



RFQ No. RFQ 009-2026-001

Request for quotations for the
Appointment of a Panel of
service providers to maintain,
service, and repair refrigeration,
cooling towers, and heat
exchanger equipment **(24
Months, As-and-When
Required)** for Johannesburg,
Cape Town and Durban

Head Office Air Chefs SOC Ltd Address: 20 Jones Road, Jet Park. Postal Address: PO Box 2275, Kempton Park, 1620 Tel: +27 (11) 978 1881 Fax: +27 (11) 397 8883
Cape Town International Airport Fox Trot, 3 Thunder City, 7525. Postal Address: PO Box 3, Cape Town, 7252 Tel: +27 (21) 9363336 Fax: +27 (21) 935 0601

Directors: Directors: MG India* (Chairperson), MC Seshibe (Chief Executive Officer), S Pather (Chief Financial Officer), BP Mbomvu*, SB Dlungwane*, P Dala*
R Kibuuka (Company Secretary)

*Interim Non-Executive Director

Reg No. 1990/06277/30

Written Quote Form26

RFQ NUMBER: RFQ 009-2026-001

ISSUING DATE: 06 October 2026

MANDATORY BRIEFING SESSION – On Site: 08 October 2026

CLOSING DATE: 09 October 2026 @16h00 CAT

VALIDITY OF RFQ: 90 Days

CLARIFICATION QUESTIONS SHOULD BE DIRECTED TO:

Lina Lekaka, LinaLekaka@airchefs.co.za

Mohau Mafitoe, MohauMafitoe@airchefs.co.za

RFQ RETURNABLE DOCUMENTS TO BE E-MAILED TO:

Lina Lekaka, LinaLekaka@airchefs.co.za

Mohau Mafitoe, MohauMafitoe@airchefs.co.za

Bidder should ensure that quotations are returned before the closing date and time.

Air Chefs requests your quotation on the goods and/or services listed on the attached form. Please furnish all information as requested and return your quote and all mandatory returnable documents on/before the date stipulated. Late and incomplete submissions may invalidate the quote submitted.

NAME OF VENDOR (SUPPLIER):

.....

POSTAL ADDRESS:

.....

TELEPHONE NO.:

.....

CELL NO:

.....

E MAIL ADDRESS:

.....

CONTACT PERSON:

.....

SELECT LOCATION (tick mark x) (JHB) (CPT) (DBN)

(Bidder to select the location it wishes to bid. Bidder may select more than one location)

This RFQ will be evaluated on panel selection requirements.

Mandatory Returnable Documentation to be attached:

1. Pricing Schedule (Detailed Quotation, VAT Inclusive) (Annexure A) – **(An incomplete pricing schedule will lead to the bidder being disqualified)**

Administrative and Legislative Documentation to be attached:

2. Valid BBBEE Certificate or Sworn Affidavit (EME/QSE affidavit where applicable)
3. SARS Tax Compliance Status (Tax Pin)
4. SBD 4 – Declaration of interest (completed and signed) (Annexure B)
5. Company registration (CIPC) documents
6. Valid South African Qualification and Certification Committee (SAQCC Gas) registration.
7. Valid COIDA registration certificate.

Bidders will be disqualified should they fail to submit all mandatory returnable documents.

Non-Mandatory Returnable Documentation to be attached:

CSD Report.

The following document will be required from the successful bidder before contracting.

Safety file

DECLARATION BY BIDDER

- I certify that I am duly authorized to submit this bid on behalf of the information supplied is correct and I have read and understand Air Chefs General Conditions of Contract and accept Air Chefs General Conditions of Contract.
- I further certify that all the required information has been furnished, and the relevant forms completed and are herewith submitted as part of the bid.

SIGNATURE OF SUPPLIER: _____

CAPACITY: _____

1. Background

Air Chefs, a Schedule 2 public entity and airline caterer, operates at three sites: Johannesburg, Durban, and Cape Town. Air Chefs seeks to appoint a panel of qualified and experienced service providers to provide maintenance, servicing, and repair services for refrigeration, cooling towers and heat exchanger equipment to ensure reliable operation, minimize downtime, and preserve temperature-sensitive products for a period of six (6) months as and when required.

