



# Request for Proposal [RFP].

**Copperleaf Golf and  
Leisure (Pty) Ltd  
REF NUMBER: CGL/2023/08**



**AUGUST 2023**

## **REQUEST FOR PROPOSAL**

### **STAFF TRANSPORT @ COPPERLEAF GOLF & LEISURE (PTY) LTD, THE ELS CLUB CLUBHOUSE**

#### **A. Purpose**

The Copperleaf Golf and Leisure (Pty) Ltd, (hereinafter referred to as “The Els Club”), is requesting proposals from experienced service providers interested in operating The Els Club Staff Transport operations. The successful respondent will be responsible for providing transport to the Copperleaf Staff and outsourced staff – Golf Data and F&B staff to be invoiced separately.

The proposing service provider shall demonstrate the ability to perform in this type of business, clearly articulate achievable plans for operation, and document compliance with appropriate laws and regulations within transport sector. The selected operator shall demonstrate the ability to implement a program that will meet or exceed the objectives of The Els Club as well as incorporate innovative ideas that are appropriate for this operation.

The primary goals of The Els Club with respect to the staff transport operation of the Copperleaf Golf & Leisure (Pty) Ltd are:

1. Seeking competitive proposals from qualified companies and individuals to enter into an agreement to provide a common carrier shuttle service (“Service”) for the Copperleaf Staff and possible outsourced staff.
2. To provide a timeous shuttle service according to the set out schedule
3. Provide transparent pricing, a streamlined user experience, real-time tracking, and the safety of staff at all times.



## **B. Overview of Copperleaf and the Copperleaf Golf & Leisure (Pty) Ltd**

Copperleaf Golf and Country Estate was built on land once lived by Ernie Els' grandfather, Mr Ernie Vermaak. Copperleaf is proud to be home to South Africa's only Els Club. The Els club is situated in the heart of Gauteng, and it is well positioned at the edge of the city life, but still feels like it's a million miles away from the hustle and bustle of urban life.

The three words we live by at Copperleaf are :

- Live
- Play
- Relax

The 7.2km par 72 golf course recently celebrated its 10 year anniversary, and hosts numerous golf events and outings throughout the season. It boasts a unique out and back design with the beginning and finishing holes, and the Restaurant/Café, banquet facilities overlooking the picturesque Magaliesberg Mountains. The Els Club house host several corporate golf days, well recognised national and international golf tournaments, including leagues and Championships.

## **C. Vendor Required Information**

Background information regarding your company and your plans for The Els Club staff transport operations should include, but not be limited to, the following:

1. The duration and extent of experience in the operation of shuttle/transport of passengers. This should be supported by reference of business under operations if they are available.
2. Description of your company's proposed business approach for The Els Club's Staff transport including operational strategies; staffing plans; how many vehicles; number of drivers; maintenance plans; and any other



THE ELS CLUB  
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pertinent information that would enable The Els Club to assess your proposal.

3. Plan for hiring/retaining/terminating employees of the current operator. Presently there are two drivers on The Els Club payroll.
4. Your proposed financial terms for the concession, including, but not limited to proposed fixed monthly fee all inclusive of services, maintenance, staff, certified tax association documentation for Oliveinhoutbosch, Marabastad and Diepsloot.
5. Vehicle to be branded with Company Logo
6. Staff Vehicle drivers to wear uniforms
7. Any other relative information that will support your proposal.

**Historically Disadvantaged South Africans (HDSA) SUPPLIER MATRIX**

CRITERIA	YES/NO	%
Black Ownership		
Black Women Ownership		
Employment of Black Disabled		
Procurement from Black / HDSA Suppliers		
Procurement - % Local goods		
Procurement - % Imported goods		
Other HDSA Initiatives		
What is your BEE Level?		
If Non-Compliant, please Elaborate:		

The anticipated schedule for this requisition is as follows:

**D. Date Activity**

August 7<sup>th</sup> : Release of RFP

August 22<sup>nd</sup> : Pre-Proposal Meeting and Site Visit (10h00)

August 29<sup>th</sup> : Deadline for Submitting Questions

September 5<sup>th</sup> : Necessary Addendums Issued

September 18<sup>th</sup> : Proposal Due Date

September 21<sup>st</sup> to 29<sup>th</sup> : Proposals Reviewed/Interviews

Contract Negotiations and Finalization 11<sup>th</sup> October : Club Award of Contract

November 1<sup>st</sup> 2023 - Contract Commencement

\*\*These dates are tentative and may be subject to change

### **E. Contract Coordinator/Questions after Pre-Bid Meeting**

Proposers are requested to submit any questions in writing no later than Tuesday, August 29<sup>th</sup>, 2023 to The Els Club. No telephone inquiries will be accepted. All answers will be responded to in writing. The Els Club reserves the right to include questions and responses in the form of written addendums, as it deems necessary.

