



## REQUEST FOR PROPOSAL

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**RFP NO. 240405DSK**

**DESCRIPTION:**  
**INVITATION FOR PROPOSALS FOR THE  
APPOINTMENT OF A RESTAURANT & KIOSK  
OPERATOR AT DIE SEEKOMBUIS FOR A PERIOD  
OF 24 MONTHS WITH POSSIBLE EXTENSION**

**Proposals should be submitted electronically on or before  
19 April 2024 by no later than 12h00:**

**Email:** [katinka@gic.co.za](mailto:katinka@gic.co.za)

**Contact Person:** Katinka Smith

**DIE SEEKOMBUIS**

Main Road  
Main Beach  
Still Bay  
Western Cape  
6674



## RFP ADVERT

|                                |  |
|--------------------------------|--|
| <b>Description</b>             | INVITATION FOR PROPOSALS FOR THE APPOINTMENT OF A RESTAURANT & KIOSK OPERATOR AT DIE SEEKOMBUIS FOR A PERIOD OF 24 MONTHS WITH POSSIBLE EXTENSION  |
| <b>Issue Date</b>              | The RFP will be issued via social media, local newspapers, and other media sources on or before the 22 March 2024  |
| <b>Late Submission</b>         | No late submissions will be accepted. Vendors may not make changes to their proposals after submission, as that will automatically disqualify them from further participation.   |
| <b>Site Visit</b>              | <p>Site Visits by Appointment Only:</p> <p>Please note that site visits are strictly by prior arrangement. If you wish to schedule a visit, send a formal email request anytime between March 25 and April 12 to <a href="mailto:katinka@gic.co.za">katinka@gic.co.za</a>.</p> <p>Main Road<br/>Main Beach<br/>Still Bay<br/>Western Cape<br/>6674</p> |
| <b>Clarification Questions</b> | <p>The Cut-off date for all clarification questions is 18 April 2024.</p> <p>No further questions will be allowed beyond this date.</p> <p>All clarification questions to be sent only to: <a href="mailto:katinka@gic.co.za">katinka@gic.co.za</a>.</p>   |
| <b>Submission</b>              | Your electronic response must be submitted to: <a href="mailto:katinka@gic.co.za">katinka@gic.co.za</a> .  |
| <b>Validity Period</b>         | Proposals shall be valid for a period of 30 business days from the date of closing of the RFP and shall not be amended during this period.   |
| <b>Closing Date</b>            | 19 April 2024, 12H00   |



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## SECTION 1: INTRODUCTION

INVITATION FOR PROPOSALS FOR THE APPOINTMENT OF A RESTAURANT & KIOSK OPERATOR AT DIE SEEKOMBUIS FOR A PERIOD OF 24 MONTHS WITH POSSIBLE EXTENSION

Die SEEKOMBUIS is excited to request proposals from qualified and experienced Operators to manage and operate restaurant and kiosk facilities. This RFP presents a unique opportunity for innovative and dedicated operators to become integral partners in our endeavor to provide exceptional dining experiences to visitors.

Located on the Main Beach, Still Bay, Western Cape, our project aims to identify and select a qualified Operator to manage and operate Die SEEKOMBUIS. As part of this vision, we are seeking passionate operators who can bring creativity, expertise, and a commitment to excellence.

The selected Operator will have the opportunity to showcase their culinary talents and entrepreneurial spirit within a dynamic and supportive environment. We are committed to fostering a diverse and thriving culinary scene that reflects the unique character and tastes of our community.

We recognize the critical role that Operations play in shaping the overall experience of visitors and residents alike. As such, we are seeking proposals that not only meet high standards of quality and service but also contribute to the overall vibrancy and success of our project.

