



## ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: RFP- CAN-1025

## REQUEST FOR PROPOSAL (RFP) PACK

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FOR THE PROVISION OF CANTEEN CATERING SERVICES AT THE ELIDZ FOR A  
PERIOD OF THREE (3) YEARS

START DATE: 17 OCTOBER 2025  
CLOSING DATE: 10 NOVEMBER 2025

NAME OF TENDERER: \_\_\_\_\_

TENDERER'S ADDRESS:

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## CHECKLIST FOR SUBMISSIONS

ITEM	TICK
<b>Supporting Documentation To Be Submitted</b>	
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 (Municipal Clearance Certificate for confirming office address/Lease agreement/Municipal bill)	
Three (3) Completed Reference Forms (Annexure 2)	
Provide an organogram for team allocated to this project in terms of roles and responsibilities	
Detailed Meal Delivery System Proposal;	
Detailed Operational Plan	
Mobilization Plan	
Canteen Menu Structure and Cycle	
Customer Feedback Monitoring System	
Food Ordering and Meal Delivery System to be used	
Safety Health and Environment Plan	
<b>Compulsory Documentation To Be Submitted</b>	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
Valid Tax Clearance Certificate or SARS PIN	
JV Participation Documentation as per section 3 (If applicable) with <b><i>consolidated BBBEE. All parties to submit their respective mandatory documents e.g Tax pin, CSD, Procurement handbook etc.</i></b>	

**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. **Annexure 1:** Procurement Handbook
4. **Annexure 2:** Reference Letter
5. **Annexure 3:** Occupational Health and Safety Policy
6. **Annexure 4:** Environmental Policy
7. **Annexure 5:** HACCP Regulations
8. **Annexure 6:** Furniture and Equipment



## **SECTION A: General Guidelines**

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FOR THE PROVISION OF CANTEEN CATERING SERVICES AT THE ELIDZ FOR A  
PERIOD OF THREE (3) YEARS

## 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 Specific Goals 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
- Specific goals = 20 points

A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Preferential and specific goals shall be as per below may include:

- (a) Historically disadvantaged individuals’ companies (51% Black owned)
- (b) Women (51% Black Women Owned) companies.
- (c) Persons with disability owned companies
- (d) SMMEs
- (e) Service providers located in Eastern Cape Province

(f) Black Youth

(g) Any other RDP goal or preference points in favor of historically disadvantaged individuals, may be added

The tender documents shall stipulate—

(a) the applicable preference point system as envisaged in regulations

(b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate issued by verification agency accredited by SANS for the Generic Suppliers, for QSE's and EME's Sworn Affidavit signed under oath confirm ownership status. Failure to submit a valid B-BBEE certificate and/or sworn affidavit may result in zero points being awarded for preference.

Unincorporated Joint Ventures are required to compile a consolidated verified BBBEE certificate in order to achieve Preferential Points

The following table shall be used to convert the Specific goals criteria into points.

Table: Specific Goals Points Conversion

Estimated Rand Value inclusive of Vat	Specific Goals and Point allocation
Above R1 000 000 up to R50 000 000	<b>80 points for price</b> 5 points for 51% and above Black owned suppliers 5 points for Eastern Cape based suppliers 6 point for 51% and above Black Women owned suppliers 1 point for 51% and above Black Youth owned suppliers 3 points for SMMEs

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.

No points will be awarded for achieving B-BBEE objectives if the total percentage scored for B-BBEE is less than 30%. All tenders with functionality less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation.

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 ARE APPLICABLE TO ALL TENDERS.**

- There will be a **COMPULSORY** briefing session on **27 October at 12h00**. Tenderers are encouraged to submit written questions by email to Anathi Mzantsi via e-mail to [anathi@elidz.co.za](mailto:anathi@elidz.co.za) on/or before **31 October 2025 at 16h00**. Responses will be sent not later than **03 November 2025 at 15h00**. **It is the responsibility of the service provider to follow up with the response should there be none by 15h00 on the 03 November 2025.**
- The closing date for this tender is at **12h00** on the **10 November 2025**. All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> before the closing date and time.
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- 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.
- 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 develop 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 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.

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 develop 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



Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the dti in consultation with the National Treasury.

## **6 COMPANY / FIRM 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.

## **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 Project Manager 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 SHERQ COMPLIANCE (IF APPLICABLE)**

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 with respect to Food Service and Safety (refer to HACCP-regulations) . The Service Provider shall demonstrate its compliance to all Food Service Industry Legislative Requirements such as but not limited to Foodstuffs, Cosmetics and Disinfectants Act (Act 54 of 1972) as well as regulations governing general hygiene requirements for food premises, the transport of food and related matters as amended.

