

## HOSPITALITY & RETAIL SERVICE AT IZIKO SOUTH AFRICAN MUSEUM (ISAM)

Tender Reference No.: Adv/Hospitality/12/2017

### INVITATION TO SUBMIT A PROPOSAL TO LEASE PREMISES FOR THE PURPOSE OF OFFERING A HOSPITALITY SERVICE, INCLUDING A RETAIL COMPONENT, AT THE IZIKO SOUTH AFRICAN MUSEUM FOR A PERIOD OF ONE YEAR

*Suitably experienced service provider(s) are invited to submit a short proposal, consisting of no more than two (2) pages, to provide a hospitality service, which may include a small retail component, aligned with the Iziko Museums of South Africa brand at the Iziko South African Museum Shop and Café, located at the premises known as the Iziko South African Museum, 25 Queen Victoria Street, Cape Town.*

#### 1. BACKGROUND AND INTRODUCTION

Iziko Museums of South Africa (Iziko) is a schedule 3A public entity subsidised by the national Department of Arts and Culture bringing together 12 national museums situated in the Western Cape under a single governance and leadership structure. The 12 museums each have its own history and character (see [www.iziko.org.za](http://www.iziko.org.za)).

Iziko is an isiXhosa word, meaning 'hearth' – traditionally and symbolically the social centre of the home; a place associated with warmth, kinship and ancestral spirits. Here food is prepared and shared, stories are told and knowledge passed from one generation to the next. Similarly, the museums that make up Iziko are spaces for cultural interaction.

Iziko requires service provider(s) to run an innovative and brand appropriate hospitality and retail service at our flagship museum for a period of twelve (12) months, with an option to renew for an additional two(2) years.

The Iziko Museum is housed in a heritage building, and is protected under the South African Heritage Resources Act. Therefore, only hot or cold beverage preparation and minimal heating of pre-prepared food is allowed on site.

Cooking should take place off site and any activity on-site that requires an extraction fan to prevent smells etc., should be kept to a minimum.

#### 2. COMMENCEMENT DATE

The commencement date will be on or after 31st January 2018 depending on when the proposal evaluation process is finalised.

#### 3. DURATION

One (1) year with the option to renew for a further two (2) years

#### 4. TRADING HOURS

Daily 9:00 to 17:00 (closed on Workers Day and Christmas Day).

#### 5. SCOPE

Iziko requires a service provider(s) that will engage the museum context proactively to ensure that our visitor experience is enriched, that the hospitality and retail offering has synergy with the Iziko brand, and is aligned with industry standards and best practices.

Halaal, Kosher, and Vegetarianism as well as cultural practices must be respected and catered for in food preparation as well as the provision of catering services for internal meetings, or 3<sup>rd</sup> party functions and ad hoc functions within Iziko.

In addition to the hospitality offering, a small, select range of retail items, relevant to the museum, may be made available for sale to visitors. Branded Iziko merchandise and publications may also be provided to be made available for retail.

***Details of the space, floor plan, capacity and infrastructure and the Iziko brand manual will be provided at the compulsory briefing session.***

## 6. RENTAL REQUIRED

The proposal should include the rental offered, which may be either a fixed rental, a percentage of turnover or a combination of both. All offers will be considered however it is a requirement that it be market related.

## 7. SELECTION PROCESS

The selection will be conducted in three phases:

### 7.1. PHASE ONE- SUBMISSION OF PROPOSALS

- Short written proposals must be submitted by bidders as outlined below

### 7.2. PHASE TWO – PRESENTATIONS AND SUBMISSION OF MANDATORY DOCUMENTATION

- All proposals will be considered by the Bid Evaluation Committee, which will shortlist the applicants based on the evaluation criteria listed below
- Shortlisted applicants will be contacted to make presentations as outlined below to the Bid Evaluation and Bid Adjudication Committees
- Shortlisted bidders will be required to submit all mandatory documentation as listed below

### 7.3. PHASE THREE - AWARDING OF PREFERENCE POINTS

Qualifying bids will be evaluated for preference points in terms of the preference point system described in Preferential Procurement Regulations of 2017, after meeting the minimum stipulated threshold for the functionality criteria outlined in phases 1 and 2.

## 8. PHASE ONE- SUBMISSION OF PROPOSALS

Written proposals should include the following documentation in the order indicated below:

NO.	DETAILS
1	A proposal of no more than two (2) pages that describes the operation envisaged in response to the tender requirements.
2	A financial proposal which includes proposed rental and % of turnover.
3	Details of relevant experience in the hospitality industry.
4	Details of any value added services to Iziko e.g. Iziko event catering and staff discounts

### 8.1. EVALUATION OF PROPOSAL

#### 8.1.1. FUNCTIONALITY CRITERIA

A proposal that scores lower than the minimum overall percentage of 60% (300 out of 500) will be regarded as unsuitable and will be disqualified. All bids that score 60% (300) and more for functionality will be eligible for further evaluation.