Proposals should be submitted electronically on or before 19 April 2024 by no later than 12h00:

Email: [katinka@gic.co.za](mailto:katinka@gic.co.za)

Contact Person: Katinka Smith



## SECTION 2: RESPONDENT'S DETAILS

|  |  |               |   |                   |       |
|--|--|---------------|---|-------------------|-------|
| <b>You are hereby invited for the requirements</b>       |  |               |   |                   |       |
| RFP no:  | 240405DSK  | Closing Date: | 19 April 2024                                       | Closing Time:     | 12:00 |
| Description:   | APPOINTMENT OF A RESTAURANT & KIOSK OPERATOR AT DIE SEEKOMBUIS FOR A PERIOD OF 24 MONTHS WITH POSSIBLE EXTENSION |               |   |                   |       |
| <b>RFP response documents may be emailed to:</b>         |  |               |   |                   |       |
| katinka@gic.co.za  |  |               |   |                   |       |
| <b>Technical enquiries may be directed to:</b>           |  |               | <b>Administrative enquiries may be directed to:</b> |                   |       |
| Contact Person   | Katinka Smith  |               | Contact Person                                      | Katinka Smith     |       |
| E-mail Address   | katinka@gic.co.za  |               | E-mail Address                                      | katinka@gic.co.za |       |
| <b>Closing date for Enquiries 18 April 2024 at 11:00</b> |  |               |   |                   |       |
| <b>Service Provider Information</b>                      |  |               |   |                   |       |
| Company Name   |  |               |   |                   |       |
| Company / CC Registration no                             |  |               |   |                   |       |
| Vat Registration no                                      |  |               |   |                   |       |
| Postal Address   |  |               |   |                   |       |
| Street Address   |  |               |   |                   |       |
| Telephone no   | Code   |               | Number  |                   |       |
| Cell Phone no  |  |               |   |                   |       |
| E-Mail Address   |  |               |   |                   |       |
| <b>Main Contact Person</b>                               |  |               |   |                   |       |
| Name   |  |               |   |                   |       |
| Position   |  |               |   |                   |       |
| Telephone no   | Code   |               | Number  |                   |       |
| Cell Phone no  |  |               |   |                   |       |
| E-Mail Address   |  |               |   |                   |       |



## **SECTION 3: SCOPE OF WORKS**

### **3.1 Introduction**

This section outlines the comprehensive scope of responsibilities awaiting the Operator of Die SEEKOMBUIS. Our objective is to establish a partnership that not only excels in managing daily operations but also embraces innovation, sustainability, and community engagement. The Operator will play a pivotal role in creating a memorable and high-quality dining experience that aligns with the ethos of Die SEEKOMBUIS and the vibrant culture of Still Bay.

### **3.2 Supporting Clauses**

#### **3.2.1 Scope**

The Operator will oversee the end-to-end management of Die SEEKOMBUIS, ensuring operational excellence, culinary distinction, and customer satisfaction. This includes, but is not limited to, the following key areas:

- **Culinary Innovation and Menu Design:** Crafting seasonal menus that reflect the local flavors and preferences, while also pushing creative boundaries to offer unique dining experiences.
- **Supply Chain Management:** Establishing relationships with local suppliers to ensure the freshest, high-quality ingredients, supporting both sustainability and the local economy.
- **Customer Service Excellence:** Training and leading a team to deliver outstanding service that enhances the dining experience and builds loyalty among patrons.
- **Financial Management:** Efficiently managing the restaurant's finances, including budgeting, pricing, and financial reporting, to ensure profitability and sustainability.
- **Sustainability Practices:** Implementing environmentally friendly practices in waste management, energy use, and sourcing to minimize the environmental footprint.



### **3.2.2 Purpose**

The scope aims to clarify the Operator's responsibilities, ensuring alignment with Die SEEKOMBUIS's goals of quality, innovation, and community integration. The Operator will contribute significantly to the venue's reputation as a landmark dining destination in Still Bay.

