

**GORDON INSTITUTE OF BUSINESS SCIENCE**

**PROVISION OF COFFEE SHOP AND TAKEAWAY CATERING SERVICES – RFP NUMBER 2018/101**

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**GORDON INSTITUTE OF BUSINESS SCIENCE**

**A division of the University of Pretoria**

<b>RFP TITLE</b>	<b>PROVISION OF COFFEE SHOP AND TAKEAWAY CATERING SERVICES AT THE ILLOVO CAMPUS</b>
<b>RFP NUMBER</b>	2018/101
<b>CLOSING DATE</b>	Monday 24 September 2018
<b>CLOSING TIME</b>	16:00 (South African Standard Time)
<b>ADDRESS</b>	26 Melville Road, Illovo, Johannesburg
<b>EMAIL</b>	<a href="mailto:cateringrfp@gibs.co.za"><u>cateringrfp@gibs.co.za</u></a>
<b>WEBSITE</b>	<a href="http://www.gibs.co.za"><u>www.gibs.co.za</u></a>

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#### **1. REQUEST FOR PROPOSAL (RFP) NOTICE**

- 1.1 Interested parties are required to lodge their RFP response (proposal) by Monday 24 September at 16:00.
- 1.2 Responses must be delivered to the Illovo Hotel, 22 Melville Road, Illovo, Sandton.
- 1.3 An information session will be held at the Gordon Institute of Business Science (GIBS) on Tuesday 18 September 2018. The session is to commence at 10:00. Interested parties are to send questions by email ([cateringrfp@gibs.co.za](mailto:cateringrfp@gibs.co.za)) in advance. Questions will only be answered at the information session.
- 1.4 Five identical hard copies of the proposal must be submitted.
- 1.5 Proposals must be contained in a single sealed envelope and addressed to the Catering RFP Evaluation Committee, with the RFP number clearly indicated on the envelope.
- 1.6 Respondents will be required to acknowledge their proposal submission by signing a submission register.
- 1.7 Respondents will receive a receipt in acknowledgement of their submission.
- 1.8 Proposals to the RFP are confidential and will not be shared with third parties who are not involved in the evaluation of the proposal.
- 1.9 Respondents who have not received notification from GIBS by Monday 8 October 2018 should consider their proposal unsuccessful.
- 1.10 The successful applicant will be notified by Wednesday 7 November 2018.
- 1.11 The committee's decision is final.
- 1.12 GIBS reserves the right, should it so decide to:
  - 1.12.1 not appoint a service provider;
  - 1.12.2 cancel this RFP; and
  - 1.12.3 reissue an amended RFP.
- 1.13 GIBS will not be responsible for the cost of preparation and submission of any proposals.
- 1.14 The information in this document may only be used for the development and preparation of a proposal to this RFP. GIBS' consent is required for the use of this document and information for any other purpose.

#### **2. OFFERING REQUIRED**

The purpose of this engagement is for a service provider to provide the specified catering services on the GIBS Campus in Illovo. This is to be done within the relevant statutory requirements.

- 2.1 The provision of services includes, but is not limited to:
  - 2.1.1 a sit-down coffee shop and takeaway 7 (seven) days a week. Such coffee shop and takeaway is used by visitors to the Campus, students (outside of the catering they will have received through their participation in a programme) and staff; and
  - 2.1.2 the provision of breakfasts and dinners for guests of the on-campus hotel.
- 2.2 The service provider is to maintain:
  - 2.2.1 appropriately qualified staff in sufficient numbers to render the services required at the required service levels;
  - 2.2.2 superior hygiene and food production practices in compliance with all relevant statutory requirements and industry best practice;

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- 2.2.3 good upkeep and good housekeeping of all food production and service areas; and
- 2.2.4 procurement of superior-grade food, ingredients and consumables.

2.3 The service provider will not be required to:

- 2.3.1 hold a liquor licence;
- 2.3.2 make any capital investment (except in the case of a franchise); and
- 2.3.3 make financial provision for fittings, furniture and equipment (except in the case of a franchise).

### **3. DETAILED DESCRIPTION OF REQUIREMENTS**

#### **3.1 Operating times and dates**

- 3.1.1 The GIBS Campus in Illovo operates 7 (seven) days a week, including outside of normal office hours. The Campus is usually closed for business on the days between Christmas and New Year. As a norm, the coffee shop is closed by the proprietor from 15 December to the end of the first week in January.
- 3.1.2 The service provider will be required to provide some takeaway services over most public holidays, for limited hours.

