REQUEST FOR QUOTATION: OPS 20/2026

EVENT PROCUREMENT - PROVISION OF FLEXIBLE STAFFING SERVICES FOR A PERIOD OF 30 DAYS

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 the World Travel Award for the past 21 years. The Centre has also obtained certification for ISO 14001(Environmental Management), ISO 22000 (Food Safety Management), ISO 9001 (Quality Management) and ISO 45001 (Occupational Health and Safety Management) which has been maintained and audited annually by the SABS (South African Bureau of Standards)

2. Purpose

The purpose of this request is to invite suitably qualified and experienced service providers to supply flexible staffing solutions. The successful service provider will be required to provide reliable, skilled and adaptable personnel to meet fluctuating operational demands including varying event sizes, schedules and short –notice requirements. Flexible staffing is essential to ensure continuity of service, maintain high standards of event execution and respond effectively to peak periods, seasonal variations and unforeseen operational needs.

3. EVALUATION PROCESS

The service provider will be evaluated using three stages of evaluation

3.1 The bidders must satisfy ALL the mandatory requirements .Failure to comply with mandatory requirements will result in the bid /offer being deemed as non-responsive
3.2 The second stage of evaluation will be functionality
3.3 The third stage of evaluation will be price and preference

4. Mandatory Requirements

4.1 The service provider needs to comply with all of the mandatory requirements, as illustrated in the schedule below, in order to be deemed responsive and be responsive and considered for the second stage of evaluation.

4.2 Failure to comply with **ALL** of the mandatory requirements will result in the bid submission being deemed non-responsive and not evaluated further.

Does the service provider comply with the mandatory requirement? Pleas acknowledge as illustrated.		**YES**	**NO**
		□	**X**
4.2.1	The service provider must comply with the COIDA (Compensation for Occupational Injuries and Diseases Act) to cover workers/employees against occupational diseases, injuries, and death. Attach COIDA letter of good standing from the compensation commissioner		
4.2.2	Service provider to attach proof of ISO 9001 Quality management accreditation/ certificate valid as at RFQ closing date.		
4.2.3	Service provider to attach THREE positive reference letters from clients serviced wherein flexible labour services within the Hospitality industry in excess of one hundred employees were deployed within the last 24 months.		
4.2.4	The appointed service provider will be required to provide, manage and account for all transportation requirements for staff working night shift. The service provider must be able to manage the logistical arrangements made, in respect of staff transport. Service provider MUST submit an operational plan indicating transportation/ logistics proposal for routes within the 50 km radius of DICC - as per the routes guide under transportation specification.		
4.2.5	Service provider to attach a valid certificate of registration of a private employment Agency/ Temporary Employment Service as at RFQ closing date.		
4.2.6	The appointed service provider will be required to provide an employee incentive scheme proposal which must be inclusive of funeral scheme benefit and attendance rewards		

5. Functionality

Quality Criteria	Weight
Experience of the Key Staff	50
Service Provider Experience	50
Maximum possible score for quality (Ms)	**100**

Functionality Evaluation:

The following criteria will be used to calculate points for functionality in terms of the **Service Provider Experience**, and bidders must ensure that they submit all the necessary information and required evidence to be evaluated in terms of this functionality criteria, as mentioned in the table below:

Description of functionality criteria		Maximum possible score
SERVICE PROVIDER'S EXPERIENCE	**SECTION A :** The service provider must provide a comprehensive portfolio of current and completed individual contracts for the provision of flexible labour services over the past 4 years that are equal to or above R 10 000 000 per annum per contract inclusive of management fee and labour cost . The contract must clearly illustrate their experience in the provision of labour broker services Evaluation criteria will be assessed in accordance with the stipulated scoring criteria as indicated below	**40**
	SECTION B :Service Provider must set out in the attached contactable reference sheets (under paragraph 15 of this document) the details of at least 3 contactable references of current or completed contracts, with reference to the provision of Labour Broker services similar to the scope of work, over the past 4 years. The contactable references must be willing to answer the stated questions and score the bidder accordingly in terms of their performance. The DICC will liaise with the stated referees to verify the authenticity of the submitted scoring. Only those reference sheets of an average score of "Satisfactory" (i.e., scoring 70% or more) will be considered. Evaluation criteria will be assessed in accordance with the stipulated scoring criteria of 0 (no refences received= very poor), 40 (1 to 2 references received= poor), 70 (3 references received = satisfactory), 90 (4 references received = good) and 100 (5 or more references received = excellent).	**10**

The following is important to note:

1) This section counts **50** points towards the total score out of 100 for functionality. Service Providers need to obtain a minimum average score of 70 out of 100 points for functionality in order to be considered for further evaluation. Bidders that obtain a total average score of less than 70 points will be regarded as having submitted a non-responsive offer.

a) Number of Contracts

Non-compliant (Score 0%)	The Service Provider has submitted no contracts over the past 4 years equal to or above R 10 million per annum per contract.
Poor (Score 40%)	The Service Provider has submitted 1 to 2 contracts over the past 4 years equal to or above R 10 million per annum per contract.
Satisfactory (Score 70%)	The Service Provider has submitted 3 contracts over the past 4 years equal to or above R 10 millionper annum per contract.
Good (Score 90%)	The Service Provider has submitted 4 contracts over the past 4 years equal to or above R 10 million per annum per contract.
Very good (Score 100%)	The Service Provider has submitted 5 or more contracts over the past 4 years equal to or above R 10 million per annum per contract.