## **3.3 Scope of Work for Operator Services**

### **3.3.1 Recruitment of Staff & Staff wages**

In the execution of its duties, the Operator will:

- Be responsible for recruiting staff that resonates with the brand of the restaurant and kiosk. At any given time, the owner's representative can notify the operator if some staff do not comply with certain standards, whereafter the operator is responsible for addressing the matter.
- always oblige with the minimum wage requirements as per the hospitality industry. Staff wages should be market-related and all staff should feel that they are well looked after.

### **3.3.2 Operational & Maintenance Expenses**

The Operator will be responsible for the management of operational and maintenance expenses. These expenses will be either for the account of the operator or for the account of the Owner, depending on the proposals submitted.

The maintenance of the facility and equipment will be maintained by Operator. Any defects noticed by the Operator must be immediately reported in writing to the owner and the owner's representative.

At any given time, the owner's representative can notify the restaurateur of any outstanding maintenance, whereafter the restaurateur is responsible for rectifying the matter.



### **3.3.3 Establishment of the food and drinks menu**

The Operator will be responsible for establishing a food and drinks menu, both in the kiosk, as well as the restaurant. Both menus should resonate with the brand of the Restaurant and should be of very high quality.

The Operator shall always get approval for all menu items from the owner's representative. When the menu changes, such changes should also be approved. If at any point in time the owner or the owner's representative feels that there are items on the menu, or the menu in its entirety should change, then the Operator should address these changes.

The Operator should maintain a high standard of food quality and services, both in the restaurant, as well as the kiosk. These standards will be evaluated and tested at any given time by the Owner or the owner's representative.

### **3.3.4 Point of sales software and hardware**

The Operator will be responsible for the management of the point of sales system as installed by the Owner. The Operator will provide weekly and monthly transactional reports to the Owner and Owner's representative.

The Operator will have a clear mandate to operate the restaurant and kiosk on a cashless basis and will be responsible for effectively communicating this to the clients. In cases where a client can only pay with cash, such transactions can be accommodated. A cashless operation should be the goal.

The Operator is required to maintain accurate records of all procurement activities, including details of suppliers, cost, and quality assessments. These records must be made available to the owner or the owner's representative upon request, to ensure transparency and accountability in the procurement process.



### 3.3.5 Procuring and managing stock and ingredients

The Operator shall be solely responsible for the procurement, management, and quality control of all stock and ingredients required for the operation of the restaurant and kiosk. This responsibility encompasses ensuring the availability of a sufficient quantity of stock and ingredients to meet the operational needs, while also prioritizing the procurement of the highest quality products available. The Operator's duties include, but are not limited to, the following specific requirements:

**Quality Assurance:** The Operator must establish and maintain stringent quality assurance processes to ensure that all procured ingredients and stock meet or exceed industry standards for freshness, safety, and quality. The Operator is required to prioritize the purchase of premium quality products, even when such choices may result in higher costs, to ensure that the culinary offerings are of the highest quality possible.

**Freshness and Sourcing:** Special emphasis must be placed on the freshness of ingredients. The Operator is expected to establish relationships with reputable suppliers who can consistently provide fresh, high-quality ingredients. Preference should be given to local and sustainable sources whenever possible, to support not only quality but also environmental sustainability and local economies.

**Inventory Management:** Efficient inventory management practices must be implemented to ensure that there is always an adequate supply of fresh ingredients and stock, without resulting in excessive waste. This includes implementing a first-in, first-out (FIFO) system, regular stock checks, and maintaining a critical level inventory system to prevent stockouts and ensure the freshness of ingredients used.

**Continuous Improvement:** The Operator should continually seek to improve procurement and management practices by staying informed about industry trends, emerging food safety standards, and potential new sources of high-quality ingredients. Regular reviews of procurement strategies and supplier performance should be conducted to ensure that the restaurant and kiosk are consistently offering the best possible products to their customers.



### **3.3.6 Compliance with health and safety regulations/legislation**

The Operator is obligated to ensure strict compliance with health and safety regulations and legislation within the restaurant and kiosk.

