



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: RFP-CAN-0219

REQUEST FOR PROPOSAL (RFP) PACK

FOR THE APPOINTMENT OF AN ON-SITE CATERING SERVICE PROVIDER TO
OPERATE AND MANAGE THE CATERING FACILITIES OF THE
EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD IN RESPECT OF:

1. THE CANTEEN/ STAFF RESTAURANT AND KITCHEN; AND
2. THE CONFERENCE CENTRE CATERING

START DATE: 01 MARCH 2019

CLOSING DATE: 29 MARCH 2019 (12h00)

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

ITEM	TICK
Supporting Documentation To Be Submitted	
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Valid Proof of Office Location	
A minimum of three references should be submitted which can be verified – Complete Annexure A – See Page 49 - 51.	
Proposed Solution and Project Approach	
Manpower (Include Organogram for both Canteen and Conference Centre)	
Menu Structure and Cycle	
Ordering and Meal Delivery System	
Safety Health and Environment	
Customer Feedback Monitoring System	
Valid Tax Clearance Certificate or SARS PIN	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
Compulsory Documentation To Be Submitted	
Envelope B (Pricing Proposal)	
JV Participation Documentation (If applicable)	

Please Note: All the above documents must be submitted with Envelope A – Technical Proposal
The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Section C:** Service Level Agreement
4. **Annexure A:** References
5. **Annexure 1:** Procurement Handbook
6. **Annexure 2:** List Of Equipment
7. **Annexure 3:** ELIDZ OHS Policy Statement
8. **Annexure 4:** ELIDZ Environmental Policy Statement
9. **Annexure 5:** HACCP Legislation



SECTION A: General Guidelines

FOR THE APPOINTMENT OF AN ON-SITE CATERING SERVICE PROVIDER TO
OPERATE AND MANAGE THE CATERING FACILITIES OF THE
EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD IN RESPECT OF:

1. THE CANTEEN/ STAFF RESTAURANT AND KITCHEN; AND
2. THE CONFERENCE CENTRE CATERING

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 rule i.e. 80 of evaluation points will be based on price competitiveness and 20 will be based on BBBEE status. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

Ps = Points scored for price of tender under consideration

R = Percentage of the price

Pt = Rand value of tender under consideration

Pmin = Rand value of lowest acceptable tender

R must be up to a maximum of 80

Score Breakdown:

Price (R) = 80 points

BBBEE = 20 points

A maximum of twenty (20) points will be awarded to a tenderer for achieving BBBEE objectives.

Preference points shall be awarded on the basis of a B-BBEE verification certificate issued by an accredited Verification Agency.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate. Failure to submit a valid B-BBEE certificate will result in zero points being awarded for preference.

The following table shall be used to convert the contribution level as per B-BBEE certificate into points.

Table: B-BBEE Points Conversion

Level Contribution	B-BBEE Score	Points Conversion 20
Level 1	>100%	20
Level 2	85~100%	18
Level 3	75~85%	14
Level 4	65~75%	12
Level 5	55~65%	8
Level 6	45~55%	6
Level 7	40~45%	4
Level 8	30~40%	2
Non-Compliant	0~30%	0

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS OF TENDER:

- A compulsory briefing session will be held on 12 March 2019 starting at 12h00 at the East London IDZ Conference Centre, Lower Chester Road, Sunnyridge, East London
- Questions relating to the RFP will be accepted until 16h00 on 19 March 2019;
- All questions must be submitted to Anathi Mgwaza via e-mail to anathi@elidz.co.za;
- The closing date for this tender is at 12h00 on 29 March 2019;
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- Tender documents are to be securely bound;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.
- Only BBBEE Level 1 or EME's are eligible to submit a bid.
- Suppliers that have previously benefited from an ELIDZ Enterprise and Supplier Development (ESD) programme for a period of two (2) years or more may not submit a bid. The objective of this condition is to development and empower BBBEE, EME's, and the local economy as contemplated by the objectives of the ELIDZ SMME Development Policy and, in particular paragraph 7(viii) of such Policy

3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized hereto and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure 1 (Procurement Handbook) with the tender together with all profit sharing percentage information.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyridge, East London.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract:

Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government. Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

6 COMPANY PROFILE

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement. Notice of cancellation shall either be by fax or in writing.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and

include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- Statement of accounts

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session, and must be addressed to the SCM office only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent, and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific "areas of work" (or parts of "areas of work") of the tender as it sees fit.

Accordingly tenderer's are advised to ensure that all prices submitted against each "area of work" are sufficient to cover the tenderer's entire obligation as defined in these documents, required to provide each specific "area of work".

15 ELIDZ ENTERPRISE AND SUPPLIER DEVELOPMENT (ESD) PROGRAM BENEFITS

The Operator/ Service Provider will receive a fully equipped kitchen and storage facilities, as well as a supply of all services needed for the normal operation of the facilities, such as water and electricity, and the consumption thereof will be monitored by way of metered reading.

The Operator will be responsible for the payment of the following:

- Operating Costs to the value of R16, 444.24 per month escalating at 10% per annum.
- Gas for cooking equipment;
- Telephone and fax line usage;
- All cleaning chemicals (including for the dishwasher machine) and cleaning equipment;
- Any catering equipment and tools ("kitchen smalls"), other than those provided by the ELIDZ which are classified as "major items", such as cooking ovens, grillers, tilt pans, bain maries, dishwasher machine, extraction system, cold storage, etc.
- Utilities as per ELIDZ tariff schedule; The average cost of utility usage in the facility is as follows:
 - a total amount of R34, 000.00 excluding VAT.
 - Average Consumption is 13564 kWhr
 - maximum demand is 67.73 kVA

ELIDZ provides a 50% discount on utilities to a maximum of R17, 000.00 escalating at 10% per annum.

The successful bidder will be subjected to a Skill Audit assessment and the outcome will inform the necessary intervention required.

16 SUPPORTING DOCUMENTATION TO BE SUBMITTED

ITEM	TICK
Supporting Documentation To Be Submitted	
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Valid Proof of Office Location	
A minimum of three references should be submitted which can be verified – Complete Annexure A on Page 50.	
Proposed Solution and Project Approach	
Manpower (Include Organogram for both Canteen and Conference Centre)	
Menu Structure and Cycle	
Ordering and Meal Delivery System	
Valid Tax Clearance Certificate or SARS PIN	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
Safety Health and Environment Plan	
Customer Feedback Monitoring System	

17 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-responsiveness.

ITEM	TICK
Compulsory Documentation To Be Submitted	
Envelope B (Pricing Proposal)	
JV Participation Documentation (If applicable)	

18 METHOD OF SUBMISSION

It will be the responsibility of the tenderer to ensure that the tender reaches the ELIDZ. Proof of posting will not be taken as proof of delivery. **All tender documents submitted are to be securely bound and submitted in duplicate.** Tenderers must submit technical and financial proposals in two separate envelopes clearly marked “Envelope A – Technical Proposal” and “Envelope B – Financial Proposal”. The financial proposal will only be opened should the technical proposal be found to be acceptable. The tender should be placed in a sealed envelope marked “RFP-CAN-0219” and deposited by hand in the tender box before the closing date and time of 12h00, 29 MARCH 2019. ELIDZ WILL NOT BE RESPONSIBLE FOR DOCUMENTS PLACED IN AN INCORRECT TENDER BOX.

The tender box will be marked tender name “RFP-CAN-0219” which can be found in the following location:
The ELIDZ, Head Office Reception, Lower Chester Road, Sunnyside, East London, 5201

Tender must be marked:

For the attention of: Anathi Mgwaza: SCM Officer

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;

9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: Requirements Specification

FOR THE APPOINTMENT OF AN ON-SITE CATERING SERVICE PROVIDER TO OPERATE
AND MANAGE THE CATERING FACILITIES OF THE
EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD IN RESPECT OF:

1. THE CANTEEN/ STAFF RESTAURANT AND KITCHEN; AND
2. THE CONFERENCE CENTRE CATERING

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1. Introduction

1.1. The scope of this RFP includes the following:

The East London IDZ would like to appoint an emerging micro enterprise with a level 1 BBBEE status to operate and manage its canteen facility.