b) Contactable references

Non-compliant (Score 0%)	No satisfactory e references(with an average score of 70 or higher) were supplied.
Poor (Score 40%)	One to two satisfactory references(with an average score of 70 or higher) were supplied.
Satisfactory (Score 70%)	Three satisfactory references (with an average score of 70 or higher) were supplied.
Good (Score 90%)	Four satisfactory references (with an average score of 70 or higher) were supplied.
Very good (Score 100%)	Five or more satisfactory references with an averagescore of 70 or higher) were supplied.

Bidders are referred to the attached table (paragraph 15 of this document) andcontactable reference sheets for the necessary evidence to be provided in order to score this schedule.

The following criteria will be used to calculate points for functionality in terms of the **Experience of Key Staff,** and bidders must ensure that they submit all the necessary information and required evidence to be evaluated in terms of this functionality criteria, as mentioned in the table below

Description of functionality criteria		Maximum possible score
EXPERIENCE OF KEY STAFF	The service provider must submit the details, curriculum vitae (CV's), and qualifications of the following key staff that will be allocated to the DICC to manage and execute the requirements for the purpose of this contract: **Site Manager (must be onsite) – 20 Points** The site manager must have people management skills and experience as well as basic Human Resources and Industrial Relations knowledge and experience. Additionally, an operations certificate or equivalent is required. **Administrator (must be onsite) – 5 Points** The administrator must have administrative skills and qualifications with proven record. Additionally, an administration qualification is required. **Payroll Officer - 5 Points** Payroll Officer must have payroll skills and qualifications with proven record. Additionally, a payroll administration certificate or equivalent is required. **Onsite Floor supervisor– 10 Points** The floor supervisor must have experience in running floor hospitality operations with proven record. Additionally, an operations certificate or equivalent is required. **Training Facilitator – 10 Points** An experienced training facilitator must have experience with proven record and relevant hospitality NQF qualifications. The experience of previous events and projects must be provided for the above key staff, as well a copy of the company's organogram indicating the staffing structure. The experience of the assigned staff member in relation to the scope of work will be evaluated from different points of view including: 1) General experience (total duration of professional activity), level of education, training and positions held of each discipline. 2) The key staff members' / experts' knowledge of issues which the bidder considers pertinent to the service e.g., application of the labour legislation, administration work conducted including issuing of invoices, techniques etc. The CVs and proof of necessary qualifications of the key staff must be attached to this schedule. Please note that the staff must be in the employ of the service provider at the time of submitting the RFQ or have an official agreement in place that the relevant staff will be committed to this contract.	**50**

The following is important to note:

1) This section counts **50** points towards the total score out of 100 for functionality. Service Providers need to obtain a minimum average score of 70 out of 100 points for functionality in order to be considered for further evaluation. Bidders that obtain a total average score of less than 70 points will be regarded as having submitted a non-responsive offer.

2) The scoring of the experience of key staff will be as follows:

Non-compliant (Score 0%)	The Service Provider provided irrelevant or unsatisfactory information to determine the scoring
Poor (Score 40%)	The proposed key personnel have 2 - 3 years' relevant experience.
Satisfactory (Score 70%)	The key personnel have 4 - 5 years relevant experience.
Good (Score 90%)	The key personnel have 6 - 7 years relevant experience.
Very good (Score 100%)	The key personnel have 8 or more year's relevant experience.

Number of sheets, appended by the bidder to this Schedule ..... (If nil, enter NIL).

Bidders are referred to the attached table (under annexure 10) table of key staff for the necessary evidence to be provided in order to score this schedule

6. Price and Preference

Price will be evaluated on the basis of the management fee percentage proposed by the bidder and the preference points on the basis of the specific goals, as outlined in this advertisement.

The procedure for the evaluation of responsive bidders is **PRICE AND PREFERENCE** in accordance with the Entity's current SCM Policy, the Preferential Procurement Policy Framework Act (5 of 2000), and the Preferential Procurement Policy Framework Act Regulations (2022).

The **80/20** preference points system will be applied. The Formula used to calculate the **Price Points (max. 80)** will be according to that specified Regulation 4.1. **Price will be considered to be the management fee percentage for the purposes of this bid**

Preference Point System and Specific Goals

The definitions as per the SCM Policy are applicable.

Preference Points (either 20 or 10) will be derived from points claimed on Returnable Document **MBD 6.1: "Preference Points Claim Form"** for the **Specific Goal(s)** as indicated on the table(s) below, and according to the specified **Goal Weightings**.

Should the municipal entity apply a combination of specific goals, the points for the individual goals will be weighted according to the goal weightings specified in the bid document to arrive at the final points for Preferential Points for Specific Goals

RDP Goal: The promotion of South African owned enterprises

The tendering entity's **Address** (as stated on the National Treasury Central Supplier Database (CSD) or on the eThekwini Municipality Vendor Portal) is to be used in the determination of the tenderer's claim for **Preference Points** for this Specific Goal.