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 employee wellness inspections are a pre-requisite.

Before starting work, service providers must undergo ELIDZ SHE induction and submit a Safety, Health & Environmental (SHE) file for approval:

The SHE content includes but might be limited to the following:

1. Appointment and scope of work
2. The company organogram
3. Project specific Safety, Health & Environmental (SHE) Risk assessments,
  - a. SHE Risk assessments to include operations activity specific risks, service providers risk to the ELIDZ and the ELIDZ risk to them, as well as Hazardous Biological Agents (HBA), risks; the HBA risk assessment must cover all of the minimum factors for consideration as set out in the Hazardous Biological Agents Regulation 6(3)
4. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (handling and storage of hazardous chemicals, monitoring and cleaning of grease tops, monitoring and cleaning of drains, fall protection plans, hygiene plans, safe food storage plans, training plans, staff orientation training plans (permanent & temporary staff), housekeeping plans, maintaining of first aid requirements etc.);
5. Environmental Management Plans, including but not limited to:
  - a. Waste Disposal and Management Plans (food, general, used cooking oil & hazardous waste if applicable)
    - i. establish protocol for proper disposal of cleaning materials, used equipment and any waste generated during the services including waste separation and recycling where possible)
  - b. Spillage Prevention and Response Plan.
  - c. Emergency preparedness plans – including relevant emergency contact information (example, emergency services and contacts for those with information on dealing with snake bites);
  - d. Incident management procedures.
6. Copies of requisite waste manifests (waste disposal receipts) for disposal and management of various waste streams;
7. List of applicable PPE required;
8. PPE issue register;
9. List of chemicals and related Material Safety Data Sheets (No usage of aerosol-based products or volatile organic compounds (VOCs) that could contribute to air pollution), all chemicals and cleaning products must demonstrate compliance with the National Environmental Management Act (NEMA);

10. Letters of Good standing with workman's compensation;
11. Applicable legal appointments - as required;
12. Requisite training / competency certificates where applicable;
13. Staff training registers; Training shall include but not be limited to following:
  - 13.1 Hazardous Biological Agents Training
  - 13.2 Hazardous Chemical Agents Training
  - 13.3 Food Hygiene and Handling Training
14. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working in the kitchen to confirm that they are fit to work in the kitchen.
  - a. It must be noted that no employee can commence with food handling work without a valid medical conducted by an Occupational Medical Practitioner that declares them fit to work.
15. Daily staff grooming & wellness inspection register;
16. Copies of requisite certificates for servicing and maintaining equipment, and gas installations;
17. Employee H&S management;
18. Applicable certifications and/ or registrations with/ from the relevant authorities as required

## **15 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".

## **16 POPIA**

By submitting this tender, the bidder hereby consents to providing the ELIDZ with personal information as provided in the Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.

4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.
5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

## **17 METHOD OF SUBMISSION**

The RFP document will be available for download at no cost on 17 October **2025** at **12h00** (Noon) from the East London Industrial Development Zone website: [www.elidz.co.za](http://www.elidz.co.za) under Opportunities >> Tenders All tender documents are to be submitted online at <https://tenderportal.elidz.co.za>

No late tenders will be accepted.

Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

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**

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FOR THE PROVISION OF CANTEEN CATERING SERVICES AT THE ELIDZ FOR A PERIOD OF  
THREE (3) YEARS

## Table of Contents

1.	Introduction .....	17
2.	Considerations .....	17
2.1.	Requirements Considerations .....	17
2.2.	Financial Considerations .....	18
2.3.	Time Constraints .....	18
2.4.	Area of Service and Facilities .....	19
3.	Detailed Requirements .....	19
3.1.	Scope .....	19
3.2.	The Scope of This RFP .....	19
3.2.1.	Canteen/Staff Restaurant and Kitchen .....	19
3.2.2.	Conference Centre Catering .....	19
3.3.	Operating Hours .....	19
4.	Equipment and Assets .....	20
5.	Cutlery, Crockery, Glassware and Linen .....	20
6.	Insurance .....	20
7.	Compliance .....	21
8.	Maintenance .....	21
9.	Cleaning .....	22
9.1.	Cleaning of the premises by the Service Provider .....	22
9.2.	Cleaning of the furniture by The Service Provider .....	22
9.3.	Cleaning & Maintenance of equipment by The Service Provider .....	23
9.4.	Waste Removal .....	23
10.	Utilization of Facilities .....	23
10.1.	Canteen/Staff Restaurant .....	23
10.2.	Meal Delivery system .....	23
10.3.	Conference Centre .....	24
11.	Portion Sizes and Menu Prices .....	25
12.	Cost of Services .....	25
13.	Outcome and Performance Standards .....	26
14.	Response Format .....	26



## 1. Introduction

The East London Industrial Development Zone SOC Ltd operates the East London Industrial Development Zone (ELIDZ), an entity dedicated to helping manufacturers achieve global competitiveness. This is accomplished through the development and efficient management of a modern, purpose-built industrial location that offers a streamlined business environment enhanced by a range of supporting services. ELIDZ is a greenfield development transforming over 400 hectares of prime land into a world-class industrial location.