#### **3.2 Clientele**

- 3.2.1 The coffee shop and takeaway services guests and visitors to the Campus, those students and delegates who have food and beverage needs outside of the catering they receive as part of programmes, and staff. The venue is used extensively as a business meeting place by faculty, alumni, other visitors, guests of the School and staff. The School undertakes to work with the successful applicant to help promote the service within the School's broader community. An estimate of the business volumes is available in Appendix A (Anticipated Foot Traffic Volumes).

#### **3.3 GIBS' Food Philosophy, Mission and Values**

The service provider should be cognisant of the Food Philosophy, Mission and Values of the School.

#### **3.4 GIBS' Food Philosophy**



- 3.4.1 At GIBS, we believe that food matters: it offers an opportunity to improve individual and organisational performance through improved energy levels, enhanced concentration,

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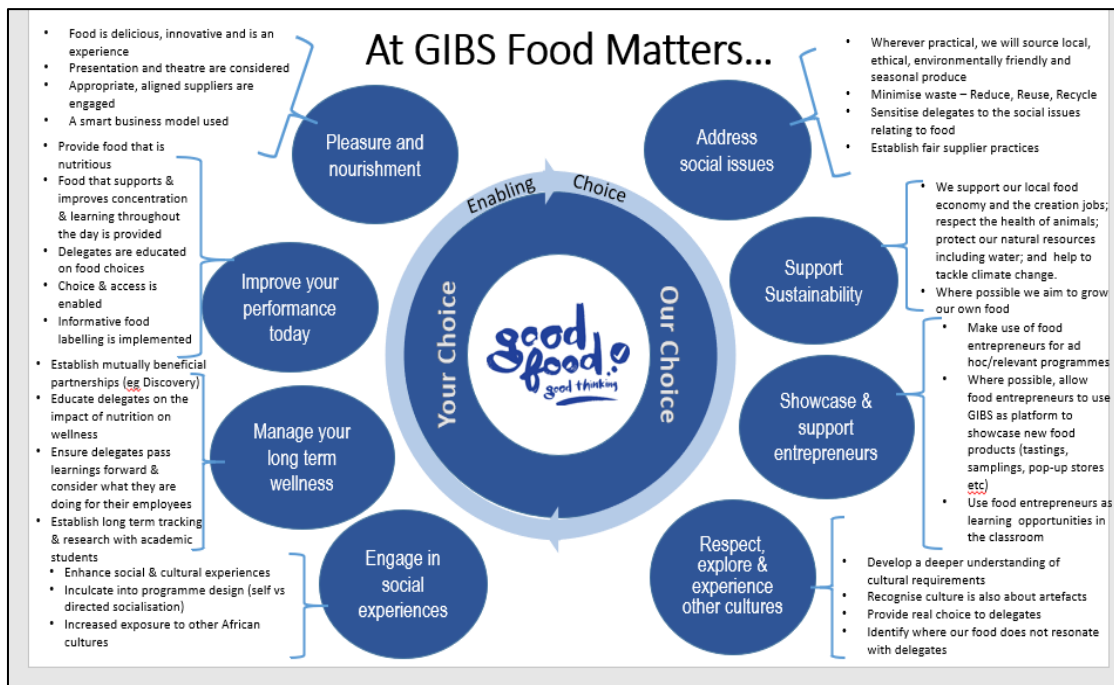
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better learning, exceptional thinking and long-term wellness. We believe that it offers opportunities to learn about the business and ethics of food and is an opportunity to support entrepreneurs and address social issues. The occasions during which we eat allow us to socialise and experience other cultures, whilst offering both nourishment and pleasure.

#### 3.5 Food principles we value and respect:

- 3.5.1 our students and delegates' long-term wellness;
- 3.5.2 quality, nutritious and healthy ingredients;
- 3.5.3 sustainable, ethical and seasonal sourcing;
- 3.5.4 responsible and fair supplier relationships;
- 3.5.5 divergent cultures, religions and traditions;
- 3.5.6 the importance of social issues associated with food;
- 3.5.7 minimising waste; and
- 3.5.8 supporting food entrepreneurs.