2. Considerations

2.1. Requirements Considerations

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section).

FUNCTIONALITY EVALUATION MATRIX

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
Local Operational Office	Local Office Operational	5	5	Buffalo City Municipality
			3	Eastern Cape
			0	OTHER
Project Approach	Service Provider Experience (Complete Annexure '2')	30	30	Three Verified References with experience in a similar environment (150+ meal servings per day)
			20	Two Verified References with experience of serving 150+ meal servings per day
			10	One Verified References with experience of serving 150+ meal servings per day
	Manpower	10	10	Manpower (Include Organogram for both Canteen and Conference Centre)
			5	Organogram For Canteen Only
			5	Organogram For Conference Centre Only
	Canteen Menu Structure and Cycle	10	10	Menu (Structure and Cycle for six weeks period with no repeats)
			5	Menu (Structure and Cycle for Three – Five Weeks with two repeats)

			3	Menu (Structure and Cycle for < Three Week with more than two repeats)
	Ordering and Meal Delivery System	25	10	Ordering System suitable for factory workers
			15	Meal Delivery System – HACCP Compliant mode of transporting
	Safety Health and Environment	10	5	Waste Management Plan including waste disposal
			5	Health and Safety Plan (Include Protective Clothing, Food Safety Measures, etc.)
	Customer Feedback Monitoring System	10	5	Customer Feedback System for the Conference Attendees
			5	Customer Feedback System for the Canteen patrons

NB: Note: All tenders with functionality score less than 60% of the total functional requirements will not be considered for the next stage of tender evaluation.

2.2. Financial Considerations

Payment milestones will be attached to the service level agreement.

2.3. Time Constraints

The East London Industrial Development Zone would like this project to commence on 20 May 2019 after the signing of the service level agreement.

2.4. Area of Service and Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester Road, Sunnyridge, East London. We currently have no remote or branch offices.

3. Detailed Requirements

3.1. Introduction

The East London Development Zone (ELIDZ) is a “greenfields” development project that is part of a sub-regional economic growth and employment creation initiative driven by the government’s micro-economic reform strategy, as implemented by the South African Department of Trade and Industry.

The industrial development Zone is rapidly taking shape on Buffalo City's West Bank, adjacent to the existing East London port and has some 264ha of land available in its Phase One developments for the accommodation of new industry. The development and operation of the Zone are managed by the East London Industrial Development Zone SOC Limited, under authorization by the State. The company was established to plan and implement the East London IDZ in a phased manner for manufacturing and other industrialists and features world class infrastructure and dedicated utility and other services.

The primary objective of the ELIDZ is to be able to attract local as well as international investors. Currently, more than 30 investors with +-3000 employees have settled in the Zone. This number is expected to increase as more investors come into the Zone. East London Industrial Development Zone (ELIDZ) boasts with state of the art facilities including canteen, staff restaurant, kitchen and conference facilities amongst others. The Canteen facility aims to provide shared service to ELIDZ customers and employees whilst the use of conference facilities is extended to the public.

The East London IDZ would like to appoint an emerging micro enterprise with a level 1 BBBEE status to assist with the operation of its state of the art Canteen/ Staff Restaurant and Kitchen.

3.2. The Scope of This RFP

The East London IDZ would like to appoint an emerging micro enterprise with a level 1 BBBEE status that will be required to, by way of an on-site and full-time service and under its own management and control, using its own staff, assume responsibility of the following:

3.2.1. Canteen/Staff Restaurant and Kitchen

- Full range of meal options to employees based at the ELIDZ, as well as visitors and service personnel, including a Meal- of-the-Day as well as a Snack and Resale range;
- A meal delivery system, if deemed appropriate;
- A Tuck shop service.

3.2.2. Conference Centre Catering

- In collaboration with the ELIDZ's appointed Conference Coordinator, provide catering for delegates prior to, during and immediately after conferencing events, as required.

3.3. Operating Hours

The Operating Hours below serve as a minimum requirement during when a full service will be required, the Operator/Service Provider will be expected to also provide an after-hour service if and when required, especially for the purpose of Conferencing:

Canteen/Staff Restaurant: Monday to Friday, 08h00 to 17h00

Limited tuck shop/ resale facilities until 21h00 (Mon – Fri)

On demand the Operator will be required to operate seven days a week.

Conference Centre: As required

4. Contract Term

The ELIDZ envisages the Contract Term to be 3 years (36 months) commencing on 20 May 2019.

5. Equipment and Assets

The ELIDZ shall provide to the Service Provider kitchen, dining areas and storage facilities within the Premises for the operation of the Catering Service.

The ELIDZ will issue the Operator/Service Provider with a par stock of kitchen, restaurant and conferencing equipment, including furniture such as chairs and tables, to be used exclusively for the purposes of service of this operation (See Annexure 2). This equipment will remain the property of the ELIDZ and will be under the control and use of the Operator/ Service Provider, and its employees. Any additional equipment requirements will be the responsibility of the Operator/Service Provider, who will supply these additional items at its own cost.

The Operator /Service Provider will be responsible for any losses and/or breakages of the equipment owned by the ELIDZ, fair wear and tear excluded.

It will be a condition of the signed agreement between the parties that the Operator/Service Provider keep a monthly inventory of all such equipment under its supervision, including service logs, and report any breakages, faults and losses to the ELIDZ on an ongoing basis.

6. Cutlery, Crockery, Glassware and Linen

The Operator/Service Provider will be responsible for the supply and replacement of all cutlery, crockery and glassware, including trays and disposable serviettes and linen for Conference Centre. Laundry for linen will be for the cost of the Operator/Service Provider. It is the responsibility of the Service Provider/ Operator to ensure that sufficient crockery and cutlery is available for use in the dining rooms for the duration of the contract.

7. Insurance

- i) IDZ will insure building, fixed equipment and kitchen equipment - see annexure 2;
- ii) The Operator is to be responsible for the payment of any excess on insurance claims involving items listed in annexure 2;
- iii) Upon award the service provider will be required to provide proof of adequate Public Liability Cover within 30 days.

8. Compliance

The operator is to ensure compliance with applicable regulations and ensures that all relevant certification is maintained / updated as required. These include but are not limited to the following:

- Certificate of compliance (electrical)
- Equipment certification (gas manifold, conformity of gas installation, fire department gas installation permit (annual),

- Gas installation conformity certificate required after each refill, fire suppression system servicing.
- Cooker hood, servicing certificate
- Record of suitable operator training for use of equipment in terms of the OHS act
- Annual Municipal Health Dept. permit;
- OHS ACT and regulations;
- National Environmental Management Act (NEMA);
- Operator to provide valid proof of good standing with the Workman's Compensation Commissioner or any other registered compensation insurer prior to commencement of contract.
 - Valid proof of good standing must be maintained for the duration of the contract.

The appointed operator and facility will be subjected to various audits like, legal compliance audits, ELIDZ SHEQ management systems audits and ELIDZ internal SHEQ related inspections. Furthermore, the operator is expected to address and report on any findings from the above in accordance with the ELIDZ non-conformance management requirements.

9. Safety, Health and Environment (SHE)

The ELIDZ has its own OHS&E Policy Statement, see annexure 3 and 4 of this document. It is a pre-requisite that the selected Operator/Service Provider be fully versed in this field and have a formal policy in place to cover this important discipline, especially in respect to Food Service and Safety (refer to HACCP-regulations).

Regular food safety control measures and an independent assessment mechanism will be a pre-requisite for the Operator/Service Provider of choice. Regular and ongoing biological tests and food swabs are a pre-requisite.

