

Request for Proposals (RFP)

The provision of Canteen and Catering Services to the CSIR Stellenbosch campus for a period of 3 years

RFP No. 869/26/04/2019

Date of Issue	Friday, 05 April 2019	
Compulsory Site Inspection	Wednesday, 17 April 2019 <ul style="list-style-type: none"> • Time: 11:00 – 12:00 • Place: CSIR, 11 Jan Cilliers Street, Stellenbosch • Venue: Seminar Room 	
Closing Date	Friday, 26 April 2019	
Tender submission place	Tender box, CSIR Main Reception, 11 Jan Cilliers Street, Stellenbosch	
Enquiries	Strategic Procurement Unit	E-mail: tender@csir.co.za
CSIR business hours	08h00 – 16h30	
Category	Food Services	

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SECTION A – TECHNICAL INFORMATION

1 INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. In partnership with national and international research and technology institutions, CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR's main site is in Pretoria while it is represented in other provinces of South Africa through regional offices.

2 BACKGROUND

The Council for Scientific and Industrial Research, commonly known as the CSIR is seeking proposals from qualified food Service Providers for the provision and management of onsite sit-down and take-away staff canteen which provides meals and refreshments for staff, visitors, tenants and contractors working at the CSIR's Regional Campus in Stellenbosch, Western Cape. The services provided will also include the provision of catering services for various functions in different buildings as required by the CSIR.

Our goal is to partner with a Service Provider that can help us increase food service participation, and support corporate initiatives to promote healthy lifestyles and sustainable practices.

The successful bidder will be expected to provide breakfast and lunch to CSIR employees, visitors and tenants on a daily basis during CSIR official business hours as well as catering services as needed with offerings that include a variety of nutritious choices and local cuisines made with local ingredients when possible.

Our Stellenbosch Campus has a workforce of about 200 people. About 100 people support the canteen daily. It has a fully equipped cafeteria in the main admin building. All the food Service Providers within the CSIR premises report through the Facilities Management.

We view the dining facility as an extension of our company-wide employee wellness program and providing a variety of tasteful menu options accompanied by as much nutritional information as possible is our goal. Local sustainability is also important and encouraged. These views inform our priority to partner with a suitably qualified food Service Provider that

has demonstrated success balancing food costs with ecological responsibility and nutritional value. Services rendered will be for the Service Provider's own account, taking responsibility for all risks including profit/loss, stock and cash control (no subsidy or management fee payable).

The following outlines the estimated meals / drinks / snacks that are currently sold.

Hot meals – 20 per day

Sandwiches – 35 per day

Samosas – 10 per day

Scons / muffins – 20 per day

Cool drinks – 30 per day

Coffee / Tea – 30 per day

Catered finger lunches / meetings (16 -18 people) – 7 per month

Chips / Snacks / Chocolates – 30 per day

3 INVITATION FOR PROPOSAL

Proposals are hereby invited from suitably qualified Service Providers for the provision and management of onsite sit-down and take-away staff cafeteria which provides meals and refreshments for staff working at the CSIR's Regional Campus in Stellenbosch, Western Cape. This also includes catering services in various buildings as and when required by the CSIR

4 PROPOSAL SPECIFICATION

All proposals are to be submitted in a format specified in this RFP (if applicable). However, tenderers are welcome to submit additional / alternative proposals over and above the originally specified format.

5 SCOPE OF WORK

This Scope of Work is subject to all conditions and requirements as stated in this section of this document as well as any other accompanying documents in this pack and shall be undertaken in the manner stated herein as well as the Service Level Agreement.

CSIR's business hours are from 08h00 to 16h30, Monday to Friday.

- 5.1.1 This is an all-inclusive canteen and catering service providing basic meals (breakfast and lunch, cooked and fast foods), non-alcoholic beverages, snacks and other items on a daily basis to on-site personnel, visitors, tenants and contractors.
- 5.1.2 This facility will be operated and managed on a full risk (no subsidy or management fee payable by the CSIR) basis. A minimal service fee will payable by the Service Provider and discussed at contract negotiation.
- 5.1.3 The contract will make provision for:
 - a) Canteen services
 - b) Catering Services
 - c) Maintenance of own equipment (CSIR owned equipment to be maintained by the CSIR on a fair wear and tear basis).