### **F. Objective of the Request for Proposals**

The objective of this Request for Proposals is to award a competent service providers an initial Two (2) year Agreement (hereinafter "Agreement"), with up to two (2) years renewal options exercisable at The Els Club's sole discretion. The renewal option of the Agreement may be advanced prior to the two (2) year termination date depending upon how well the Service provider has been able to demonstrate the following but not limited to:

1. Successful provision of superior five-star service and above average quality staff transport;
2. Consistent cleanliness, safety and maintenance of the vehicle for operations;
3. level of staff satisfaction, measured by timeousness of schedule times for pick up and drop off.
4. Vehicles shall be branded as Copperleaf Shuttle staff shuttle bus (buses) with Copperleaf and the Els Club logo at the cost of the service provider.
5. The shuttle Buses may only be used for the services of transporting Copperleaf approved staff and may not be used for any other transportation services other than for the purpose of the staff transportation

## **G. Scope of Services**

The selected Service Provider will:

- 1) Have demonstrated experience in staff transport/shuttle service activities.
- 2) Possess the knowledge and ability to meet the legal requirements that are involved in this type of operation, including obtaining all necessary permits/licenses necessary for the provision of services.
- 3) Demonstrate adequate financial strength to replace vehicle, maintain vehicle and general operation of service's as deemed necessary or required.
- 4) Comply with all applicable rules and regulations Bylaws adopted by the city, and all laws, ordinances and/or rules and regulations of other governmental units and agencies having lawful jurisdiction, which may be applicable to selected service provider's operations of the Staff transport services.
- 5) Be in full operation to provide staff transport service's no later than a certain time period negotiated between The Els Club and Service following the date of the contract award. Club reserves the right to extend this time frame if necessary.
- 6) Provide business plan prior to operations.
- 7) Provide a plan of organised schedule for staff pick up and drop off time.

## **H. Personnel Requirements**

The selected Proposer shall:

- 1) Employ qualified driver (s) with experience in transporting passengers with relevant PDP licence's. In addition, the selected service provider shall provide sufficient employees in order to provide outstanding and five-star service. The selected service provider shall ensure that employees are distinctively uniformed or appropriately attired on a consistent basis, including name tag.

## **I. Operations**

The selected service provider shall not undertake any activity which interferes with the operation of the staff transport unless otherwise agreed upon with the The Els Club Management. The selected Proposer shall:

- 1) Coordinate activities with the HR Business Partner and CL Management during normal operations. Service provider shall be required to begin transportation as per the agreed schedule, considering business conditions and seasonal variations.
- 2) The operating hours specified above should be considered to be the minimum operating hours that will be allowed. The selected service provider shall submit a schedule of intended hours of operation to The Els Club prior to contract approval. The Club may require changes in the hours of operation if, at their discretion, such a change is desirable in providing the best service to The Els Club Copperleaf
- 3) Upon invitation attend and participate in all meetings initiated by The Els Club Management.
- 4) Pay for all diesel/petrol, vehicle maintenance, salaries (where required), uniforms.
- 5) Pay, before delinquency, all taxi and or other association fees as are relevant to the transportation of passengers.

Service providers may submit recommendations for additional services and operating hours as part of the proposal with the understanding that the final determination will be made during negotiations.

## **J. Recordkeeping**

The ELS Club shall require that mileage, number of pax and general feedback report be submitted on a monthly basis to The Els Club.

### **K. Financial Operating Fees to Club**

- a. Proposers shall propose a monthly fee all inclusive to The Els Club.

### **L. Response Submittal Requirements**

Service Providers should carefully follow the format and instructions outlined herein. All documents and information must be fully completed and signed as required. The proposal shall be written in sufficient detail to permit The Els Club to conduct a meaningful evaluation of the proposed services.

All Proposals must contain the following:

### **M. Cover Letter**

Proposers are to include a cover letter indicating the contact information for the entity proposing. Include at a minimum:

1. Key names, including title and position;
2. Name of business entity and its legal designation, i.e. corporation, limited partnership, sole proprietor, etc.
3. Complete mailing addresses;
4. Contact information (telephone, email addresses and cell numbers as appropriate);
5. A statement that the proposing entity confirms its acknowledgement and acceptance of the terms and conditions set forth herein, without exceptions.

**N. Company Information**

**COPPERLEAF DATA PROTECTION (POPI ACT) AND PRIVACY POLICY APPLIES. SUPPLIER INFORMATION TO ACCOMPANY QUOTATION**

**ARE YOU A RESIDENT OF COPPERLEAF GOLF AND COUNTRY ESTATE?**

YES	NO
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**IF YES PLEASE PROVIDE ERF (STAND NUMBER) NUMBER\_\_\_\_\_**

Title (Prof / Dr / Mr / Mrs / Ms) and Surname	
Sole Proprietor Identity Number	
Registered Name of Business	
Trading As	
Business Registration number	
SARS Tax number	
VAT Registration number	
<b>Physical address of business:</b>	
Building / Complex name	
Street name and number	
Suburb	
City	
Postal code	
Country	
<b>Postal address of business:</b>	
Post address	
P.O. Box / Private Bag	
City/Town	
Code	Code:                      Number:

<b>Contact Details:</b>	
Business telephone number	
Order e-mail address	
Supplier e-mail address	
Remittance e-mail address	
<b>Business Contact person / Sales Rep</b>	
Name	
Telephone number	
E-mail address	
<b>AFFIRMATION OF INTEREST</b>	
Does any of the directors / owners / partners / shareholders have any connection or vested interest (whether direct or indirect) in Copperleaf or any of its operations or if any has been or are currently employed with Copperleaf or any of its operations?	
<input type="checkbox"/> Y <input type="checkbox"/> N	

## O. Proposal Items

Proposers are to submit complete, detailed responses to all of the Proposal Items.