The Appointed service provider will be expected to develop and maintain a SHE file.

The SHE file content will include but is not limited to:

1. Appointment letter;

2. Service Level Agreement;
3. SHE risk Assessment including mitigation plans;
4. OHS plans in addition to mitigation for risks includes but not limited to:
 - a. Handling and storage of hazardous chemicals;
 - b. Cooking oil quality management;
 - c. Employee H&S management;
5. Environmental management plans that include but are not limited to:"
 - a. Waste management plans for various waste streams like:
 - i. Food waste;
 - ii. General waste;
 - iii. Used cooking oil waste;
 - iv. Monitoring and cleaning of grease traps;
 - v. Monitoring and cleaning of drains
6. Copies of requisite waste manifests for disposal and management of various waste streams;
7. Copies of requisite certificates for servicing and maintaining equipment, and gas installations;
8. Employee training records;
9. Employee medicals where applicable;
10. Employee biological monitoring verification where applicable;
11. Proof and results of swab testing.

10. Maintenance

The ELIDZ provides the facilities and is responsible for maintaining the structural integrity of the building. The servicing and maintenance of building-related equipment such as fire extinguishers, air conditioning equipment, alarm (burglar) equipment, fire detection equipment, data and electrical cabling and outlet points, soap dispensers and hand dryers, toilet extraction fans etc. will be undertaken by the ELIDZ. It is the responsibility of the Service Provider to keep the ELIDZ fully advised as to any structural defects within the building and the state of the above defined equipment – and timeously advise when maintenance is required.

The Service Provider shall undertake the following:

- General and Preventative Maintenance of the premises. (Dining area, buffet area, male and female service provider ablution areas, bar store, operator store, Canteen, external patio, kitchen and deliveries yard areas.)
 - (1) The service provider shall keep the above building areas in a neat and clean condition.
 - (2) The service provider shall ensure that these building areas and all surrounds are kept clean of debris, waste and product emanating from its operations.
 - (3) Generally, the service provider will require to maintain the premises in a condition which ensures that all health requirements are met and all other regulatory and certification compliance is maintained, and that the premises are maintained on an ongoing basis, and returned to the ELIDZ, in the same condition in which they were originally received.

Replacement of the catering equipment supplied by the ELIDZ, resulting from fair wear and tear will be for the account of the ELIDZ.

All consumables will be replaced at the operator's cost. The Service Provider will be responsible for the repair or replacement of all damaged equipment and furniture, to the satisfaction of the ELIDZ. Should the operator fail in this regard such replacement will be made by the ELIDZ and the costs thereof deducted from payments due to the operator.

The service provider will be required to sign an occupancy agreement with ELIDZ in respect of the facility provided by the Elidz.

It is the responsibility of the Service Provider to keep the ELIDZ fully advised as to the state of repair of the large catering equipment and timeously advise when replacements are required.

11. Cleaning

11.1. Cleaning of the premises by the Service Provider

- 11.1.1. The Service Provider is responsible for the cleaning of the kitchen, Canteen and servery areas, bar and restaurant areas plus the daily cleaning of the dining and seating areas.
- 11.1.2. Special attention to be given to cleaning and maintaining of wall and floor ceramic tiles in the kitchen and carpet tiles in the dining and restaurant areas.
- 11.1.3. Dining room and restaurant windows to be cleaned monthly or more frequently if required.
- 11.1.4. The service provider will arrange for the annual stripping and sealing of floors and a deep clean of the dining and kitchen areas twice per year.
- 11.1.5. Cleaning of floor and exterior waste traps shall be undertaken on a daily basis.

11.2. Cleaning of the furniture by The Service Provider (see annexure 2)

- 11.2.1. Clean dining room tables and chairs on a daily basis with light detergent and warm water.
- 11.2.2. Restaurant/bar/lounge tables and chairs to be cleaned on a daily basis with approved fabric cleaner and polish.

11.3. Cleaning & Maintenance of equipment by The Service Provider (see annexure 2)

- 11.3.1. Generally, regular cleaning, servicing and maintenance as per manufacturers recommendations of all equipment supplied, is required. Specific attention should be paid to the following:
 - The freezer and chillier rooms require daily cleaning with a mild soap solution, and quarterly services by suitably qualified service providers.
 - Cooker hood extractor. Daily cleaning of filters with approved cleaning detergent. Oil trap drained and disposed of as per regulations. Fire suppression system to be serviced and certified annually by approved service provider.

- 8 burner char griller and gas range oven to be cleaned on a daily basis in accordance with manufacturer's recommendation. Serviced and certified on a yearly basis by approved service provider.
Prior to the operation of any of the gas equipment (and the issue of a permit) the operator & staff are required to be trained in the safe operation of the gas equipment. This will be undertaken by the ELIDZ original supplier (Dynamic Gas Services)
- Dishwasher. Clean daily, inspect and service annually by approved service provider.

11.4. The ELIDZ is responsible for Removal of general waste whilst the Service Provider will be responsible for the removal of kitchen waste. Dry and wet waste is to be separated and placed in the applicable receptacles

11.5. At the end of the contract period the Service Provider is responsible to remove all branded and specific signage that might have been erected during the contract and to make good the areas where such signage was erected.

12. Utilization of Facilities

12.1. Canteen/Staff Restaurant

Employees based at the ELIDZ will mostly work shifts of 12h00 to 14h00, 14h00 to 22h00, 22h00 – 12h00 and will be entitled to a Meal-of-the-Day service and service during tea breaks when on duty. The Operator/Service Provider will be required to structure its service in such a way to include these employees and to allow them fair access to these facilities and its services.

12.2. Meal Delivery system

Due to the nature and design of the ELIDZ premises, and the limited times available for meals to be taken during the day, it has become essential to operate a Meal Delivery System for the provision of canteen service, to be managed and maintained by the Service Provider as necessary. Such a system will be a pre-requisite of this agreement, providing that all aspects of safe meal transportation, delivery and service are complied with, as per HACCP legislation (Refer to Annexure 5). All equipment, staffing and logistics of such a system will be for the cost of the Operator/Service Provider.

The Operator/ Service Provider will need to continuously maintain open communication with the investors of the ELIDZ in regard to ongoing changes to the above system, including supervision, menu changes, pricing updates, etc.

12.3. Conference Centre

The Conference Centre at the ELIDZ is becoming increasingly popular as a conference venue of choice in East London. The ELIDZ has an internal Conference Coordinator who is to be based at the Conference Centre. The Conference Coordinator is responsible for managing day to day operations of the conference centre and serve as a liaison with the appointed Contracted Caterer/Service Provider.

The Contracted Caterer/Service Provider will be responsible for providing a catering service in the Staff Restaurant will also be exclusively responsible for providing catering to ELIDZ conference centre guests. The Operator/Service Provider will ensure that it is able to provide a staffed service and meal items according to the requirements, and as per agreed Conference menu list.

The Operator/Service Provider will be expected to draft and submit a Conference Catering Manual for prior approval to the ELIDZ, which will incorporate areas such as Operating Rules and Responsibilities, Equipment Inventories, Equipment Manuals, Equipment Service Registers, Staffing Levels, Conference Menus, Price Lists (Menus and Bar), Health and Safety Procedures, Cleaning Schedules, Staff Duty Rosters, Uniform Policy, Disciplinary Policy, Standard Operating Procedures (SOP), etc.

The Operator/Service Provider will pay a 10% surcharge to the ELIDZ on all income generated from the use of the Conference Centre.