**VALUES: 1 - Poor    2 – Average    3 – Good    4 – Very Good    5 - Excellent**

No	Functionality Criteria	Weight
1.	Quality and appropriateness of proposed menu/ hospitality offering to the public	60

2.	Proficiency: Track Record - previous experience in similar business venture (s)	20
3.	Compliance to constraints regarding cooking on-site	20
	<b>TOTAL SCORE</b>	<b>100</b>

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## 9. PHASE TWO – PRESENTATIONS AND SUBMISSION OF MANDATORY DOCUMENTATION

### 9.1. PRESENTATIONS

Short-listed candidates will be invited to do a presentation of no longer than 45 minutes to the bid evaluation and bid adjudication committees. The presentation costs shall be for the account of the applicant.

#### The presentation must include:

- Details of management and staffing.
- Staff uniforms.
- Proposed additional décor and/or any other visible material to be utilised in rendering the service or suggested improvements to the area, at own cost.
- Proposed marketing, advertising and signage for the restaurant.
- Style of service envisaged.
- Strategy for adding value to Iziko and its public image indicating how the proposed hospitality and retail outlet will enhance and complement the Iziko South African Museum and Planetarium.
- Proposed menu including samples for the committee(s) to review both quality and presentation.
- Indication of retail items proposed for sale.
- Information regarding relevant licenses and health and safety compliance requirements.
- Valued added services

No	Functionality Criteria	Weight
9.2. S U 1.	Overall quality of presentation	40
B M 2.	Synergy with Iziko's operations	40
S 3.	Valued added services offered to Iziko	20
	<b>TOTAL SCORE</b>	<b>100</b>

### 9.2. SUBMISSION OF MANDATORY DOCUMENTATION

At the presentation the following documentation must be submitted in the order indicated below

NO.	DETAILS
1.	Valid certification from religious respective bodies where applicable e.g. Halaal, Kosher
2.	References and latest Financial Reports.
3.	Valid B-BBEE Verification Certificate from a Verification Agency accredited by the South African National Accreditation Systems (SANAS) or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or an Accounting Officer as contemplated in the Close Corporation Act (CCA), or a sworn affidavit confirming micro enterprise with annual turnover.

<b>4.</b>	<p>The Following Standard Documents:</p> <ul style="list-style-type: none"> <li>• Central Supplier Database (CSD) Report</li> <li>• Occupational Health and Safety Agreement (Annexure B)</li> <li>• Confidentiality and Non-Disclosure Agreement (Annexure C)</li> <li>• SBD 1 - Invitation to submit a proposal</li> <li>• SBD 3.3 - Professional Services</li> <li>• SBD 4 - Declaration of Interest</li> <li>• SBD 6.1 – Preference Point Claim Form</li> <li>• SBD 8 - Declaration of bidder's past Supply Chain Management Practices</li> <li>• SBD 9 - Certificate of Independent Bid Determination</li> </ul>
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### 9.3. EVALUATION OF PROPOSAL

#### 9.3.1. FUNCTIONALITY CRITERIA

A proposal that scores lower than the minimum overall percentage of 60% (300 out of 500) will be regarded as a non-responsive bid and will be disqualified. All bids that score 60% (300) and more for functionality will be eligible for further evaluation.

**VALUES: 1 - Poor    2 – Average    3 – Good    4 – Very Good    5 - Excellent**

No	Functionality Criteria	Weight
1.	Overall quality of proposal and synergy or extent to which the proposed offering complements Iziko's operations	30
2.	Proficiency: Track Record - previous experience in similar business venture (s)	30
3.	Quality and appropriateness of proposed menu/ hospitality offering to the public and compliance to constraints regarding cooking on-site	30
4.	Appropriateness of proposed retail offering to the public	10
<b>TOTAL SCORE</b>		<b>100</b>

#### NOTE:

- Service provider(s) must qualify on each stage to be eligible to proceed to the next stage of the evaluation
- Each section of the documentation must be clearly referenced using dividers, indicating sections 1 – 4 in phase 1, and sections 14 in phase 2
- Failure to supply any of the documents stipulated above, may lead to the proposal being disqualified

### 10. PHASE THREE - AWARDING OF PREFERENCE POINTS

Only qualifying proposals will be evaluated for preference points in terms of the preference point system described in Preferential Procurement Regulations of 2017, after meeting the minimum stipulated threshold for functionality criteria, as follows:

Preference Point Criteria		Points Allocation
1.	Price	80
2.	Broad-Based Black Economic Empowerment (B-BBEE)	20
<b>TOTAL POINTS</b>		<b>100</b>

### 11. REASONS FOR DISQUALIFICATION

Iziko reserves the right to disqualify any service provider(s) on the following grounds, and such disqualification may take place without prior notice:

- Submission of incomplete documentation and / or information as per the requirements.

