



**Western Cape  
Government**

Provincial Treasury

**BETTER TOGETHER.**

# **AWARENESS SESSION: CATERING**

22 – 23 May 2019

Hessequa and Kannaland  
Municipalities in Eden Districts

# Aim

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- ❑ The Western Cape Government intends to develop a list of accredited suppliers who will be eligible to provide catering services to the provincial departments.
- ❑ The purpose of this session is to inform potential suppliers about the requirements for inclusion on the list and the process to apply.

# BACKGROUND

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- ❑ The Provincial Treasury(PT) has introduced the methodology of Strategic Sourcing and Spend/ Data Analysis within the province in line with its mandate to provide Western Cape Government (WCG) departments with capacity building support for more efficient, effective and transparent financial management.
- ❑ PT has been identifying strategic commodities per department with the aim of developing commodity and sourcing strategies for the identified commodities. Catering Services has been identified as one of the areas based on numerous challenges, these included sub-standard services, health hazards, unqualified suppliers, limited suppliers in rural areas and missing health certificates.
- ❑ In 2015, PT developed a procurement strategy for catering services.

# BACKGROUND .....continued

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- ❑ A Catering Commodity Strategy Supplier Awareness Day was hosted on 30 June 2015 at the Nico Malan Hall, Groote Schuur Hospital. At the event, the Provincial Treasury provided an overview of the catering strategy and how it would impact suppliers.
- ❑ The PT indicated that it will establish an accredited list of service providers for the provision of catering services. The purpose of the list is to give prospective suppliers an equal opportunity to submit quotations to departments. Also to ensure catering suppliers provides the organisation with a service that has met its agreed upon standards in terms of quality, price as well as service delivery.
- ❑ To create a feedback mechanism to show that the client is satisfied with the catering service being rendered and to improve services levels and quality of services. Also to give feedback to suppliers in order for them to improve their chances of doing business with WCG going forward
- ❑ The Department of Cultural Affairs and Sport (DCAS) was identified as a pilot study to develop a list of accredited and vetted caterers. Ending 31 March 2019.

# CATERING SERVICES ACCREDITED LIST OVERVIEW

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- ❑ All prospective and current catering service providers registered on the Western Cape Supplier Database (WCSD) and the Central Supplier Database (CSD) will be invited to register their Expression of Interest (EOI) to take part in a process to establish a preferred supplier list.
- ❑ Only the service providers who responds positively to the EOI, will be invited to complete a Request for Information (RFI)/Questionnaire in order for us to have a better understanding of, amongst others, the catering suppliers' capacity, area of operation and type of services offered in order to link suitable suppliers to appropriate events.
- ❑ Service Providers will be categorised according to:
  - supplier's capacity
  - type of catering able to provide
  - area of operation (region specific) will be limited to a regionbidders submit a bid for
- ❑ Suitable suppliers will be linked to appropriate events on a rotational basis

# PROCESS

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## Phase 1: Gather Market Intelligence



## Phase 2: Establish Database of Preferred Suppliers



# Process ....continued

## Phase 1: Gather Market Intelligence



## Phase 2: Establish Database of Preferred Suppliers



Phase 1...

# Process ...continued

## Phase 1: Gather Market Intelligence



## Phase 2: Establish Database of Preferred Suppliers



### Request for Information

- 1 Accreditation and Vetting**
  - Certificate of Acceptability (COE) Compulsory
  - Security Clearance
  - Kosher, Vegan and Halaal (Optional) Requirements
  - Occupational Health and Safety Standards
- 2 Supplier Profiling**
  - Types of Services
  - Types of Events
  - Number of Permanent Staff
  - Number of Years in Industry
  - Previous Work
  - Turnaround Times



# Process....continued

## Phase 1: Gather Market Intelligence



## Phase 2: Establish Database of Preferred Suppliers



**Create Supplier Profiles**

**Company Name:**

**Business Location:**

**Events:**

- V.I.Ps
- Events, Conferences and Seminars
- Meetings, Workshops and Training

**Food Services:**

<input checked="" type="checkbox"/> Formal 3-course sit-downs with waitron service	<input type="checkbox"/> Bar set-up and services
<input checked="" type="checkbox"/> Buffet style without waitron service	<input checked="" type="checkbox"/> Pre-packed meals / delivery
<input checked="" type="checkbox"/> Finger snacks / cocktail receptions with and without waitron service	<input type="checkbox"/> Meals for kids events / delivery

