

BIDDING DOCUMENT FOR THE PROVISION OF CANTEEN AND CATERING SERVICES

Procurement Reference Number: POSB 49/2024



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DATE OF ISSUE	06 SEPTEMBER 2024
CLOSING DATE	20 SEPTEMBER 2024
CLOSING TIME	1000 HOURS

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PART 1: BIDDING PROCEDURES PROCUREMENT REFERENCE NUMBER: POSB 49/2024

1. Background

The People's Own Savings Bank, POSB, referred herein as the Bank, intends to engage a service provider for the provision of catering services. The Bank invites suitably qualified and reputable service providers to submit proposals for the services.

1.1. Preparation of Bids

You are requested to bid for the items described in the Statement of Requirements below, by completing and returning the following documentation:

1. Fully signed Bid Submission sheet in this Part;
2. NSSA Clearance Certificate for the current period.
3. A bid security of **USD 5000.00 or ZWG equivalent**
4. a) Copy of the Certificate of Incorporation
b) Copy of the CR14/CR6 Form,
c) Copy of the VAT registration certificate
d) Copy of the 2024 ITF 263 Tax Clearance Certificate
- e) Detailed Company Profile. The bidder should provide an organization structure indicating the availability of key personnel. Their qualifications should be attached as part of bid submission.
5. ISO Certification Certificate i.e., ISO 9001: 2015.
6. Three (3) written, signed, reference letters from previous or current corporate customers where services of a similar nature have been or are being provided from corporates, public entities, banks or blue-chip entities.
7. Valid Registration Certificate for NEC Catering Industry undertaking
8. The bidder should have a facility, or premises where they are housed. The site is subject to inspection and evaluation as part of bid evaluation. Catering equipment and ancillary services should be available for inspection.
9. Training facilities for catering staff, subject to inspection and evaluation by the Bank.
11. Certified copies of qualifications of key employees or members of staff who will operate the canteen, should also attach their clean and valid medical certificates.

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The staff compliment to include the Health & Safety (attach the certificates of the staff)

1.2. Number of bids allowed

The bidder is not allowed to submit more than one bid, either individually or as a joint venture partner in another Bid, except as a subcontractor. A conflict of interest will be deemed to arise if bids are received from more than one Bidder owned, directly or indirectly, by the same person.

1.3. Clarification

Clarification of the bidding document may be requested in writing by the Bidder before 13 September 2024 1400hrs and should be sent to the Procurement Management Unit, through this email: procurement@posb.co.zw to the attention of Hamunyari Madziwana or Gibson Sibanda.

1.4. Validity of Bids

The minimum period for which the Bidder's bid must remain valid is **90 (ninety)** days from the deadline for the submission of this bid.

1.5. Submission of Bids

1.6.1 The technical and financial proposals should be provided as one set of tender documents.

1.6.2 Bidders are advised to bring in samples ahead of closing time and date. Samples to be brought to Procurement 15th Floor, Causeway Building.

1.6.3 The Bidder must mark the subject matter with the Procurement Reference Number and Description of requirements. The bids shall be submitted electronically through email.

1.6.4 Late bids will be rejected. POSB reserves the right to extend the bid submission deadline and will notify the bidders of any changes in submission time.

1.6. Services to be performed, location(s) and other requirements

1.7.1 The Bank will provide a canteen and some basic equipment for provision of the services. The bidder should have an offsite facility or own premises with catering

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equipment capable of providing similar services if POSB canteen facilities are unavailable. The site is subject to inspection and evaluation as part of bid evaluation.

1.7.2 The services to be performed under the Contract, the location or locations where these services are to be performed, the times of performance and the manpower, equipment and other resources required re stated in the Statement of Requirements in Part 2. Bidders must signify their acceptance of these requirements when submitting their Bid.

1.7.3 The Bank will

1.7.4 The Human Resources department will have authority on behalf of the Bank to give directions on the performance of the services and to approve satisfactory completion of these services.

1.7.5 Catering service providers shall ensure conformity to the highest standards of goods and services in relation to purchase, storage, preparation, hygiene, service and environmental health and safety requirements.

1.7.6 Successful Catering service provider, upon signing and operationalization of contract, shall be responsible for maintaining the optimal sanitary conditions of the operational areas and auxiliary spaces such as kitchen, pantry and any other spaces pertaining to their catering operation.

