



REQUEST FOR QUOTATION – OPS 12/2021

PROVISION OF FLEXIBLE STAFFING FOR DURBAN ICC (FRONT OF HOUSE)

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 no fewer than 17 times in 18 years. The centre has also obtained certification in ISO 9001 (Quality Management), ISO 14001 (Environmental Management), ISO 18001 (Occupational Health and Safety) and ISO 22000 (Food Safety).

2. Purpose

The Durban ICC requires an outsourced service provider to supply and manage specialised service personnel, including technical staff, in order to meet the needs of the venue and our clients.

All service personnel must be specifically trained in accordance with the hospitality industry and in line with the Durban ICC procedures and standards, affording the Durban ICC world-class, professional service personnel. The rate paid will depend on the service offered, level of experience and training required of the position.

3. Overall service

All service personnel required will be based on the events taking place at the venue and will generally be requested one week in advance or as business dictates. The Service Provider must have a standby support team of service personnel that are readily available 24 hours a day, 7 days a week to cover any eventualities and shortcomings in attendance. The Service Provider is to ensure they engage the required personnel strictly in accordance with the Durban ICC official order.

4. Conditions of Contract

- 4.1 Provide specialised service personnel as and when required, specific to the events in-house and the service requirements thereof over week days and weekends.
- 4.2 Provide trained, experienced and motivated service personnel who are able to communicate effectively in English to internal and external clients as well as delegates / guests at the centre at a professional level.
- 4.3 Schedule services against business requirements, as requisitioned by the Durban ICC.
- 4.4 Performance-manage all personnel on site via an effective performance management system.
- 4.5 Ensure all personnel are presentable at all times while on site.
- 4.6 Provide and manage all transportation required for service personnel Monday to Sunday between the hours of 20h00 – 06h00, as per the Basic Conditions of Employment Act.
- 4.7 Run general administration including the payroll function.
- 4.8 Address and manage all industrial relation matters pertaining to the service personnel.
- 4.9 Conform to all legislative requirements.

5. Personnel

- 5.1 Personnel to be well groomed and presentable at all times, (this includes hygiene, posture & attire)
- 5.2 The Service Provider is required to provide suitable order books, pens, lighter / matches and bottle openers to all waitrons, which they are required to have with them, at all times during their shift/s



- 5.3 The Service Provider will be held accountable for excessive breakages or destruction of Durban ICC property caused through the negligence of personnel.
- 5.4 The Service Provider is required to provide a plan and required resources to train personnel both in basic and advanced training as well as the Durban ICC policies and procedures for the particular competencies required. Ongoing training must include public, customer relations and service excellence.
- 5.5 All personnel are to be photographed and documented
- 5.6 Health checks will be carried out for each employee on recruitment and when required by the Durban ICC from time to time.
- 5.7 Security checks will be done by the Durban ICC at the Service Provider's cost.

6. Uniforms

- 6.1 All personnel shall wear high quality uniforms provided by the Durban ICC.
- 6.2 All personnel are to ensure they collect and return their uniforms from the uniform store at the start and end of each shift.
- 6.3 The Service Provider will be held accountable for any uniforms damaged or unaccounted for at the end of each shift.
- 6.4 Any service personnel appearing tardy and unprofessional in both attire and behaviour will be removed from site immediately. The Service Provider will be responsible for the replacement of the service personnel within 45 minutes and for any penalties incurred due to this non-conformance.
- 6.5 The Service Provider is expected to provide all personnel with name badges identifying their name and surname which is to be worn at all times while on site.
- 6.6 The Durban ICC will provide colour printed photographic ID Cards at minimal cost to the Service Provider to be worn at all times, while on site (Currently R20 per card).
- 6.7 The Service Provider must ensure that all personnel wear suitable closed black shoes that complement the uniform.
- 6.8 The Durban ICC will make available change rooms and lockers for storing any personal belongings (available on a first-come-first served basis). Should this benefit be abused in any way the Durban ICC holds the right to discontinue / retract these benefits at its discretion.

7. Rates

- 7.1 The required number of staff by job title will be requested 7 days in advance (unless late bookings or amendments are received). This will be done in the form of a Durban ICC order at the contract rate specified for that job title in the schedule.
- 7.2 The rate paid for each person will be dependent on the position they hold / the service they are required to fulfil on their shift against the rate card.
- 7.3 The Service Provider will invoice against the personnel provided for each event, submitting a breakdown of the number and cost of personnel utilised for each event.

