

REQUEST FOR PROPOSAL

For

THE APPOINTMENT OF AN OPERATOR TO OPERATE THE COFFEE SHOP AT KIRSTENBOSCH NATIONAL BOTANICAL GARDEN, RHODES DRIVE, NEWLANDS, CAPE TOWN, FOR A PERIOD OF FIVE YEARS

The South African National Biodiversity Institute (SANBI)

Private Bag X101

Silverton

0184

Document Number: One (1) of two (2)

Proposal No: **SANBI:G455/2022**

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BACKGROUND

This document (Document 1) gives a general overview of the process to be followed in appointing an Operator to operate the coffee shop in the Visitor Centre at Kirstenbosch National Botanical Garden, particularly regarding the requirements to be submitted in responding to a call for proposals in respect of the coffee shop situated in the Visitor Centre at Kirstenbosch National Botanical Garden.

This document is to be read in conjunction with the Catering Specifications and Background Information (Document 2).

Please read the following terms and instructions carefully. Failure to comply with the requirements of these instructions and general terms may lead to the rejection of your proposal submission.

1. PREPARATION AND SUBMISSION OF PROPOSALS

1.1 The Request for Proposal (RFP) documentation (Document 1) consists of:

- General Terms & Instructions to Proposers; and
- Forms of Proposal

The Proposal documents can be obtained from the South African National Biodiversity Institute (SANBI) webpage www.sanbi.org

1.2 It is accompanied by:

- Catering Specifications (Document 2)

1.3 Proposals shall be prepared and submitted in accordance with the RFP documentation. The South African National Biodiversity Institute (SANBI) shall not incur any obligation or liability towards the successful Proposer until a written contract has been finalized and signed by both SANBI and the Proposer.

1.4 Proposers are to submit one (1) hard copy of the proposal in an envelope and a memory stick with a PDF version of the document.

Proposal Number: **SANBI G455/2022**

Closing date for submissions: **03 May 2023**

Time: 11:00

Proposals must be submitted in the Proposal Box located in the Biodiversity Building at the Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria, during office hours (08:00 - 16:00).

1.5 Proposals received after the RFP closing date and time will be disqualified. This Request For Proposal (RFP) is being issued by SANBI and does not constitute an offer. These documents are intended to provide information and guidelines for the preparation and submission of a Proposal by the Proposers.

1.6 All SCM queries and communications in relation to this RFP should be directed to sanbi.tenders@sanbi.org.za, at the **latest seven days before the closing date.**

Operational or technical queries can be directed to Sarah Struys (Events and Tourism Manager: Kirstenbosch National Botanical Garden) on Tel.: 021 799 8775 or s.struys@sanbi.org.za, at the **latest seven days before the RFP closing date.**

- 1.7 Preparation of the Proposal, including but not limited to attendance at any pre-Proposal meetings and site visits, shall be at the sole expense of the Proposer.
- 1.8 The Proposal shall be submitted without review by, comparison of figures with, arrangement with, or knowledge of any other person or company submitting a Proposal for the same work and shall in all respects be without collusion with other Proposers. Proposers forming a joint venture with another Proposer in order to submit a single consolidated Proposal shall advise SANBI prior to the submission of the Proposal and include in their Proposal full details of the joint venture including a copy of the signed joint venture agreement.

1.9 Requirements

1.9.1 Each Proposal document must include the following documentation and failure to include all these documents will lead to disqualification of the Proposal:

- A current copy of the **Central Suppliers Database (CSD) registration report**
- A certified copy of **Liability Insurance Cover** for the company and the amount available per claim
- A valid **Letter of Good Standing from the office of the Compensation Commissioner** as required by the Compensation for Occupational Injuries and Diseases Act (COIDA). The letter should be issued by the Department of Labour. If the Proposer does not possess a COIDA certificate this will be required within 10 days of appointment. If the certificate cannot be presented within this period, the offer will be terminated.

1.9.2 Each Proposal document must include the following documentation for evaluation purposes:

- Copy of the latest Audited Financial Statement
- Completed forms of the Proposal (Annexures A – N)

2. EXAMINATION OF REQUEST FOR PROPOSAL (RFP)

- 2.1 SANBI may modify the RFP at any time prior to the Proposal due date. Modifications will be made in the form of addenda to the RFP and will be transmitted simultaneously to all Proposers.
- 2.2 The Proposer is responsible for examination of the RFP and addenda and for informing itself in all respects of conditions, which may in any way affect the performance of the work. Should the Proposer find discrepancies or omissions in the RFP or should any other questions arise, the Proposer should notify SANBI in writing by e-mail immediately on discovery of any discrepancy or omission.
- 2.3 Proposers should make their own independent studies, enquiries and plans and obtain and furnish to SANBI as part of the Proposal all information and data that may affect their Proposal and their prices, at their own risk and cost and allow for all contingencies irrespective of any information or other data supplied by SANBI.