Goal weighting 100%		
Specific Goal: Promotion of South African owned enterprises	**Criteria**	**80/20**
South African, Provincial and Locally Owned Enterprises	Not in South Africa	0
	South Africa	5
	KZN	10
	EThekwini Municipality	20

Proof of claim as declared on MBD 6.1(The following will be used to verify the bidder's status):

- **CSD report**

7. Special Conditions

7.1 Training:

- 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.
- Compulsory formal training for all personnel must be conducted by an accredited trainer / institution.
- Staff must receive seta accredited training;
- Training must be conducted by an accredited training service provider and shall comprise of minimum two percent (2%) of the total invoice amount paid per month.
- It is imperative that the training spend is adhered to in order to ensure quality and consistency of service delivery.
- Proof of such training and attendance thereof shall be submitted monthly to Durban ICC management.

7.2 Criminal Background Checks:

- Appointed service provider must conduct Criminal background checks for all employees deployed to the DICC and records must be available to DICC management.

7.3 PENALTIES

Details	Penalty
1. Daily revenue collection (cash handed over to the Durban ICC) is less in comparison to the system generated report	The service provider will be liable for the cash difference
2. Damages to the Durban ICC office space provided to the service provider	The service provider will be liable for the cost of repair
3. Theft of any goods (regardless of the value)	R1 500.00 per incident or full replacement value of that item, the greater thereof.
4. Mishandling / damaging ICC owned resources such a cups / sauces / tumblers / plates	The service provider will be liable for the replacement cost
5. Failure to respond to an instruction from Durban ICC Management	R1 000.00 per incident
6. Customer (internal/external) complaints as a result of poor services	R1 000.00 per incident

7. Non-compliance to ISO requirements	R1 000.00 per incident
8. Non-compliance to Health & Safety statutory regulations	R1 000.00 per incident
9. Damage caused by staff/supervisors negligence (excl cost of repair)	R1 000.00 per incident
10. Minimum number of staff required per shift not adhered to	R1 000.00 per incident
11. Training frequency not adhered to without reasonable justification	R1 000.00 per incident
12. Failure to replace absent staff within 45min	R1 500.00 per incident
13. Supporting documents not up-to-date / available	R1 000.00 per incident

8. Scope of Supply /Services

- Provide specialized service personnel as and when required, specific to the events in-house and the service requirements thereof over week days and weekends.
- 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.
- Schedule services against business requirements, as requisitioned by the Durban ICC.
- Implement a reward and recognition programme to reward service personnel who consistently deliver a high level of service and to encourage loyalty to minimize staff turnover. The Service Provider is required to provide a proven methodology to recognize exceptional performance and reward personnel for such (both financially and through promotions). This programme should link up with the job descriptions and deliverables, rewarding personnel according to a merit system.
- Performance-manage all personnel on site via an effective performance management system, with assessments taking place at least twice a year. Assessment records to be made available to the Durban ICC on request.
- Ensure all personnel are presentable at all times while on site.
- Provide and manage all transportation required for service personnel Monday to Sunday as per the Basic Conditions of Employment Act.
- Run general administration including the payroll function.
- Address and manage all industrial relation matters pertaining to the service personnel.
- Conform to all legislative requirements.

8.1 Supervision

- The Service Provider shall nominate a Site Manager who shall be readily available to supervise the personnel and service arrangements.
- The Site Manager will receive their instructions from the Durban ICC Head of Department concerned or their nominee.
- The appointed Site Manager must be permanently based at the Durban ICC and available during standard business hours during the working week and when business dictates after hours and over weekends. The Site Manager / substitute should also be available on call / standby during weekends.
- Appointed Senior Management from the Durban ICC and Service Provider will meet on a Monthly basis to review the service and performance levels. These meetings will be documented accordingly.
- It is expected that ad hoc checks and assessments will be conducted on a regular basis, by the Service Provider, across all types of events to ensure service levels are maintained.
- All service personnel must be briefed and inspected before the commencement of each shift by the Site Manager and / or Floor Supervisor.

8.2 Personnel

- Personnel to be well groomed and presentable at all times, (this includes hygiene, posture & attire)
- 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.
- 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.
- All personnel are to be photographed and documented
- Health checks will be carried out for each employee upon recruitment and when required by the Durban ICC from time to time.
- Security checks Will be done by service provider and a report shall be provided to the Durban ICC for each employee (inclusive of police clearance)

8.3 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 services i.e.

- Site Manager
- Administrator
- Payroll Officer
- Onsite Floor Supervisor

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 proposed technical and support staff, specific to the site.

