



Instruction

Hendrina Power Station

Title: **Technical Evaluation Strategy for the Catering Contract**

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1. Introduction

The current contract for the Canteen and Catering services on Hendrina Power Station is coming to an end, and as such a new contract must be negotiated and concluded. In order to do so effectively, the Suppliers must be evaluated according to criteria outlined in this document.

2. Supporting Clauses

2.1 Scope

The document covers the different aspects that will be evaluated and scored by the single-discipline Technical Evaluation Team (TET) to complete the technical evaluation of the Canteen and Catering Services for Hendrina Power Station enquiry. The team members are listed and appointed in this document along with their responsibilities. The document also describes the acceptable and unacceptable risks and qualifications and/or conditions.

Once the Technical Evaluation Strategy is authorised, no changes will be made to the evaluation criteria without appropriate authorisation.

2.1.1 Purpose

The purpose of this Tender Technical Evaluation Strategy is to define the Mandatory Evaluation Criteria, Qualitative Evaluation Criteria and Technical Evaluation Team members responsibilities for the tender technical evaluation. The Technical Evaluation Strategy serves as a basis for the tender technical evaluation process.

2.1.2 Integrated Business Improvement objectives

Identify all IBI controls that this document aims to integrate into the process / activity it is intended to govern.

2.2 Normative/Informative References

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

2.2.1 Normative

- [1] 240-168966153: Tender Technical Evaluation Procedure
- [2] 32-1034: Eskom Procurement Procedure
- [3] 32-727: Safety, Health, Environment and Quality (SHEQ) Policy
- [4] HSTTPMM047: Scope of Work Instruction for the Provision of Canteen and Catering Services for Hendrina Power Station

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2.3 Abbreviations

Abbreviation	Explanation
CV	Curriculum Vitae
TES	Technical Evaluation Strategy
TET	Technical Evaluation Team

2.4 Roles and Responsibilities

Role	Responsibility
Technical Evaluation Team	The members appointed in this document who will perform the technical evaluation on tenders received because of a tender enquiry submission

2.5 Process for Monitoring

The Technical Evaluation process will be audited using internal processes.

2.6 Related/Supporting Documents

N/A

3. Tender Technical Evaluation Strategy

3.1 Technical Evaluation Threshold

The Mandatory Technical requirements should be present, updated, and valid in order for the evaluation to continue to the Qualitative Technical requirements evaluation.

The minimum weighted final score (threshold) required for a tender to be considered from a technical perspective is 70%.

Table 1: Qualitative Evaluation Criteria Scoring Table

Score	%	Definition
5	100	COMPLIANT <ul style="list-style-type: none">Meet technical requirement(s) ANDNo foreseen technical risk(s) in meeting technical requirements
4	80	COMPLIANT WITH ASSOCIATED QUALIFICATIONS Meet technical requirement(s) with

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		<ul style="list-style-type: none"> • Acceptable technical risk(s) AND/OR • Acceptable exception(s) AND/OR • Acceptable conditions
2	40	<p>NON-COMPLIANT</p> <ul style="list-style-type: none"> • Does not meet technical requirement(s) AND/OR • Unacceptable technical risk(s) AND/OR • Unacceptable exceptions AND/OR • Unacceptable conditions
0	0	TOTALLY DIFICIENT OR NON-RESPONSIVE
<p>Note 1: The scoring table doesn't make provision for scoring of 1 and 3</p> <p>Note 2: Foreseen acceptable and unacceptable risk(s), exceptions and conditions shall be unambiguously defined in the relevant Tender Technical Evaluation Strategy.</p>		

3.2 TET Members

Table 2: Technical Evaluation Team Members

TET Number	TET Member Name	Designation
TET 1		
TET 2		

3.3 Mandatory Technical Evaluation Criteria

Table 3: Mandatory Technical Evaluation Criteria

	Mandatory Technical Criteria Description	Reference to Technical Specification / Tender Returnable
1	Registered with FEDHASA (Federated Hospitality Association of South Africa)	Certificate showing current registration with FEDHASA / Letter of Intent (an expired certificate will NOT be accepted)
2	Certificate of Acceptability (Department of Health Services)	Valid certificate of compliance – valid meaning from an authorised Local Authority. Expired up to 6 months will be accepted.