3. SITE INSPECTION AND CONDITIONS

- 3.1. Kindly be informed that the Kirstenbosch coffee shop venue has no equipment. The Proposer is responsible for making arrangements it considers necessary to become fully informed regarding all conditions that might in any way affect the performance of the contract including any equipment, furniture, fittings, space allocations and similar.

Site visits, in addition to the recommended site visit (see 4.3 below), are to be arranged with Kirstenbosch National Botanical Garden management.

- 3.2 Failure by the Proposer to satisfactorily investigate the conditions as aforesaid shall not relieve the Proposer from the responsibility for properly estimating the cost of performing the contract in accordance with the RFP.

- 3.3 A compulsory site inspection session will take place on site on 14 April 2023 from 11:00 at Kirstenbosch National Botanical Garden (Videorama room in the Visitor Centre (gate 1) at Kirstenbosch)**

4. PROPOSAL VALIDITY, MODIFICATION AND WITHDRAWAL OF PROPOSALS

- 4.1. The Proposer may modify or withdraw its Proposal at any time prior to the Proposal due date specified in the RFP provided that notification of such withdrawal or modification is received by SANBI in writing prior to the RFP closing date.
- 4.2 Once submitted, Proposals shall be fully binding upon the Proposer and shall be valid for a period of 90 days (three months) from the date of submission of the Proposal, and thereafter as mutually agreed.

5. AWARD OF CONTRACT

- 5.1 SANBI shall not be bound to accept the highest, lowest or any other Proposal and it shall be entitled to accept all or part of a Proposal. It shall not be liable for any costs or expenses or damages incurred by any Proposer who submits a Proposal, irrespective of the outcome of such Proposal. If, however, any such Proposal leads to the conclusion of a Contract, then the rights and obligations of SANBI and Proposer shall be governed solely by the provisions of such Contract. Should such preferred Proposer and SANBI fail to come to an agreement, SANBI may then, at its sole discretion, negotiate the Contract with an alternative Proposer or decide not to conclude a contract at all.

- 5.2 SANBI reserves the right to invite Proposers, after the closing date but prior to the date for award of their Proposals, to discuss any matter relating to the Proposal and/or to issue supplements or addenda to the Proposal. SANBI also reserves the right, after the closing date and evaluation process, to request Proposers' clarification on the Proposal submission. Any such clarifications or addenda or supplements shall be considered as forming part of the Proposal documents. Any such discussion, issue of supplements or addenda or invitation to clarify, should not be construed as an acceptance, award or allocation of the Proposal to that Proposer.

6. PROPOSERS' RETURN OF DOCUMENTS

Unsuccessful Proposers' documents will not be returned.

7. INFORMATION TO BE SUBMITTED WITH THE PROPOSAL

Proposers shall submit their Proposals in accordance with the Forms of Proposal.

8. FORMS OF PROPOSAL (Annexure A to N)

8.1 Proposed Concept

Kirstenbosch NBG is looking for a coffee shop model that provides high quality coffee and other popular hot and cold beverages, snacks and light meals, both for take-away and sit-down.

Proposers are to describe their coffee shop model, and explain why they believe it will be suitable to Kirstenbosch NBG in **Annexure A**. This must also include how they intend decorating and furnishing the facilities making use of photographs, sketches, artists impressions, swatches (samples), design boards and similar.

8.2 Operating Hours (**Annexure B**)

Proposers are to indicate intended operating hours, taking into account the normal operating hours of the Garden:

08:00 - 18:00 from 1 April to 30 September

08:00 - 19:00 from 1 October to 31 March

8.3 Product Details & Pricing menu

Since the quality of products offered for sale will be one of the key criteria on which the contract will be awarded, Proposers are advised to give as much information as possible on their proposed products in **Annexure C** including selling prices. Photographs of menu items and presentation can be submitted. Please note that selling prices submitted with the Forms of Proposal are to remain valid for a period of six months from the date of submission of the Proposal unless otherwise agreed with SANBI.

8.4 Staff Uniform

Proposers are requested to indicate by means of description, photographs, sketches and fabric swatches (samples), the type, style and colour of proposed staff uniforms in **Annexure D**. The choice of uniform must take into account the Garden environment as well as the theme of the Coffee shop.

8.5 Staff Training Policy & Programmes

In **Annexure E**, Proposers are to give as much information as possible on their training policy and programmes applicable to this contract. The training must be relevant to the hospitality sector and where possible training must be accredited.

8.6 Capital Investment

In **Annexure F**, Proposers are to indicate how much they will be initially investing in the coffee shop including equipment, appliances, furniture, decor and any other items they believe would enhance their offer to SANBI.

8.7 Projected sales

Please note: Proposers are to indicate their projected net sales revenue for the first three (3) years of operation (**Annexure G**).

In accordance with SANBI's lease agreement for the operation of this particular coffee shop, Proposers must take note that the minimum monthly rental payable will be R25 000,00 or a percentage of turnover, whichever is higher. The minimum monthly rental will increase annually by CPI.

Rental calculated as 10% of monthly turnover.

A deposit equivalent to three months minimum rental payment will be payable by the successful Proposer.