9. Specifications

SECTION A: FRONT OF HOUSE

***Note: The below quantities are not guaranteed and subject to change**

Description	Years' Experience	Minimum Formal Qualification	Required Skills	Estimated Quantity
Porter	3yrs not less than 2yrs Relevant Experience	Secondary Qualification	- Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	4
Usher	3yrs not less than 2yrs Relevant Experience	Secondary Qualification	- Health& Safety Knowledge - Crowd Management - Computer Literacy - Conflict de-escalation - Good English Communication skills	20
Concierge Officer	3yrs not less than 2yrs Relevant Experience	Matric / NQFLevel 4	- Computer Literacy - Good English Communication skills - Provide expert advice and recommendations on local attractions, restaurants, shopping, and activities - Strong interpersonal and communication skills are vital for providing a welcoming and positive experience. - Maintaining a professional demeanor and upholding the company's culture and standards. - Ability to multitask, prioritize, and manage various requests efficiently. - Serve as a liaison between guests and other departments or service providers to ensure guest satisfaction.	3

SECTION A.2: FOOD & BEVERAGE OPERATIONS

Description	Y Years' Experience	Minimum Formal Qualification	Required Skills	Estimate Quantity
Assistant Food and Beverage Co-Ordinator	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- Leadership skills - Basic Arithmetic - Good Beverage knowledge - POS System & Computer Literacy, - Good English Communication skills	2
Assistant Events Co-ordinator	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- Leadership skills - Basic Arithmetic - Good Beverage knowledge - EBMS and JDE System knowledge and Computer Literacy. - Good English Communication skills	2
Section Leader	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4	- Leadership skills - Basic Arithmetic - POS System & Computer Literacy, - Good English Communication skills	10

Cashier	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- POS System & Computer Literacy, - Good English Communication skills	40
Barista	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- Barista Coffee making skills - POS System & Computer Literacy, - Good English Communication skills	8
Waiter	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- Food & Beverage service Knowledge & Experience - POS System & Computer Literacy - Basic Arithmetic - Good English Communication skills	300
Cocktail Barman	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- POS System & Computer Literacy - Bar / Mixology service skills - Basic Arithmetic - Good English Communication Skills	5
Wine Steward	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- Great Wine knowledge	20
BANQUETING Barman	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- POS System & Computer Literacy - Basic Arithmetic - Bar service skills - Good English Communication Skills	50
Beverage Bar hand	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Bar service skills - Good English Communication skills	30

SECTION B: BACK OF HOUSESECTION B.1: BACK OF HOUSE - CULINARY

Description	Years' Experience	Minimum Formal Qualification	Required Skills	Estimate Quantity
Commis Chef	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- A la Carte & Banqueting Cooking Background, - Product Knowledge	Ad-hoc
Commis Chef Pastry	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- Product Knowledge , of basic cake making , batter cakes, sponge cakes, hot and cold cheese cakes, A la Carte & Banqueting Background of dessert making -	Ad-hoc
Junior Commis Chef	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4	- A la Carte & Banqueting Cooking Background, - Product Knowledge	Ad-hoc
Back of House Supervisor	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- Event Venue Set-Up & Breakdown - Good communication Skills - Speak and write in English - Leadership skills / Operations meetings / reporting typing skills - Operational equipment Knowledge - Computer literacy basic word and excel - Leadership skills - Physically must and able to move a weight off up to 25 - 35kg	Ad-hoc
Back of House Section Leader	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Event Venue Set-Up & Breakdown - Communication - Operational equipment Knowledge - Speak and write in English	Ad-hoc

			- Physically must and able to move a weight off up to 25 - 35kg	
Kitchen Assistant	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Event Venue Set-Up & Breakdown - Communication - OE Type/ Style Knowledge - Physically must and able to move a weight off up to 25 - 35kg	Ad-hoc

SECTION B: BACK OF HOUSESECTION B.1: BACK OF HOUSE - CULINARY

Description	Years' Experience	Minimum Formal Qualification	Required Skills	Estimate Quantity
Commis Chef	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- A la Carte & Banqueting Cooking Background, - Product Knowledge	Ad-hoc
Commis Chef Pastry	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- Product Knowledge , of basic cake making , batter cakes, sponge cakes, hot and cold cheese cakes, A la Carte & Banqueting Background of dessert making -	Ad-hoc
Junior Commis Chef	2yrsnotlessthan 1yr Relevant Experience	Matric / NQF Level 4	- A la Carte & Banqueting Cooking Background, - Product Knowledge	Ad-hoc
Back of House Supervisor	3yrs not less than 2yrs Relevant Experience	Matric / NQF Level 4	- Event Venue Set-Up & Breakdown - Good communication Skills - Speak and write in English - Leadership skills / Operations meetings / reporting typing skills - Operational equipment Knowledge - Computer literacy basic word and excel - Leadership skills - Physically must and able to move a weight off up to 25 - 35kg	Ad-hoc
Back of House Section Leader	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Event Venue Set-Up & Breakdown - Communication - Operational equipment Knowledge - Speak and write in English - Physically must and able to move a weight off up to 25 - 35kg	Ad-hoc
Kitchen Assistant	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Event Venue Set-Up & Breakdown - Communication - OE Type/ Style Knowledge - Physically must and able to move a weight off up to 25 - 35kg	Ad-hoc