8. Training

- 8.1 Training is a crucial and necessary component of the service required from the Service Provider. Formal training needs to be given on a regular basis to ensure a high level of service is maintained throughout the year. Training ensures consistency of service levels which is crucial to an establishment boasting 5-star, international standards.
- 8.2 Compulsory formal training for all personnel must be conducted by an accredited trainer / institution.

- 8.3 Training must take place at least once a month as a minimum requirement unless business demands dictate otherwise.
- 8.4 Training frequency to be increased should service levels drop at any time. This will be at Durban ICC's discretion in consultation with the Service Provider.
- 8.5 Training will be conducted by the Service Provider at its own cost and shall total a minimum of 10 (ten) documented hours per month.
- 8.6 Proof of such training and attendance thereof shall be submitted monthly to relevant Durban ICC supervisors.

9. Compliance with Legislation

- 9.1 The Service Provider shall warrant that all personnel are paid in accordance with sectorial determination, including statutory benefits. Furthermore warrant that all contributions to all statutory funds are up to date and fully declared for all employees for all contracts. Proof to be provided to the Durban ICC on a monthly basis or as and when required.

10. Evaluation Criteria

Mandatory requirements

Service Providers must meet all the mandatory requirements in order to be considered for the first evaluation stage.

Service Providers who do not meet the five stipulated mandatory requirements will not be considered and thus will not be evaluated further.

Evaluation Stage 1 – Quality Criteria

The first evaluation stage is based on quality and is evaluated against the information provided in the returnable documents. A submission must score of at least 70 percent is required in order for the Service Provider to be deemed "responsive".

Evaluation Stage 2 – Price & Empowerment

Only those Service Providers that are responsive (met the minimum criteria of 70 percent as per evaluation stage one) will be evaluated based on price and empowerment points which is calculated on the 90/10 principal.

Note: - Bidders will only be evaluated on the information supplied at time of RFQ. Bidders must please ensure that all returnable documents are fully completed and supporting documents must be attached. If documents, that are required as part of the evaluation scoring (quality / BBBEE / price), are not submitted with the RFQ, these cannot be submitted after RFQ closing.

11. Mandatory Requirements

Minimum Requirements	YES	NO
Service Provider must have a minimum of 3 years' experience within the hospitality industry servicing 4/5 star conference or hotel facilities.		
Minimum trained personnel compliment of 350 (of which 200 must include waltron experience).		



Successfully handled contracts in excess of R3 million per annum per contract over the last 5 (five) years. Please attach 3 positive references from clients serviced. The references need to be on the client's letterhead.		
Minimum of two (2) positive references, both of which must be from a 4/5 star establishment		
Service Provider paying personnel in accordance with the Industry Bargaining Council. (Copy of Certificate must be attached)		

Supporting documentation must be attached as proof that the above minimum requirements have been met. Failure to submit the required proof will render the bidder non-responsive.

Only if the bidder meets the above minimum requirements will it be considered eligible for Stage 1 Evaluation: Quality Criteria.

12. Functionality Scoring

Quality Criteria	Weight
Service Providers experience in projects of similar nature, complexity, size and value.	20
Service Providers competence and performance	20
Service Providers Key Personnel Experience	20
Approach and methodology for training and submission of a detailed training plan	20
Proposed Organisation and Staffing	20
Maximum possible score for quality (Max)	100

Quality shall be scored independently by not less than three evaluators.

- A minimum quality criteria score of 70 must be obtained in order for the bidder to be deemed responsive and evaluated for price and empowerment, based on the 80/20 principle.
- A bidder, who does not meet the minimum quality criteria score of 70, will be deemed non-responsive and not further evaluated.

12.1 Experience of the contracts manager

The experience of the contracts manager plays a critical role in ensuring that the contract is managed and executed successfully, during the period of contract.



The recommended contracts manager must have sufficient Senior Managerial experience for the provision of flexible staffing personnel, directed at the commercially operated hospitality and catering environments.

Managerial expertise influences supervisory control and the transfer of relevant skills and expertise to the Operational, Administrative and Flexible staffing designations.

In light of the above, detailed curriculum vitae (CV) inclusive of qualifications / accolades of the recommended contracts manager must be submitted for evaluation purposes.

