act.

## 7. EVALUATION

Mandatory Evaluation:	Submitted (Yes or No)
<p><b>Eligibility Criteria:</b></p> <ul style="list-style-type: none"> <li>• Valid Food Handling certificate issued by the relevant local authority</li> <li>• Submission of Health and Safety Plan which is relevant to, and addresses the health and safety needs of, the required catering services, and complies with the Occupational Health and Safety Act 85 of 1993 as well as Government Regulations applicable to COVID-19 and</li> </ul> <p><i>Note: Non-compliance to any one of the abovementioned criteria, will lead to immediate disqualification.</i></p>	Yes/ No

Technical Evaluation Criteria:	
<p>Company Profile showing that they have a minimum of <b>two (2)</b> years' experience in providing a canteen/ catering service, showing numbers of people being served.</p> <ul style="list-style-type: none"> <li>▪ Less than 2 years = 0</li> <li>▪ <math>\geq 2</math> years = 10 points</li> </ul>	10
<p><b>Two (2)</b> reference letters from the organisations that a bidder is currently providing or has provided with a similar service.</p> <ul style="list-style-type: none"> <li>▪ 1 reference letter = 5 points</li> <li>▪ 2 reference letters = 10 points</li> </ul>	10
<p><b>Provide:</b></p> <ul style="list-style-type: none"> <li>- A detailed Operational Management Plan with timeframes and deliverables (20 points) <ul style="list-style-type: none"> <li>▪ Logistics e.g. storage, food preparation and storage = 5 points</li> <li>▪ Equipment/ staff e.g. vehicles, hygiene tools to undertake the service, etc. = 5 points</li> <li>▪ Consumable stock availability and supply = 5 points</li> <li>▪ The bidder must have a comprehensive sanitary and health care program, inclusive of deep cleaning services and bin waste removal</li> </ul> </li> </ul>	40

(Provide a copy of program) = 5 points <ul style="list-style-type: none"> <li>- Business Organogram =10 points</li> <li>- CV of proposed canteen chef and supervisor to have a minimum of <b>two (2)</b> years' experience within the canteen operation environment =10 points</li> </ul>	
Provide halaal and kosher food handling operational plan or process	10
*Administration (manual/computerised systems i.e. invoicing/ payroll/ stock holding, etc.)	10
*Company uniform (please refer to par 4.1, 9 <sup>th</sup> and 10 <sup>th</sup> bullet)	10
*Catering equipment (cutlery, crockery supplied and in good condition)  *Note: Bidder will be required to give SARS a presentation on the above-mentioned 3 items.	10
<b>TOTAL</b>	<b>100</b>

**Note: Bidders must achieve 70 points combined of the above technical criteria in order to proceed to the next stage of evaluation – Preferential Procurement Policy Framework Act (80/20)**