

Request for Proposals



RFP No: FNBE_002/2023

RFP Name: Ezulwini Head Office Canteen Services_2023



FNB Eswatini: Ezulwini Head Office staff and visitor restaurant services

Schedule Index

- Schedule A - Scope of Work
- Schedule B - Evaluation Criteria
- Schedule C - Instructions to Tenderers
- Annexure A - List of Equipment in Canteen





FNB Eswatini: Ezulwini Head Office staff and visitor restaurant services

SCHEDULE "A"

1. Introduction

This Request for Proposal ("RFP") outlines the requirements of FNB Eswatini Limited (hereinafter referred to as "FNB") and the process to be followed by prospective Tenderers in submitting a response to STAFF AND VISITOR RESTAURANT SERVICES FOR FNB ESWATINI HEAD OFFICE_2023.

2. Tender Objective

FNB Eswatini intends to appoint a suitably qualified and experienced service provider for the provision of restaurant services for the new FNB Head Office building based at Ezulwini. The service required is the off-site preparation of food and on-site serving of food items/meals/beverages within the Staff and Visitor Restaurant, as per 'scope of work' and other specifications provided for, according to the requirements, standards, and instructions of FNB Eswatini. The available equipment in the preparation area and the food service area are listed in Annexure A.

3. Scope of Work

The restaurant services will be according to approved menus to be determined by FNB Eswatini Human Capital Management from time to time. The restaurant area consists of a meal packaging and serving area. The building design has not included stoves or ovens, but food-warming equipment will be supplied. The building is expected to operate off a staff and visitor booking system, and whilst numbers cannot be stated with certainty, the expectation is that the building population will range between 150 to 220 daily and should grow over time.

4. Nature of Services

A detailed menu design needs to be presented as part of the proposal with proposed pricing of the menu items suitable for an office establishment and environment. The meals and refreshments proposal should consider the following.

- i. Equipment listed in Annexure A which will be available for use by the service provider but shall not be removed from the bank premises.
- ii. The service provider can bring own equipment that will enable delivery of meals, in agreement with the bank.
- iii. The proposal should consider the following nutrition blends:
 - a. Fruits and snacks
 - b. Light breakfast meals
 - c. Fruit and other types of non-alcoholic drinks
 - d. Lunch meals that can be transited daily maintaining food safety standards.
- iv. Meal service days will be Monday to Friday and shall be expected to be between 07h30 and 16h00.
- v. Purchased meals shall be for the staff's own account and no cash payments shall be permitted.
- vi. Meal pricing proposals must be detailed and clear.
- vii. FNB Eswatini shall play an important enablement role to help consistency of nutrition supply.
- viii. FNB Eswatini shall supply basic cleaning services that manage the rest of the property, but any specialised cleaning requirements for the vendor and their equipment shall be for their own account.





FNB Eswatini: Ezulwini Head Office staff and visitor restaurant services

Shortlisted service providers will be required to conduct an on-site visit of the preparation and service area and thereafter present their proposal within 3 working days of the visit. There may be a requirement by the adjudication panel to sample some proposed meals.

FNB reserves the right to award either fully or partially to any Contractor.

5. Timelines

- Expressions of interest letters with detailed meal

and pricing proposals must be submitted by 17h00 on Friday, 14 July 2023 at FNB Eswatini Offices, 2nd Floor Sales House Building, Swazi Plaza, Mbabane.

- Shortlisted service providers shall be invited for a site visit on Wednesday, 19 July 2023 at a time to be confirmed directly with them.

Final presentations to FNB Eswatini should be delivered by email to Procurement@fnb.co.sz by Friday, 21 July 2023, with the subject line "STAFF AND VISITOR RESTAURANT SERVICES FOR FNB ESWATINI HEAD OFFICE"

SCHEDULE "B"

Evaluation Criteria

FNB Eswatini is seeking reliable, financially stable Supplier(s) who can meet its stringent cost, quality, and service requirements.