13. Portion Sizes and Menu Prices

Whilst the ELIDZ will refrain from being prescriptive in the size of portions of meal/ food and beverage items, the service provider/ operator will have to provide at least 50 plates of economy meal on daily basis as specified below:

<i>Meal Type</i>	<i>Minimum Portion Size</i>	<i>Maximum Selling Price (incl. VAT)</i>
Economy Meal	Protein(Chicken/ Meat/ Fish): 120g (without bone) Starch: 100g Vegetables: 2 x 60g portions Gravy Portion – 125ml	R20-00

(Price includes packaging and delivery of meals)

Prices for Conference Centre meals and beverages will be up to the discretion of the Operator/Service Provider.

14. Cost of Services

The Operator/ Service Provider will receive a fully equipped kitchen and storage facilities, as well as a supply of all services needed for the normal operation of the facilities, such as water and electricity, and the consumption thereof will be monitored by way of metered reading.

The Operator will be responsible for the payment of the following:

- Operating Costs to the value of R16, 444.24 per month escalating at 10% per annum.
- Gas for cooking equipment;
- Telephone and fax line usage;
- All cleaning chemicals (including for the dishwasher machine) and cleaning equipment;
- Any catering equipment and tools (“kitchen smalls”), other than those provided by the ELIDZ which are classified as “major items”, such as cooking ovens, grillers, tilt pans, bain maries, dishwasher machine, extraction system, cold storage, etc.
- Utilities as per ELIDZ tariff schedule; The average cost of utility usage in the facility is as follows:
 - a total amount of R34, 000.00 excluding VAT.

- Average Consumption is 13564 kWhr
- maximum demand is 67.73 kVA

ELIDZ provides a 50% discount on utilities to a maximum of R17, 000.00 escalating at 10% per annum.

The Service Provider must submit a Business Proposal including Cashflow projections for 12 months to substantiate the extent subsidy requested.

Failure to submit may affect the outcome of award.

15. Outcome and Performance Standards

The ELIDZ wishes to ensure a world-class service to its community on a consistent basis. To ensure accountability from its selected Operator/Service Provider, a Performance Management-system will be expected relevant to the nature of the operation.

Regular monthly meetings will be held between the ELIDZ and the Operator/Service Provider to communicate and ensure transparency and clear channels of communication. The Appointed Service Provider will be expected to sign a 'Service Level Agreement (SLA) – see section 'C', which will form an integral part of the supply agreement. SLA will serve as a tool to measure, monitor and assess the service provider's performance level and ensure effective service delivery.

Upon award, the Service Provider will be required to comply with the following:

- Provide Proof of adequate Public Liability cover within prior project commencement;
- Appoint and Certify first aiders within 30 days after the tender is awarded
- Provide Basic firefighting training for all employees – (within 30 days after the tender is awarded)

16. Operational Plan

The focus on your Proposal should be on the functionality of the Canteen/Staff Restaurant, Meal Delivery System, and Conference Centre catering and Contactable References. Your Operations Plan should include the following:

- 16.1. Method of meal ordering and delivery to ensure timely delivery and that meals supplied are in accordance with the requisition, detailing equipment to ensure HACCP compliance and including menu awareness;
- 16.2. Customer satisfaction assurance and measurement plan;
- 16.3. Compile and present Menus for conferencing.
- 16.4. Sample menu structure and cycle for the canteen facility;
- 16.5. Price review notification procedures;
- 16.6. Waste Management Plan
- 16.7. Health and Safety Plan
- 16.8. Baseline Risk Assessment
- 16.7. Staff organogram incorporating Staff Restaurant and Conference Centre.

17. Requirements for Proposal Presentation

Whilst the ELIDZ does not wish to be prescriptive to short-listed Operators/Service Providers in respect of the format and method of its proposals, certain minimum requirements are necessary. Valuable time will be spent on the selection process, and to ensure a clear understanding of the key data of the Proposal and that Operators/Service Providers are all afforded a fair opportunity, in submission of the Proposal, the following minimum requirements need to be specifically included in the document and marked as such:

Two copies of the following:

- 17.1. Signed Covering Letter, including *inter alia*, physical address of the nearest local office where support senior management will be based, together with contact details;
- 17.2. Index/List of Contents-page (with matching sub-sections);
- 17.3. Executive Summary;
- 17.4. Style of proposed Staff Restaurant service (e.g. a la carte, Meal-of-the-Day, etc.);
- 17.5. Detailed Meal Delivery System Proposal;
- 17.6. Detailed Operational Plan (see Paragraph 16 above);
- 17.7. Mobilization Plan
- 17.8. Contingencies and Performance Management Systems to be employed
- 17.9. Three original contactable reference letters from clients that you are currently or have been servicing within the past ten years (once off event or function catering does not qualify) – Complete Annexure A on Page 50.

18. Pricing

Bidders are required to provide a price based on the extent of fixed fee (subsidy) **IF ANY** required to ensure financially viable and sustainable solution. The following should be considered in determining the price:

- Number of people in the Zone: 3000
- Conferences per month: 4 conferences with 50 attendees per conference
- Economy meals per day: At least 50 plates per day

In addition:

- Minimum Revenue generated from the Conference Centre in 2016/17 = R2,300 000.00
- Minimum Revenue generated from the Conference Centre in 2017/18 = R2,500 000.00

Note: Tenderers have to complete all pricing related information in Envelop 'B'.

19. Process Schedule and Time Frames

Expected time frames and deadlines for the appointment of an Operator/ Service Provider are as follows:

Task	Deadline Date
Compulsory Briefing Session	12 March 2019
Close of queries from bidders	19 March 2019
Tender Close	29 March 2019
Announcement of Successful Bidder	19 April 2019
Commencement of Contract Period	20 May 2019

20. Conclusion

This document seeks to provide comprehensive information for the purposes of supporting the proposal of a solution that meets the requirements of the ELIDZ.

The information provided herein has been done so in partnership with the relevant business units of the ELIDZ in order to describe necessary requirements.

21. Response Format

21.1. Company Profile

- Provide an overview of your company profile.
- Provide information on your operation office locations. Do you have local offices in the BCM Metropolitan Area \ Eastern Cape Province \ National or International?
- Provide a Municipal Clearance Certificate
- Provide an organogram for team allocated to this project in terms of roles and responsibilities. The organogram should indicate or illustrate all key personnel that will be allocated to this project
- Proposed Waste Management Plan
- Proposed Health and Safety Plan

21.2. Understanding of Business Requirements

- Describe your understanding of the requirements in this tender.
- Menu Structure and Cycle (same meal may not be repeated for a maximum of 2 days)
- Ordering and Meal Delivery System – System should demonstrate how ordering and meal delivery will be executed taking into account the duration of lunch breaks and the distance amongst investors. Factories have a 30 minutes lunch break around the same time. There are about 20 factories within a 4km radius from the canteen. Average number of workers per factory is 100.
- Customer Feedback Monitoring System – A draft template on how customers will provide feedback and track responses relating to customer satisfaction.

21.3. Proposed Solution/ Project approach

Describe your proposed solution in detail in response to the detailed requirements as per Section B, point 3. Provide a Business Proposal including CashFlow Projections for 12 month period.

21.4. Monthly Report

Please provide a sample monthly report that will form the basis of the monthly contract management meetings.

21.5. References – Annexure A

- Service Provider Experience - Three Verified References with experience in a similar environment (150+ meal servings per day)
- Provide details of the relevant services offered to these references, establishing a track record as well as provide contactable references at these sites \ clients.