The zone features six individually fenced sub-zones, each designed to meet specific manufacturing needs. It boasts excellent internal roads, including a newly built dual carriageway capable of accommodating both light and heavy vehicles, including 22m-long interlinks. All sites within the ELIDZ are fully serviced with access to utilities and ICT infrastructure and are in close proximity to key transport networks.

Located on Buffalo City's West Bank, adjacent to the East London port and airport, ELIDZ is operational and currently hosts several manufacturers that supply products to both local and international markets. As the ELIDZ remains operational, tenders are invited from relevant service providers for the provision of various maintenance services on the premises.

## 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
Project Approach	Service Provider Experience (Complete Annexure '2')	30	30	Three Verified References with experience in a similar environment (150+ guests per day)
			20	Two Verified References with experience of serving 150+ people per day
			10	One Verified References with experience of serving 150+ people per day

	Manpower	10	10	Manpower (Include Organogram for both Canteen and Conference Centre)
			7	Organogram For Canteen Only
			3	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	15	7,5	Waste Management Plan including waste disposal
			7,5	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 monthly over three (3) years according to the commencement date agreed upon in the service level agreement.

## 2.3. Time Constraints

The East London Industrial Development Zone would like this project to commence during 01 February 2026 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, Sunnyside, East London or anywhere the service is required.

### 3. Detailed Requirements

#### 3.1. Scope

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.

#### 3.2. The Scope of This RFP

The Appointed Service Provider 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 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. 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 6). This furniture and equipment will remain the property of 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 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.

#### **5. 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.

#### **6. Insurance**

- i) IDZ will insure building, fixed equipment and kitchen equipment.
- ii) The Operator is responsible for the payment of any excess on insurance claims involving items listed in annexure 6;
- iii) Upon award the service provider will be required to provide proof of adequate Public Liability Cover within 30 days.

## 7. Compliance

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

- 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 such as 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 ELIDZ non-conformance management requirements.

## 8. 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.***

## **9. Cleaning**

### **9.1. Cleaning of the premises by the Service Provider**

- 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.
- 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.
- Dining room and restaurant windows to be cleaned monthly or more frequently if required.
- 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.
- Cleaning of floor and exterior waste traps shall be undertaken on a daily basis.

### **9.2. Cleaning of the furniture by The Service Provider**

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

### 9.3. Cleaning & Maintenance of equipment by The Service Provider

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.

### 9.4. Waste Removal

- 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

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

## 10. Utilization of Facilities

### 10.1. Canteen/Staff Restaurant

Employees based at the ELIDZ will mostly work shifts of 06h00 to 14h00, 14h00 to 22h00, 22h00 – 06h00 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.

### 10.2. 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.**

### **10.3. 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 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.**



## 11. 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:

Meal Type	Minimum Portion Size	Maximum Selling Price (incl. VAT)
Economy Meal	Protein(Chicken/ Meat/ Fish): 120g (without bone) Starch: 100g Vegetables: 2 x 60g portions Gravy Portion – 125ml	R25.00

**(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.

## 12. 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 R0,00 per month for the duration of the contract;.
- 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 per month in the facility is as follows:
  - Electricity: 9 894.8 kWh/month = R29 946.77
  - Water: 228.13kl/month = R6 984.50/ month

### 13. Outcome and Performance Standards

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)

### 14. Response Format

The project approach should focus on the functionality (staffing and meal offerings) of the Canteen/ Staff Restaurant, Ordering and Meal Delivery System, Contactable References, Customer Feedback Monitoring System as well as Safety, Health and Environmental aspects. Respondents are requested to provide two copies of the following:

#### 14.1. 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

#### 14.2. Manpower

Provide details (Staff Organogram) of the team that will be allocated to this project in terms of roles and responsibilities to service both the Canteen and Conference Centre.

#### 14.3. Canteen Menu Structure and Cycle

Provide a six weeks cycle menu structure for the canteen patrons with no repeats

#### **14.4. Ordering and Meal Delivery System**

Consumers have limited lunch breaks and these are more or less at the same time. It is not always possible for canteen patrons to dine at the canteenas such food needs to be delivered to various factories.