B.2: BACK OF HOUSE - OPERATIONS

Description	Years' Experience	Minimum Formal Qualification	Required Skills	Estimate Quantity
Assistant Operations Administrator	2yrsnotlessthan 1yr Relevant Experience	Matric / NQFLevel4	- Excellent Communication Skills, - Good customer skills - Computer literate with good knowledge of Microsoft Office and JDE system. - Reporting skills - Secretarial skills	2
ISO Administrator	2yrsnotlessthan 1yr Relevant Experience	Matric / NQFLevel4	- Excellent Communication Skills, - Good customer skills - Computer literate with good knowledge of Microsoft Office and JDE system. - Good Knowledge of ISO 2200,9001,14001 and 45001. - Reporting skills - Secretarial skills	2
Linen Store Section Leader	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	Ad-hoc
Linen Store Crew	2yrsnotlessthan 1yr Relevant Experience	Secondary Qualification	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	Ad-hoc
Glass Store Section Leader	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	Ad-hoc
Glass Store Crew	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	Ad-hoc
Crockery Store Section Leader	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	Ad-hoc
Crockery Store Crew	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management	Ad-hoc

			- Physically Apt and able to move a weight off up to 25 - 35kg	
MEP	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	Ad-hoc
BOH Section Leader	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	Ad-hoc
Setup Crew	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	Ad-hoc
Housekeeping Cleaners	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Cleaning Type/ Style Knowledge - Good English Communication skills - Chemical Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	Ad-hoc

SECTION B.3: BACK OF HOUSE – FINANCE

Description	Y Years' Experience	Minimum Formal Qualification	Required Skills	Estimate Quantity
Store-man	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	5
Store-man Assistant	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	2
Store Crew	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	10

		System.		
Section Leader Finance	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	2
Setup Finance	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	2
Driver	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4 Driver's license	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	1
Assistant Driver	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4 Driver's license	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 – 35kg	1
Acting Stores Assistant	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	1

Stores Controller	3yrs not less than 2yr Relevant Experience	Matric / NQF Level 4 National Diploma- Stores Management/ equivalent	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	3
Stores Receiving Clerk	3yrs not less than 2yr Relevant Experience	Matric / NQF Level 4	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	1
Personal Assistant	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4 Diploma Secretarial /Admin certificate	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Minute taking skills. - Managing Diary - Typing -	1

Invoice Scanner/Clerk	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4	- Computer Literacy - OE Type/ Style Knowledge - Good English Communication skills - Scanning of invoices	1
Business Analyst Assistant	3yrsnot less than 2yrs Relevant Experience	Matric plus National Higher Certificate in IT & Computer Science or equivalent qualification in Information Technology/Business Administration/Management Information Systems/Economics/Finance (NQF level 5) Advantageous: Certification in C++/SQL	- Analytical thinking - Communication - Technical proficiency eg SQL/BI/SAP - Business objects, confluence, JIRA (project management) - Problem solving - Data Analysis - Project management - Process modelling - Project management	1

SECTION B.4: BUILDING SERVICES

Description	Y Years' Experience	Minimum Formal Qualification	Required Skills	Estimate Quantity
General Handyman	2-3 years of work experience in a similar role within the hospitality sector and/or large facility	secondary education (e.g., Grade 10/12), or trade qualification	- Good English Communication Skills, - Good all round maintenance skills assistance i.e., Metal work/Ironmongery. Painting/skimming, basic plumbing, carpentry, Tiling/Civil work and woodwork etc. - Client service focused	2
Painter	2yrs not less than 1yr Relevant Experience	Secondary Qualification	- Metal work / Ironmongery. - Tiling / Civil work. - Painting/skimming. - Basic plumbing. - Basic Woodwork. - Good command of the English language.	6
Plumber	2-3 years of work experience in a similar role within the hospitality sector and/or within a large facility.	Secondary education (e.g., Grade 10/12 or N2/N3 certificate), Trade Tested Artisan in Plumbing	- Plumbing experience in a commercial or hospitality industry. - Experience in large-scale water heaters, commercial kitchens, and industrial plumbing fixtures	4
Electrician	2-3 years of work experience in a similar role within the hospitality sector and/or within a large facility.	Secondary education (e.g., Grade 10/12 or N2/N3 certificate) N3 Electrical – Electrical Trade Tested	- Experience in electrical systems, wiring, fixtures, and troubleshooting common electrical issues. - Knowledge of energy-efficient lighting and HVAC control systems	2

SECTION B.5: INFORMATION TECHNOLOGY

Description	Y Years' Experience	Minimum Formal Qualification	Required Skills	Estimate Quantity
IT Office Administrator	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4	- Excellent Communication Skills, - Good customer skills - Computer literate with good Microsoft Office skills - Reporting skills - Secretarial skills	Ad-hoc

IT Systems Administrator	Minimum of 5 years (not less than 3 years relevant experience in systems administration or network management)	Matric / NQF Level 4 and a recognised ICT qualification (e.g. CompTIA Server+, Microsoft Certified: Windows Server Administrator, or equivalent	- Excellent communication and problem-solving skills - Strong analytical and troubleshooting abilities - Experience in managing Windows Server environments, Active Directory, and Group Policy - Knowledge of networking, firewalls, and virtualization technologies - Backup, recovery, and system monitoring skills - Ability to work independently and under pressure	Ad-hoc
IT Passive Infrastructure Technician	5yrsnot less than 2yrs Relevant Experience	Matric / NQF Level 4 and an ICT certification	- Excellent Communication Skills, - Good customer skills - Goodall round ICT support skills - Ability to remotely troubleshoot	Ad-hoc
IT Technician	5yrsnot less than 2yrs Relevant Experience	Matric / NQFLevel 4 and an ICT certification	- Excellent communication skills - Strong customer service orientation - Good all-round ICT support skills - Sound cabling and hardware setup skills	Ad-hoc