5.1 The canteen and catering services should offer the following:

- 5.2.1. Breakfast in the morning (07h00 – 10h00).
- 5.2.2. Lunch (12h00 – 14h00)
- 5.2.3. Ensure availability of tea and coffee to CSIR staff in Stellenbosch (Main Building (A-Block, Ground Floor and D Block Kitchen area).
- 5.2.4. Provide a 'Meal-of-the day'.
- 5.2.5. A small menu, varied on a regular basis, consisting of stylish light lunches.
- 5.2.6. Halaal, vegetarian and kosher alternatives should always be accommodated on the menu on request.
- 5.2.7. Pastries/light snacks for tea time/meetings on request.
- 5.2.8. Quality and variety of hot and cold beverages (excluding alcoholic beverages).
- 5.2.9. Convenience food available during the day.
- 5.2.10. Provide a catering service for internal meetings and ad-hoc functions on request. However, this will not prohibit service receivers from making use of external service providers for catering services relating to internal meetings and ad-hoc functions, although such practice shall not be promoted.

5.2 The Preferred Service Provider must:

- 5.3.1 Provide catering services for meetings and functions in line with customer requirements which will be done on a pre-order only.
- 5.3.2 Be prepared to cater for all dietary preferences with valid certification from respective bodies where applicable;
- 5.3.3 Ensure that the quality of food prepared adheres to acceptable food industry standards and is prepared in a clean and hygienic manner in accordance with all health and safety regulations;
- 5.3.4 Ensure food grade cleaning materials are supplied and used.
- 5.3.5 Provide adequate catering equipment, cutlery and crockery as required;
- 5.3.6 Serve takeaway meals in packaging appropriate for a microwave.
- 5.3.7 Price each category and indicate the price per category from the meal table below, the proposed rates must be valid for 12 months after the date of submission;
- 5.3.8 Deliver the services within a reasonable time frame as agreed in the Service Level Agreement;
- 5.3.9 Provide a variety of menus options as per agreed menu cycles;
- 5.3.10 Shortlisted candidates will be subjected to hosting and food tasting as part of the selection criteria.

5.3 Specific Terms and Conditions:

5.4.1 The Service Provider is required to:

- 5.4.1.1. Appoint a key person who will be responsible for the implementation, management and coordination of the agreement between the CSIR and the service provider.
- 5.4.1.2. Conduct business in a courteous and professional manner.
- 5.4.1.3. Provide the necessary documentation as requested prior to the service contract being awarded (refer paragraph 7.2 - mandatory documents).
- 5.4.1.4. Comply with all relevant employment legislations, applicable bargaining council agreements (including UIF, PAYE, etc) as well as Occupational Health and Safety Regulations Act and applicable standards and requirements.
- 5.4.1.5. Comply with the requirements of "Regulation 638" of the Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972 and obtain Certificate of Acceptability (CoA) prior to operations.

- 5.4.1.6. Ensure that all personnel working under this contract are in good health and pose no risk to any of CSIR's employees, visitors, contractors and tenants (documentary evidence of conformance –e.g. periodic medical surveillance records etc. - to be availed as and when required by the CSIR or any other authority acting on its instruction).
- 5.4.1.7. Ensure operational risk assessment is conducted and appropriate mitigating actions are put in place prior to the commencement of operations.
- 5.4.1.8. Ensure that all personnel working under this contract are adequately trained prior to the commencement of operations (competency training, fire fighting, and first aider training). Documentary evidence of competence to be availed as and when required by the CSIR or any other authority acting on its instruction.
- 5.4.1.9. Comply with the CSIR security and emergency policies, procedures and regulations (The staff shall be subjected to a security audit performed by CSIR).
- 5.4.1.10. Ensure that all work performed and all vehicles, plant and equipment brought onto or used on site will be in compliance with the Occupational Health and Safety Act of 85 of 1993 and any other applicable standards, by-laws and regulations promulgated in terms of this Act and the standard instructions of the CSIR.
- 5.4.1.11. Maintain its equipment in good order so as to comply with the CSIR's occupational health and safety standards.
- 5.4.1.12. 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, CSIR personnel, etc.
- 5.4.1.13. The CSIR reserves the right to order the immediate removal of a staff member that does not adhere to CSIR regulations
- 5.4.1.14. Provide all personnel working under this contract with adequate and appropriate Personal Protective Equipment (PPE) and clothing and to ensure these items are in an acceptable condition for the type of environment being used in and worn at all times.
- 5.4.1.15. Ensure that the CSIR is informed of any removal and replacement of personnel. For security reasons, the CSIR reserves the right to vet all personnel working under this contract.