1.7. Documents establishing conformity of services

1.8.1 To establish the conformity of the Services to the Bidding Document, the Bidder must furnish as part of its Bid a proposed methodology, work plan and schedule to establish that the services will be carried out in accordance with the required technical specifications and quality standards.

1.8.2 Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive. The Bidder may offer in the Statement of Methodology, Work Plan and Schedule in this Part other standards of quality, if it demonstrates, to the Bank's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified.

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1.8. Eligibility and qualification requirements

1.9.1 Bidders are required to meet the criteria in section 1.1 of this bidding document to be eligible to participate and to be qualified for the proposed Contract. They must therefore:

- i. have the legal capacity to enter into a contract;
- ii. not be insolvent, in receivership, bankrupt or being wound up, not have had business activities suspended and not be the subject of legal proceedings for any of these circumstances;
- iii. have fulfilled their obligations to pay taxes and social security contributions in Zimbabwe;
- iv. not have a conflict of interest in relation to this procurement requirement;
- v. not be debarred from participation in POSB tenders
- vi. In addition to these eligibility requirements, Bidders must demonstrate that they have the qualifications, resources and experience to perform the contract to satisfactory standards, as indicated in the Statement of Requirements.
- vii. Participation in this bidding procedure is open to Zimbabwean bidders only.

1.9. Validity of Bids

The minimum period that the Bidder's bid must remain valid is 90 days from the deadline for the submission of bids.

1.10. Submission of Bids

Bids must be submitted electronically in PDF format to the email address below, no later than the date and time of the deadline below. It is the Bidder's responsibility to ensure that they receive a receipt confirming submission of their bid that has correct details of the Bidder and the number of the Bid.

The Bidder must mark the subject line with the Bidder's name and address and the Procurement Reference Number.

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1.11. The bids shall be submitted electronically.

Late bids will be rejected. The Bank reserves the right to extend the bid submission deadline but will notify all potential bidders who have collected the bidding documents of the amended bid submission deadline.

Date of deadline: 20 September 2024 Deadline Time: 1000 hrs +2 GMT

Submission address: tenders@posb.co.zw

Means of acceptance: Electronically through email

The bidding submission documents should be scanned as a single document bearing the tender number and description on the subject line

Late bids shall be rejected.

1.12. Bid opening

NO bidders and their representatives may witness the opening of bids, which will take place at the submission address immediately following the deadline.

1.13. Withdrawal, amendment or modification of Bids

A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative. However, no Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder or any extension of that period.

1.14. Bid Prices and Discounts

The prices and discounts quoted by the Bidder in the Bid Submission Form and in the Price Schedules must conform to the requirements specified in the Price Schedule included in Part 2: Statement of Requirements.

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1.15. Bid Security

- i. A Bid Security of **\$5 000 United States Dollars or ZWG equivalent**, in the form of Bank Guarantee from a **Registered Commercial Bank** is required for this tender.
- ii. Any bid not accompanied by a Bid Security from a **Registered Commercial Bank** will be rejected by POSB as non-responsive.
- iii. The Bid Security of a Joint Venture (JV) must be in the name of the JV that submits the Bid. If the JV has not been legally constituted at the time of bidding, the Bid Security must be in the names of all intended partners.
- iv. Any Bid not accompanied by a Bid Security will be rejected by the Bank as non-responsive.
- v. The Bid Security of a Joint Venture (JV) must be in the name of the JV that submits the Bid. If the JV has not been legally constituted at the time of bidding, the Bid Security must be in the names of all intended partners.

1.16. Evaluation of Bids

- i. Bids will be evaluated using the following methodology:
- ii. Preliminary examination to confirm that all documents required have been provided, to confirm the eligibility of Bidders in terms of Section 1.1 of this Tender Document and to confirm that the Bid is administratively compliant in terms of Section 1.1 of this Tender Document.
- iii. Technical evaluation to determine substantial responsiveness to the specifications in the Statement of Requirements. Technical evaluation includes inspection of sample provided against requirements.
- iv. Financial evaluation and comparison to determine the evaluated price of bids and to determine the lowest evaluated bid.
- v. Bids failing any stage will be eliminated and not considered in subsequent stages.
- vi. The contract will be awarded to the Most Economically Advantageous Tender. The Bank will negotiate with the winning bidder on the menu.

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1.17. Bid Currency:

Bids should be priced in the United States. The currency of evaluation will be the United States Dollars.

1.18. Payment Currency:

Payment will be processed in ZWG using the prevailing willing buyer willing seller rate prevailing at the time of payment processing.