The guidelines used to score the experience of the recommended contracts manager will be, as follows:

Score	Justification
No Responses (Score 0)	The CV of the contracts manager was not submitted or insufficiently detailed for the purposes of the evaluation.
Poor (score 40)	The contracts manager has less than five (5) years senior managerial experience directed at the provision of flexible staffing personnel for the commercial hospitality and catering environments.
Satisfactory (score 70)	The contracts manager has more than five (5) years senior managerial experience directed at the provision of flexible staffing personnel for the commercial hospitality and catering environments
Good (score 90)	The contracts manager has more than eight (8) years senior managerial experience directed at the provision of flexible staffing personnel for the commercial hospitality and catering environments
Very good (score 100)	The contracts manager has more than ten (10) years senior managerial experience directed at the provision of flexible staffing personnel for the commercial hospitality and catering environments

12.2 Proposed Organization and Staffing

The service provider shall indicate the structure and composition of the core team that will be on-site in respect of this RFQ i.e.

- The main disciplines involved i.e. financial, operational, administrative etc.
- The key staff responsible for each discipline (including details of requisite experience, qualifications / accolades), and

The above information shall also be shown in an organogram format

- The submission must include a clear organogram indicating key roles, responsibilities, reporting lines, management, supervisory and on-site staffing resources proposed for this contract.
- The organogram should also indicate off -site supporting structures / resources



The guidelines used to score the proposed organization and staffing will be, as follows:

Score	Justification
No Response (Score 0)	No organizational structure / organogram submitted
Poor (score 40)	The organogram submitted <u>does not</u> clearly indicate / lacks information on the staff hierarchy, allocation of roles and responsibilities, and the reporting lines specific to the services to be rendered at the Durban ICC premises.
Satisfactory (score 70)	The organogram clearly indicates the staff hierarchy, the allocation of roles and responsibilities, and the reporting lines specific to the services to be rendered at the Durban ICC premises.
Good (score 90)	In addition to meeting the satisfactory requirements the organogram indicates that backup resources (off-site office, telephones, staff and generator etc.) are available to ensure continuity of services.
Very good (score 100)	In addition to meeting the good requirements, the service provider can provide a 24 hour a day, 7 days a week service to the Durban ICC.

The undersigned, who warrants that he/she is duly authorized to do so on behalf of the enterprise, confirms that the contents of this schedule are his/her personal knowledge and are to the best of his/her belief both true and correct.

NAME: (Block Capitals)

SIGNATURE: DATE:

(of person authorized to sign on behalf of the Tenderer)

13. Compulsory Prisons Schedule (Official form of award)

Designations	Cost to company (hourly rate) Weekday (8am) before 6pm	Cost to company (hourly rate) Weekday (pm) after 6 pm	Cost to company (hourly rate) Sunday(8am)	Estimated number of hours per day	Total (cost to company x est. no of hours)
Waitrons grade A	R			8 Hours	R
Waitrons grade A		R		8 Hours	R
Waitrons grade A			R	8 Hours	R
Waitrons grade B	R			8 Hours	R
Waitrons grade B		R		8 Hours	R
Waitrons grade B			R	8 Hours	R
Section Leader	R			8 Hours	R
Section Leader		R		8 Hours	R
Section Leader			R	8 Hours	R
Bar Persons	R			8 Hours	R
Bar Persons		R		8 Hours	R
Bar Persons			R	8 Hours	R
				8 Hours	
		R		8 Hours	
			R	8 Hours	
Head Waiter	R			8 Hours	R

Head Waiter		R			8 Hours	R
Head Waiter			R		8 Hours	R
Cashiers	R				8 Hours	R
Cashiers		R			8 Hours	R
Cashiers			R		8 Hours	R
Site Supervisor	R				8 Hours	R
Site Supervisor		R			8 Hours	R
Site Supervisor			R		8 Hours	R
Set-up Crew	R				8 Hours	R
Set-up Crew		R			8 Hours	R
Set-up Crew			R		8 Hours	R
Shift Leader	R				8 Hours	R
Shift Leader		R			8 Hours	R
Shift Leader			R		8 Hours	R
Head Cashier	R				8 Hours	R
Head Cashier		R			8 Hours	R
Head Cashier			R		8 Hours	R
Host / Hostess	R				8 Hours	R