Please forward any queries to: Anathi Mgwaza at the following contact details:

E-mail: anathi@elidz.co.za

Tel: (043) 702 8200

Fax: (043) 702 8251



SECTION C: Service Level Agreement

FOR THE APPOINTMENT OF AN ON-SITE CATERING SERVICE PROVIDER TO OPERATE
AND MANAGE THE CATERING FACILITIES OF THE
EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD IN RESPECT OF:

1. THE CANTEEN/ STAFF RESTAURANT AND KITCHEN; AND
2. THE CONFERENCE CENTRE CATERING



CONTRACT ELIDZ: REFERENCE NUMBER

SERVICE LEVEL AGREEMENT

entered into by and between

EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

Registration No. 2003/012647/30

("The Client")

and

FULL NAME OF SERVICE PROVIDER

Registration No. _____

(The "Service Provider")

(Collectively referred to as "the parties")

for

NAME OF PROJECT

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

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35. SIGNATURES

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

1. INTRODUCTION AND PURPOSE

- 1.1. The CLIENT requires certain services and the SERVICE PROVIDER is willing to provide such services to the CLIENT.
- 1.2. The purpose of this Agreement is to regulate the relationship between the CLIENT and the SERVICE PROVIDER and to ensure that high quality and performance standards are achieved and maintained by the PARTIES.

2. DEFINITIONS AND INTERPRETATION

- 2.1. The headings of the clauses in this Agreement are for the purpose of convenience and reference only and shall not be used in the interpretation of nor modify nor amplify the terms of this Agreement nor any clause hereof.
- 2.2. In this Agreement, unless a contrary intention clearly appears any expression which denotes
 - 2.2.1. one gender includes the other gender
 - 2.2.2. the singular includes the plural and vice versa, and
 - 2.2.3. natural persons includes juristic persons and vice versa.
- 2.3. In this Agreement, unless the context indicates otherwise the following words and expressions will have the meaning assigned to them in this clause:

- 2.3.1. **"Agreement"** refers to this Agreement and all annexures hereto and any amendments recorded in writing and signed by the parties. The annexures to this Agreement consist of the following:

IF THERE IS AN EXCEPTION TO TENDER PROCESS OR REQUISITION REQUIRING SLA

Section	A	-	Request for Quotation / Proposal (not attached),
Section	B	-	Quotation / Proposal (not attached),
Section	C	-	Letter of Award or Purchase Order confirmation and Acceptance (not attached),
Annexure	1	-	Scope of Work,
Annexure	2	-	Payment Schedule.

IF THERE IS AN OPEN TENDER PROCESS

Section	A	–	Response to Tender including, invitation (not attached)
Section	B	–	Letter of Award (not attached),
Section	C	-	Acceptance of award (not attached),
Annexure	1	–	Scope of work,
Annexure	2	–	Payment Schedule,

- 2.3.2. **"CLIENT"** refers to the client, being the EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD, Registration No. 2003/012647/30;
 - 2.3.3. **"Contract documentation"** refers to contracts documentation, agreements, minutes, drawings, specifications, designs and models, electronic matter in the nature of computer software, programmes, computer data and other matter and information relating to this Agreement, provided by the SERVICE PROVIDER to the CLIENT in terms of the services rendered in this Agreement;
 - 2.3.4. **"key persons"** refers to employees, agents or representatives of the SERVICE PROVIDER whose

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

contribution is, in terms of this Agreement, agreed to be critical to the compliance of the SERVICE PROVIDER'S obligations in terms of this Agreement;

- 2.3.5. **"prime rate"** refers to the variable interest rate as charged and calculated by the Client's Bankers from time to time to it;
- 2.3.6. **"professional service provider"** refers to service providers whose services are generally considered to be professional in their nature and are overseen by a supervisory Body recognised in terms of the South African Law;
- 2.3.7. **"professional indemnity"** refers to the professional indemnity, detailing the required level of Professional Indemnity Insurance in respect of the obligations of the SERVICE PROVIDER insofar as these are applicable as set out by the standards of the particular consultancy industry;
- 2.3.8. **"quality and performance standards"** refers to service levels and conditions agreed to between the parties in terms of this, legal requirements promulgated from time to time and industry standards as practiced or observed in the various service industries involved;
- 2.3.9. **"services"** refers to the services that the SERVICE PROVIDER has undertaken to provide in terms of this Agreement and in particular the services as listed in **ANNEXURE 1**;
- 2.3.10. **"SERVICE PROVIDER"** refers to **FULL NAME OF SERVICE PROVIDER**, Registration Number: _____, a _____ duly registered and/or incorporated according to the laws of the Republic of South Africa and having its principal place of business in _____;
- 2.3.11. **"SHE"** refers to safety, health and environment,
- 2.3.12. **"signature date"** refers to the date of signature of this Agreement and, if signed on different dates, the later of the two dates.

- 2.4. Any reference to an enactment is to that enactment as at the date of signature hereof and as amended or re-enacted from time to time.
- 2.5. If any provision in a definition is a substantive provision conferring rights or imposing obligations on any party, notwithstanding that it is only in the definition clause, effect shall be given to it as if it were a substantive provision in the body of the Agreement.
- 2.6. When any number of days is prescribed in this Agreement, same shall be reckoned exclusively of the first and inclusively of the last day unless the last day falls on a Saturday, Sunday or public holiday, in which case the last day shall be the next succeeding day which is not a Saturday, Sunday or public holiday.
- 2.7. Where figures are referred to in numerals and in words, if there is any conflict between the two, the words shall prevail.
- 2.8. Expressions defined in this Agreement shall bear the same meanings in schedules or annexures to this Agreement which do not themselves contain their own definitions.

3. APPOINTMENT

- 3.1. The CLIENT appoints the SERVICE PROVIDER to provide the services and the SERVICE PROVIDER accepts such appointment for the duration and on the terms and conditions of the Agreement.
- 3.2. The basis of the appointment in clause 3.1 is in terms of a tender process, a copy of which forms part of this Agreement but not attached hereto, as set out in:
- 3.2.1. **SECTION A**
- 3.2.2. **SECTION B**

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____

WITNESS 1: _____

WITNESS 2: _____

3.2.3. SECTION C

4. PROVISION OF SERVICES

The SERVICE PROVIDER hereby undertakes in favour of the CLIENT to perform the services in accordance with the provisions of this Agreement, and in particular the services and time frames as set out in hereto marked **ANNEXURE 1**.

5. UNDERTAKINGS BY THE SERVICE PROVIDER

5.1. The SERVICE PROVIDER undertakes whilst it is providing the services that:

- 5.1.1. the services will be performed by sufficient number of professional service providers who have the skill and experience required to perform the services;
- 5.1.2. the services will be performed in accordance with the quality and performance standards expected of service providers of same stature, or as referenced in clause 2.3.8;
- 5.1.3. the services will be provided in accordance with the needs of the CLIENT;
- 5.1.4. it will plan, coordinate and manage the service provisions in consultation with the CLIENT and deal timeously with the documented results of service reviews in so far as there is sub-standard performance such that the interests of the CLIENT's business is not prejudiced;
- 5.1.5. it will fully comply with all tender / brief specifications and requirements as per entire Agreement herein;
- 5.1.6. it will take out and adhere to its professional indemnity insurance that and as is required by the consultancy industry; and
- 5.1.7. it will consult with the CLIENT with regard to any client competitor tendering of work before such tender is undertaken.

6. DELIVERY

- 6.1. The supply of services shall be in accordance with the general terms of this Agreement and more specifically in terms of **ANNEXURE 1**.
- 6.2. Should the SERVICE PROVIDER fail to complete the services or any part thereof before the date which is stipulated herein, an amount equal to one fourteen percent (1/14%) of the contract value may be deducted per day by the CLIENT for each day falling after stipulated completion date, until the services are complete.
- 6.3. Such penalty shall be in consultation with the Conventional Penalties Act 1962 as amended.

7. TIMING

7.1. Commencement dates

The Parties agree to the commencement date of _____ for the commencement of the services and accordingly the services shall be completed by _____.

7.2. Delays

The SERVICE PROVIDER acknowledges that any delay may impede the business objectives of the

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

CLIENT and will constitute a material breach of its obligations and render the SERVICE PROVIDER liable for damages as well as consequential damages.

