



**TERMS OF REFERENCE**

**DIRCO: 04/2018/19**

**Invitation for proposals to provide catering services for the Department's Heads of Mission Conference which will take place from 21 to 25 October 2018 at the Department of International Relations and Cooperation, Pretoria, Gauteng.**

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**Invitation for proposals to provide catering and décor services for the Department's Heads of Mission Conference which will take place from 21 to 25 October 2018 at the Department of International Relations and Cooperation, Pretoria, Gauteng.**

**1. PURPOSE**

The Department of International Relations and Cooperation (DIRCO) invites potential Bidder/s to submit proposals for the provision of catering and decor services for the Heads of Mission Conference which will take place from 21 to 25 October 2018 at the DIRCO, Pretoria, Gauteng.

**2. BACKGROUND**

The Department will hold its Biennial Heads of Mission Conference from 21 to 25 October 2018. The Biennial Heads of Mission Conference affords the Department the opportunity to engage with South African Heads of Mission accredited to Foreign Countries with which The Republic of South Africa has Diplomatic relations on Foreign Policy objectives and strategic matters in line with the Departments Constitutional mandate and the National Development Plan.

The Biennial Heads of Mission Conference will be preceded by Regional Sessions and engagements of the various Branches/Business Units within the Department and the Heads of Missions accredited to countries in their respective Regions. The Regional Sessions are scheduled for Sunday, 21 October 2018.

In preparation for the event, a Departmental Planning Committee was established to coordinate all the logistical arrangements for the event. Logistical requirements include assisting with the required goods and services and the facilitation of provision of catering and décor services for both the Regional Sessions as well as the actual Heads of Missions Conferences.

**3. SCOPE OF WORK**

DIRCO requires an accredited and reputable Bidder/s to provide the following services for the Biennial Heads of Missions Conference which will take place from 21 to 25 October 2018 at the Department of International Relations and Cooperation, Pretoria, Gauteng.

**Services required**

- Catering and
- Décor services

**Date: 21 October 2018 to 25 October 2018**

#### 4. SPECIFICATIONS

Bidders are requested to quote on catering and décor services as follows:

##### 4.1. CATERING AND DÉCOR SPECIFICATIONS FOR HEADS OF MISSION (HOM's)

DATE	Pax	ARRIVAL	MID MORNING	LUNCH	AFTERNOON	Conference Hall
21-10-2018 to 25-10-2018		Coffee/Tea Station	Coffee/Tea Station	Lunch	Coffee/Tea Station	Venue set-up
Conditions		Estimated time of guests' arrival is 08h00 which will be confirmed closer to event. Service provider will be expected to have service & set-up ready at least 30 minutes prior to break.	Estimated time of guests' tea break is 10h00 which will be confirmed closer to event. Service provider will be expected to have service & set-up ready at least 30 minutes prior to break.	Estimated time for the luncheon is 12h30 which will be confirmed closer to event. Service provider will be expected to have service & set-up ready at least 30 minutes prior to the luncheon.	Estimated time of tea break is 15h30 which will be confirmed closer to event. Service provider will be expected to have service & set-up ready at least 30 minutes prior to tea break.	Venue should be set up with bottled water and water glasses, mints upon commencement of the meeting (08h00) and replenished during mid-morning tea break, lunch and afternoon tea break.