SECTION B.6: A/V TECHNICAL

Description	Years' Experience	Minimum Formal Qualification	Required Skills	Estimate Quantity
Office Administrator	2yrs not less than 1yr Relevant Experience	Matric / NQF Level 4	- Excellent Communication Skills, - Good customer skills - Computer literate with good Microsoft Office and JDE system. - Reporting skills - Secretarial skills	1
A/V Tech Store man	2yrs not less than 1yr Relevant Experience	Matric / NQFLevel4	- Computer Literacy - A/V Tech Equipment Knowledge - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	1
A/ AV Infrastructure Setup Crew	2yrs not less than 1yr Relevant Experience	Matric / NQFLevel4	- Excellent Communication Skills, - Good customer skills - Good English Communication skills - Stock Management - Physically Apt and able to move a weight off up to 25 - 35kg	Ad-hoc
A/V Technician	5yrsnot less than 2yrs Relevant Experience	Matric / NQFLevel 4 and an A/V certification	- Excellent Communication Skills, - Good customer skills - Goodall round A/V Tech support skills - Good cabling skills - Good Lighting Skills	Ad-hoc

SECTION B.7: PARKING & LOGISTICS

Description	Years' Experience	Minimum Formal Qualification	Required Skills	Estimate Quantity

Receptionist	3yrsnot less than 2yrs Relevant Experience	Matric / NQFLevel 4	- Good Communication Skills, - Telephone Etiquette - Well Groomed - Professional Good written, verbal and listening skills - Client service focused	Ad-hoc
Parking Warden	1yrnot less than 6mnthRelevant Experience	Matric / NQFLevel 4	- Good Communication Skills, - Client service focused - Product Knowledge	Ad-hoc

SECTION B.8: HUMAN RESOURCES

Description	Years' Experience	Minimum Formal Qualification	Required Skills	Estimate Quantity
HR Administrator	2yrsnotlessthan 1yr Relevant Experience	Matric / NQFLevel 4	- Excellent Communication Skills, - Computer literate with good Microsoft Office, - Analytical skills, - Office administration skills, - Human resource management,	1

SECTION B.9: Administration/ legal

Description	Years' Experience	Minimum Formal Qualification	Required Skills	Estimate Quantity
Paralegal	2yrsnotlessthan 1yr Relevant Experience	Matric; Higher Certificate in Paralegal studies;	- Excellent Communication Skills, - Computer literate with good Microsoft Office, - Analytical skills, - Office administration skills, - Minute taking skills, - Contract management skills	1
			-	

Transportation Specification:

CBD/surroundings	Central Durban
	Chesterville
	Mayville
South Routes	Umlazi
	Lamonte
	Illovo
	Malukazi
	Adams Missions
	Kwamakutha
North Routes	KwaMashu
	Inanda
	Ntuzuma
	1000 walks
	Richmond Farm
	Newlands
	Quarry White
	Lindelani
	Springfield
	Reservoir Hills
West Routes	Lunganda
	Ndengazi
	Marinhill
	Clermont
	Wyebank
	New Germany
	Savannah Park
	Pinetown

10. Pricing Schedule:

No	Staff Category	Proposed Temp Rate/Hr (Rand)	Annual Leave 5.88%	Fam Resp Leave 1.15%	Sick Leave 3.85%	UIF 1.00% of Net Hourly Rate	COIDA 0.79% of Net Hourly Rate	Skills Dev Levy 1.00% of Net Hourly Rate	Total Hourly Charge (Rand)
1	Porter	35.07	2.06	0.40	1.35	0.35	0.28	0.35	39.86
2	Usher	31.85	1.87	0.37	1.23	0.32	0.25	0.32	36.21
3	Concierge Officer	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52
4	Assistant Food and Beverage Co-Ordinator	111.07	6.53	1.28	4.28	1.11	0.88	1.11	126.26
5	Events Co-Ordinator	93.53	5.50	1.08	3.60	0.94	0.74	0.94	106.32
6	Section Leader	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52
7	Cashier	31.85	1.87	0.37	1.23	0.32	0.25	0.32	36.21
8	Barista	33.66	1.98	0.39	1.30	0.34	0.27	0.34	38.28
9	Waitron	33.66	1.98	0.39	1.30	0.34	0.27	0.34	38.28
10	Cocktail Barman	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52
11	Wine Steward	33.66	1.98	0.39	1.30	0.34	0.27	0.34	38.28
12	Beverage Barman	33.66	1.98	0.39	1.30	0.34	0.27	0.34	38.28
13	Beverage Bar hand	31.85	1.87	0.37	1.23	0.32	0.25	0.32	36.21
14	Commis Chef	43.26	2.54	0.50	1.67	0.43	0.34	0.43	49.17
15	Commis Chef (Pastry)	43.26	2.54	0.50	1.67	0.43	0.34	0.43	49.17
16	Junior Commis Chef	33.66	1.98	0.39	1.30	0.34	0.27	0.34	38.28
17	Back of House Supervisor	64.78	3.81	0.74	2.49	0.65	0.51	0.65	73.63
18	Back of House Section Leader	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52