Host / Hostess	R		8 Hours	R
Host / Hostess		R	8 Hours	R
Prices@ note:				
<ul style="list-style-type: none"> The charge out rate per hour is the gross charge to the Durban ICC, which should comprise of all statutory benefits applicable to the staff / employees. The hourly rates for various designations as per the compulsory pricing schedule will be fixed for the contract duration The supplier mark-up percentage will be fixed for the contract duration The contract is limited to a maximum monetary threshold of two hundred thousand rand, VAT inclusive. The hours worked by the staff are variable in nature and will fluctuate based on the events held at the Durban ICC 				
Subtotal (VAT excl.)				R
Percentage mark-up on total cost to company per month (Subtotal (VAT excl.) x mark-up %)				R
please state mark-up % here: _____				
VAT @ 15%				R
Total (VAT Incl.)				R

14. Prerequisites

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

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

- 13.1. Full name
- 13.2. Identification or company or other registration number
- 13.3. Tax reference number and VAT number, if any
- 13.4. Valid original Tax clearance from South African Revenue Services which proves that the providers tax matters are in order
- 13.5. Valid BBBEE Certificate
- 13.6. MBD 4 Declaration of interest form must be completed
- 13.7. The service provider must be registered on the CSD database and EThekweni 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>

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

Or contact 031 322 7011 / 7164

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




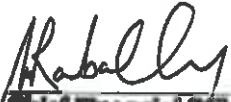

15. Contact Person

**Mncedisi Dlamini – Acting Operations Director
Tel: 031 380 1201
Email: mncedisi@icc.co.za**

16. 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 12h00 on 3rd November 2021.

17. Review of approved list

 Acting Operations Director Mncedisi Dlamini
 Acting SC&I Compliance Officer Sibucelo Mngadi
 SCM Manager Themashree Naidoo
 Chief Financial Officer Melanie Rombally
 Chief Executive Officer Lindwe Raskhroba



18. Past experience in similar assignments

Assignment Description	Key Elements	Date Completed	Contact Person and Telephone Number	Assignment Value

I.....being duly authorized thereto bydo hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect, my company may be disqualified from quoting to the Durban ICC.

Name: (Block Capitals) _____

Signature: _____ **Date:** _____

19. Declaration of Municipal Fees

I, the undersigned, do hereby declare that the Municipal fees of

.....
 (Full name of Company / Close Corporation / partnership / sole proprietary/Joint Venture)

(hereinafter referred to as the TENDERER) are, as at the date hereunder, fully paid or an Acknowledgement of Debt has been concluded with the Municipality to pay the said charges in instalments.

The following account details relate to property of the said TENDERER:

Account	Account Number: to be completed by tenderer.
Consolidated Account No.	<input type="text"/>
Electricity	<input type="text"/>
Water	<input type="text"/>
Rates	<input type="text"/>
Other	<input type="text"/>
Other	<input type="text"/>
Other	<input type="text"/>

I acknowledge that should the aforesaid Municipal charges fall into arrears, the Municipality may take such remedial action as is required, including termination of any contract, and any payments due to the Contractor by the Municipality shall be first set off against such arrears.

- Where the TENDERER'S place of business or business interests are outside the jurisdiction of eThekweni Municipality, a copy of the accounts/agreements from the relevant municipality must be attached (to the back inside cover of this document).
- Where the tenderer's Municipal Accounts are part of their lease agreement, then a copy of the agreement, or official letter to that effect is to be attached (to the back inside cover of this document).

NAME : (Block Capitals)

SIGNATURE : DATE:
 (of person authorised to sign on behalf of the Tenderer)

20. MBD4 Declaration of Interest

19.1 No bid will be accepted from persons in the service of the state¹.

19.2 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 declares their position in relation to the evaluating/adjudicating authority.

19.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

19.3.1 Full name of bidder or his/her representative

19.3.2 Identity number:

19.3.3 Position occupied in the Company (director, trustee, shareholder):
.....

19.3.4 Company Registration Number:

19.3.5 Tax Reference Number:

19.3.6 VAT Registration Number:

19.3.7 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.**

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

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

YES	NO
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19.3.10 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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19.3.11 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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19.3.12 Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state?
If yes, furnish particulars:

YES	NO
-----	----

19.3.13 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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19.3.14 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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21. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee No.

Signature

Date

Capacity

Name of Bidder