#### 3.6 Our Food Philosophy can be summarised in the following model:



#### 3.7 GIBS' Mission

The mission of GIBS is to significantly improve individual and organisational performance, primarily in South Africa and increasingly in our broader African environment, through high-quality business and management education.

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#### 3.8 GIBS' Values

To achieve this Mission, GIBS and its employees subscribe to the following set of values:

- 3.8.1 **Commitment:** We work with passion, enthusiasm and enjoyment, and see our work as making a meaningful contribution to the transformation of South Africa.
- 3.8.2 **Customer-centricity:** We anticipate the needs of the customer (both internal and external) and ensure that we provide excellent service as our standard.
- 3.8.3 **Innovation:** We strive to design and deliver innovative business education that enables our customers to remain at the forefront of best business practice.
- 3.8.4 **Accountability:** We are individually accountable for the work we produce and the outcomes of our actions in our areas of responsibility.
- 3.8.5 **People-centricity:** We treat each other with dignity and positive regard. Relationships are important to us – we look after each other's reputations and we cooperate with each other beyond our own areas of responsibility to ensure excellence in everything that we do.
- 3.8.6 **People development:** At GIBS, we enable people to reach their full potential.

#### 4. BUSINESS MODEL

The proprietor will not be expected to make any capital investment with regard to the proposed offering, except in the case of a franchise. GIBS will provide all fittings, fixtures, equipment, kitchen smalls and access to a kitchen, except in the case of a franchise (See Appendix B – Operating Equipment). No rent will be charged for the facilities, except in the case of a franchise. The successful applicant is asked to propose a profit-sharing arrangement with the School.

The service provider will be required to:

- 4.1 provide a service throughout the year, with the exception of 15 December to the end of the first week in January. The proprietor may, in agreement with GIBS, stay open during this period at their discretion;
- 4.2 operate 7 (seven) days a week, the above notwithstanding;
- 4.3 ensure that the coffee shop is open for the required hours of Monday to Friday 06:30 to 18:00, Saturday 06:30 to 15:00 and Sunday 06:30 to 12:00;
- 4.4 ensure that the takeaway is open for the required hours of Monday to Friday 06:30 to 21:00, and Saturday and Sunday 06:30 to 15:00;
- 4.5 note that at the discretion of the proprietor, both operations may stay open for longer hours;
- 4.6 propose menus and product offerings, which are to be presented to GIBS for approval;
- 4.7 quote separately for the provision of breakfast and dinner for hotel guests, the forecast number of hotel guests being communicated to the service provider one week in advance and updated daily. See Appendix C (Anticipated Catering Volumes for Costing Purposes) for the actual volumes of breakfast and dinners served in 2017. The product offering and cost are to be agreed by GIBS and paid for by GIBS, and invoiced weekly in arrears. Uncontested invoices will be paid 15 (fifteen) days from the date of invoice. Monthly statements are required for reconciliation;
- 4.8 quote for the breakfast menu, as laid out in Appendix D (Combo GIBS Breakfast Menu);
- 4.9 propose a 3 (three)-course dinner menu and associated cost, either a la carte and/or buffet;
- 4.10 only sell liquor at times agreed by GIBS, which is currently from 16:00 to 22:00;

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- 4.11 operate the business under a name that will be owned by GIBS, unless the service provider is a recognised franchise operator. GIBS reserves the right to undertake promotions to the patrons of the coffee shop and takeaway without GIBS being required to pay a fee to the service provider;
- 4.12 offer a 10% discount to GIBS full-time, part-time, contract staff and on-campus contract service providers domicile on the campus, on selected takeaway items (excluding coffee), to be mutually agreed;
- 4.13 pay GIBS for electricity consumed within the kitchen, based on monthly meter readings;
- 4.14 pay for all gas used;
- 4.15 use water judiciously;
- 4.16 employ sufficient kitchen and other staff to fulfil the obligations of the contract and ensure service standards are in keeping within acceptable industry norms;
- 4.17 ensure that such staff be employed directly and not via a labour broker;
- 4.18 ensure that such staff be paid a premium of 15% above the stipulated rate, published annually, by the Bargaining Council for the Food Retail, Restaurant, Catering and Allied Trades;
- 4.19 pay for food, consumables and ingredients – including takeaway packaging, condiments, seasonings, etc. – and all other such items for ongoing business operations;
- 4.20 allow GIBS or its authorised agents to inspect the financial accounts relating to the payment of such staff;
- 4.21 use the GIBS-owned point-of-sale system;
- 4.22 allow GIBS to maintain a house account for refreshments purchased for business meetings held at the coffee shop, to be invoiced weekly in arrears. Uncontested invoices will be paid 15 (fifteen) days from the date of invoice. Monthly statements are required for reconciliation;
- 4.23 provide appropriate uniforms and tools of the trade for staff; and
- 4.24 participate exclusively in the GIBS on-campus food evaluation system.

