



REQUEST FOR QUOTATION – OPS 01/2020

SUPPLY AND DELIVERY OF LIQUID COFFEE

1. Background

The Durban ICC is one of the most advanced conferencing facilities in the world, having been voted Africa’s Leading Conference Centre by World Travel Awards for 17 years. The Centre is graded 5-star by the South African Tourism Grading Council. It has also obtained certification from the International Organisation for Standardisation; in ISO 9001 (Quality Management), ISO 14001 (Environmental Management), ISO 22000 (Food Safety) and ISO 18001 (Occupational Health and Safety).

2. Purpose

The Durban ICC requires a service provider for the supply and delivery of liquid coffee, for a maximum period of 6 months.

3. Mandatory Requirements

Does the service provider comply with the mandatory requirements? Please acknowledge as illustrated.	Yes	No
	√	X
<ul style="list-style-type: none"> The recommended product must be one hundred percent (100%) pure, concentrated liquid coffee, made from 100% Arabica coffee beans or similar approved. 		
<ul style="list-style-type: none"> Please submit a sealed sample (minimum 1 litre) of the concentrated liquid coffee, for evaluation purposes. <p><u>The sample must be securely labelled to include the following information:</u></p> <ul style="list-style-type: none"> Name of service provider Location Contact number; and email address 		
<ul style="list-style-type: none"> The recommended product must be one hundred percent (100%) organic and sustainably grown. Please attach latest sustainability report. 		

Kindly note: failure to comply with all of the mandatory requirements as illustrated above will result in the bidder being deemed non-responsive.

5. Conditions of contract

5.1 Equipment

The successful Service provider shall on an on-going basis assess and report to the Durban ICC the need for equipment upgrading, making recommendations in line with advancing equipment to the latest version (with the purpose of enhancing service delivery) or where equipment is proving to be slow / problematic.

Thus the service provider is required to fulfil an acceptable after-sales service for the duration of the contract.

The supplier shall provide the necessary equipment and services at no additional cost to the Durban ICC, on the following basis:

- Monthly rental maintenance (clearly highlights what falls within this maintenance plan and highlight any additional costs that may need to be budgeted for by the Durban ICC).
- Comprehensive warranty on all equipment from the date the equipment is brought into use.
- Regular cleaning and maintenance on a monthly basis by the supplier. (Durban ICC will be responsible for the daily cleaning, to occur according to specified instructions stipulated by the supplier in a user friendly SOP and regular training every three months).
- Regular deep cleaning to be provided by the supplier (Every 5 weeks subject to business levels at the Durban ICC's discretion).
- Delivery and/or collection of machines for repairs; exchange or upgrade.

List of equipment required:

- 8 (eight) x Mobile Units (*each comprising of a 9Lt Boiler & 50Lt Reservoir*)
- 2 (two) x Plumbed-in Units (9Lt Boiler)
- 5 (five) x Portable Unit(*each comprising of a 3Lt Tank, 25 cups/serving*)
- 1 (one) x Mobile Unit (*Multi-purpose, 50Lt Reservoir*). The unit must have the ability to dispense a cup of cappuccino, Latte or Espresso in less than 10 seconds.

5.2 Technical Support

- The Supplier must have a full range of liquid coffee equipment that is serviced, maintained and deep cleaned by skilled and experienced staff.
- Call out, labour and spares shall only be charged for in the case of malicious damage on the part of the Durban ICC or operator fault.
- Call out response time to be within 24 hours.
- The Supplier is required to have a suitable replacement machine/back-up machine available in case of technical breakdown. (24 hour turn-around time).
- Technical calls for the Durban ICC will be regarded as high priority calls. Maximum guaranteed response time per unit will be 24 hours (for repairs).

- Routine deep cleaning as per the specified cleaning manuals (monthly) is the responsibility of the supplier. A register of this should be kept by the supplier and is to be made available to the Durban ICC upon request.
- Routine deep cleaning of all coffee equipment, in order to ensure it is working to the specification in line with ISO 9001 and 22000 certification.
- Training shall be completed on installation and refresher training will commence every three months.

5.3 Service required

- A dedicated monthly quality assurance must be made by the supplier, including a monthly equipment inspection that is recorded accordingly.

Monthly quality assurance consists of the following:

- In-cup coffee quality assessment, (Taste, Aroma, Crème, Correct Dilution / Ratio)
- Staff competency (performance) assessment.
- Operational non-conformances must be addressed immediately with relevant managers.

5.4 Training

- Training is an essential part in the coffee making process and the supplier shall commit to a formalised training schedule, which would include the following:
 - Suitable training on care of machines, how to operate the machines and storage of liquid coffee.
 - Presentation of coffee.
 - A Train-the-Trainer Programme, to include Management and Operational Team Training
- Training schedules to be put in place and monitored. Quarterly feedback, including copies of signed registers will be given to Durban ICC.