All procurement and management activities must be conducted in full compliance with applicable laws, regulations, and food safety standards. The Operator must ensure that all suppliers are vetted for compliance with these standards as well.

### **3.3.7 Best practices within the restaurant industry**

The Operator is obligated to ensure strict compliance with the best practices within the restaurant industry within the restaurant and kiosk.

Any discrepancies, quality issues, or concerns identified by the owner's representative regarding stock and ingredient quality, or management must be promptly and effectively addressed by the Operator. This includes taking immediate corrective action to rectify any identified issues and, if necessary, adjusting procurement strategies or suppliers to maintain the quality standards mandated by the owner.

### **3.3.8 Sundry duties of the Operator in respect of the property**

The Operator shall:

- keep the Property clean, tidy, and habitable (complying with the highest health and safety standards and legislation);
- not use the Property or allow it to be used, in whole or part, for any purpose other than that of a restaurant and kiosk;
- take all reasonable measures to protect the Property and all parts thereof (including all Improvements, Equipment, fixtures, fittings, appurtenances, appliances and keys) from abuse, damage, destruction and theft;
- not place or leave any article or other thing in or about any passage, lift, stairway, pathway, parking garage, or other common part of the Premises so as to cause a nuisance or obstruction;



- not bring into the Property any article which, by reason of its weight or other characteristics, is liable to cause damage to the Property;
- not contravene any of the conditions of title of the Property or any of the laws, rules or regulations affecting owners, tenants or occupiers of the Property;
- not cause or commit any nuisance on the Property or cause any annoyance or discomfort to other tenants, occupiers or third parties;
- not leave refuse or allow it to accumulate in or about the Property;
- refrain from interfering with the electrical, plumbing, or gas installations or systems serving the Property, except as may be necessary to enable the Operator to carry out its obligations in terms of this Agreement.
- not keep any live animals or birds on the Property;

### **3.4 Duties and Responsibilities of Owner & Owner's Representative**

- 3.4.1 the initial capital expense for all improvements to the fixed assets, and the purchase of all Equipment and movable assets. Ownership of the Improvements and Equipment will always remain vest within the Company;
- 3.4.2 the installation of the Point of Sales software and hardware, as the Restaurant and Kiosk;
- 3.4.3 for obtaining and maintaining a valid liquor license for the operation of the Restaurant;
- 3.4.4 oversee the development and management of marketing and promotional material for the restaurant and kiosk. Ensuring that all promotional content aligns with the established brand and standards is a key responsibility;
- 3.4.5 to oversee the operation of the Restaurant and in doing so, to protect the interest of the Company, shareholders and funders.
- 3.4.6 The Owner and Owners Representative together with its agents, servants and contractors may at all reasonable times enter the Property.



### **3.5 Cost of Proposal**

The Owner and/or owner's representative will not compensate the Respondent for any costs incurred in the preparation and submission of a proposal, including the costs of any testing necessary to demonstrate that aspects of the proposal complies with requirements.

### **3.7 Commencement date**

1 June 2024

### **3.8 Duration**

This agreement shall come into operation on the Commencement Date and shall subsist for a period of twenty-four (24) months until same is either terminated or.

The Owner has the option to renew for another 24 months, or on a month-to-month basis under the same terms and conditions or as otherwise amended.

The Owner reserves the right to terminate this Agreement without prejudice by providing 60 days' written notice to the Operator.

### **3.9 Obligation to award to the lowest bidder**

The Owner and/or the owner's representative reserves the right to reject any or all proposals, in whole or in part, and is not obligated to award the contract to the lowest bidder. The decision to accept or reject any proposal will be at the sole discretion of the Owner and/or owner's representative, who may consider various factors, including but not limited to, the respondent's qualifications, experience, financial stability, and the overall value and suitability of the proposal in relation to the project requirements. The Owner and/or owner's representative also reserves the right to negotiate with the selected respondent to achieve mutually agreeable terms before finalizing the award of the contract.