- **Ability to Finance**

Amount of investment required, sources of funding, and financial documentation that may include credit reports, loan commitment letters, bank statements, etc

- **Background and Experience**

Ownership description, including company information, organizational chart, current and past experience in similar operations

- **Proposed Operating Business Plan**

Proposed staffing and management structure; customer service plan, including how complaints will be handled and any anticipated use of plan for hiring/retaining/terminating staff members of current vendor; staff training plan

- **Proposed Fee**

Proposed monthly fixed fee all inclusive

- **References**

List three persons or firms with whom you have conducted business transactions during the past three years, to include at least two who have knowledge of your financial history and at least one that must have knowledge of the services you are providing

## **P. Review of Proposals for Responsiveness**

Each proposal will be reviewed to determine if the proposal is responsive to the submission requirements outlined in this RFP. A responsive proposal is one which follows the requirements of this proposal, includes all documentation, is submitted in the format outlines, is of timely submission, and has the appropriate signatures. Failure to comply with these requirements may result in the proposal being deemed non-responsive. Upon completion of the evaluations, The Els Club may choose to conduct oral interviews/ presentations with the shortlisted service providers. Shortlisted service providers will be provided a list of questions and topics to cover in advance of the interviews/ presentations.

### **Q. Mandatory Pre-Proposal Meeting/Site Visit**

A **mandatory** pre-proposal briefing session and /site visit will be held on August 22<sup>nd</sup> at 10:00 a.m. at the Copperleaf Golf & Leisure (Pty) Ltd, Golf Course Clubhouse, Boardroom Room. Please RSVP to [michelle@copper-leaf.co.za](mailto:michelle@copper-leaf.co.za). The purpose of the meeting is to clarify the contents of this RFP and to discuss the Club's objectives with respect to the Copperleaf Golf & Leisure (Pty) Ltd Staff Transport Operations. All prospective Proposers are required to attend. It is highly recommended that prospective Proposers read the complete RFP prior to the conference and familiarize themselves with the document in order to maximize the benefits of the conference.

### **R. Contract Coordination/Questions**

Proposers are requested to submit any questions in writing no later than August 29<sup>th</sup> to CL Management ([mchelle@copper-leaf.co.za](mailto:mchelle@copper-leaf.co.za)). The Els Club will issue questions and responses in the form of written addendums to all representatives who attended the Pre-Proposal meeting. Oral inquiries will not be accepted. Other than the contact identified in the proposal, prospective respondents shall not approach Club employees or Management during the period of this RFP about any matters related to this RFP or any qualifications listed. **NON- ADHERENCE WILL RESULT IN A DISQUALIFICATION OF PROPOSAL.**

### **V. Proposal Submittal Information**

Provide three (2) bound copies and one (1) electronic copy no later than September 18<sup>th</sup> by 4:30 p.m. The original copy must be signed by a representative authorized to bind the company. Proposals submitted only by email or those submitted after the date and time will not be considered.

The complete proposal package shall be placed in a sealed envelope or box labelled "Proposal for Copperleaf Golf & Leisure (Pty) Ltd The Els Club : Staff Transport" and clearly identified with the name and address of the Proposer on the outside.



**Deliver Completed Proposals to :**

**Copperleaf Golf & Leisure (Pty) Ltd  
The Els Club – Administration Building (The Els Club)  
Ernie Els Boulevard**

**ATTENTION: General Manager's Office and HR Business Partner**  
[michelle@copper-leaf.co.za](mailto:michelle@copper-leaf.co.za)

**DISCLAIMER**

*The Els Club may, at its sole and absolute discretion, reject any and all or parts of any or all responses; accept parts of any and all responses; further negotiate project scope and fees; postpone or cancel at any time this proposal process; or waive any irregularities in this proposal or in the responses received as a result of this process.*

*The Els Club reserves the right to request and evaluate additional information, including background and financial standing from any respondent after the submission deadline as Club deems necessary.*

*The Els Club reserves the right to verify the information received in the proposal and perform any investigations to determine the ability of the Proposer to perform under this RFP. If a proposer knowingly and wilfully submits false information or data, Club reserves the right to reject that proposal. If it is determined that an Agreement was awarded as a result of false statements or other data submitted in response to this RFP, The Els Club reserves the right to terminate the Agreement.*

*All proposals submitted in response to this RFP become the property of The Els Club. Information in the proposal, unless specified as trade protected, may be subject to public review. Proprietary information submitted in response to this RFP will be handled in accordance with the POPI Act.*

*Any submitted proposal shall in its entirety, remain a valid proposal for twelve (12) months after the proposal submission date.*

*Any Proposer who, at the time of proposal submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the Proposer under SARS bankruptcy law or any Government insolvency law, may be found non-responsive.*