Tenderers will be evaluated against the following criteria:

- Menu proposals-providing a balance of full meals and fast foods (sandwiches, wraps etc)
- Competitive Pricing - considering afforded space and equipment.
- FNB Banked Suppliers (Preferred)

- Comprehensive and competitive plan/schedule/ time to deliver all tendered works
- Performance in similar work previously done
- Company profile, experience, and reputation (references should be provided with telephone contacts).
- Staff experience and qualifications
- Staff training and valid certification
- Safety compliance

It is the intention of FNB Eswatini to award contractor based on information contained in this RFP and any subsequent presentations and negotiations.





FNB Eswatini: Ezulwini Head Office staff and visitor restaurant services

SCHEDULE “C”

Instructions to Tenderers

Please read the following instructions carefully. Failure to comply with the requirements of these Instructions to Tenderers may cause the return or rejection of your Proposal.

1.0 The Purchaser

1.1 This Request for Proposal (“RFP”) is issued by FNB Eswatini

2.0 Rights of FNB Eswatini

FNB Eswatini, in its sole discretion reserves the right to:

- 2.1 Accept or decline any proposal issued by a prospective Tenderer;
- 2.2 Award the contract for: STAFF AND VISITOR RESTAURANT SERVICES FOR FNB ESWATINI HEAD OFFICE based on a proposal received with or without entering any further discussion.
- 2.3 Shortlist prospective/ successful Tenderers.
- 2.4 Award the RFP in its entirety or part off.
- 2.5 Extend without notice, the evaluation period

3.0 Proposal Preparation

3.1 The submission of the RFP must be strictly in accordance with these instructions, including the information described in “SCHEDULE A - Scope of Work”

3.2 Proposals must be prepared and submitted in strict accordance with the RFP documentation. In the event of the proposal being awarded, the successful Tenderer(s) will be required to enter a formal Contract. No valid contract shall exist between the parties unless the parties have entered into a valid written contract.

3.3 Preparation of the Proposals, including but not limited to attendance at any pre-proposal meetings, site visits and proposal clarification meetings or presentations, shall be at the sole expense of the Tenderer

4.0 Proposal Submission

4.1 The RFP name and number must be clearly marked on each item submitted.

4.2 Responses must be concise. Proposals must be accompanied by a Company Profile and associated compliance documentation including:

- a) Confirmation of Banking details (FNB Banked Preferred)
- b) A valid tax clearance certificate
- c) Company registration documents
 - Certificate of incorporation
 - Form J and/or current Company Shareholding structure
 - Directors IDs
 - Trading License
- d) Labour Compliance
- e) Safety Compliance
- f) Attach a list of references for similar work
- g) Technical Qualifications of Staff





FNB Eswatini: Ezulwini Head Office staff and visitor restaurant services

4.2.1 The proposals shall be submitted without review by, or the comparison of figures of, any other person or company submitting a proposal for the same work and shall in all respects be without collusion with other Tenderers. Tenderers forming a joint venture with another Tenderer to submit a single consolidated proposal shall advise FNB Eswatini prior to the submission of the proposal and include in their proposal full details of the joint venture including a copy of the signed joint venture agreement. It is left to the discretion of FNB to accept such joint Venture. Where the FNB Eswatini has not been informed of such joint venture FNB Eswatini may at its sole discretion disqualify such submission.

Late Receipt of Proposals

4.3 Proposals received after the proposal closing date and time may be disqualified, with or without notice to the Tenderer.

5.0 Examination of RFP and Acknowledgement

5.1 FNB Eswatini may modify any part of the RFP at any time prior to the closing date of the RFP. Modifications to the RFP will be made in the form of addenda to the RFP and will be transmitted simultaneously to all Tenderers.

5.2 The Tenderer is responsible for the examination of the RFP and any addenda thereto including any special conditions or provisions which may affect the performance of the services to be rendered in terms of the tender. Should the Tenderer find discrepancies or omissions in the RFP the Tenderer shall notify FNB Eswatini in writing immediately on discovery of any discrepancy or omission.