1.19. Award of Contract

The **Most Economically Advantageous Tender**, after the application of any additional evaluation criteria, including any margin of preference, which is substantially responsive to the requirements of this Bidding Document will be recommended for award of the contract. The proposed award of contract will be by issue of a Notification of Contract Award which will be effective until signature of the contract documents.

1.20. Right to Reject

The Bank reserves the right to accept or reject any Bid or to cancel the procurement process and reject all Bids at any time prior to contract award.

1.21. Corrupt Practices

- i. The POSB requires that Bidders and Contractors, observe the highest standard of ethics during the procurement and execution of contracts. In pursuit of this policy:
- ii. POSB will reject a recommendation for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract or been declared ineligible to be awarded a procurement contract.
- iii. POSB may impose the sanctions on fraudulent bidders; and
- iv. any conflict of interest on the part of the Bidder must be declared.

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Bid Submission Sheet

{Note to Bidders: Complete this form with all the requested details and submit it as the first page of your Bid. Attach the Price Schedule and Statement of Methodology, Work Plan and Schedule together with any other documents requested in Part 1. Any variation from the Statement of Requirements should be indicated in the Statement of Methodology, Work Plan and Schedule, otherwise you commit to complying fully with these Requirements.

Ensure that your Bid is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this Bid prevail over any attachments. If your Bid is not authorised, it shall be rejected. If the Bidder is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

Procurement Reference

Number:

Subject of Procurement:

Name of Bidder:

Date of Bid:

We offer to perform the services listed in the Statement of Requirements to the indicated specifications and standards, at the prices indicated on the attached Price Schedule and in accordance with the terms and conditions stated in your Bidding Document referenced above.

We confirm that we meet the eligibility criteria specified in Part 1: Procedures of Bidding.

We declare that we are not debarred from bidding and that the documents we submit are true and correct.

The validity period of our bid is:{days } from the date of submission.

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We confirm that the prices quoted in the attached Price Schedule are fixed and firm for the duration of the validity period and will not be subject to revision, variation or adjustment.

Bid Authorised By:

Signature	Name :
Position:	Date:(DD/MM/YY)
Authorised for and on behalf of:	
Company	
Address:	
.....	

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Part 2: Statement of Requirements

The following specific requirements for the provision of canteen or catering services to be procured complement, supplement, or amend the provisions in the Bidding Procedures. Whenever there is a conflict, the provisions set out below prevail over those in the Bidding Procedures.

People's Own Savings Bank intends to enter a **12 month performance-based contract** for the provision of canteen and or / catering services. The standard canteen menu includes not more than the following.

Western Meals				
No	Starches	Proteins	Vegetables	Desserts
a	Rice	Hake fillet	Coleslaw salad	Fruit in season
b	Sadza	T- Bone steak	French salad	Ice Cream
c	Macaroni/Spaghetti	Ox – Chops	Potato Salad	Pudding
d	Potatoes	Pork Chops	Beans, Carrot, butternut	Jelly
e	Chips	Beef stroganoff	Beetroot pumpkin	
f	Beef or chicken pies	Beef /Chicken curry	Spinach	
g		Beef /Chicken stir fry	Rape	
h		Pork Ribs	Cucumber	
i		Oxtail		
j		Sausages		
k		Cold meats		

Traditional Meals				
No	Starches	Proteins	Vegetables	Desserts
a	Sadza	Chicken stew	Rape	Mahewu
b	Rice	Beef stew/Gango	Spinach	Fruit in season
c	Peanut butter Rice	Roast chicken	Beans	
		Trotter/Mazondo		
		Tripe /Casing		
		Beef Sausages		

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Other information

- i. Traditional meals are served on Mondays, Wednesdays and Fridays
- ii. Western meals are served on Tuesdays and Thursdays
- iii. Average number of meals per day is 250
- iv. The security of the kitchen equipment is the responsibility of the service provider, and any missing equipment is to the account of the service provider. The canteen is fully equipped, and the Bank covers the cost of electricity, water and maintenance of the equipment not damaged due to negligence.
- v. The winning bidder must open or maintain a bank account with POSB to facilitate payment of services as well as the provision of a Point-of-Sale Machine in the Canteen.
- vi. Winning bidder to provide proof of staff medical certificates which are not more than 30 days before commencement of the contract