[Previous Contracts](#)    [Staff Allocation](#)

# Process ...continued

## Phase 1: Gather Market Intelligence



## Phase 2: Establish Database of Preferred Suppliers

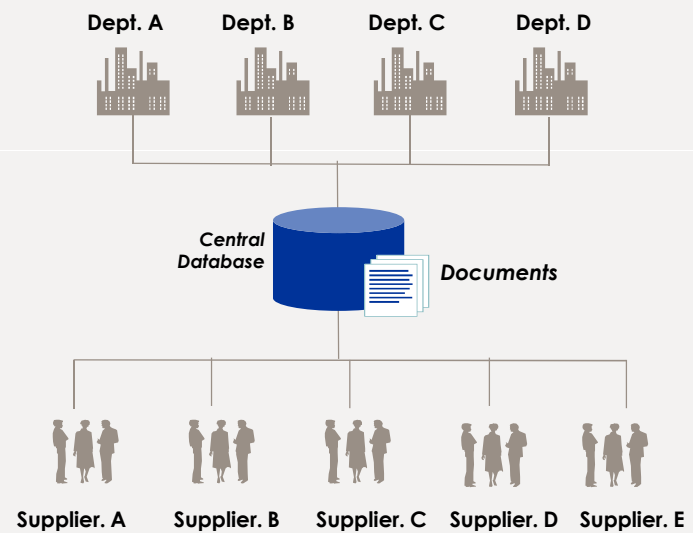


### Create Central Repository for Supplier Documents

Key documents will be housed on a central platform; suppliers will only need to submit their documents **once.**

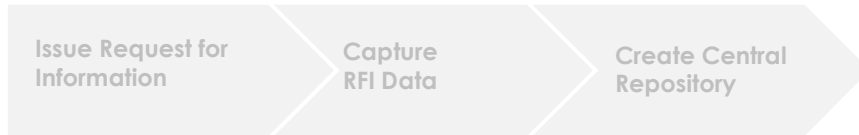
We source over 10 000 quotes per annum and suppliers are often required to submit documents on a case by case basis.

**Red Tape reduction.**



# Process...continued

## Phase 1: Gather Market Intelligence



## Phase 2: Establish Database of Preferred Suppliers



### Evaluation of Suppliers against Category Criteria

V.I.Ps	Events	Meetings
<input type="checkbox"/> At least five (5) years experience in the catering industry <input type="checkbox"/> Security Clearance <input type="checkbox"/> Optional: <ul style="list-style-type: none"> <li>• Halaal certificate</li> <li>• Kosher</li> <li>• Vegetarian</li> </ul>	<input type="checkbox"/> At least three (3) years experience in the catering industry <input type="checkbox"/> Must have a Certificate of Acceptability <input type="checkbox"/> Optional: <ul style="list-style-type: none"> <li>• Halaal certificate</li> </ul>	<input type="checkbox"/> At least one (1) years experience in the catering industry <input type="checkbox"/> Must have a Certificate of Acceptability <input type="checkbox"/> Optional: <ul style="list-style-type: none"> <li>• Halaal certificate</li> </ul>

# SUPPLIER PERFORMANCE

# Supplier Performance Assessments

## Supplier Performance Scorecard

Please mark the appropriate box with an [x]:

	Poor	Average	Good	V.Good
Quality of Food	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Quality of Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Value for Money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Cleanliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Friendliness of Staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

## Benefits of Supplier Performance Assessments

- Mechanism used internally to assess supplier performance.
- Used as a management tool for informed decision making.
- Facilitate communication.
- Improve Supplier/Department relationship.
- Assist Suppliers identify gaps/weaknesses.
- Provide feedback to suppliers from a Supplier Enablement perspective.

**Thank You**