## **5. OBLIGATIONS OF THE PARTIES**

### **5.1 Service provider obligations**

- 5.1.1 Provide food and beverages in accordance with the menus proposed by the proprietor, and approved by GIBS;
- 5.1.2 use the allocated space on the Campus to create an attractive, compelling, professionally managed offering throughout the contract period;
- 5.1.3 procure superior-grade food, ingredients and consumables;
- 5.1.4 provide a quality product and experience in line with all relevant statutory requirements and industry best practice;
- 5.1.5 implement appropriate hygiene controls, including a quarterly hygiene audit – to be undertaken by an independent third party at the expense of the provider – where a minimum score of 85% must be maintained at all times. Such reports to be made available to GIBS timeously;
- 5.1.6 cover the cost of GIBS making good any damage caused by the service provider's staff to the buildings and equipment of GIBS;
- 5.1.7 implement and maintain sound environmental and waste practices in line with green principals, including zero usage of plastic straws, single-use plastic and other products that are not recyclable;
- 5.1.8 use water, gas and electricity judiciously;



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- 5.1.9 facilitate inspections of kitchens and serving areas by GIBS or its authorised agents;
- 5.1.10 maintain operating equipment at par and take stock monthly. GIBS reserves the right to audit the equipment from time to time;
- 5.1.11 provide tools of the trade and suitable uniforms to all staff;
- 5.1.12 not permit the name of the service provider's business to be advertised/publicised in any way on the GIBS Campus without prior agreement with GIBS. GIBS will own the names to all catering venues on Campus;
- 5.1.13 participate exclusively in the GIBS food and service evaluation process; and
- 5.1.14 interview and recruit as many staff as possible from the hospitality staff who are currently deployed on the GIBS Campus. At least 60% of the staff requirement must be employed from this pool of hospitality staff.

#### **5.2 GIBS' obligations**

GIBS will undertake the following to facilitate the delivery of the catering service:

- 5.2.1 provide a kitchen, including all furniture, fittings, equipment (kitchen smalls) and operating equipment (Appendix B: Operating Equipment) required to enable the service provider to offer a catering service as laid out in this document;
- 5.2.2 provide coffee shop furniture, fittings and equipment;
- 5.2.3 maintain GIBS-provided facilities and equipment within the bounds of normal wear and tear;
- 5.2.4 pay verified, uncontested invoices within 15 (fifteen) days of receipt thereof;
- 5.2.5 work with the service provider with a degree of urgency to resolve any disputed invoices;
- 5.2.6 subject to agreement, provide assistance with venues for skills development and training of the service provider's staff when requested;
- 5.2.7 provide an office on campus to facilitate administration, and provide at least one telephone; and
- 5.2.8 provide the necessary secure space for the storage of food, ingredients and consumables.

## **6. DURATION OF CONTRACT**

- 6.1 The commencement date of the contract will be Tuesday 1 January 2019.
- 6.2 The duration of the contract will be 24 (twenty-four) months from the commencement date.
- 6.3 After the initial 24 (twenty-four)-month period, the contract will be renewable annually, to acceptable service and product evaluations and by mutual agreement.

## **7. EVALUATION PROCESS**

### **7.1 Evaluation Committee**

A committee comprising GIBS senior management will assess the RFPs and will score the RFPs based on the selection criteria as outlined in this document. The formation of the committee will be as follows:

- 7.1.1 Finance Director;
- 7.1.2 Administration Director;
- 7.1.3 Commercial Director; and
- 7.1.4 General Manager: Operations.