21.10.2018	400 guests	Coffee/Tea Station - Filter Coffee - Selections of Teas - Sugar including sweeteners - Milk (cold and hot)	Coffee/Tea Station - Filter Coffee - Selections of Teas - Sugar including sweeteners - Milk (cold and hot) - Assorted croissants with variety of fillings	Lunch - Savoury Rice - Roast Potatoes - Roast Chicken - Mutton stew - Creamed Spinach - Braised Carrots - Green Salad - Coleslaw salad - Vegetarian bake - Chocolate Pudding with chocolate sauce - Fruit Platter - Assorted soft drinks - Bottled Water	Coffee/Tea Station - Filter Coffee - Selections of Teas - Sugar including sweeteners - Milk (cold and hot) - Biscuits - Whole Fruits	- Wrapped Mints in small bowls (1 bowl for 2 guests) - Bottled Water
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22.10.2018	400 guests	<p>Coffee/Tea Station</p> <ul style="list-style-type: none"> <li>- Filter Coffee</li> <li>- Selections of Teas</li> <li>- Sugar including sweeteners</li> <li>- Milk (cold and hot)</li> </ul>	<p>Coffee/Tea Station</p> <ul style="list-style-type: none"> <li>- Filter Coffee</li> <li>- Selections of Teas</li> <li>- Sugar including sweeteners</li> <li>- Milk (cold and hot)</li> <li>- Biscuits</li> <li>- Whole Fruits</li> </ul>	<p>Lunch</p> <ul style="list-style-type: none"> <li>- Rice</li> <li>- Mielie pap</li> <li>- Brisket with sauce</li> <li>- Malay Chicken</li> <li>- Three Green Bean Salad</li> <li>- Steamed butternut</li> <li>- Green salad</li> <li>- Pasta Salad</li> <li>- Vegetarian Quiche</li> <li>- Apple Bake with Custard</li> <li>- Fruit Platter</li> <li>- Assorted soft drinks</li> <li>- Bottled Water</li> </ul>	<p>Coffee/Tea Station</p> <ul style="list-style-type: none"> <li>- Filter Coffee</li> <li>- Selections of Teas</li> <li>- Sugar including sweeteners</li> <li>- Milk (cold and hot)</li> <li>- Biscuits</li> <li>- Whole Fruits</li> </ul>	<ul style="list-style-type: none"> <li>- Wrapped Mints in small bowls (1 bowl for 2 guests)</li> <li>- Bottled Water</li> </ul>
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23.10.2018	400 guests	Coffee/Tea Station - Filter Coffee - Selections of Teas - Sugar including sweeteners - Milk (cold and hot)	Coffee/Tea Station - Filter Coffee - Selections of Teas - Sugar including sweeteners - Milk (cold and hot) - Assorted sandwiches	Lunch - Vegetable Soup with mini bread rolls - Roast Potatoes - Grilled Hake - Beef - Lasagne - Seasonal Grilled mixed Vegetable chunks - Green Salad - Beetroot Salad - Cauliflower and Broccoli bake - Milk Tart - Fruit Platter - Assorted soft drinks - Bottled Water	Coffee/Tea Station - Filter Coffee - Selections of Teas - Sugar including sweeteners - Milk (cold and hot) - Biscuits - Whole Fruits	- Wrapped Mints in small bowls (1 bowl for 2 guests) - Bottled Water
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24.10.2018	400 guests	<ul style="list-style-type: none"> <li>- Filter Coffee</li> <li>- Selections of Teas</li> <li>- Sugar including sweeteners</li> <li>- Milk (cold and hot)</li> </ul>	<ul style="list-style-type: none"> <li>- Filter Coffee</li> <li>- Selections of Teas</li> <li>- Sugar including sweeteners</li> <li>- Milk (cold and hot)</li> <li>- Assorted croissants with filling</li> </ul>	<ul style="list-style-type: none"> <li>- Savoury</li> <li>- Rice</li> <li>- Roast Potatoes</li> <li>- Curried Fish</li> <li>- Lemon and herb</li> <li>- Chicken</li> <li>- Steamed butternut</li> <li>- Green Salad</li> <li>- Coleslaw</li> <li>- Salad</li> <li>- Mushroom</li> <li>- Quiche</li> <li>- Fruit Platter</li> <li>- Assorted soft drinks</li> <li>- Bottled Water</li> </ul>	<ul style="list-style-type: none"> <li>- Filter Coffee</li> <li>- Selections of Teas</li> <li>- Sugar including sweeteners</li> <li>- Milk (cold and hot)</li> <li>- Biscuits</li> <li>- Whole Fruits</li> </ul>	<ul style="list-style-type: none"> <li>- Wrapped Mints in small bowls (1 bowl for 2 guests)</li> <li>- Bottled Water</li> </ul>
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25.10.2018	400 guests	<ul style="list-style-type: none"> <li>- Filter Coffee Selections of Teas</li> <li>- Sugar including sweeteners</li> <li>- Milk (cold and hot)</li> </ul>	<ul style="list-style-type: none"> <li>- Filter Coffee Selections of Teas</li> <li>- Sugar including sweeteners</li> <li>- Milk (cold and hot)</li> <li>- Assorted croissants with filling</li> </ul>	<ul style="list-style-type: none"> <li>- Pap balls</li> <li>- Bread Rolls</li> <li>- Wors</li> <li>- BBQ</li> <li>- Chicken</li> <li>- Brisket</li> <li>- Mild</li> <li>- Chakalaka</li> <li>- Salsa</li> <li>- Green Salad</li> <li>- Beans with roti wraps</li> <li>- Roasted</li> <li>- Butternut</li> <li>- Fruit Platter</li> <li>- Orange</li> <li>- Pudding with orange sauce</li> <li>- Assorted soft drinks</li> <li>- Bottled Water</li> </ul>	<ul style="list-style-type: none"> <li>- Filter Coffee Selections of Teas</li> <li>- Sugar including sweeteners</li> <li>- Milk (cold and hot)</li> <li>- Biscuits</li> <li>- Whole Fruits</li> </ul>	<ul style="list-style-type: none"> <li>- Wrapped Mints in small bowls (1 bowl for 2 guests)</li> <li>- Bottled Water</li> </ul>
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**Other requirement**