No sub-rental of the premises or business will be allowed without consultation with SANBI.

- 8.8 References & General information
Each Proposer is required to submit details of at least three contactable relevant business references in **Annexure H**.
- 8.9 Proposer's History
Each Proposer is to submit details of its history and relevant experience in **Annexure I**, including bank history, bank classification code, and financial statements.
- 8.10 Company profile
Each Proposer is to submit the company's profile in **Annexure J**.
- 8.11 Environmental Policy
Each Proposer is to submit a description of the business consideration for the environment, and how this is put into practice in **Annexure K**.
- 8.12 Waste management plan
Each Proposer is to submit a detailed Waste Management Plan outlining the kind of waste that will be generated by the operation and how this will be managed in **Annexure L**. (See Section 2.20 in Document 2)
- 8.13 Risk Management plan
Each Proposer is to submit a Risk Management Plan in relation to hazardous activities in **Annexure M**. (See Section 2.20 in Document 2).
- 8.14 Marketing Capability
Although the coffee shop is intended as a service to Kirstenbosch visitors, marketing done by the coffee shop itself can bring additional visitors to Kirstenbosch, and create awareness about the coffee shop amongst visitors.
Each Proposer is to submit a brief marketing plan for the proposed coffee shop in **Annexure N**.

9. EVALUATION CRITERIA

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as a Criterion for the Evaluation (issued 3 September 2010) this bid will be evaluated in two stages.

Stage one evaluation: The table below indicates the criteria for the phase one (functionality) evaluation.

FUNCTIONALITY CRITERIA	POINTS
1. Proposed concept of operation needs to be aligned with the philosophy of the Garden (Annexures A and E)	30
1.1 Proposed coffee shop model (8.1)	(13)
1.2 Visual/pictorial presentation of the interior (8.1)	(12)
1.3 Staff uniforms (8.4)	(5)
2. Proposed selection of products, menu, equipment and added value for money (Annexures C, F and G)	30
2.1 Product details and pricing menu (8.3)	(13)
2.2 Projected sales (8.7)	(12)
2.3 Capital investment and relevant resources suitable to operate the coffee shop during the contract period (8.6)	(5)
3. Track record, history and experience relevant to the proposed operation (Annexures E, H, I and N)	28
3.1 Current company profile	(4)
3.2 Documentation that demonstrates past experience (8.10)	(4)
3.3 Staff training policy and programmes (8.5)	(4)
3.4 Three references (8.8) Two points awarded per relevant positive reference	(6)
3.5 Evidence of financial management (8.9)	
- Sound financial statements in good standing	(4)
- bank classification code	(4)
3.6 Marketing capability (8.13)	(2)
4. Safety, Health and Environmental Requirements	12
4.1 Company's considerations for the environment	(4)
4.2 Waste Management Plan (8.11)	(4)
4.2 Risk Management Plan (8.12)	(4)
TOTAL	100

Bids that fail to score a minimum of 70 out of 100 points for functionality will not be eligible for further consideration.

10. GOALS

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Categories of persons historically disadvantaged by unfair discrimination on the basis of race Information will be verified on CSD report. Points will be allocated based on the percentage of ownership per goal - 100% black ownership = 10 points		
Categories of persons historically disadvantaged by unfair discrimination on the basis of gender. Information will be verified on CSD report. Points will be allocated based on the percentage of ownership per goal - 100% female ownership = 10 points		
Total Points		

11. EXCLUSIVITY

The successful Operator must be mindful that there are other hospitality Operators conducting business on the premises and is therefore not guaranteed of any business from the client (SANBI) that may be arising from time to time pertaining to similar or other services. The Operator will be entitled to compete on an equitable basis for any such business on a Quotation or Proposal basis. The Operator will be required to sign a new contract with the Client for the service or business.

ANNEXURE G: PROJECTED NET SALES REVENUE FOR THREE [3] YEARS

ANNEXURE H: CONTACTABLE BUSINESS REFERENCES

*Please provide details of three RELEVANT business references as follows:

Reference 1:

Name of reference:

Contact person:

Telephone numbers:

Length of contract/trading period:

Letter attached: ☐

Reference 2:

Name of reference:

Contact person:

Telephone numbers:

Length of contract/trading period:

Letter attached: ☐

Reference 3:

Name of reference:

Contact person:

Telephone numbers:

Length of contract/trading period:

Letter attached: ☐

ANNEXURE I: PROPOSER'S HISTORY & GENERAL INFORMATION

Full legal company name	
Registered office physical address	
Postal address	
Telephone number	
Contact name	
Is the company the provider of the proposed service? If not, please supply the name and address of the other provider.	
How long in years has this company been operating in this business?	
Please indicate the proposed team structure that will be dedicated to the proposed service and provide CVs of key personnel involved. NB: Any changes in key personnel must, in terms of the lease, be communicated and agreed to with the Lessor, with the understanding that replacements are to be of the same qualification and experience.	
Please provide a copy of the last four years' consolidated income statements, and cash flow statements and balance sheets.	
Please provide your company's bank classification code	