19	Kitchen Assistant - Stewarding	32.24	1.90	0.37	1.24	0.32	0.25	0.32	36.64
20	Operations Administrator	83.98	4.94	0.97	3.23	0.84	0.66	0.84	95.46

21	ISO Administrator	83.98	4.94	0.97	3.23	0.84	0.66	0.84	95.46
22	Linen Store Section Leader	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52
23	Linen Store Crew	32.24	1.90	0.37	1.24	0.32	0.25	0.32	36.64
24	Glass Store Section Leader	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52
25	Glass Store Crew	32.24	1.90	0.37	1.24	0.32	0.25	0.32	36.64
26	Crockery Store Section Leader	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52
27	Crockery Store Crew	32.24	1.90	0.37	1.24	0.32	0.25	0.32	36.64
28	MEP	35.07	2.06	0.40	1.35	0.35	0.28	0.35	39.86
29	BOH Section Leader	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52
30	Assistant Function Co-Ordinator	47.94	2.82	0.55	1.85	0.48	0.38	0.48	54.50
31	Operations Setup Crew	35.07	2.06	0.40	1.35	0.35	0.28	0.35	39.86
32	Housekeeping Cleaners	31.85	1.87	0.37	1.23	0.32	0.25	0.32	36.21
33	Storeman	52.61	3.09	0.61	2.03	0.53	0.42	0.53	59.82
34	Storeman Assistant	48.70	2.86	0.56	1.87	0.49	0.38	0.49	55.35
35	Finance Store Crew	32.24	1.90	0.37	1.24	0.32	0.25	0.32	36.65
36	Section Leader Finance	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52

37	Setup Finance	35.07	2.06	0.40	1.35	0.35	0.28	0.35	39.86
38	Driver	52.61	3.09	0.61	2.03	0.53	0.42	0.53	59.82
39	Assistant Driver	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52
40	Stores Controller	82.98	4.88	0.95	3.19	0.83	0.66	0.83	94.32
41	Stores Receiving Clerk	72.15	4.24	0.83	2.78	0.72	0.57	0.72	82.01
42	Personal Assistant	101.16	5.95	1.16	3.89	1.01	0.80	1.01	114.98
43	Invoice Scanner/Clerk	62.73	3.69	0.72	2.42	0.63	0.50	0.63	71.32
44	Creditors Clerk	85.24	5.01	0.98	3.28	0.85	0.67	0.85	96.90
45	General Handyman	52.61	3.09	0.61	2.03	0.53	0.42	0.53	59.80
46	Painter	35.07	2.06	0.40	1.35	0.35	0.28	0.35	39.87
47	Plumber	46.77	2.75	0.54	1.80	0.47	0.37	0.47	53.17
48	Electrician	71.33	4.19	0.82	2.75	0.71	0.56	0.71	81.07
49	IT Office Administrator	98.87	5.81	1.14	3.81	0.99	0.78	0.99	112.39
50	IT Passive Infrastructure Crew	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52
51	IT Technician	70.15	4.12	0.81	2.70	0.70	0.55	0.70	79.73
52	Technical Administrator	98.87	5.81	1.14	3.81	0.99	0.78	0.99	112.38
53	A/V Tech Storeman	70.15	4.12	0.81	2.70	0.70	0.55	0.70	79.73
54	A/V Infrastructure Setup Crew	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52

55	A/V Technician	70.15	4.12	0.81	2.70	0.70	0.55	0.70	79.74
56	Assistant Technical Co-Ordinator	98.87	5.81	1.14	3.81	0.99	0.78	0.99	112.39
57	Receptionist	40.92	2.41	0.47	1.58	0.41	0.32	0.41	46.52
58	Parking Warden	32.24	1.90	0.37	1.24	0.32	0.25	0.32	36.64
59	HR Administrator	83.98	4.94	0.97	3.23	0.84	0.66	0.84	95.46
60	Paralegal	90.00	5.29	1.04	3.47	0.90	0.71	0.9	102.31
61	Assistant Business Analyst	146.00	8.58	1.32	5.62	1.46	1.15	1.46	165.59

Management Fee percentage	**%**

Night Shift allowance and Public Holiday allowance will apply as per the Basic Conditions of Employment Act and relevant statutory requirements, to be agreed upon post award, upon conclusion of the relevant SLA.

11. Requirements to submit quotation

11.1 Price(s) quoted must be valid for at least thirty (30) days from date of your offer.
11.2 Management fee must be inclusive all transportation and incentive scheme.
11.3 On-Site Staff cost must be inclusive in the management fee cost, (Site Manager, Site Supervisor, Administrator and Payroll Officer)
11.4 Price(s) quoted must be firm and must be inclusive of VAT.
11.5 Supplier must be fully compliant and active on both CSD and EThekwini Vendor Portal.