NB. The provision of canteen services includes preparing meals for various gatherings including but not limited to:

a) Training School Provisions

- Sandwiches
- Scones
- Breakfast
- Pastries

b) Executive Committee meeting provisions

Executive 3 course meals (buffet) based on order

c) Board meetings provisions

Executive 3 course meals (buffet) based on order

d) other 's canteen provisions include:

- Soft drinks
- Samosas
- Pies
- Doughnuts
- Cakes on order
- Breakfast

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Subject	Requirement
Services to be performed	Provision of catering or canteen services for Board Meetings, Executive Committee Meetings, Management, Staff and Trainees of the People's Own Savings Bank
Location(s)	POSB Head Office – Causeway Building
Time of performance	The services are to be performed on weekdays only
Duration of contract	12 calendar months
Manpower	Qualified Personnel registered with NEC for the Catering Industry with clean and valid medical certificates. Personnel should have catering uniforms.
Equipment	Motor Vehicles, Kitchen Equipment
Resources	Financial and commercial capacity
Other requirements	<p>The proposal should have auditability function</p> <p>The prospective bidders shall be required to provide high quality catering services at reasonable and competitive price for both Staff Menu and Meeting/Event Menu.</p> <p>The catering service providers shall be entirely responsible for health, safety, insurance and management of its staffing while running and managing the catering facilities.</p> <p>The catering service providers shall develop appropriate menu that would cover a variety of dietary preferences for both Staff and Meetings/Events participants</p>

Declaration by the Accounting Officer

I declare that the procurement is based on neutral and fair technical requirements and bidder qualifications.

Signature **Date** **06 September 2024**
Chief Executive Officer

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Proposed Methodology, Work Plan and Schedule

{State the methodology and work plan you would propose to complete the required Services, the associated resources and the schedule for commencement and completion. The bidder should list all the equipment they have and intend to use to provide catering services. The Bank will conduct a verification exercise as part of due diligence prior to award of the contract . Bidder should also provide a detailed contingency plan in case of industrial strikes, sick/vacation leave}

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List of Services and Price Schedule

BIDDERS ARE REQUESTED TO QUOTE THE COST OF THE MEAL ON A FULL RISK-BASED MODEL APPROACH.

For the purposes of evaluation, bidders are expected to quote for the following meals. Please note this is for **the purpose of financial evaluation only and does not signify exact menu to be prepared.**

Items No ¹	Description Standard portion for;	Average Consumption	Unit of measure	Unit rate	Total Price inclusive of VAT
A.	Traditional meal	250	Each		
B.	Western meal	250	Each		
C.	Packaging (disposal for packing of food for branch staff)	250	Each		
D.	Dessert (various)	250	Each		

Note 1: Lots and packages should be shown as separate items.

Note 2: Include any additional meals that may assist the Bank in evaluating your bid

Note : Include any additional costs, such as hire or purchase to perform the service.

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APPENDIX A PERFORMANCE CHECKLIST

The performance checklist below will be used quarterly to assess the contracted service provider's performance for a recommendation to proceed or cancel the contract.

	Survey Response Categories	Very Unsatisfie d	Somewha t Unsatisfie d	Somewhat Satisfied	Satisfie d	Very Satisfie d	Commen ts
		2	4	6	8	10	
1.	Ensures a sufficient number of canteen and catering staff on a day-to-day basis and updates clients on changes regularly.						
2.	Catering Supplies & Stocking- provides all materials and supplies such as cleaning chemicals, utensils, ingredients, and takeaway containers.						
3.	Staff Uniforms- staff is provided with adequate uniforms and protective clothing						
4.	Staff is Courteous i.e. staff is responsive, attentive, and attends to customers in time						
5.	Meals are served in time, in appropriate portion sizes, and at appropriate temperatures						
6.	There is a variety of meals offered daily and the food is prepared to taste						
7.	Utensils and cutlery used for serving food are appropriate and well-cleaned						
8.	The canteen is kept clean at all times						
9.	The price for the meals is within market range and within POSB budget.						

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10	Overall satisfaction						
	TOTALS						
	OVERALL SCORE	/100					

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RATING SCALE

50 and below	POOR , for termination of contract and not considered for future contract in the next three years
51 to 65	FAIR , for termination of contract but can be considered in subsequent tenders.
65 to 74	SATISFACTORY , for trial for another (3) three months under close monitoring. If performance will not improve, the contract should be terminated
75 to 94	VERY SATISFACTORY , may be recommended for renewal in the next contract period if price offered is okay
95 to 100	EXCELLENT , may be used as justification for the extension of the contract