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**GIBS reserves the right to change the committee participants and/or co-op others, including external consultants, onto the selection committee.**

#### **7.2 Service provider selection criteria**

- 7.2.1 The evaluation of the proposal will be undertaken by the Evaluation Committee. Shortlisted applicants may be required to make a presentation of not more than 60 (sixty) minutes.
- 7.2.2 Should a shortlisted applicant choose not to make a presentation, having been requested to do so, GIBS may (entirely at its own discretion) disqualify such an applicant.
- 7.2.3 GIBS will not bear any costs incurred by the applicant in the development or delivery of the presentation.
- 7.2.4 The contract will be awarded based on the committee's deliberation and evaluation of the following criteria:
  - 7.2.4.1 menu pricing;
  - 7.2.4.2 proposed menus;
  - 7.2.4.3 attractiveness of the business model to GIBS;
  - 7.2.4.4 broad-based black economic empowerment (B-BBEE) rating;
  - 7.2.4.5 experience and track record in managing a catering operation of a similar nature to the services described in this document;
  - 7.2.4.6 evidence of management's specific technical skills to enable the provision of this service;
  - 7.2.4.7 skills development culture and track record;
  - 7.2.4.8 independent hygiene ratings at currently managed operations;
  - 7.2.4.9 current customer satisfaction ratings, if available; and
  - 7.2.4.10 demonstration of excellence in the provision of a similar service.

#### **7.3 Additional supporting documentation**

In addition to any documentary evidence required to support the criteria described in clause 7.2, applicants are required to provide:

- 7.3.1 details of current business locations (see Appendix F);
- 7.3.2 3 (three) written references;
- 7.3.3 a valid black economic empowerment (BEE) certificate;
- 7.3.4 evidence of financial sustainability;
- 7.3.5 proof of compliance with the following legislation:
  - 7.3.5.1 VAT registration and VAT clearance certificate,
  - 7.3.5.2 Compensation for Occupational Injuries and Diseases (COID) letter of good standing (LOGS),
  - 7.3.5.3 pay-as-you-earn (PAYE) LOGS, and
  - 7.3.5.4 Skills Development Levy LOGS.

## **8. CONTRACT NEGOTIATIONS**

At the completion of the selection process, GIBS reserves the right to enter into more detailed negotiations with one or more service providers.

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**APPENDIX A: ANTICIPATED FOOT TRAFFIC VOLUMES**

**TAKEAWAY FOOT TRAFFIC FOR SPECIFIED PERIOD**

Item	23-May	24-May	25-May	28-May	29-May	30-May	31-May	01-Jun	Average	Total
	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri		
Coffee/tea	69	115	72	120	112	98	109	114	101	<b>809</b>
Takeaway meal	131	92	109	84	94	133	127	115	111	<b>885</b>
Beverage	51	62	51	24	28	43	48	41	44	<b>348</b>
<b>TOTAL</b>	<b>251</b>	<b>269</b>	<b>232</b>	<b>228</b>	<b>234</b>	<b>274</b>	<b>284</b>	<b>270</b>		

This table reflects 2018 actual volumes for the dates specified, which cannot be guaranteed.

**COFFEE SHOP FOOT TRAFFIC FOR SPECIFIED PERIOD**

Item	23-May	24-May	25-May	28-May	29-May	30-May	31-May	01-Jun	Average	Total
	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri		
Coffee/tea	57	73	42	15	88	69	99	86	66	<b>529</b>
Meal	27	29	5	9	38	44	32	26	26	<b>210</b>
Beverage	9	10	11	1	16	9	7	14	10	<b>77</b>
<b>TOTAL</b>	<b>93</b>	<b>112</b>	<b>58</b>	<b>25</b>	<b>142</b>	<b>122</b>	<b>138</b>	<b>126</b>		

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**APPENDIX B: OPERATING EQUIPMENT**