8. OBSERVANCE OF QUALITY AND STANDARDS

8.1. Quality standards

- 8.1.1. The SERVICE PROVIDER acknowledges that the CLIENT is committed to the highest standards of performance in the conduct of its affairs, including the observance of ISO 14001 requirements in its environmental management and of OHSAS 18001 in the implementation of Occupational Health and Safety standards.
- 8.1.2. The SERVICE PROVIDER undertakes to perform the services of this Agreement in terms of quality and performance standards expected of a SERVICE PROVIDER as set out in clause 2.3.8 and as set out in **SECTION A** herein and the SERVICE PROVIDER furthermore undertakes not to do anything or to omit to do anything that may, in anyway, compromise the commitment of the CLIENT to its standards.

8.2. Disclosure

- 8.2.1. The SERVICE PROVIDER undertakes to make full disclosure of any and all breaches, shortcomings, errors or defects in materials or performance as soon as they come to the notice of the SERVICE PROVIDER who acknowledges that it will in all events hold itself liable for such breaches, shortcomings, errors or defects in materials or performance including any consequential damages that might flow there from including the disclosure of work or potential work to be received for and by or on behalf of the CLIENT'S competitor.
- 8.2.2. The SERVICE PROVIDER acknowledges that the services provided in terms of this Agreement may fall within the business objectives of the CLIENT and is aware of the implications of this and its exposure to consequential damages.

9. REPORT BACK MEETINGS

- 9.1. Where required by the CLIENT and communicated to the SERVICE PROVIDER in the manner provided for in this Agreement, the SERVICE PROVIDER shall, attend all such reasonable meetings as it may be required to and, there, provide such reports and other documentation as may be reasonably required for the purposes contemplated by this Agreement.
- 9.2. Traveling costs in respect of report back meetings as referred to above shall be agreed to prior to such meetings and shall be paid by the SERVICE PROVIDER and shall be regarded as not budgeted for in terms of the **ANNEXURE 2**.

10. BY-LAWS AND REGULATIONS

- 10.1. In the performance of its obligations, as provided for by this Agreement, the SERVICE PROVIDER undertakes:
 - 10.1.1. to comply and ensure compliance with all local, statutory, governmental and other laws and regulations in force and of application to the SERVICE PROVIDER, its employees, contractors

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

- and other persons or institutions subject to its control for the purposes of this Agreement,
- 10.1.2. to indemnify the CLIENT against any loss, damages or punitive fines that it may suffer or have imposed on it by reason of its failure to comply with the provisions of clause 10.1.1, and
- 10.1.3. to take out any professional indemnity for all professional service provider and key persons for the purposes of rendering the services provided for in terms of this Agreement.

11. PAYMENT

- 11.1. The CLIENT undertakes to pay the SERVICE PROVIDER the total sum of R _____ (IN WORDS) including VAT, as set out in ANNEXURE 2 for the diligent services rendered
- 11.2. Payment will only be due and payable once the SERVICE PROVIDER has performed the necessary deliverables set out in ANNEXURE 1 and has issued the correct invoice.
- 11.3. The SERVICE PROVIDER shall, in respect of the services provided render an original VAT compliant invoice (where applicable), containing sufficient information to enable the CLIENT to determine whether the charges have been debited in accordance with this Agreement and with the agreed price set out in ANNEXURE 2, on or before the 25th day of the month.
- 11.4. All amounts reflected on invoices shall strictly be as per the agreed terms contained in ANNEXURE 2.
- 11.5. The SERVICE PROVIDER shall not be paid for any additional work unless such work has been agreed to before execution thereof in writing and confirmed by way of an addendum to this Agreement and signed by both parties.
- 11.6. The CLIENT undertakes to make payment of all amounts due within 30 days from receipt of an invoice which complies with the provisions of clause 11.3.
- 11.7. All invoices are to be submitted for the attention of Accounts delivered to the ELIDZ at the EAST LONDON IDZ HEAD OFFICE, LOWER CHESTER ROAD, SUNNYRIDGE, EAST LONDON or PO BOX 5458, GREENFIELDS, EAST LONDON 5208 or by email to accounts@elidz.co.za or facsimile to 043-702-8255.
- 11.8. The CLIENT shall not be in breach of clause 11.6 in the event of it failing to pay any invoice submitted that does not comply with any provisions contained under this clause 11.
- 11.9. In the event that the SERVICE PROVIDER has submitted an invoice in contravention of this clause, the CLIENT shall notify the SERVICE PROVIDER within 5 (five) working days of the non-compliant invoice, together with the reasons, and the SERVICE PROVIDER shall thereafter withdraw the non-compliant invoice and submit a further original VAT compliant invoice.
- 11.10. Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.**

12. KEY PERSONS

- 12.1. The SERVICE PROVIDER shall, by Agreement with the CLIENT, identify one key person whose contribution is, in the discretion of the CLIENT, critical to the objects contemplated by this Agreement.

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

12.2. Such Key Persons:

- 12.2.1. shall, unless it is agreed otherwise, personally attend to all instructions arising out of this Agreement or shall personally oversee the performance of all instructions and shall accord due priority to the obligations of the SERVICE PROVIDER arising from this Agreement,
 - 12.2.2. shall personally attend all meetings contemplated in terms of this Agreement unless, by Agreement, an alternative person is agreed to;
 - 12.2.3. shall be responsible for the provision of all reports which the CLIENT may reasonably require from time to time; and
 - 12.2.4. shall be responsible for the certification of all works executed in terms of this Agreement.
- 12.3. Should the Key Person discontinue to serve in this role for any cause whatsoever, then and in that event the CLIENT may, without prejudice to its other rights, summarily, and on such terms and notice as it may be deem fit, terminate the agreement.
- 12.4. Key person for the CLIENT is: _____
- 12.5. Key person for the SERVICE PROVIDER is: _____

13. INTELLECTUAL PROPERTY, COPYRIGHT AND OWNERSHIP OF DOCUMENTS

- 13.1. It is agreed that the Contract Documentation shall be and shall remain the property of the CLIENT and shall, upon written request addressed to the SERVICE PROVIDER, be delivered over to the CLIENT.
- 13.2. The SERVICE PROVIDER waives his rights to any claimed hypothec or any other right of retention over the Contract Documentation for any cause whatsoever.
- 13.3. In the event of the SERVICE PROVIDER claiming that it has any further claim, irrespective the nature of such claim, the SERVICE PROVIDER shall upon written request, deliver over the Contract Documentation to the CLIENT and such claim shall then be dealt with in accordance with the dispute procedure provided for in this Agreement.
- 13.4. It is agreed that, upon payment by the CLIENT to the SERVICE PROVIDER of such remuneration as it is entitled to in terms of this Agreement, the copyright and the ownership of the Contract Documentation shall vest in the CLIENT.

14. CONFIDENTIALITY

- 14.1. Subject to the provisions of clause 14.2 hereof, the SERVICE PROVIDER shall keep secret all and any matter disclosed to it in connection with this Agreement and/or contained in the documents relating to the Agreement.
- 14.2. The foregoing paragraph shall not apply to information which:
 - 14.2.1. is in the public domain,
 - 14.2.2. is received from a third party who did not obtain such information from the CLIENT,
 - 14.2.3. may be disclosed with the consent of the CLIENT.
 - 14.2.4. is required in terms of law to be disclosed, provided that the SERVICE PROVIDER gives the CLIENT reasonable notice before any disclosure, to enable it to attempt to prevent such disclosure should it so wish.

15. SOLICITING EMPLOYEES

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

- 15.1. The SERVICE PROVIDER undertakes that it will not induce, encourage or procure any employee/s of the CLIENT to:
- 15.2. leave the services of the CLIENT with a view to their being employed or in any other way associated with the SERVICE PROVIDER; or
- 15.3. provide any information or advice held by that employee of the CLIENT in his capacity as such to any party who should not be privy to that information.
- 15.4. Nothing in the foregoing subparagraph will prevent the transfer of employees from the CLIENT to the SERVICE PROVIDER by written agreement between the parties.
- 15.5. Breach of this clause, resulting in the loss of an employee by CLIENT, will without prejudice to its other rights, entitle the CLIENT to claim and recover from the SERVICE PROVIDER damages suffered by the CLIENT.

