

**Tender Number: T08/03/17**

**Tender description: APPOINTMENT OF A CATERING COMPANY FOR THE IDC HEAD OFFICE**

**Question and Answers Version 3**

No.	Question	Type	Answer
1	What is the current average spend on client issues (tea, coffee, milk, etc.) in a rand value – average of the last 3 to 6 months should work. this is important information and assists with feasibility	Technical	The IDC indicated as part of the tender specification it's average requirements in terms of quantities for client issues and bidders are required to base their cost proposals on this.
2	What software system is used on the point of sale? We understand it links to your access control but need to know the operating system, i.e. plankomat, micros, etc.	Technical	Is called MOCCA System.
3	Please confirm average participation for a month on annexure 7 contracted items, i.e. how many eggs, how many portions of starch, etc. we need to know volumes in order to take calculated risks on the management fee	Technical	The IDC has indicated the number of patrons per day as part of the previous Q&As and has provided relevant available information on portion sizes to bidders. The volumes of items sold would vary based on user demand and this information is not available to the IDC. Refer to question no. 17 on Q&A version 2.
4	What is the current average spend on functions in rand value – average of the last 6 to 12 months should work. We know that IDC does not wish to commit or guarantee values on this, however we require this revenue stream average in order to do the feasibility. We don't expect guarantees. This is not an unusual request - clients are typically upfront on average revenue streams. Not having this is a barrier to entry as only the incumbent knows the averages	Technical	The IDC's functions is not guaranteed as these functions are catered for on an as and when required basis. The previous Q&As (Q&A version 2) provided indicative numbers to bidders in this regard and associated costs are mainly driven by the menus and preferences for each event and its specifications. It is therefore IDC's view that the rand value of functions held in the past may not provide a realistic indication of future demand.
5	Confirm your process on shortlist. Will site visits be conducted? Will there be formal presentations to your executives?	Technical	At the moment we did not cater for site visit or presentations, should there be a need we will contact the shortlisted bidders.
6	Roughly what percentage of customers sit in versus take away?	Technical	Currently 50 / 50 – this number can change.
7	What is your eating-at-desk policy?	Technical	The IDC discourages eating at the desk and prefers the use of the canteen or pause areas.
8	What kind of hot beverage vending machines are required, i.e. bean to cup, instant or automated fresh milk?	Technical	Nestle machines currently, which use instant products – SP can choose other brand and is not limited to current selection provided.
9	What is the demographic split ratio, i.e. male versus female?	Technical	Currently permanent staff female is 449 and male is 391, we do not have the split for contractors and temporary staff.
10	Are the snack vending machines cash or cashless?	Technical	Is Cash.
11	Do you shut down at year end?	Technical	Yes – normally last week in December
12	Is the service provider responsible to rent the espresso machine in the client coffee bar or is the machine owned by IDC?	Technical	The Service Provider will be renting the coffee bar espresso machine.
13	Confirm product range requirements for the costings, i.e. what coffee, which brand of sugar, etc. so that a true comparison can be made	Technical	Please refer to question 5 of version 2 of questions and answers.
14	Confirm meal specifications on the annexure 7 items, i.e. how many grams is the sausage, the stew, the starch, etc. again for real comparison purposes	Technical	Please refer to question 10 of version 1 of questions and answers.
15	Confirm escalation on annexure prices year on year – what is the methodology?	Technical	We are unable as we and the service provider work together on a working document that gets reviewed by our EXCO – they will then determine the escalation if any.
16	Are annexure 7 prices including VAT?	Technical	Yes it is inclusive of VAT.