5.3 The Tenderer may independently study, enquire, research, obtain and furnish to FNB Eswatini as part of the proposal at their own risk and cost and allow for all contingencies irrespective of any information or other data supplied by FNB Eswatini. This includes all information and data that may in any manner, financially, technically, or otherwise, affect its proposal submission or the price it has submitted.

6.0 Proposal Validity, Modification and Withdrawal of Proposals

6.1 Once submitted, the proposal shall be fully binding upon the Tenderer and must be valid for a period of two (2) months from the date of submission of the proposal. CRITERIA TO BE USED IN EVALUATION OF PROPOSALS

6.2 FNB Eswatini will evaluate all proposals submitted in accordance with the criteria indicated in "SCHEDULE B" of this RFP.

6.3 FNB Eswatini in its sole discretion reserves its right to apply weightings to the criteria listed in "SCHEDULE B".

6.4 FNB Eswatini will not divulge its final selection criteria to any prospective Tenderers nor will it be obliged to furnish any reasons for its selection(s).

7.0 Award of Contract

7.1 FNB Eswatini reserves the right to accept or reject any or all proposals, to waive any provision or deviate from the RFP process or any formality regarding proposals received and to accept or reject one or more of the items in the proposal if such items, at FNB Eswatini's sole discretion, is in the best interest of FNB Eswatini.





FNB Eswatini: Ezulwini Head Office staff and visitor restaurant services

7.2 FNB Eswatini shall not be bound by the lowest price contained in any proposal, and it may accept all or any part of a proposal. It shall not be liable for any costs or expenses or damages whether direct or indirect, incurred by any Tenderer who submits a proposal, irrespective of the outcome of such proposal. If, however, any such proposal leads to the conclusion of a contract, then the rights and obligations of FNB Eswatini and the Tenderer shall be governed solely by the provisions of the mutually agreed and signed written agreement between the parties.

7.3 FNB Eswatini reserves the right to invite the Tenderers, prior to the date of award and/or allocation of its proposals, to discuss any matter relating to the proposal and/or to issue supplements or addenda to the tender.

7.4 FNB Eswatini does not have a provision for upfront payments. Instead, payment terms of 30 days after invoice and statement date shall be effected.

8.0 Questions and Explanations

8.1 All queries and communication in relation to this RFP shall be directed in writing to **Manqoba Dlamini** at e-mail: Procurement@fnb.co.sz

8.2 All Correspondence shall bear the reference: STAFF AND VISITOR RESTAURANT SERVICES FOR FNB ESWATINI HEAD OFFICE

9.0 Amendments and Clarifications

9.1 FNB Eswatini reserves the right, after receipt of the proposals submissions, to invite the Tenderer(s) for clarification, presentation, or negotiation of its proposal. Any such clarifications, presentations or supplements shall be considered to form part of the tender submission. Any such discussion, issue of supplements or addenda or invitation to clarify or negotiate, should not be construed as an acceptance, award or allocation of the tender to that particular Tenderer.

9.2 No amendments to the provisions contained in this RFP will be binding on FNB Eswatini. Written Addenda will however be issued by FNB Eswatini when amendments and/or clarifications to the RFP are deemed necessary. The FNB Eswatini reserves the right to make whatever amendments or clarifications that in its view are reasonably necessary at any time.

9.3 FNB Eswatini shall provide a written notice of any addenda issued to all known recipients of the RFP. FNB Eswatini shall however, not be responsible for any prospective Tenderer's failure to receive any addenda. The prospective Tenderer shall be solely responsible for ascertaining, prior to submission of its proposal, that any addenda issued have been received.





ANNEXURE A- LIST OF EQUIPMENT AVAILABLE IN CANTEEN

Food Preparation Area

1. 1x Double door drinks fridge
2. 1x Industrial dish washer
3. 1x double basin sinks
4. 1x food tray trollies
5. 1x preparation table /under counter pizza top with under counter refrigeration
6. 1x hand rinsing sink
7. 1x Industrial microwave oven

Serving Area

1. 1x double door drinks fridge
2. 2x industrial sandwich toasters
3. 2x undercounter chillers
4. 1x sandwich and cake display
5. 1x electric food warmer counter