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3.4 Qualitative Technical Evaluation Criteria

Table 4: Qualitative Technical Evaluation Criteria

	Qualitative Technical Criteria Description	Reference to Technical Specification / Tender Returnable	Criteria Weighting (%)	Criteria Sub-Weighting (%)
1	<p>Provide at least two (2) contactable references where similar services (industrial mass catering) were provided successfully for at least 3 years.</p> <p>Acceptable: Purchase Orders, Reference Letter on Company Head (signed), Completion Certificate (signed)</p> <p>References will be contacted using own search for company numbers</p>	<p>Letters from previous clients confirming successful catering service provision on the client's letterhead.</p> <ul style="list-style-type: none"> • 2 x Long-term contract / service provision exceeding 3 years scores 5 • 1 x Long-term contract / service provision exceeding 3 years OR 2 x contracts / services of less than 3 years and more than 2 years scores 4 • 1 x contracts / purchase orders providing the service more than 2 years OR 2 x contracts or purchase orders providing the service less than 2 years but more than 1 year scores 2 • No experience / no proof submitted scores 0 	15%	
2	Procedures		15%	
	Waste Management Procedure	Waste management procedure detailing how waste is stored, collected and managed in general (both general and hazardous waste)		33.33%

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	Pest Control Procedure	Complete procedure detailing the different types of pests, how to deal with the pests and frequency of inspections and treatments		33.33%
	Cleaning and Hygiene Procedure / Plan	Detailed cleaning and hygiene plan indicating how the cleaning of the premises both inside and outside are maintained		33.33%
3	Examples of Checklists / Procedures All of these checklists should be complete with the area and how often to be cleaned (where applicable) and checked, who should sign off, frequency etc.	Kitchen Cleaning	15%	20%
		Toilet Cleaning		20%
		Cold Storage Temperature		20%
		Food Poisoning		20%
		Food Quality		20%
4	Contingency plan in case of unforeseen events (strike, protests, electricity outages, equipment breakage etc.)	Contingency plan detailing steps that will be taken and how you will ensure that food delivery continues	10%	
5	PPE & Uniform	List of catering PPE & uniform that will be supplied to employees i.e. different uniforms for chefs, cleaners, assistants etc.	5%	
6	Staff Complement		40%	
	<u>Chef</u> Matric N-Diploma in Catering / Food Management Registered with Chef Association 2 Years' experience in mass catering	CV, proof of qualifications and registration with Chef Association <ul style="list-style-type: none"> • All requirements met scores 5 • 3 requirements met scores 4 • 2 requirements met scores 2 • No requirements met scores 0 		25%

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<p><u>Site Manager</u> Matric N-Diploma in Catering / Food Management 2 Years' experience in mass catering Computer Literacy</p>	<p>CV, proof of qualifications</p> <ul style="list-style-type: none"> • All requirements met scores 5 • 3 requirements met scores 4 • 2 requirements met scores 2 • No requirements met scores 0 	<p>25%</p>
<p><u>SHEQ Officer</u> Matric N-Diploma in SHEQ Management 1 Year SHEQ experience in a canteen Computer Literacy</p>	<p>CV, proof of qualifications</p> <ul style="list-style-type: none"> • All requirements met scores 5 • 3 requirements met scores 4 • 2 requirements met scores 2 • No requirements met scores 0 	<p>25%</p>
<p><u>Personnel Plan</u> Organogram Proof of Training</p>	<p>Submit the company organogram planned for the Hendrina Power Station canteen contract based on requirements given through.</p> <p>Proof of training for cooks, cashiers, cleaners etc. or plan on how they will be trained.</p> <ul style="list-style-type: none"> • All requirements met and will be able to meet demands scores 5 • Improvement needed on organogram OR training plan scores 4 • Improvement needed on organogram AND training plan scores 2 • Do not meet requirements / no submission scores 0 	<p>25%</p>

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3.5 TET Member Responsibilities

Table 5: TET Member Responsibilities

Mandatory Criteria Number	TET 1	TET 2
1 - 2	X	X
Qualitative Criteria Number		
1 - 6	X	X

3.6 Foreseen Acceptable / Unacceptable Technical Qualifications

Acceptable technical risk:

Marginally failing to meet the 70% threshold as stipulated in section 3.1

Unacceptable technical risk:

Failing to meet any of the technical gatekeepers as listed in section 3.3, Table 3.

3.7 Foreseen Acceptable / Unacceptable Technical Exceptions / Conditions

Acceptable technical exceptions/conditions:

As per the requirements set out under the Qualitative Technical Evaluation Criteria in section 3.4.

Unacceptable technical exceptions/conditions:

As per the requirements listed in section 3.3, Table 3.

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4. Acceptance

This document has been seen and accepted by:

Name	Designation

5. Revisions

Date	Rev.	Compiler	Remarks
January 2024	1		Review technical requirements and explanation
August 2023	0		Original Issue

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