



GAUTENG
LEGISLATURE
Your View ~ Our Vision

TERMS OF REFERENCE

**APPOINTMENT OF A PANEL OF SERVICE PROVIDERS TO PROVIDE
GAUTENG PROVINCIAL LEGISLATURE WITH
CATERING SERVICES
FOR THE PERIOD OF 24 MONTHS
AS AND WHEN REQUIRED**

1. BACKGROUND

- 1.1. Gauteng Provincial Legislature is a public institution charged with the constitutional mandate of conducting oversight over the Gauteng Executive, law making for, promoting public participation within Gauteng Province and advancing co-operative governance.
- 1.2. Gauteng Provincial Legislature requires catering services for internal and/or external stakeholder meetings when executing its constitutional mandate.

2. INTRODUCTION

- 2.1. Gauteng Provincial Legislature has a need to cater for internal and or external stakeholder meetings held inhouse or at various locations within the 5 (five) regions of Gauteng Province. The five regions are: [CITY OF JOHANNESBURG], [WEST RAND], [SEDIBENG], [EKHURHULENI] and [CITY OF TSHWANE] within the Gauteng Province.
- 2.2. Gauteng Provincial Legislature requires the services of suitable catering service providers to provide the required catering services.
- 2.3. The services rendered will be for the service provider's own account, taking responsibility for all risks including profit/loss or consequences thereof.
- 2.4. The services required must be of a good quality standard in line with applicable health standards.

3. OBJECTIVE

- 3.1. To solicit the services of suitable service providers and appoint the panel of catering service providers for the required services per region within Gauteng Province.
- 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. THE ROLE OF GAUTENG PROVINCIAL LEGISLATURE (GPL)

- 4.1. Monitor the performance of the service provider.
- 4.2. Provide reports on performance of the service provider.

5. THE ROLE OF THE SERVICE PROVIDER

- 5.1. Provide catering service for members, staff, public and stakeholders on behalf of the Gauteng Provincial Legislature as and when required.
- 5.2. Provide catering service on demand by the institution – Gauteng Provincial Legislature and maintain a high level of user satisfaction in line with the service levels.
- 5.3. Provide Gauteng Provincial Legislature with a reliable liaison person or a duly appointed company representative for liaison between the service provider and Gauteng Provincial Legislature.
- 5.4. Provide adequate staff when rendering services required. 5.5. Effectively and efficiently deliver the services as required.
- 5.6. Deliver good quality standard on food offered and services rendered. Gauteng Provincial Legislature reserves the right to take measures upon substandard or poor delivery of services.
- 5.7. Comply with all legislative and relevant industry prescripts for the provision of a catering service, including, but not limited to, the certification of acceptability for food, premises, hygiene and associated industry safety requirements including the transportation and serving of food.
- 5.8. Bear all risks associated with rendering services and or consequences thereof.

6. SCOPE OF WORK

- 6.1. **General Scope Requirements**
 - 6.1.1. Provide catering services including transportation of food to the required location or premises.

- 6.1.2. Provision of the required catering services should comply with all statutory health and food safety requirements, e.g. HACCP (Hazard Analysis Critical Point), as well as considerations of food hygiene and the transportation of foodstuffs.
- 6.1.3. The successful service providers should always be in possession of a valid certificate of acceptability (Health Certificate) issued by a competent authority with jurisdiction in the area where the relevant services are provided.

6.2. **Catering Service Requirements**

- 6.2.1. The successful service provider is required to provide catering services at the following regions within the Gauteng Province:
- 6.2.1.1. City of Johannesburg
 - 6.2.1.2. West Rand
 - 6.2.1.3. Sedibeng
 - 6.2.1.4. Ekurhuleni
 - 6.2.1.5. City of Tshwane
- 6.2.2. Panel of service providers will be appointed per region that the service provider's business is operating in.
- 6.2.3. Provide catering services as when required and on rotation basis for the appointed panel.