- Outline your method of meal ordering suitable for factory workers that will ensure meals supplied are in accordance with the requisition; and
- Meal Delivery System detailing equipment to be used to ensure HACCP compliance.

#### **14.5. Safety, Health and Environment**

##### **14.5.1. Waste Management Plan**

The waste management plan must include various waste streams such as:

- Food waste
- General waste
- Used cooking oil waste

##### **14.5.2. Health and Safety Plan**

Health and Safety Plan showing how are you going to ensure health and safety standards are observed. This includes but not limited to the following:

- Food Storage Safety Measures;
- Food Handling Safety Measures;
- Protective Clothing;

#### **14.6. Customer Feedback System**

Customer satisfaction assurance and measurement plan. Clearly indicate the system that you will utilize to assess customer feedback on your service provisioning. In your response clearly indicate a system for canteen users and another one for conference patrons

#### **14.7. References**

Provide 3 relevant and verifiable references that you are currently or have been servicing (supplying 150+ meal servings per day) within the past 10 years using the ELIDZ forms template

- In the event the referee does not possess a company stamp. The referee should submit a letter on company letterhead confirming sign-off of ELIDZ forms template

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

E-mail: [anathi@elidz.co.za](mailto:anathi@elidz.co.za)

Tel: (043) 702 8200

Fax: (043) 702 8251



## ANNEXURE 1

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PROCUREMENT HANDBOOK



## ANNEXURE 2

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REFERENCE LETTER

## Annexure 2

### ELIDZ RFP – Details of previous similar work experience

- The respondent / tenderer must complete part A of this form separately for each reference submitted.
- The respondent / tenderer must forward Part B of this form for completion and signing by the referee, then bind the signed and stamped form with the tender submission. The stamp referred to must be the company stamp of the referee. The ELIDZ will not give scores for incomplete forms.
- The referee to please provide a score (0 - for poor services received, 2 – for average services received, 3 - for good services received, 4 - for good services received, 5 - for excellent services received).

#### **PART A – To be completed by respondent / tenderer for RFP submission**

Bidder name of Respondent / tenderer:		
Name of client / referee:		
Sector of project (private or public entity)		
Contract start date: date/month/year		
Contract end date: date/month/year		
Number of people served per day		
Details of client / referee for verification purposes:	Name:	
	Referee name:	
	Contact details:	

## Annexure 2 – Continued

### ELIDZ RFP – Details of previous similar work experience

#### PART B – To be completed by referee

Client / Referee Name: .....

Please verify that information provided by the respondent in Part A above is correct. Comment alongside if necessary: <div style="display: inline-block; vertical-align: middle; margin-left: 10px;"> <input style="width: 40px; height: 20px; border: 1px solid black;" type="checkbox"/> No  <input style="width: 40px; height: 20px; border: 1px solid black;" type="checkbox"/> Yes       </div>	<div style="border-bottom: 1px solid black; padding-bottom: 5px; text-align: center;">Comments</div> <div style="height: 60px;"></div>
Please score and comment on the attributes listed below	Score out of (0 - for poor services received, 2 – for average services received, 3 - for good services received, 4 - for good services received, 5 - for excellent services received)
ITEM	SCORE
A. Compliance with contract terms and conditions	
B. Overall rating of service provider's performance	
<b>A + B = Total Score</b>	

Referee name: .....

Client / Referee signature: .....

Designation: .....

Date: .....

Tel: .....

Referee / Client Signature/Company Stamp:

**In the event the referee does not possess a company stamp. The referee should submit a letter on company letterhead confirming sign-off of ELIDZ forms template**





## **ANNEXURE 3**

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### **OCCUPATIONAL HEALTH AND SAFETY POLICY**

# EAST LONDON INDUSTRIAL DEVELOPMENT ZONE (SOC) LTD

## OCCUPATIONAL HEALTH AND SAFETY POLICY



The East London Industrial Development Zone (SOC) Ltd (ELIDZ) is an Operator of an industrial complex, where highly competitive organisations thrive on streamlined business benefits and stimulate regional economic growth. ELIDZ aims to apply world-class occupational health and safety (OH&S) management practices within its Industrial Development Zone (IDZ), hence becoming the model for similar developments throughout Africa. The ELIDZ shall be developed and operated in a manner, which is economically and socially acceptable and sustainable. The ELIDZ recognizes that OH&S Management is an integral part of its overall business performance as any failure in this area will negatively impact on the Organization, its employees, tenants, contractors and the public.

