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**DIRECTORATE: DEMAND AND ACQUISITION MANAGEMENT**

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**Ref No: RFQ2023/12/030**

**Request for Proposal**

**The Eastern Cape Department of Education (ECDOE) seeks to appoint the services of a service provider for the Provision of Canteen Services at Head Office - Zwelitsha for a period of 2 years with an option to extend for a period of 12 months subject to satisfactory performance.**

**1. Introduction**

The Department of Education's Head Office – situated in Zwelitsha has a fully fitted equipped canteen and is looking for a suitably qualified service provider to manage and provide full canteen services.

**2. Problem Statement**

The Department currently has a staff complement of +/- 1200 people at the Head Office. In the absence of catering services within the premises, staff is compelled to move in and out of the premises to buy food from the local vendors outside. This tends to compromise discipline within the Department and leads to disruptions of service delivery.

The Department has a facility (as described in paragraph 10.1) that can be utilized by the prospective service provider to provide foodstuff to staff members. The facility can also be utilized for the provision of catering services for departmental meetings and workshop as and when required.

### **3. Overall Goals / Objectives**

- 3.1 The service provider must provide freshly prepared nutritious and healthy meals, snacks, soft drinks, sweets etc. to staff members and departmental clientele from Mondays to Fridays.
- 3.2 When the need arises, the service provider may provide catering services for meetings and workshops organized by all Directorates at Head Office, according to a mutual agreed upon menu that will be discussed with the service provider.
- 3.3 If there is a specific or special request from the department, a mutually agreed upon subsidy will be discussed to cover the possible extra costs to be incurred by the service provider.

### **4. Scope of Work**

- 4.1. The successful service provider will:
  - 4.1.1 Sell snacks, drinks, foodstuff, and cooked lunch to staff members and or visitors at market related prices.
  - 4.1.2 Prepare meals on site utilizing the departmental equipment.
  - 4.1.3 Ensure sufficient stock levels and that warm meals are served.
  - 4.1.4 **Ensure that the canteen is open before 7h30 to 8h00, Breakfast is ready and served at 10h00 to 10h15 and lunch is available at 13h00 to 13h45 and must adhere to opening and closing times to minimize staff disruption.**
  - 4.1.5 Provide own crockery and cutlery.
  - 4.1.6 Repair and replace, at own cost, departmental equipment of similar model and/ or the same quality if broken whilst in their possession.
  - 4.1.7 Ensure at all times that the premises are clean and hygienic. The department reserve the right to conduct random spot checks by health and safety officers to assess compliance to hygiene and food safety standards.
  - 4.1.9 Be responsible for the fumigation and pest control services in the kitchen and dining area.
  - 4.1.10 Ensure refuse are collected and placed in an area/container allocated for this purpose.
  - 4.1.11 Provide qualified and competent staff for the cooking, preparation and serving of meals.
  - 4.1.12 Submit a detailed proposal for a pre-paid system to minimise cash transactions within the premises.
  - 4.1.13 Ensure staff on site is always under supervision.

## **5. Additional Requirements**

- 5.1. To ensure the quality of services rendered and to exercise control over the service provider's employees, it is expected that the prospective service provider assign a Project Manager for this project.
- 5.1.2 The Project Manager is to liaise and submit a monthly report to the Deputy Director: Contract Management.
- 5.1.3 A monthly meeting will be held to discuss the report and any other issues arising during the course of the month.
- 5.1.4 The service provider must submit proof of liability insurance/cover of not less than R2 000 000.

## **6. Track Record and Reference**

- 6.1. Proposal must include details of **at least one previous successful contract**, in another institution be it government or private sector of a similar nature and indicate the following:
  - 6.1.1 Duration of contract
  - 6.1.2 Start and End Dates of Contract
  - 6.1.3 Number of employees and supervisors used.
  - 6.1.4 The company names (Clients).
  - 6.1.5 Contact persons and contract numbers of client(s).
  - 6.1.7 A reference letter from the client stating in detailed they type of services that were rendering indicating successes and challenges.
- 6.2. Failure to comply with all the requirements stated in paragraph six (**6**), will render your application non-responsive.