6.3. **Catering Menu**

- 6.3.1. The successful service provider will be required to provide good quality catering services based on the following categories of catering menu:

6.3.1.1. **Committee Meetings Menu**

MENU OPTIONS	SANDWICH BREAKFAST	HOT BREAKFAST	HEALTH BREAKFAST
[08h00 to 11h00]	<p><i>Tea & Coffee</i></p> <p><i>Orange & Fruit Cocktail Juice (250ml)</i></p> <p><i>Cocktail muffins</i></p> <p><i>Scones (Plain & Bran)</i></p> <p><i>Sandwiches</i></p> <p><i>Butter (8g) Jam (5g) Cheese (15g), per person for scones</i></p>	<p><i>Tea AND Coffee</i></p> <p><i>Orange AND Fruit Cocktail Juice (250ml)</i></p> <p><i>White Toast AND Brown Toast</i></p> <p><i>Scrambled Eggs</i></p> <p><i>Bacon and 2 x Sausages</i></p> <p><i>Fried Mushrooms and Fried Tomatoes</i></p>	<p><i>Tea AND Coffee</i></p> <p><i>Orange AND Fruit Cocktail Juice (250ml)</i></p> <p><i>Yoghurt, Fruit Salad AND Muesli</i></p> <p><i>Cocktail Muffins AND Bran Muffins</i></p>
LUNCH OPTIONS	LUNCH		
[15h00 to 17h00]	<p><i>2 x Proteins (150g each) [Beef/ Chicken/Fish/Mutton]</i></p> <p><i>2 x Starch (120g each)</i></p> <p><i>2 x Veggies (80g each)</i></p> <p><i>2 x Salad (80g)</i></p> <p><i>Drinks</i> [100% fruit juice (500ml) or 330ml fizzy drink]</p>		

IMPORTANT NOTES:

The breakfast and lunch meals for Committee meetings must be served in plates using service provider's cutlery. The service provider must provide sachets of salt, pepper, tomatoes sauce, serviette and toothpicks. The weight is based on cooked meals

6.3.1.2. **Public Participants Menu**

MENU OPTIONS	SANDWICH [Breakfast Pack]

[08h00 to 11h00]	<p>Tea & Coffee Orange & Fruit Cocktail Juice (250ml) Cocktail muffins Scones (Plain & Bran) Sandwiches Butter (8g) Jam (5g) Cheese (15g), per person for scones</p>
LUNCH OPTIONS	LUNCH [Lunch Pack]
[15h00 to 17h00]	<p>2 x Proteins (150g each) [Beef/ and Chicken] 2 x Starch (120g each) [Pap, Rice, Samp or Dumbling] 2 x Veggies (80g each) 1 x Salad (80g) <u>Drinks</u> [100% fruit juice (500ml) or_330ml fizzy drink]</p>

IMPORTANT NOTES:

The breakfast and lunch meals for public participants must be served in polystyrene foam boxes with plastic spoons with sachets of salts, peppers, tomatoes sauce, serviette and toothpicks issued with the take away. The weight is based on cooked meals

6.3.2. Gauteng Provincial Legislature reserves the right to change the menu. Any changes to the existing menu will be within catering rates provided.

6.4. **Catering Rates:**

6.4.1. The service provider will be required to charge as per catering rates provided by Gauteng Provincial Legislature.

6.4.2. Catering rates are fully inclusive of all the costs incurred by the service provider in rendering catering services required.

6.4.3. Catering rates provided are as follows:

6.4.3.1. **Committee Meetings Rates**

MENU OPTIONS	SANDWICH BREAKFAST RATE	HOT BREAKFAST RATE	HEALTH BREAKFAST RATE
Breakfast Rates	R70	R85	R85
LUNCH OPTIONS	LUNCH RATE		
Lunch Rates	R135		

IMPORTANT NOTES:

The breakfast and lunch meals for Committee meetings must be served in plates using service provider's cutlery. The service provider must provide sachets of salt, pepper, tomatoes sauce, serviette and toothpicks. The weight is based on cooked meals

6.4.3.2. **Public Participants Rates**

MENU OPTIONS	SANDWICH [Breakfast Pack]
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Breakfast	R70
LUNCH OPTIONS	LUNCH [Lunch Pack]
Lunch	R120

