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## REQUEST FOR PROPOSAL

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**APPOINTMENT OF PANEL OF SERVICE PROVIDERS FOR THE PROVISION OF  
CATERING SERVICES AT THE HOUSING DEVELOPMENT AGENCY FOR THE  
PERIOD OF TWELVE (12) MONTHS,  
25<sup>TH</sup> FLOOR EMBASSY BUILDING, 199 ANTON LEMBEDE STREET, DURBAN  
4001**

**RFP/KZN/2019/001**

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**PROPOSALS TO BE SUBMITTED BY  
NOT LATER THAN  
FRIDAY 12 NOON ON 11<sup>TH</sup> OCTOBER 2019**

## TERMS OF REFERENCE

### **Appointment of Panel of Service Providers for the Provision of Catering Services at the Housing Development Agency, 25<sup>th</sup> Floor Embassy Building, 199 Anton Lembede Street, Durban 4001**

#### **1. INTRODUCTION**

The Housing Development Agency (HDA) is a national public development agency established by an Act of Parliament (Act 23 of 2008). The HDA promotes sustainable communities by making well-located land and buildings available for the development of housing and human settlements. As an organ of state, the HDA is accountable through its board to the Minister of Human Settlements. Visit [www.thehda.co.za](http://www.thehda.co.za) for more information.

As an organ of state, the HDA is accountable through its board to the Minister of Human Settlements. Visit [www.thehda.co.za](http://www.thehda.co.za) for more information. The HDA's legislative mandate is growingly becoming important owing to the land question occupying the central position of engagement across the government, the country and communities at large. With expanding responsibility, comes growth in the number of employees and the business environment.

In order to promote efficiency and effectiveness of resources in carrying out its business, the HDA would like to appoint a panel of catering service providers for a period of twelve (12) months to provide catering services to the HDA activities, meetings and functions on an as-and-when-needed basis.

#### **1.1 SERVICES AND LOCATION**

The Provision of catering service providers will provide catering to specific meetings, events and functions of the HDA KZN Office in **25<sup>th</sup> Floor, Embassy Building 199 Anton Lembede Street, Durban 4001** and will enter into a Service Level Agreement for a period of twelve (12) months.

#### **2. OBJECTIVE OF THE INITIATIVE**

One of the strategic objectives is to enhance customer services and service delivery. In doing so, it is essential to provide catering support service to the HDA in order to achieve the goals and objectives of the organisation. It is therefore essential that the services contracted are of a high quality, efficient and effective in meeting such goals.

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

In the rendering of this catering service, the HDA caters for a minimum of between 10 – 60 people at any given time.

All service providers will be required to adhere to the following terms and conditions:

- 3.1 Be able to cater for all kinds of meals and serve a Haalal/ Kosher/ Vegan/ lactose intolerant and/or special needs catering services to specific a meetings/ functions/ events,
- 3.2 Ensure that the meals provided are of high quality standard,
- 3.3 Ensure that they are able to deliver meals at the specified venue within the specified time,
- 3.4 Provide menus for meals to be prepared beforehand for approval.

The primary objective is to provide a service of high quality in all kinds of meals and Halal/ Kosher/ Vegan/ lactose intolerant and or special needs fresh meal on a timeous basis. Service Providers will be expected to provide a menu and quote the HDA on a given request. Service providers must be able to provide meals within 12 hours of appointment

### **4. EXPECTED DELIVERABLES**

- 4.1 Provide a catering service for the internal meetings and war room functions on request.
- 4.2 Delivery of meals to the internal meetings & war room functions within the prescribed time frames.
- 4.3 Provide meals in a well-organised and prepared manner.
- 4.4 Provide adequate catering equipment, cutlery and crockery that may not cause any health hazards.
- 4.5 The HDA reserves the right to obtain catering for special functions from other local suppliers.
- 4.6 The service provider shall at all times ensure that all staff is neatly clothed in uniforms (with the company logo) with necessary protective equipment which shall include but not limited to headgear, shoes and hand gloves.
- 4.7.1 All areas of the kitchen and serving area to be always kept clean
- 4.8 Clean meeting rooms after meetings

#### 4 PREPARATION AND STANDARDS

- 4.1 The meals/beverages served will be of high quality and prepared in a clean and hygienic manner in accordance with all health and safety regulations.
- 4.2 Service provider must apply healthy menu options and offer variety for vegetarians and Halaal/ Kosher/ Vegan/ lactose intolerant and/or special needs foods amongst others.
- 4.3 The service provider will provide all necessary catering equipment food warmer, crockery, hand towels, toothpicks and cutlery etc, for the execution of the work.
- 4.4 The service provider must always have a person stationed at the serving station during the specified times.

#### 5. ACCESS TO PREMISES

Access to premises will be through the delivery entrance of the building which the security guard will designate on the day.

#### 6. INDEMNITY

The service provider shall indemnify Housing Development Agency against any claim for compensation in terms of Workmen's Compensation legislation for any loss which the Contractor is liable; and

Any claim by any employee of the service provider for any loss or damage resulting from any bodily injury and/or damage to property caused by cleaning staff.