The Owner and/or owner's representative further reserves the right to cancel the process at any stage without incurring any liability to the respondents.

By submitting a proposal, the respondent acknowledges and agrees that the Owner and/or owner's representatives' decision in this regard is final and binding.



### **3.10 Validity**

This RFP will be valid for sixty (60) days after the closing date.

### **3.11 Submission of Proposals**

Proposals must be emailed to [katinka@gic.co.za](mailto:katinka@gic.co.za)

### **3.12 Closing date**

All proposals in response to this RFP should reach the above email address on 19 April 2024 at 12H00. Proposals received after 12H00 will not be accepted and considered.



## SECTION 4: BUSINESS PLAN SUBMISSION INSTRUCTIONS

**The respondents are required to submit a comprehensive business plan. This plan should demonstrate the respondent's approach and methodology in managing and operating Die Seekombuis.**

**Below are detailed instructions and the specific items that must be addressed within your business plan submission.**

### **Overview**

Respondents are required to submit a detailed business plan as part of their proposal for the appointment as the Restaurant & Kiosk Operator at Die Seekombuis. This business plan should demonstrate your company's ability to successfully manage and operate the restaurant and kiosk, showcasing your innovative approaches, operational strategy, financial viability, and commitment to quality and community engagement.

### **Business Plan Structure and Content Requirements**

Your business plan should be organized into the following sections, addressing the specific items outlined below:

### **Executive Summary**

Provide a concise overview of your proposal, highlighting the key points of your business plan, your unique selling propositions, and why your company is the best fit to operate Die Seekombuis.

### **Company Overview**

**Business Profile:** Present a brief history of your business, its mission, vision, and achievements. Describe your business's legal structure, ownership, and key management personnel.

**Operating Procedures:** Detail your standard operating procedures for day-to-day management, customer service, staff roles and responsibilities, and quality control.



## **Business Model**

Describe your revenue model, pricing strategy, target market segments, and how you intend to create value for customers while achieving profitability.

## **Market Analysis**

Provide an analysis of the current market, including trends in the hospitality industry, target customer demographics, and competitor analysis within the Still Bay area.

## **Operational Plan**

**Food and Drinks Menu:** Propose menus for both the restaurant and kiosk, emphasizing variety, quality, sourcing of ingredients, and how the menus align with customer preferences and seasonal availability.

**Staff Training Plan:** Outline your approach to recruiting, training, and developing staff, including specific training programs for customer service excellence, food handling and safety, and emergency response.

**Cleaning and Maintenance Schedule:** Detail your daily and periodic cleaning routines, maintenance of equipment, and measures to ensure the highest standards of hygiene and cleanliness.

**Waste Management Plan:** Describe your strategies for waste reduction, recycling, and responsible disposal, highlighting any sustainable practices.

**Hygiene and Safety Audit Plan:** Explain your process for conducting regular hygiene and safety audits to ensure compliance with health regulations and best practices.

## **Financial Plan**

**Financial Projections:** Provide detailed financial projections for the first 24 months of operation, including startup costs, revenue forecasts, operating expenses, and profitability analysis.

**Funding and Investment:** Detail any required investment, sources of funding, and financial assumptions underlying your projections.



### **Marketing and Sales Strategy**

Describe your marketing and promotional strategies to attract and retain customers, including digital marketing, community engagement, events, and loyalty programs.

### **Risk Management**

Identify potential risks to your operation, including market, financial, operational, and compliance risks, and outline strategies for mitigating these risks.

### **Sustainability and Community Engagement**

Detail your commitment to sustainability in operations, sourcing, and community involvement, including partnerships with local suppliers and community initiatives.

### **Submission Guidelines**

- Your business plan should be presented in a clear, organized manner, with each section labeled and pages numbered.
- Include any relevant supporting documents or materials in an appendix, clearly referenced within the main body of the plan.
- Proposals must be submitted electronically in PDF format to the specified email address by the deadline provided in the RFP.