IMPORTANT NOTES:

The breakfast and lunch meals for public participants must be served in polystyrene foam boxes with plastic spoons with salts, peppers, tomatoes sauce and serviette sachets issued with the take away. The weight is based on cooked meals

- 6.4.4. Catering rates will be fixed for the duration of the agreement. Successful service providers will not be allowed to apply for any catering rates adjustment at any given stage.
- 6.4.5. Catering rates will be reviewed by the Gauteng Provincial Legislature on annual basis based on acceptable pricing standards considering relevant and applicable rates increase factors.
- 6.4.6. The reviewed catering rates will be binding on all service providers appointed in the panel of catering service providers.
- 6.5. **Catering Staff**
- 6.5.1. The service provider must have competent and professional staff to deliver required services.
- 6.5.2. The service provider must have enough staff members present during tea and lunch breaks to serve and attend to guests, and they should be clearly visible and preferably in neat presentable uniform.
- 6.5.3. The staff must abide by Gauteng Legislature's rules at all times.
- 6.5.4. Gauteng Provincial Legislature reserves the right to remove on site any service providers staff members found not abiding by the institutions rules.
- 6.6. **Catering Equipment & Food Transportation**
- 6.6.1. Provide the Gauteng Provincial Legislature with the required catering services using service provider's own catering equipment.
- 6.6.2. The catering equipment must meet relevant and applicable occupational hygiene standards.
- 6.6.3. The service provider must comply with all the relevant and applicable standards, laws and regulations governing healthy, safe and hygiene transportation of food for catering purposes.
- 6.6.4. It is the responsibility of the service provider to look after their own equipment on site.
- 6.7. **Financial Management**
- 6.7.1. The service provider must implement the rates as provided by the institution (Gauteng Provincial Legislature) as per section 6.4 of this document.
- 6.7.2. The service provider is responsible for consolidation of invoices and supporting documents to be provided to Gauteng Provincial Legislature at the agreed time (e.g. weekly).

7. KEY ASSUMPTIONS

- 7.1. The service provider has adequate experience to provide good quality catering services to Gauteng Provincial Legislature.
- 7.2. Successful service provider/s will deliver good quality catering services and adhere to health and safety standards always.
- 7.3. Gauteng Provincial Legislature reserves the right to use the services of service providers outside the appointed panel.

8. PERIOD OF THE ASSIGNMENT

- 8.1. The assignment is for a period of two (2) years.

9. REQUIRED COMPETENCIES

- 9.1. **Exempted Micro Enterprises** (6 months - 24 months experience) 9.1.1. Adequate experience in providing good quality catering services.
9.1.2. Adequate experience in the catering industry.
9.1.3. Proper certification to offer catering services
- 9.2. **Exempted Micro Enterprises** (3 - 5 years' experience)
9.2.1. Good experience in providing good quality catering services.
9.2.2. Good experience in the catering industry.
9.2.3. Proper certification to offer catering services

10. PREQUALIFYING CRITERIA

- 10.1. Minimum BBEE Status Level 3 of Contributor
[Provide valid proof of BBEE Status]
- 10.2. EME (Exempted Micro Enterprises) who are:
10.2.1. Youth or
10.2.2. People with disabilities or
10.2.3. Women
[Provide valid proof of Exempted Micro Enterprise]
- 10.3. Service providers who do not meet prequalifying criteria will not be considered.

11. MINIMUM REQUIREMENTS

- 11.1. Valid food serving license – health certificate (certificate of acceptability for food premises)
[Provide a valid health certificate]
- 11.2. Six (6) to Twenty-Four (24) months experience in rendering catering services [Provide company profile detailing services provided by the company. Provide a list of projects including project period, project value, client name and corresponding references to demonstrate years of experience in providing catering services]
- 11.3. Three (3) years in rendering catering services in a corporate or public-sector environment.
[Provide company profile detailing services provided by the company. Provide a list of projects including project period, project value, and client name and references to demonstrate years of experience in providing catering services]
- 11.4. Service providers who do not meet minimum requirements will not be considered for the evaluation stage.