- 5.4.1.16. Take reasonable care of CSIR owned equipment and facilities.
- 5.4.1.17. Provide an on-site manager, available at all times.
- 5.4.1.18. Issue and circulate weekly and/or daily menus to employees.
- 5.4.1.19. Pay for any telephone costs incurred in the delivery of this service.

5.4.2 The CSIR shall:

- 5.4.2.1. Conduct business in a courteous and professional manner with the Service Provider.
- 5.4.2.2. 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 Purchase Order (PO).
- 5.4.2.3. Not accept responsibility for any damages suffered by the Service Provider or their personnel for the duration of the contract.
- 5.4.2.4. Not accept any responsibility of accounts/expenses incurred by the Service Provider that was not agreed upon by the contracting parties.
- 5.4.2.5. Provide a fully fitted kitchen and a storage facility for equipment and materials.
- 5.4.2.6. Shall provide or make available to the service provider:
 - a) Electricity
 - b) Water points
 - c) Geyser
 - d) Refrigeration
 - e) Equipment list and signed schedules as per CSIR requirements

6 FUNCTIONAL EVALUATION CRITERIA

6.1 The evaluation of the functional / technical detail of the proposal will be based on the following criteria:

Evaluation criteria		% weight
1. Company background/profile	Bidder must provide the following; <ul style="list-style-type: none"> • Office address • List of regional branches • Number of years since rendering canteen and catering services 	10%

2. In-house catering/ canteen experience	List the number of currently and successfully completed/signed contracts in the last 2 years	20%
3. Management plan (methodology)	Management/ Operational Plan must include the following information: 1. Executive Summary 2. Business model 3. Human Capital Plan a. Organizational structure indicating all relevant trades and qualifications b. Proposed staff rosters 4. Financial plan – 3 year financial projections 5. Implementation plan	40%
Contactable references	References will be measured on performance on current and successfully completed/signed contracts as per reference letters. <ul style="list-style-type: none"> • Good and or poor rating from clients will also be considered 	10%
Financial plan	Bank rating and excellent financial plan recommended <ul style="list-style-type: none"> • Excellent financial plan that indicates that the Tenderer's ability to run efficient operations at the same time delivering value to the CSIR 	20%
Total		100%

6.2 Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of **70%** and less than **50%** on any of the individual criteria will be eliminated from further evaluation.

6.3 Refer to **Annexure A** for the scoring sheet that will be used to evaluate functionality.

7 ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

- Submission after the deadline;
- Proposals submitted at incorrect location;
- Non-attendance of the compulsory site inspection, 17 April 2019 11:00 -12:00
- Non-submission of proof of public liability insurance, proof of COID registration and Letter of Good Standing.

Mandatory documentary required that will be considered:

- 7.2.1. Company profile or resume including history of operation.
- 7.2.2. Reference letters from previous clients (at least 3 letters from different clients).
- 7.2.3. Management/ Operational Plan
- 7.2.4. Financial Plan

8 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE REGISTRATION

Before any negotiations will start with the winning bidder it will be required from the winning bidder to:

- be registered on National Treasury's Central Supplier Database (CSD). Registrations can be completed online at: www.csd.gov.za;
- provide the CSIR of their CSD registration number; and
- provide the CSIR with a certified copy of their B-BBEE certificate. If no certificate can be provided, no points will be scored during the evaluation process.
- Preference will be given to suppliers with B-BBEE Levels 1 – 4