16. FORCE MAJEURE

The SERVICE PROVIDER shall not be liable for any failure to meet any obligations in terms of this Agreement to the extent to which that failure is caused by the circumstances whatsoever which is beyond the SERVICE PROVIDERS control including, but not limited to labour disputes, strike, war, riot, civil commotion, or any order or regulations of any Government or other lawful authority and or and act which constitutes as an act of God.

17. DISPUTES

- 17.1. Any dispute arising out of or in connection with this Agreement, or related thereto, whether directly or indirectly, or any alleged breach and / or repudiation thereof, its interpretation, application and /or termination, shall be resolved in accordance with the provisions of this clause.
- 17.2. A dispute shall arise once the dispute is communicated by one party to the other in writing, (“the dispute notice”).
- 17.3. Within twenty one (21) days of the dispute arising, the parties shall seek an amicable resolution to such dispute by referring such dispute to representatives of each of the parties concerned for their negotiation and resolution of the dispute.
- 17.4. In the event that the parties representatives fail to resolve the dispute by way of negotiation, either party may refer the dispute for resolution by way of arbitration as envisaged in the clauses below.
- 17.5. The Arbitration will be held as an expedited arbitration in accordance with the then current rules for expedited arbitration of the Arbitration Foundation in South Africa (AFSA) by one arbitrator appointed by agreement between the Parties. If the parties cannot agree on the arbitrator within a period of ten (10) days after the referral of the dispute to arbitration, the arbitrator shall be appointed by the secretariat of AFSA;
- 17.6. Nothing contained in this clause shall preclude either Party from seeking interim relief from any competent court having jurisdiction pending the institution of any mediation or arbitration proceedings in terms of this clause.
- 17.7. The provisions of this clause shall survive the termination for whatever reasons of this Agreement.
- 17.8. Unless otherwise agreed, the party appointed to determine the dispute shall act as an expert, rather than an arbitrator, shall conduct proceedings in an informal manner and procedure with a view to resolving its expeditiously as the circumstances permit with due adherence to a fair procedure and to

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

a just solution.

17.9. The decision of the expert shall be final and binding and capable of being made an order of court in accordance with the provisions of the Arbitration Act

17.10. The person appointed to determine the dispute shall, in his discretion be permitted to

17.10.1. determine the disputes between the parties;

17.10.2. determine whether to permit the parties to be represented by attorneys and / or advocates;

17.10.3. determine the procedure;

17.10.4. determine the amount that should be deposited as security for his expenses prior to the commencement of proceedings; and

17.10.5. make such order as to costs, if any, including the applicable tariff.

17.11. The provisions of this Clause shall constitute and irrevocable consent, on the part of the parties, to the resolution of this dispute in the manner provided for herein.

18. BREACH AND PENALTY

In the event of one or other party breaching this Agreement or failing to perform any of the terms conditions thereof and remaining in default notwithstanding written notice to comply within fourteen (14) days, calculated from the date of delivery of the notice, then and in that event, the party complaining of the breach or non-performance shall be entitled to cancel the Agreement without prejudice to any other rights in terms hereof to recover damages arising from the breach.

19. TERMINATION

19.1. Notwithstanding the other grounds for termination referred to in this Agreement, and without prejudice to any right of the relevant party, this Agreement may immediately be terminated by a party if the other party:

19.2. ceases to carry on business;

19.3. is wound up, is placed under liquidation, is sequestrated, placed under business rescue proceedings, placed under an order of judicial management or under any other legal disability, either provisionally or finally; or

19.4. materially breaches the terms of this Agreement.

20. SUMMARY TERMINATION

20.1. The CLIENT shall, without prejudice to any right of the CLIENT claim damages from the SERVICE PROVIDER be entitled to summarily or immediately terminate, without notice, this Agreement in the event that:

20.2. false information is furnished by the SERVICE PROVIDER at any time on any material details that might result in losses to the CLIENT;

20.3. the SERVICE PROVIDER breaches any of the terms of this Agreement;

20.4. the SERVICE PROVIDER perpetrates a fraud of any nature upon the CLIENT or performing an act in the nature of fraud; or

20.5. any of the SERVICE PROVIDER'S employees rendering services to the CLIENT in terms of this Agreement are guilty of conduct justifying a summary dismissal according to common law

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

and the SERVICE PROVIDER fails, neglects and/or refuses to take the necessary action against such employees.

21. WARRANTIES

- 21.1. The SERVICE PROVIDER warrants that there is no conflict of interest between the CLIENT and itself and that it shall take steps to avoid any future potential conflict of interest.
- 21.2. The SERVICE PROVIDER warrants that the SERVICE PROVIDER has the capacity to enter into this Agreement and to perform the services as per this Agreement.
- 21.3. The SERVICE PROVIDER shall be deemed that it has satisfied itself before tendering as to the correctness and sufficiency of its tender and of the rates and prices stated in its quotation / tender, as being sufficient to cover the SERVICE PROVIDER'S obligations under this Agreement and everything necessary for the proper completion of this Agreement and maintenance thereof within the required timeframe.

22. INDEMNITY

- 22.1. The SERVICE PROVIDER hereby undertakes to indemnify the CLIENT and hold it harmless against:
- 22.1.1. any loss or damage to the CLIENT'S own property, whether movable or immovable;
 - 22.1.2. liability in respect of any loss of or damage to the property whether movable or immovable of third parties;
 - 22.1.3. liability in respect of death and or injury to any third party; or
- 22.2. any claims or legal costs or expenses incurred in connections with claims or actions arising out of any of the foregoing, whenever loss, damage, injury, death, referred to above is due or arises out of the use of the CLIENT'S property by the SERVICE PROVIDER, provided that such loss, damage or liability is not due to the willful misconduct of the CLIENT or any of its employees whilst performing duties allocated to them by the CLIENT.
- 22.3. The CLIENT shall notify the SERVICE PROVIDER forthwith upon receipt of information of any occurrence of any loss, damage, or the receipt of any claim or demand for or against, which the SERVICE PROVIDER is prima facie liable to indemnify the CLIENT for in terms of the above, and shall in respect of such claim or demand abide by the directions of the CLIENT as to what terms it shall be settled, compromised or contested, it being agreed that whatever action may be taken by the SERVICE PROVIDER pursuant to such directions of the CLIENT, but not in so far as acting in a principle / agent relationship, and shall be at the risk and expense of the SERVICE PROVIDER.
- 22.4. The CLIENT reserves the right to institute civil proceedings to recover any damages occasioned by the negligence of the SERVICE PROVIDER, his employees, sub-contractors or agents.
- 22.5. The SERVICE PROVIDER shall not be liable to the CLIENT for any loss or damage of whatsoever nature suffered by the CLIENT as a result of the performance of the services in accordance with this Agreement, save where such loss or damage is as a direct result of the negligence of the SERVICE PROVIDER, its employees or agents, performing the services.
- 22.6. The SERVICE PROVIDER AND ITS SUBCONTRACTORS further indemnifies the CLIENT against Section 37(2) of the Occupational Health and Safety Act, if applicable:
- 22.6.1. The SERVICE PROVIDER and its subcontractors shall bear full responsibility for ensuring that the provisions of the Occupational Health and Safety Act and its regulations are properly implemented in the areas designated for contractual work in respect of all aspects of the

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____

WITNESS 1: _____

WITNESS 2: _____

work to be undertaken and that all other laws that pertain to that work will also be complied with and hereby indemnifies the CLIENT from any responsibility legally for injury or claim

- 22.6.2. The SERVICE PROVIDER and its subcontractors shall be responsible for the well-being in relation to the health and safety of all persons coming upon/into such area in accordance with the Occupational Health and Safety Act, subject to any directives issued by the CLIENT.
- 22.6.3. The SERVICE PROVIDER and its subcontractors undertakes to report to the CLIENT any hazard to health, safety or the environment that exists or arises during the contract work in the area concerned.
- 22.6.4. This Agreement is supplementary and additional to any health and safety specifications issued to the SERVICE PROVIDER and its subcontractors.