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- Submission of information that is fraudulent, factually untrue or inaccurate.

Kindly note that any subsequent correspondence shall be at the discretion of Iziko

## **12. AWARDING OF PROPOSALS**

- As a public entity, Iziko complies with the Supply Chain Management Framework of National Treasury and is therefore responsible for ensuring a fair, equitable, transparent, competitive and cost effective procurement process for goods and services.
- All proposals will be considered by a bid evaluation committee, which will make a recommendation to the Bid Adjudication Committee.
- Iziko is not bound to accept any proposal and reserves the right to cancel, withdraw or not to award services, as well as to re-advertise at its sole discretion. Responding to the request does not automatically qualify the suppliers to be registered or preferred service provider(s). Should bidders not receive a response within 3 (three) months of the closing date, the bidder should please regard the proposal as unsuccessful.

## **13. DELIVERY APPROACH**

- The successful applicant shall, on signing the agreement, commence with business on a date agreed to by both parties.
- Service provider(s) are required to assume full responsibility of the facilities and to deliver the required services including management of staff.
- The Service provider(s) will be accountable to and represented on a Venue Hire Committee constituted by Iziko that is tasked to provide on-going oversight as well as guidelines and procedures for the operation of hospitality and retail outlets.

## **14. GENERAL PRINCIPLES**

- Iziko will apply the 80/20 preferential points system.
- Iziko applies the provisions of the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000) and the Preferential Procurement Regulation of 2017, the Public Finance Management Act, 1999 (Act No. 1 of 1999) and the Iziko Framework for Supply Chain Management.
- The lowest or only quotation received will not necessarily be accepted.
- Iziko reserves the right to accept or reject any quotation in response to the tender invitation and not to appoint a service provider(s).

## **15. FORMAL CONTRACT**

- All the appended documentation and the proposal read together, forms the basis for a formal agreement to be negotiated and concluded in a formal contract between Iziko and the service provider(s).
- A mere offer and acceptance shall not constitute a formal contract of any nature for any purpose between Iziko and any Service provider(s).
- The successful Bidder/s will be contracted to provide the service for a period to be agreed after which Iziko reserves the right to review and extend the contract for further period/s at Iziko's discretion.

## **16. BRIEFING SESSION**

A compulsory briefing session will be held on **Friday 15 December 2017 at 11:00**. Potential service provider(s) will be able to visit the rental space after the briefing session.

## **17. CLOSING DATE AND TIME**

Closing date: **Friday, 17 January 2017 at 12H00**.

**WRITTEN OR TELEPHONIC QUERIES MUST BE DIRECTED TO:**

**Supply Chain Related:**

**Ms Noluyolo Ngwilikane**

**Supply Chain Manager**

Iziko Museums of South Africa

Switchboard: +27 (0) 21 481 3800

Direct Line: +27 (0) 21 481 3889

Fax: +27 (0) 21 481 3993

Email: [nngwilikane@iziko.org.za](mailto:nngwilikane@iziko.org.za)

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**Technical Matters:**

**Ms Susan Glanville-Zini**

**Director: Advancement**

Iziko Museums of South Africa

Switchboard: +27 21 481 3800

Direct Line; +27 21 481 3906

Cell: +27 (0) 83 379 8584

Email: [sglanville-zini@iziko.org.aa](mailto:sglanville-zini@iziko.org.aa)

**SUBMISSIONS**

The submission(s) must be submitted in a **sealed** envelope **in three copy formats and pricing in a separate envelope** clearly marked with the reference **Adv/Hospitality/12/2017** and must be addressed to:

**Iziko Museums of South Africa**

**Chief Financial Officer, Ms Ronell Pedro**

**PO Box 61**

**Cape Town**

**8000**

**For all submissions a supplier must sign a register as proof of submission and ensure proposals are placed in the tender box at the entrance/reception area at the museum located at the address below.**

**No late submissions or submissions via facsimile or e-mail will be accepted.**

**Address: Iziko Museums of South Africa,**

**25 Queen Victoria Street,**

**Cape Town**

**All courier/posted tender proposals must reach Iziko Museums by the closing date and time as specified above.**