12. Format of quotation:

12.1 Suppliers will not be paid until Durban ICC has received payment from the client.
12.2 NB: Failure to comply with these conditions may invalidate your submission.

13. Contact Person

The contact person for this proposal is Mncedisi Dlamini 031 360 1201/ mncedisid@icc.co.za

14. Closing Date

All bid submissions must be enclosed in a sealed envelope for the attention of the Procurement Department clearly marked.These submissions 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 19th November 2026**. Submissions that are not sealed or not clearly marked as required, may be rejected.

CONTACTABLE REFERENCE NUMBER 1				
SECTION 1: TO BE COMPLETED BY THE BIDDER				
NAME:.....				
CONTACT PERSON:.....				
DESIGNATION/ POSITION:.....				
CONTACT DETAILS **TELEPHONE:**..... **CELLULAR NUMBER:**.....				
DESCRIPTION OF SERVICE RENDERED			**VALUE OF CONTRACT (INCL. VAT)**	
SECTION 2: TO BE COMPLETED BY CONTACTABLE REFERENCE NUMBER 1:				
ASSESS THE PERFORMANCE OF THE BIDDER BY ANSWERING THE STATED QUESTIONS. **SCORES MUST ALSO BE ASSESSED IN TERMS OF FOUR INDICATORS.**				
0 = VERY POOR	**40 = POOR**	**70 = SATISFACTORY**	**90 = GOOD**	**100 = VERY GOOD**
QUESTIONS			**ANSWERS**	**SCORING**
1. Did the company meet the stipulated urgent response timeframes? YES/NO.				
2. In terms of quality, were there any call backs on tasks completed? YES/NO.				
3. Didtheirconductreflecthigh levels of professionalism? YES/NO.				
4. Was the level of service rendered by the bidder satisfactory for the duration of the period under review? YES/NO.				
TOTAL SCORE				
TOTAL AVERAGE SCORE (TOTAL SCORE/4)				

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

SIGNATURE:.....	**DATE:**.....

COMPANY STAMP OF CONTACTABLE REFERENCE

CONTACTABLE REFERENCE NUMBER 2				
SECTION 1: TO BE COMPLETED BY THE BIDDER				
NAME:				
CONTACT PERSON:.....				
DESIGNATION/ POSITION:.....				
CONTACT DETAILS **TELEPHONE:..... CELLULAR NUMBER:.....**				
DESCRIPTION OF SERVICE RENDERED			**VALUE OF CONTRACT (INCL. VAT)**	
SECTION 2: TO BE COMPLETED BY CONTACTABLE REFERENCE NUMBER 1:				
ASSESS THE PERFORMANCE OF THE BIDDER BY ANSWERING THE STATED QUESTIONS. **SCORES MUST ALSO BE ASSESSED IN TERMS OF FOUR INDICATORS.**				
0 = VERY POOR	**40 = POOR**	**70 = SATISFACTORY**	**90 = GOOD**	**100 = VERY GOOD**
QUESTIONS			**ANSWERS**	**SCORING**
1. Did the company meet the stipulated urgent response timeframes? YES/NO.				
2. In terms of quality, were there any call backs on tasks completed? YES/NO.				
3. Didtheirconductreflecthigh levels of professionalism? YES/NO.				
4. Was the level of service rendered by the bidder satisfactory for the duration of the period under review? YES/NO.				
TOTAL SCORE				
TOTAL AVERAGE SCORE (TOTAL SCORE/4)				
The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this schedule are within my personal knowledge and are to the best of my belief both true and correct.				
SIGNATURE:.....			**DATE:.....**	

COMPANY STAMP OF CONTACTABLE REFERENCE

CONTACTABLE REFERENCE NUMBER 3				
SECTION 1: TO BE COMPLETED BY THE BIDDER				
NAME:.....				
CONTACT PERSON:.....				
DESIGNATION/ POSITION:.....				
CONTACT DETAILS **TELEPHONE:**..... **CELLULAR NUMBER:**.....				
DESCRIPTION OF SERVICE RENDERED			**VALUE OF CONTRACT (INCL. VAT)**	
SECTION 2: TO BE COMPLETED BY CONTACTABLE REFERENCE NUMBER 1:				
ASSESS THE PERFORMANCE OF THE BIDDER BY ANSWERING THE STATED QUESTIONS. **SCORES MUST ALSO BE ASSESSED IN TERMS OF FOUR INDICATORS.**				
0 = VERY POOR	**40 = POOR**	**70 = SATISFACTORY**	**90 = GOOD**	**100 = VERY GOOD**
QUESTIONS			**ANSWERS**	**SCORING**
1. Did the company meet the stipulated urgent response timeframes? YES/NO.				
2. In terms of quality, were there any call backs on tasks completed? YES/NO.				
3. Did theirconductreflecthigh levelsofprofessionalism? YES/NO.				
4. Was the level of service rendered by the bidder satisfactory for the duration of the period under review? YES/NO.				
TOTAL SCORE				
TOTAL AVERAGE SCORE (TOTAL SCORE/4)				

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

SIGNATURE:.....	**DATE:**.....

COMPANY STAMP OF CONTACTABLE REFERENCE