ITEM	QUANTITY	LOCATION
2-shelf riser	1	Coffee shop/takeaway kitchen
6-plate cooking hob	1	Coffee shop/takeaway kitchen
Bean grinder	2	Coffee shop/takeaway kitchen
Cappuccino machine	1	Coffee shop/takeaway kitchen
Carvery unit	1	Coffee shop/takeaway kitchen
Conveyer toaster	1	Coffee shop/takeaway kitchen
Convothem oven	1	Coffee shop/takeaway kitchen
Deep fat fryer	1	Coffee shop/takeaway kitchen
Flat top grill gato	1	Coffee shop/takeaway kitchen
Food cabinet	1	Coffee shop/takeaway kitchen
Halaal buffet unit	1	Coffee shop/takeaway kitchen
Hot food warmer double	3	Coffee shop/takeaway kitchen
Ice machine	1	Coffee shop/takeaway kitchen
Juicer	1	Coffee shop/takeaway kitchen
KitchenAid mixer	1	Coffee shop/takeaway kitchen
Meat slicer	1	Coffee shop/takeaway kitchen
Microwave	1	Coffee shop/takeaway kitchen
Orange juicer	1	Coffee shop/takeaway kitchen
Outside patio furniture	1	Coffee shop/takeaway kitchen
Pastry display unit	1	Coffee shop/takeaway kitchen
Pizza oven	1	Coffee shop/takeaway kitchen
Plate lowerators	4	Coffee shop/takeaway kitchen
Point-of-sale system	1	Coffee shop/takeaway kitchen
Ribbed flame grill	1	Coffee shop/takeaway kitchen
Slicer	1	Coffee shop/takeaway kitchen
Stainless steel food service stand	1	Coffee shop/takeaway kitchen
Table mounted fridge	1	Coffee shop/takeaway kitchen
Wood display and ornaments		Coffee shop/takeaway kitchen

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**APPENDIX C: ANTICIPATED CATERING VOLUMES FOR COSTING PURPOSES**

<b>Month</b>	<b>Breakfast</b>	<b>Dinner</b>
January	425	226
February	665	511
March	498	311
April	220	91
May	650	315
June	582	228
July	621	354
August	1071	505
September	626	446
October	889	493
November	580	399
December	174	25

This table reflects 2017 actual volumes, which cannot be guaranteed.

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## APPENDIX D: COMBO GIBS BREAKFAST MENU

Quote an all-inclusive cost, fixed for 12 (twelve) months, per head, per meal (inclusive of VAT), for the following offering:

#### **COLD SELECTION**

- Selection of 3 (three) sliced seasonal fruits
- Assorted nuts and dried fruits
- Three different types of yoghurt
- Three different cereals
- Two types of jam or preserves
- Three cold meats
- Two sliced cheeses
- Cottage cheese
- Assorted baskets of croissants and Danish pastries

#### **HOT SELECTION**

- A choice of poached or scrambled eggs
- Bacon
- One hot protein (on rotation – beef chipolata, chicken chipolata, lamb sausages, chicken strips)
- Tomato (either roasted cherry or half grilled tomato)
- Mushrooms
- One hot starch (on rotation – potato croquettes, hash browns, potato rosti)
- Toast
- Margarine and butter

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**APPENDIX E: BIDDER DETAILS FORM**

<b>Name of company</b>	
<b>Company registration number</b>	
<b>Director/s:</b>	
<b>Company physical address:</b>	
<b>Company postal address:</b>	
<b>Contact person:</b>	
<b>Contact person email:</b>	
<b>Contact person telephone:</b>	
<b>B-BBEE status:</b> (B-BBEE status level certificate, sworn affidavit as per the Codes of Good Practice and other requirements as per the Act)	

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**APPENDIX F: CURRENT BUSINESS LOCATION FORM**

<b>CURRENT BUSINESS LOCATIONS</b>		
<b>Business 1</b>	<b>Name:</b>	
	<b>Site address:</b>	
<b>Business 2</b>	<b>Name:</b>	
	<b>Site address:</b>	
<b>Business 3</b>	<b>Name:</b>	
	<b>Site address:</b>	
<b>Business 4</b>	<b>Name:</b>	
	<b>Site address:</b>	



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## APPENDIX G: DOCUMENT CHECKLIST

NO.	DOCUMENT	CHECK	NOTES
1.	Bidder Details Form		Appendix E
2.	Current Business Location From		Appendix F
3.	B-BBEE Scorecard		B-BBEE status level certificate or Sworn affidavit as per the Codes of Good Practice and other requirements per the Act
4.	B-BBEE Improvement Plan		Only required if BEE level is less than 4
5.	Evidence of financial sustainability		
6.	Independent hygiene ratings from currently managed operations		Last three ratings per reference site
7.	Customer satisfaction ratings		
8.	Company registration		
9.	Directors' information		CIPC COR39
10.	VAT registration certificate		
11.	VAT clearance certificate		
12.	COID letter of good standing		
13.	PAYE letter of good standing		
14.	Skills Development Levy letter of good standing		