**The ELIDZ (SOC) Ltd is committed to establish and maintain an OH&S Management System to:**

- Determine those OH&S hazards related to the ELIDZ development and activities which may put the health and safety of the ELIDZ employees, contractors, tenants, visitors, and community at risk;
- Plan actions to mitigate negative occupational health and safety risks within the ELIDZ's jurisdiction, creating a safe and healthy environment which will lead to the prevention of injuries and ill health;
- Monitor all ELIDZ tenant activities within ELIDZ's jurisdiction which can result in negative OH&S risks;
- Provide a framework and the means for setting, monitoring and achieving objectives to improve OH&S performance;
- Ensure adherence to all OH&S legislation, government policy and other requirements relevant to the development and operation of the ELIDZ;
- Periodically monitor, audit and review progress;
- The above will be underpinned through consultation and participation of workers.

In so doing, the ELIDZ shall wherever reasonably practicable manage potentially detrimental effects on the OH&S of all employees and the health and safety of communities affected by the ELIDZ development.

As a responsible corporate citizen the ELIDZ shall work with companies operating within the ELIDZ and with all tiers of government to ensure appropriate management of OH&S risks within its scope of authority

**The ELIDZ (SOC) Ltd shall pursue continual improvement through the use of:**

- Cost effective OH&S performance criteria; and
- Reduction of the risk of ill health, accidents and incidents,

This policy will be communicated to all employees and contractors working for or on behalf of the ELIDZ also be posted on the website, and will of the ELIDZ.

Top Management take full responsibility for the OH&S performance of the ELIDZ and hereby assert that adherence to this OH&S Policy is mandatory to all ELIDZ employees, contractors and visitors. Top Management hereby further pledge on behalf of the ELIDZ (SOC) Ltd to integrate OH&S considerations into our decision-making processes.

This policy will be reviewed periodically as the need arises to ensure it remains relevant and appropriate to the ELIDZ and will be distributed to the public on request.

**Thembela Zwani**  
Chief Executive Officer



## **ANNEXURE 4**

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### **ENVIRONMENTAL POLICY**

# EAST LONDON INDUSTRIAL DEVELOPMENT ZONE (SOC) LTD ENVIRONMENTAL POLICY



The East London Industrial Development Zone (SOC) Ltd (ELIDZ) is an Operator of an industrial complex, where highly competitive organisations thrive on streamlined business benefits and stimulate regional economic growth. The ELIDZ aims to apply world-class environmental management practices within its Industrial Development Zone (IDZ), hence becoming the model for similar developments throughout Africa. The ELIDZ shall be developed and operated in a manner, which is economically, socially acceptable and sustainable. The ELIDZ recognizes that Environmental Management is an integral part of its overall business performance, as any failure in this area will negatively impact on the Organization, Its employees, tenants, contractors and the public.

**The ELIDZ (SOC) Ltd is committed to striving for environmental best practice in all phases of development by:**

- Complying with all applicable environmental legislation, government policies and any other requirements that pertains to the ELIDZ;
- Encourage the participation of all interested and affected parties in all phases of development of the ELIDZ;
- Monitoring all tenant activities within ELIDZ's jurisdiction that could have potential detrimental impacts on the environment;
- Avoiding or limiting the disturbance of landforms, ecosystems and loss of biological diversity through all phases of development and operations;
- Promote the responsible use of water, energy and other non-renewable natural resources where feasible;
- Preventing pollution and waste where feasible;
- Limiting potentially detrimental impacts of the ELIDZ activities on neighbouring communities;
- Continual improvement of the Environmental Management System.

These objectives focus on the planning, design, development and operations phases of the ELIDZ.

In order to achieve the aforementioned objectives the ELIDZ will develop and maintain an Environmental Management System according to the principles contained in the globally recognized and adopted ISO 14001 Environmental Management System.

This policy will be communicated to all employees and contractors working for or on behalf of the ELIDZ.

Top Management take full responsibility for the Environmental responsibility of the ELIDZ and hereby assert that adherence to this Environmental Policy is mandatory to all employees, contractors and visitors within the ELIDZ. Top Management hereby further pledge on behalf of the ELIDZ to integrate Environmental considerations into our decision-making processes.

The environmental policy will be reviewed periodically as the need arises to ensure it remains relevant and appropriate to the ELIDZ and will be distributed to the public on request.

A handwritten signature in black ink, appearing to read 'Thembela Zweni', written over a horizontal line.

**Thembela Zweni**  
Chief Executive Officer



## ANNEXURE 5

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HACCP REGULATIONS



## ANNEXURE 6

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FURNITURE AND EQUIPMENT