<p>Professional Wait Staff</p>	<ul style="list-style-type: none"> <li>- It is of utmost importance that prospective bidders should include a deployment plan which includes ratio of 1 waiter per 10 guests.</li> <li>- Please note that a detailed list of ALL staff will be required for screening and vetting purposes and would have to be accredited prior to event.</li> <li>- Wait staff must have a RSA ID</li> <li>- Bidder/s should have a contingency plan in place to ensure that wait staff compliment is fulfilled and deployment is not compromised</li> <li>- Deployment plan should also include an indication of the number of staff at all levels e.g. chefs; floor managers; supervisors.</li> <li>- Waiters should be well trained and experienced.</li> <li>- Waiters to wear a uniform and project a professional image.</li> <li>- All wait staff to have serving trays.</li> </ul>
<p>Crockery &amp; Cutlery</p>	<ul style="list-style-type: none"> <li>- Crockery &amp; cutlery to be provided according to confirmed menu (e.g. if soup is served there should be soup spoons etc.</li> <li>- Plain glassware to be used for catering.</li> </ul>
<p>Catering Equipment</p>	<ul style="list-style-type: none"> <li>- The prospective Bidder/s is expected to provide all the necessary catering equipment as needed for the event (e.g chaffing dishes; dishing spoons etc)</li> <li>- Chaffing dishes will have to be approved by DIRCO catering work stream prior to utilization.</li> </ul>
<p>Linen; Table Accessories; Décor</p>	<ul style="list-style-type: none"> <li>- The Bidder/s is expected to supply and quote on all décor &amp; linen i.e. table cloths; under blankets; centrepieces; chair covers; etc)</li> <li>- Bidder/s will be requested to prepare a mock set-up whereby the client can choose linen &amp; centrepieces. A minimum of 3 décor choices to be presented.</li> <li>- The Bidder/s is expected to also prepare for a food tasting 1-2 weeks before the event</li> <li>- The Bidder/s will provide round tables, chairs; chair covers for as per the number of guest provided above.</li> <li>- The Bidder/s will provide the trestle tables to be utilized as buffet/serving stations.</li> </ul>
<p>Refreshments</p>	<ul style="list-style-type: none"> <li>- Diet soft drinks options to be available.</li> <li>- Proposal should provide a maximum of 2 soft drinks per guest.(NB juice should be 100%)</li> <li>- Bottled water must be 70% still and 30% sparkling</li> </ul>

Dietary Requirements	<ul style="list-style-type: none"> <li>- Proposal must include provision for halaal (10% halaal) and vegetarian meals. (10% vegetarian)</li> <li>- Consideration should be made for dietary requirements received closer to event e.g. kosher meals; lactose intolerant meals etc. gluten free; wheat free; diabetic guests</li> </ul>
Additional requirements	<ul style="list-style-type: none"> <li>- Food must be 10% halaal and include provision of 10% vegetarian meals</li> <li>- Numbers are lesser on the 19<sup>th</sup> October (100 guests) 20<sup>th</sup> – 21<sup>st</sup> October (180 guests). From the 22<sup>nd</sup> – 25<sup>th</sup> October 2018 it will increase to 400 guest. All décor and equipment to be quoted accordingly.</li> <li>- Consideration should be made for dietary requirements received closer to event e.g. kosher meals; lactose intolerant meals etc. gluten free; wheat free; diabetic guests.</li> <li>- The prospective service provider will provide all crockery; cutlery &amp; catering equipment as needed for the above service e.g. chaffing dishes, serving spoons, etc.</li> <li>- The service provider will be responsible to place water and mints in the Conference Hall and replenish in between intervals.</li> <li>- The service provider will have to ensure the table linen is clean and changed when necessary.</li> <li>- The prospective service provider must put together a detailed project plan outlining the service in terms of delivery; refresh the area &amp; clearing the area e.g. garbage removal.</li> <li>- Deployment plan should also include an indication of the number of staff at all levels e.g. chefs; floor managers; supervisors. Sufficient waiters should be ensured to ensure prompt; efficient and professional service (minimum of 1 waiter per table). Service Provider should have a contingency plan in place to ensure that wait staff compliment is fulfilled and deployment is not compromised</li> <li>- The prospective service provider is expected to provide all the necessary catering equipment as needed for the event.</li> <li>- It should be noted that a small service kitchen will be available to the service provider if needed. Service Provider will be responsible for the equipment and cleanliness of the kitchen during the period of utilization.</li> <li>- A comprehensive soft drink menu should be available to choose from for guests.</li> <li>- Service provider will be requested to prepare a mock set-up whereby the client can choose linen &amp; centrepieces. A minimum of 3 décor choices to be presented.</li> <li>- The food must be transported in an insulated temperature control vehicle</li> </ul>

**21 October 2018 to 25 October 2018 (400)**

- 40 x round tables with under blankets
- 400 banquet chairs (sturdy)
- 400 Chair covers (Changed on a daily basis if need be)
- 18 x trestle tables (three buffet stations)
- 80 x trestle tables with table clothes (Conference Venue)
- 40 Cream White Round tablecloths (changed on a daily basis)
- Cream White Rectangle tablecloths for the trestle tables
- 400 Cream White Linen Serviettes for lunch (daily)
- Paper serviettes for tea stations
- Cutlery and Crockery to be provided according to confirmed menu (e.g. if soup is served there should be soup spoons etc.)
- 400 Plain Glassware for lunch
- 40 Centrepieces (Fresh seasonal flowers 25cm X 25 cm high)