SECTION B – TERMS AND CONDITIONS

9 VENUE FOR PROPOSAL SUBMISSION

All proposals must be submitted at:

- **CSIR Main Reception Area** (in the **Tender box**) at the following address
Council for Scientific and Industrial Research (CSIR)
11 Jan Cilliers Street
Stellenbosch
- Alternatively, soft copies (proposals) may be submitted via e-mail to: tender@csir.co.za with RFP No: **869/26/04/2019** "Mandela Mining Precinct website development" as the subject

10 TENDER PROGRAMME

The tender program, as currently envisaged, incorporates the following key dates:

- Issue of tender documents: Friday, 05 April 2019
- Compulsory Site Inspection: Wednesday, 17 April 2019
 - Time: 11:00 – 12:00
 - Place: CSIR, 11 Jan Cilliers Street, Stellenbosch
 - Venue: Seminar Roometc

- Closing / submission Date: Friday, 26 April 2019
- Estimate appointment date of successful tenderer: Friday, 17 May 2019

11 SUBMISSION OF PROPOSALS

11.1 All proposals are to be sealed. No open proposals will be accepted.

11.2 All proposals are to be clearly marked with the RFP number and the name of the tenderer on the outside of the main package. Proposals must consist of two parts, each of which is placed in a separate sealed package clearly marked:

PART 1: Technical Proposal: RFP No.: **869/26/04/2019**

PART 2: Pricing Proposal, B-BBEE and other Mandatory Documentation:
RFP No.: **869/26/04/2019**

11.3 Proposals submitted by companies must be signed by a person or persons duly authorised.

11.4 The CSIR will award the contract to qualified tenderer(s) whose proposal is determined to be the most advantageous to the CSIR, taking into consideration the technical (functional) solution, price and B-BBEE.

12 DEADLINE FOR SUBMISSION

Proposals shall be submitted at the address mentioned above no later than the closing date of **Friday, 26 April 2019** during CSIR's business hours. The CSIR business hours are between 08h00 and 16h30.

Where a proposal is not received by the CSIR by the due date and stipulated place, it will be regarded as a late tender. Late tenders will not be considered.

13 AWARDING OF TENDERS

13.1 Awarding of tenders will be published on the National Treasury e-tender portal or the CSIR's tender website. No regret letters will be sent out.

14 EVALUATION PROCESS

14.1 Evaluation of proposals

All proposals will be evaluated by an evaluation team for functionality, price and B-BBEE

Based on the results of the evaluation process and upon successful negotiations, the CSIR will approve the awarding of the contract to successful tenderers.

A two-phase evaluation process will be followed.

- The first phase includes evaluation of **elimination** and **functionality criteria**,
- The second phase includes the evaluation of **price** and **B-BBEE** status.

Pricing Proposals will only be considered after functionality phase has been adjudicated and accepted. Only proposals that achieved the specified minimum qualification scores for functionality will be evaluated further using the preference points system.

14.2 Preference points system

The **80/20** preference point system will be used where **80** points will be dedicated to price and **20** points to B-BBEE status.

15 PRICING PROPOSAL

15.1 Pricing proposal must be cross-referenced to the sections in the Technical Proposal. Any options offered must be clearly labelled. Separate pricing must be provided for each option offered to ensure that pricing comparisons are clear and unambiguous.

15.2 Price needs to be provided in South African Rand (excl. VAT), with details on price elements that are subject to escalation and exchange rate fluctuations clearly indicated.

15.3 Price should include additional cost elements such as freight, insurance until acceptance, duty where applicable.

15.4 Only firm prices* will be accepted during the tender validity period. Non-firm prices** (including prices subject to rates of exchange variations) will not be considered.

**Firm price is the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax which, in terms of a law or regulation is binding*

on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;

***Non-firm price is all prices other than “firm” prices.*

15.5 Payment will be according to the CSIR Payment Terms and Conditions.

16 VALIDITY PERIOD OF PROPOSAL

Each **proposal** shall be valid for a minimum period of three (3) months calculated from the closing date.