## **SECTION 5: EVALUATION CRITERIA AND CONTRACT AWARD**

Each Proposal will undergo an intensive assessment and evaluation process, which will consist of 2 distinct stages, namely:

### **5.1 Administrative Compliance Assessment**

The Administrative Compliance stage of assessment includes, or requires that:

- 5.1.1 Administrative Compliance Check that assesses whether all the submitted proposals have observed all the rules and protocols set out in this RFP. Has the respondent submitted all documents as outlined in the requirements of the RFP.
- 5.1.2 It is important that the Respondent meet the administrative requirements as far as possible. If a respondent does not meet these administrative requirements, it will NOT mean that they will be disqualified:

### **5.2 Technical Compliance Assessment**

The Technical Compliance Assessment stage of the evaluation process includes or requires that:

- 5.2.1 The Respondent be assessed for technical compliance.
- 5.2.2 Technical compliance will be assessed based on the functionality assessment criteria. Respondent scoring below 50 of the points will be disqualified and will not be eligible for further evaluation or consideration



## Stage 1: Evaluation Criteria

| No | Returnable Document   |
|----|---|
|    | <b>RETURNABLES DOCUMENTS FOR EVALUATION PURPOSE</b>   |
| 1  | Resolution of Board of Directors not older than 3 months (Authority to sign on behalf of the respondent on a company letterhead and/or stamped)   |
| 2  | Bank Confirmation letter - Stamped  |
| 3  | Letter from the respondent's appointed accountant certifying that the respondent is in a <b><i>financially sound position and that there are no pending liabilities or court cases pending against the respondent not older than 6 months</i></b> |
| 4  | Valid Letter of good standing - (COIDA -Department of Labour)   |
| 6  | Tax compliance Certificate (PIN)  |
| 7  | Company Registration Documents (CIPC)   |
| 8  | Certified Identity Documents of company Directors or Shareholders   |
| 9  | Detailed company profile  |
| 10 | Valid certificate of food acceptability for current operation (s)   |
| 11 | Liability insurance covering at least the liabilities as per Section 37(2) of the Occupational Health and Safety Act  |
| 12 | ISO and OHSAS certificates  |
| 13 | CV's, Qualification, and professional registration certificates of team personnel involved on the project   |
| 14 | Service Providers' proven track record demonstrating experience in catering and canteen services. This includes completed and active projects.  |
| 15 | List of contactable references  |



## Stage 2: Technical Criteria

Proposals shall be evaluated in terms of the following parameters and shall be scored on the weightings stated below.

| WEIGHTS AND VALUES FOR THE FUNCTIONALITY CRITERIA |  |        |
|---|--|--------|
| NO.   | DESCRIPTION OF SPECIFIC COMPETENCIES   | WEIGHT |
| 1   | Operators' proven track record demonstrating experience in operating in the Hospitality Industry. This includes completed and active projects.   | 20     |
|   | • ≥ 10 years   |        |
|   | • 5 – 10 years   |        |
|   | • 3 – 5 years  |        |
|   | • 1 – 3 years  |        |
|   | • 0 – 1 year   |        |
|   | The Service Provider must submit the contracts or appointment letters for verification purposes. (Any falsified evidence will result in the Service Providers' immediate disqualification) |        |
| 2   | List of contactable references (at least 3)  | 5      |
|   | • 3 Contactable References   |        |
|   | • 2 Contactable References   |        |
|   | • 1 Contactable References   |        |
|   | • 0 Contactable References   |        |
| 3   | Attach proof of your current accreditation/ affiliation to recognized hospitality association i.e. R638 Certificate, South African Chefs Association (SACA)                                | 5      |
| 4   | <b>Business Plan</b>   | 40     |
| TOTAL POINTS FOR FUNCTIONALITY                    |  | 70     |