23. WHOLE AGREEMENT

- 23.1. It is agreed that this document together with its Annexures constitutes the whole Agreement as between the parties unless supplemented by further Agreements, which are reduced to writing and signed by the parties, constitutes the sole record of the Agreement between the parties.
- 23.2. The parties agree that any amendment to this Agreement shall be reduced to writing and signed by the parties, failing which it shall be of no force or effect.

24. SEVERABILITY

The Parties agree that each clause of this Agreement shall be severable, the one from the other, and if any clause is found to be defective or unenforceable for any reason by any competent court, then the remaining clauses shall be and continue to be of full force and effect.

25. VARIATION, SUSPENSION, DELETION, AMENDMENT OR MODIFICATION

No variation, suspension, deletion, extension, amendment or modification of this Agreement shall be of any force or effect, unless recorded in writing and signed by the parties, and shall be effective only in the specific instance and for the purpose and to the extent set out.

26. INDULGENCE OR EXTENSION

No latitude, extension of time or other indulgence which may be given or allowed by either party to the other in respect of the performance of any obligation or the enforcement of any right arising from this Agreement, shall be construed to be an implied consent by the former party or to operate as a waiver or a notation of, or otherwise affect, any of that party's rights in terms of or arising from this Agreement or stop such party from enforcing, at any time and without notice, strict and punctual compliance with each and every provision hereof.

27. WAIVER

No waiver on the part of either party of any rights arising from a breach of any provision of this Agreement will constitute a waiver of rights in respect of any subsequent breach of any other provision

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____

WITNESS 1: _____

WITNESS 2: _____

in the same Agreement.

28. SUPERSESSION

This Agreement and its Annexures are to be taken as complementary to each other. In the event of any conflict between the contents of this Agreement and any or all of the Annexures, the Agreement shall prevail to the extent of such inconsistency.

29. GOOD FAITH

The Parties undertake to observe good faith in dealing with each other and in implementing the provisions of this Agreement.

30. SUBCONTRACTING AND CESSION

Neither party shall, without the prior written consent of the other, cede or assign any of its rights or obligations in terms of this Agreement to any third party. The party wishing to cede or assign its rights or obligations to any third party shall, if so required by the other party, be obliged to bind itself as surety and co-principal debtor with the third party for all its obligations in terms of this Agreement.

31. INDIRECT AND CONSEQUENTIAL DAMAGES

31.1. Unless expressly otherwise provided for, neither party ("the defaulting party") shall be liable to the other ("the aggrieved party") for any indirect or consequential damages or loss of profits suffered by the aggrieved party except if such damages or loss:

31.2. arises out of the gross negligence, fraud or any other illegal act or illegal omission on the part of the defaulting party (or any person for whom it is vicariously liable); or

31.3. arises from a claim made against the aggrieved party by a third party as a consequence of any act or omission committed by the defaulting party against such third party for which the aggrieved party is entitled to claim a full indemnification in terms of this Agreement

32. PROTECTION OF RIGHTS

If the SERVICE PROVIDER fails to comply with any obligation imposed upon it by this Agreement, CLIENT shall, without prejudice to any other rights it may have, be entitled but not obliged to effect such compliance at the risk and expense of the SERVICE PROVIDER and to recover the fair and reasonable costs and expenses of doing so from the SERVICE PROVIDER.

33. GOVERNING LAW

The provisions of this Agreement shall be governed by South African law and the parties shall at all times be subject to the jurisdiction of the South African Courts irrespective of the place of signature of this Agreement

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

34. DOMICILIUM CITANDI ET EXECUTANDI

- 34.1. The parties choose as their service address (*domicilium citandi et executandi*) for all purposes under this Agreement, whether in respect of court process, notices or other documents or communications of whatsoever nature, the address set out in hereunder.
- 34.2. Any notice or communication required or permitted to be given in terms of this Agreement shall be valid and effective only if in writing.
- 34.3. A party may, by notice to any other party change the physical address and/or telefax number chosen as its *domicilium citandi et executandi* provided that the physical address is one in the Republic of South Africa. The change shall become effective on the 10th business day from the deemed receipt of the notice.
- 34.4. Unless the contrary is proved, any notice to a party;
- 34.4.1. delivered by hand to a responsible person during ordinary business hours, shall be deemed
- 34.4.2. to have been received on the day of delivery; or
- sent by telefax, shall be deemed to have been received on the date of dispatch.
- 34.5. The domicile of the CLIENT is: EAST LONDON INDUSTRIAL DEVELOPMENT ZONE, EAST LONDON IDZ HEAD OFFICE, LOWER CHESTER ROAD, SUNNYRIDGE, EAST LONDON, FAX: 043 702 8251
- 34.6. The domicile of the SERVICE PROVIDER is: _____ FAX:
_____.

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

35. SIGNATURES

The signatories to this Agreement hereby warrant that they have the proper and full authority to sign this Agreement on behalf of the parties hereto, and shall produce the necessary resolution to such effect, if called upon to do so.

THUS DONE AND SIGNED BY **EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD** on the ____ day of _____ 20__ here in the presence of the undersigned witnesses:

For and on behalf of **EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD**

NAME OF DELEGATED AUTHORITY TO SIGN: _____

POSITION: _____, who warrants that he is duly authorized hereto

AS WITNESSES:

1. _____

2. _____

THUS DONE AND SIGNED BY **FULL NAME OF SERVICE PROVIDER** on the ____ day _____ 20__ in the presence of the undersigned witnesses:

For and on behalf of **FULL NAME OF SERVICE PROVIDER**

NAME OF DELEGATED AUTHORITY TO SIGN: _____

POSITION: _____, who warrants that he is duly authorized hereto

AS WITNESSES:

1. _____

2. _____

ANNEXURE A:

TENDER REFERENCE NUMBER: RFP-CAN-0219

1. Three recent contactable references from customers to which the service provider has provided or is providing more than 150 meal servings per day
2. These references must include the name of the entity, nature of contract, contact person (contract manager), telephone number and email address and all other information requested below. **Service providers must ensure that the references are aware that they will be contacted. Failure of references to respond will result in a zero score.**
3. If the Service Provider is rated as 'poor' and/ or the final score rating is less than 5 on Part B, **this will result in a zero score.**
4. All references provided must not be older than 10 years

PART A – To be completed by respondent for RFP submission

Company name of Respondent:		
Details of client for reference purposes:	Name:	
	Company name:	
	Contact details:	

PART B – To be completed by reference and returned to ELIDZ evaluation team

If the Service Provider has not done any of the tasks below for the Referee, please place Not Applicable (N/A).

Please indicate and rate whether the respondent has performed the attributes/tasks listed below.	Has the service been rendered (Yes / No)	Poor	Average	Good
		1	2	3
Did the service provider implement their last project successfully?				
Were you satisfied with support provided during the project?				

*** The ELIDZ reserves the right to verify references”**

Number of meals served daily	
Contract period in months	

Referee name: _____ Referee signature: _____

Final score rating out of 10 points - () _____

Date: _____

Company Stamp

--



ANNEXURE 1

PROCUREMENT HANDBOOK



ANNEXURE 2

LIST OF EQUIPMENT



ANNEXURE 3

ELIDZ OCCUPATIONAL HEALTH AND SAFETY POLICY STATEMENT



ANNEXURE 4

ELIDZ ENVIRONMENTAL POLICY STATEMENT



ANNEXURE 5

HACCP LEGISLATION