#### 7. EVALUATION PROCESS

In order to facilitate a transparent selection process that allows equal opportunity to all applicants, the HDA has a policy for the appointment of consultants that will be adhered to. Proposals will be evaluated in terms of the prevailing supply chain policy applicable to the HDA and it should be noted that:

- 7.1 The benchmark of minimum **70 points** out of 100 points on technical capability will be the cut off to qualify for further evaluation. The general methodology of selection will that proposals will be evaluated on their technical ability to perform the task. **Any proposals scoring below 70 of the points noted in the table below will be disqualified.**
- 7.2 Those that qualify will be assessed using the **80:20** formula for Price and B-BBEE as per the PPPFA.

**Table 1 – Evaluation Criteria on Functionality or Technical Abilities**  
**EVALUATION CRITERIA**

**HDA APPLIES THE PROVISIONS OF THE PREFERENTIAL PROCUREMENT POLICY  
 FRAMEWORK ACT, NO 5 OF 2000 and Preferential Procurement Regulations, 2011.**

**Functionality: 100**

<b>CRITERIA</b>	<b>SUB-CRITERIA</b>	<b>WEIGHTING/ POINTS</b>
Company Profile and Organisational capacity	Submission of detailed company profile including Capacity, Management, Operational Staff, etc. <b>(20 Points)</b>	<b>20</b>
Bidders experience relevant to the assignment	The service providers must demonstrate their experience in similar assignments and must illustrate their understanding of the services required <b>(30 Points)</b> . <ul style="list-style-type: none"> <li>• 5 or more relevant letters of appointment or reference letters (30 Points)</li> <li>• 4 relevant letters of appointment or reference letters (20 Points)</li> <li>• 3 relevant letters of appointment or reference letters (15 Points)</li> <li>• 2 relevant letters of appointment or reference letters (10 Points)</li> <li>• 1 relevant letters of appointment or reference letters (5 Points)</li> </ul>	<b>30</b>
Location of premises on which food is prepared	<ul style="list-style-type: none"> <li>• Kitchen premises within 15km radius from 199 Anton Lembede Building in Durban – 30 Points</li> <li>• Kitchen premises within 20km radius from 199 Anton Lembede Building in Durban – 20 Points</li> <li>• Kitchen premises within 25km radius from 199 Anton Lembede Building in Durban – 15 Points</li> <li>• Kitchen premises within 30km radius from 199 Anton Lembede Building in Durban – 10 Points</li> <li>• Kitchen premises within 35km radius from 199 Anton Lembede Building in Durban – 5 Points</li> </ul>	<b>30</b>
Approach and Methodology	The bidder should demonstrate their approach and methodology from receiving a request for quotation, preparing, delivery and service <b>(20 Points)</b>	<b>20</b>
<b>TOTAL</b>		<b>100</b>

The following criteria will be used for points allocation for price and B-BBEE compliance on a **80/20** point system:-

**Table 2 – Price and B-BBEE**

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Price	Detailed Budget Breakdown	80
B-BBEE Status Level Verification Certificate from accredited verification agencies.	B-BBEE Level Contributor	20
<b>TOTAL</b>		<b>100</b>

## 8. GENERAL

### 8.1 Below are compulsory requirements for this service

8.1.1 It is important to note that the successful person will work under the supervision of a HDA representative, abide by HDA's Code of Conduct, and other organizational guidelines.

8.1.2 Kindly complete and submit the following **COMPULSORY DOCUMENTS** with your proposal:

- Registration with the National Treasury Central Supplier Database(CSD Report), if not yet registered use the following link to register : <https://secure.csd.gov.za/>
- SBD Forms (**SBD4, SBD6.1, SBD8 and SBD9**) obtainable from HDA Website: [www.thehda.co.za/procurement](http://www.thehda.co.za/procurement). Under compliance checklist.
- **Valid and Original or Certified B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA.**

9 Further information regarding supply chain matter and queries can be sent via email to: [Jennifer.Monareng@thehda.co.za](mailto:Jennifer.Monareng@thehda.co.za) or at Tel: 011 544 1000

10 Further information regarding technical matters and queries can be sent via email to: [Ntobeko.Ngubo@thehda.co.za](mailto:Ntobeko.Ngubo@thehda.co.za) or at Tel: 031 335 7300.

11 All quotations/price proposals must be valid for the duration of the service.

12 Service Provider must comply with the Occupational Health & Safety Act No 85 of 1983.

**13 All electrically operated equipment supplies and materials should be registered with the South African Bureau Standards.**

**14 TERMS AND CONDITIONS**

14.1 HDA undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.

14.2 No payment will be made where there is an outstanding information/work by the service provider/s.

**15 SUBMISSION OF PROPOSAL**

15.1 Proposals should be submitted on or before the **11<sup>TH</sup> OCTOBER 2019** by no later than **12h00** to the following address:

**The Procurement Officer  
The Housing Development Agency  
Block A, 6-10 Riviera Road, Killarney, 2193  
Tel: 011 544 1000**

15.2 The selection of the qualifying proposal will be at the HDA's sole discretion. The HDA does not bind itself to accept any particular bid/proposal, and the HDA reserves the right not to appoint the service provider.