12. 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: Pre-qualification functionality criteria
- Evaluation Stage Three: 80/20 preference point system

12.1. **Administrative Compliance**

12.1.1. 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.

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

12.2. **Functionality Evaluation Criteria**

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

12.2.2. Service Providers who score 70 (average) points and above will be considered for phase 2 of the evaluation. Failure to meet the minimum threshold of 70 points will result in automatic disqualification.

FUNCTIONALITY EVALUATION CRITERIA	DESCRIPTION	SCORE	WEIGHT																		
Company Experience Experience of the service provider in the catering industry. [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]	Emerging Companies 6 – 24 months experience of the service provider in providing catering services	<table border="1"> <thead> <tr> <th>Experience</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>6 – 24 months</td> <td>Between 5 - 20 points</td> </tr> </tbody> </table>	Experience	Score	6 – 24 months	Between 5 - 20 points	20														
	Experience	Score																			
6 – 24 months	Between 5 - 20 points																				
Experienced Companies 3 – 5+ years' experience of the service provider in providing catering services	<table border="1"> <thead> <tr> <th>Experience</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>3 years</td> <td>12 points</td> </tr> <tr> <td>4 years</td> <td>16 points</td> </tr> <tr> <td>5+ years</td> <td>20 points</td> </tr> </tbody> </table>	Experience	Score	3 years	12 points	4 years	16 points	5+ years	20 points												
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3 years	12 points																				
4 years	16 points																				
5+ years	20 points																				
Quality of Performance 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]	Emerging Companies 3 - 10 client or customer reference letters	<table border="1"> <thead> <tr> <th>Experience</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>3 references</td> <td>6 points</td> </tr> <tr> <td>4 references</td> <td>8 points</td> </tr> <tr> <td>5 references</td> <td>10 points</td> </tr> <tr> <td>6 references</td> <td>12 points</td> </tr> <tr> <td>7 references</td> <td>14 points</td> </tr> <tr> <td>8 references</td> <td>16 points</td> </tr> <tr> <td>9 references</td> <td>18 points</td> </tr> <tr> <td>10 references</td> <td>20 points</td> </tr> </tbody> </table>	Experience	Score	3 references	6 points	4 references	8 points	5 references	10 points	6 references	12 points	7 references	14 points	8 references	16 points	9 references	18 points	10 references	20 points	20
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Locality Service provider's business enterprises within the applicable region with Gauteng Region.	Affidavit or utility bill issued within the last three months as proof of business address	20	20																		
Professional Affiliation [Provide proof of membership or affiliation with a Hospitality Body]	Membership of Hospitality Body	5	5																		
Service providers who have not done business with Legislature	Service providers who have not done business with Legislature	5	5																		
Total Points			70																		

Threshold	60
Conducting Due Diligence [Company Site Visits]	
Gauteng Provincial Legislature will conduct site visits for physical assessment of Health & Safe Environment, Company Demonstration and Food Quality. Service providers will be evaluated out of 30 points for due diligence and are required to achieve a minimum threshold of 10 points out of 20 points to make it to the next phase of evaluation (80/20 preference score evaluation stage). Failure to meet required threshold will disqualify the service provider to proceed to stage three (3) of evaluation.	
Total Points	30
Threshold	25
OVERALL COMBINED POINTS	
OVERALL COMBINED THRESHOLD	85
The overall combined score must be equal or above 80 points to proceed to stage 3 (three), preference score evaluation phase. However, service providers will still be required to meet the threshold of 10 points on due diligence even if their overall combined threshold may be 80 or exceed 80 points. Failure to meet the required threshold of 10 points for due diligence will disqualify the bidder's proposal to proceed to stage 3 (three) of evaluation.	

12.3. 80/20 Preference Score System

EVALUATION CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Price	Detailed budget breakdown	80
B-BBEE (Status Level Verification Certificate)	B-BBEE Level Contributor	20
TOTAL		100