## **7. Administrative Compliance**

The following documentation must be attached to the proposal and failure to attach all the documentation stated below will render the proposal non-responsive.

- Compliant CSD Report
- CIPRO certificate.
- Directors certified ID copies.
- Fully completed SBD 4,

## **8. Capacity Requirements**

- 8.1. The service provider must submit a comprehensive proposal demonstrating how the canteen will be run and how will they maintain high standard of hygiene levels. The proposal must include suggested or proposed variety of menus including market related prices.
- 8.2. The service provider must clearly outline in the proposal the pre-paid system that will be utilized to minimize cash transaction within the premises.
- 8.3. The proposal must clearly outline the level of experience of staff members, attach CV with certified qualifications. Please note that the experience must be relevant to this service i.e., chef, project manager, waitress /waitrons etc.
- 8.4. The service provider / company must have 2-5 years' experience in this area of work.
- 8.5. The service provider must also provide proof of financial capacity and be willing to start with immediate effect upon appointment.
- 8.6. Proposals must be strictly submitted on or before the closing date by 11h00 as no late proposals will be accepted.
- 8.7. Failure to meet all the requirements stated on paragraph eight (**8**) will render your proposal non-responsive.

## **9. Duration Of Contract**

- 9.1. The prospective supplier shall render the service for a period of **two (2) years** which may be extended for a further period of **one (1) year** subject to satisfactory performance.
- 9.2. The Department reserves the right to terminate the contract with immediate effect should there be cases of food poisoning, poor hygiene levels and the quality of the food deteriorate.
- 9.3. At the end of the contract the department reserves the right to withdraw or extend the services by giving one month written notice.

## **10. Equipment in the Canteen**

- 10.1 The Department has already furnished the premises with high standard equipment such as industrial fridges, micro-wave ovens and hobs, deep fryers, coffee machine, tables and chairs. (the detailed list will be provided to the recommended service provider)

10.2 It is the responsibility of the service provider to exercise due care when operating the equipment, should any damage/s occur while the equipment is in use by the service provider, the service provider shall be responsible for repairs or replacement with the same quality.

**11. Special Conditions**

11.1 Staff should wear clean aprons, head coverings, and gloves at all times.

11.2 Service Provider must comply with the Basic Conditions of Employment Act and all relevant legislation.

11.3 The successful service provider will be required to Sign a Service Level Agreement with the Department before commencement of the service.

11.4 Food products must be source from reputable wholesalers and must be always fresh.

**11.5 Quantities to be bought will depend on what the staff purchase.**

**11.6 The ECDoE can therefore not give any guarantees on quantities required.**

**12. Functionality**

The total functionality score is 100 points for service providers to qualify they must achieve 75 points anything below 75 points will be a disqualification.

Requirements/ Functions	Weight	Points
<b><u>Total</u></b>	<b>100</b>	
Management of Canteen	<b>10</b>	
Menu	<b>20</b>	
Company Experience	<b>15</b>	
Staff Experience	<b>20</b>	
Pre-paid System	<b>15</b>	
Financial Capacity	<b>10</b>	
Reference Letters	<b>10</b>	

### **13. Enquiries**

Enquiries must be in writing and should be directed to the Supply Chain Management Unit.

The following officials should be contacted:

#### **Mrs. J. Jacobs**

Telephone: 040-608 4091

Email: [jeni.jacobs@ecdoe.gov.za](mailto:jeni.jacobs@ecdoe.gov.za)

#### **Mr. S. Tonisi**

Telephone: 040-608 4346

Email : [sinethemba.tonisi@ecdoe.gov.za](mailto:sinethemba.tonisi@ecdoe.gov.za)

Proposals must be in sealed envelopes, clearly marked with the relevant reference number, deposited in the tender box at the entrance of the ECDoE Steve Tshwete Complex, Zwelitsha Main Building on or before the 12<sup>th</sup> of December 2023 not later than **11h00. No late submissions will be accepted.**

**Important!!!!**

**No emails or Faxes will be accepted**