5.5 Product

- All products delivered must have a shelf life of no less than 3 months from delivery date.
- Any potential claims with regards to expired stock will be handled on a case by case basis.

5.6 Meetings

- Quarterly review meetings between the supplier and the DURBAN ICC to be held and to cover the following:
 - Sales performance.
 - Technical review.
 - Training review.
 - Review of Solutions. (If changes are required they will be implemented as per an agreed timing schedule and with applicable agreements as agreed between the ICC & Supplier).
 - Product review.

5.7 General

- Penalties will be attached to the technical support, service and product quality and will be outlined in the SLA accordingly.

- Failure to meet all of the stipulated mandatory product specifications will result in the service provider being deemed non-responsive and will not be considered for evaluation.
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- The Durban ICC is not liable to make any deposit payments upfront.
- The unit prices are to remain firm for the contract duration
- Durban ICC reserves the right to purchase all or part of the goods listed subject to budget.
- The quantities requested are variable in nature and may change at time of order.
- The total procurement spend for this particular contract is limited to a maximum of two hundred thousand rand (VAT incl.) or six months, whichever the sooner.

6. Contact Person

Percy Dlamini

Email: mncedisid@icc.co.za

Land Line: 031 360 1201

7. Closing Date

Quotations, together with this document and supplier registration forms are to be placed in a sealed envelope marked for the attention of the Procurement Department and are to be placed in the Tender Box at the Durban ICC security entrance on the ground floor, 45 Bram Fischer Road Durban before **12:00 on 30th January 2020.**

8. Preconditions

A written proposal/quotation will not be considered unless the service provider who submits the quotation provides the following with their proposal/quotation:

- 8.1 Full name
- 8.2 Identification or company or other registration number
- 8.3 Tax reference number and VAT number, if any
- 8.4 Valid original Tax clearance from South African Revenue Services which proves that the providers tax matters are in order
- 8.5 Valid BBBEE Certificate
- 8.6 MBD 4 Declaration of Interest form must be completed
- 8.7 The service provider must be registered on the CSD database and EThekwini Vendor Portal. Proof of registration needs to be submitted. Failure to be registered on these databases will adversely affect the awarding process and may result in the service provider being deemed non-responsive.

CSD registration website: <https://secure.csd.gov.za>

EThekwini Vendor Portal registration: <https://ethekwinivendor.durban.gov.za>

Or contact 031 322 7011 / 7154

Fatima.milazi@durban.gov.za / phumla.mdabe@durban.gov.za

9. Request approved by:



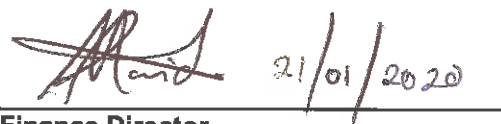
**Acting Operations Director
Percy Dlamini**



**SCM Compliance Officer
Ritesh Ramkissoon**



**SCM Compliance Manager
Thenashree Naidoo**



**Finance Director
Melanie Rambally**



**Chief Executive Officer
Lindiwe Rakharebe**

12. MBD 4 Declaration of Interest

- 12.1 No bid will be accepted from persons in the service of the state¹.
- 12.2 Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
- 12.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
- 12.3.1 Full name of bidder or his/her representative
- 12.3.2 Identity number:
- 12.3.3 Position occupied in the Company (director, trustee, shareholder²):
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- 12.3.4 Company Registration Number:
- 12.3.5 Tax Reference Number:
- 12.3.6 VAT Registration Number:
- 12.3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

References:

¹ MSCM Regulations: "in the service of the state" means to be –

- (a) a member of –
- any municipal council
 - any provincial legislature
 - the National Assembly or the National Council of Provinces
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) a member of the accounting authority of any national or provincial public entity;
- (f) an employee of parliament or a provincial legislature.

² "Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

- 12.3.8 Are you presently in the service of the state?
If yes, furnish particulars:

YES	NO
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- 12.3.9 Have you been in the service of the state for the past twelve months? If yes, furnish particulars:

YES	NO
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- 12.3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and/or adjudication of this bid?
If yes, furnish particulars:

YES	NO
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- 12.3.11 Are you aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and/or adjudication of this bid? If yes, furnish particulars:

YES	NO
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- 12.3.12 Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state?
If yes, furnish particulars:

YES	NO
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- 12.3.13 Is any spouse, child or parent of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state? If yes, furnish particulars:

YES	NO
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- 12.3.14 Do you or any of the directors, trustees, managers, principal shareholders or stakeholders of this company have any interest in any other company or business whether or not they are bidding for this contract? If yes, furnish particulars:

YES	NO
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13. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee No.

Signature

Date

Capacity

Name of Bidder