17 APPOINTMENT OF SERVICE PROVIDER

17.1 The contract will be awarded to the tenderer who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

17.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement CSIR reserves the right to appoint an alternative supplier.

17.3 Awarding of contracts will be announced on the National Treasury website and no regret letters will be sent to unsuccessful bidders.

18 ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this RFP shall be submitted in writing to CSIR at tender@csir.co.za with **“RFP No 869/26/04/2019- The provision of Canteen and Catering Services to the CSIR Stellenbosch campus”** as the subject.

Any other contact with CSIR personnel involved in this tender is not permitted during the RFP process other than as required through existing service arrangements or as requested by the CSIR as part of the RFP process.

19 MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFP must be in English.

20 COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements and specifications of this RFP before submitting proposals. Each tenderer assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. The CSIR is not responsible directly or indirectly for any costs incurred by tenderers.

21 CORRECTNESS OF RESPONSES

- 21.1 The tenderer must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.
- 21.2 The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

22 VERIFICATION OF DOCUMENTS

- 22.1 Tenderers should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by the CSIR in regard to anything arising from the fact that pages are missing or duplicated.
- 22.2 *One hard copy and one electronic copy (CD or USB memory key)* of each proposal must be submitted. In the event of a contradiction between the submitted copies, the hard copy shall take precedence.
- 22.3 Pricing schedule and B-BBEE credentials should be submitted with the proposal, but as a separate document and no such information should be available in the technical proposal.
- 22.4 If a courier service company is being used for delivery of the proposal document, the RFP description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered to the tender box, by the stipulated due date.

23 SUB-CONTRACTING

- 23.1 A tenderer will not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than **25%** of the value of

the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an exempted micro enterprise that has the capability and ability to execute the sub-contract.

- 23.2 A tenderer awarded a contract may not sub-contract more than **25%** of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an exempted micro enterprise that has the capability and ability to execute the sub-contract.

24 ENGAGEMENT OF CONSULTANTS

The consultants will only be remunerated at the rates:

- 24.1 Determined in the "Guideline for fees", issued by the South African Institute of Chartered Accountants (SAICA); or
- 24.2 Set out in the "Guide on Hourly Fee Rates for Consultants", by the Department of Public Service and Administration (DPSA); or
- 24.3 Prescribed by the body - regulating the profession of the consultant.

25 TRAVEL EXPENSES

25.1 All travel expenses for the CSIR's account, be it directly via the CSIR's travel agent or indirectly via re-imburements, must be in line with the CSIR's travel policy. The following will apply:

- 25.1.1 Only economy class tickets will be used.
- 25.1.2 A maximum of R1300 per night for accommodation, dinner, breakfast and parking will be allowed.
- 25.1.3 No car rentals of more than a Group B will be accommodated.

26 ADDITIONAL TERMS AND CONDITIONS

- 26.1 A tenderer shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.
- 26.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.

26.3 In case of proposal from a joint venture, the following must be submitted together with the proposal:

- Joint venture Agreement including split of work signed by both parties;
- The original or certified copy of the B-BBEE certificate of the joint venture;
- The Tax Clearance Certificate of each joint venture member;
- Proof of ownership/shareholder certificates/copies; and
- Company registration certificates.

26.4 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.

26.5 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

27 CSIR RESERVES THE RIGHT TO

27.1 Extend the closing date;

27.2 Verify any information contained in a proposal;

27.3 Request documentary proof regarding any tendering issue;

27.4 Give preference to locally manufactured goods;

27.5 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);

27.6 Award this RFP as a whole or in part;

27.7 Cancel or withdraw this RFP as a whole or in part.

28 DISCLAIMER

This RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the tenderer or any other party in connection therewith.

29 DECLARATION BY TENDERER

Only tenderers who completed the declaration below will be considered for evaluation.

RFP No: 869/26/04/2019.

I hereby undertake to render services described in the attached tendering documents to CSIR in accordance with the requirements and task directives / proposal specifications stipulated in RFP No. **869/26/04/2019** at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the CSIR during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with regards to the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfilment of this proposal.

I declare that I have no participation in any collusive practices with any tenderer or any other person regarding this or any other proposal.

I accept that the CSIR may take appropriate actions, deemed necessary, should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT)
CAPACITY
SIGNATURE
NAME OF FIRM
DATE

WITNESSES	
1
2
DATE:	

30 ANNEXURE A SCORE SHEET TO EVALUATE FUNCTIONALITY**1. COMPANY BACKGROUND/PROFILE OR RESUME (10%)**

	Company profile or resume: Bidder must provide the following; <ul style="list-style-type: none"> • Office address • List of regional branches • Number of years since rendering canteen and catering services
Poor (score 40)	The bidder has provided incomplete information
Satisfactory (score 70)	Completed all information as requested and listed 1 – 3 years' experience rendering canteen and catering services
Good (score 90)	Completed all information as requested and have listed more than 3 branches. Also have more than 3 years rendering canteen and catering services
Very good (score 100)	Completed all information as requested and have more than 5 branches and are more than 5 years rendering canteen and catering services

2. TENDERER'S IN-HOUSE CATERING/ CANTEEN EXPERIENCE (20%)

	Experience of the Firm
Poor (score 40)	Listed no current and completed/signed contract in the last 2 years
Satisfactory (score 70)	Listed 1 - 3 current or completed/signed contracts in the last 2 years
Good (score 90)	Listed 4 - 6 current or completed/signed contracts in the last 2 years
Very good (score 100)	Listed more than 6 current or completed/signed contracts in the last 2 years

3. MANAGEMENT/ OPERATIONAL PLAN (40%)

	<p>Management/ Operational plan</p> <p>Management/ Operational Plan to include the following information:</p> <ol style="list-style-type: none"> 6. Executive Summary 7. Business model 8. Human Capital Plan <ol style="list-style-type: none"> a. Organizational structure indicating all relevant trades and qualifications b. Proposed staff rosters 9. Financial plan – 3 year financial projections 10. Implementation plan/ methodology to include <u>but not limited to</u> <ol style="list-style-type: none"> a. Proposed menu types and options b. Proposed menu cycles c. List of main suppliers d. Equipment required to run operations e. Settling in plan f. High level food safety plan g. Proposed cleaning schedules h. High level waste management plan i. High level risk management plan
<p>Poor (score 40)</p>	<p>The management plan is poor / is unlikely to satisfy the services of canteen and catering services requirements. The management plan is generic and not tailored to address the specific project objectives and requirements. The management plan does not adequately deal with the critical characteristics/ requirements as required by the CSIR.</p>
<p>Satisfactory (score 70)</p>	<p>The management plan is specifically tailored to address the specific canteen and catering services requirements and is sufficiently flexible to accommodate changes that may occur during execution.</p>
<p>Good (score 90)</p>	<p>The management plan meets the required canteen and catering services. Specific requirements for canteen and catering services are outlined.</p>
<p>Very good (score 100)</p>	<p>Besides meeting the “good” rating, the important issues are planned in an innovative and efficient way, indicating that the Tenderer has outstanding knowledge of the business and is sufficiently capable of rendering canteen and catering services to the required CSIR standards.</p>

4. PERFORMANCE ON CURRENT AND COMPLETED/SIGNED CONTRACTS, REFERENCES (10%)

	Performance on current and completed contracts (references)
Poor (score 40)	Less than 3 contactable reference letters. Received poor rating from clients.
Satisfactory (score 70)	3 – 5 contactable reference letters with satisfactory rating by clients.
Good (score 90)	6 – 8 contactable reference letters with satisfactory rating by clients.
Excellent (score 100)	More than 8 contactable reference letters with satisfactory rating by clients.

5. FINANCIAL PLANNING (20%)

	Bank Rating (10%) and Financial Plan
Poor (score 40)	D or Less. Financial plan poorly prepared. Business unsustainable for the duration of the contract.
Satisfactory (score 70)	C Rating. Satisfactory financial plan for three years. Business breaking even for the duration of the contract.
Good (score 90)	B Rating. Good financial plan for three years and profitability / sustainability indicators.
Very good (score 100)	A Rating. Excellent financial plan that indicates the Tenderer's ability to run efficient operations at the same time delivering value to the CSIR.