Air Chefs operates various refrigeration units that are essential for maintaining product quality and operational efficiency. Regular preventative maintenance and prompt repair services are required to ensure equipment reliability, energy efficiency, and compliance with operational standards and to:

- Ensure continuous operation of refrigeration equipment.
- Prevent unexpected equipment failures and costly downtime.
- Extend the lifespan of refrigeration, cooling towers and heat exchange assets.
- Maintain compliance with health, safety, and environmental regulations.
- Safeguard temperature-sensitive products and materials.

2. Scope of Work

The appointed supplier shall be responsible for delivering comprehensive refrigeration maintenance and repair services, including but not limited to the following:

No	Required service
1	Preventative maintenance of refrigeration systems.
2	Routine inspection and servicing refrigeration equipment.
3	Diagnosis and repair of faults and breakdowns.
4	Replacement of defective components and consumables.
5	Emergency call-out services for urgent repairs.
6	Leak detection, refrigerant charging, and pressure testing.
7	Cleaning and maintenance of condensers, evaporators, and associated components.
8	Cleaning and descaling of heat exchanger tubes and cooling tower components.
9	Water treatment and recommendations
10	Provision of maintenance reports and recommendations following each service.
11	Check temperature and defrost frequency settings.
12	Observe operation of temperature controllers and probes.
13	Check refrigerant level and refill when necessary.
14	Check electrical connections and repair when necessary.
15	Inspect and repair seals and leaks.
16	Clean fan blades and ensure the fan is not noisy when running; replace/repair when necessary.
17	Clean and repair drainage pipes for the units.
18	Make sure unit's door handles, hinges and latches are tightly secured.
19	Repair and replace any burnt/ damaged component when required.
20	Repair systems i.e. cold rooms, freezer rooms when required.
21	Install panels for cold rooms.
22	Connect electrical circuits for refrigeration units.

23	Install refrigeration units provider COC
24	Service and repair air conditioning
25	Heat exchange service and repairs
26	Maintain/ repair the cooling towers, pipeline leaks, belts and motors
27	Check the operation of the pumps
28	Replace damaged bearings, seals and other components that may need maintenance attention.
29	Carry out installations of air-conditioning.

3. Scope of Services

The successful contractor shall provide comprehensive maintenance services for the following equipment:

3.1 Cold Rooms

The contractor shall provide preventive maintenance and repairs on:

Maintenance Activities

- Temperature verification and calibration
- Evaporator and condenser inspections
- Refrigerant leak testing
- Refrigerant top-up where required
- Cleaning of evaporators and condensers
- Inspection of door gaskets and closures
- Defrost system inspections
- Drain line cleaning
- Electrical inspection and tightening of connections
- Inspection of compressors and control systems

3.2 Freezer Rooms

Maintenance Activities

- Inspection and servicing of compressors
- Refrigerant pressure testing
- Defrost cycle inspection
- Fan motor inspection and replacement where necessary
- Door seal inspections
- Electrical component inspections
- Temperature monitoring and calibration
- Alarm system inspections
- Cleaning of evaporator and condenser coils

3.3 Split Unit Air Conditioners

Maintenance Activities

- Filter cleaning and replacement
- Coil cleaning
- Condensate drain cleaning
- Refrigerant pressure checks
- Electrical inspections
- Fan motor inspections
- Thermostat testing
- General operational testing

3.4 Cassette Air Conditioning Units

Maintenance Activities

- Cleaning of indoor and outdoor units
- Inspection of drain pumps
- Refrigerant checks
- Electrical inspections
- Fan motor inspections
- Controller testing
- Filter replacement where required
- Performance testing

3.5 Heat Exchange Units

Maintenance Activities

- Inspection of heat exchanger surfaces
- Cleaning of coils
- Inspection of pumps and motors
- Inspection of pipework and valves
- Calibration of control devices
- Operational efficiency testing
- Mechanical inspections

3.6 Heat Recovery and Ventilation Systems

Maintenance Activities

- Fan and motor inspections
- Bearing lubrication
- Filter inspections and replacement
- Duct inspections
- Airflow measurements
- Heat recovery wheel inspections
- Control panel inspections

- Cleaning of ventilation systems

3.7 Breakdown and Emergency Repair Services

The successful service provider shall:

- Provide 24-hour emergency call-out support.
- Respond to emergency breakdowns within four (4) hours.
- Diagnose and repair equipment failures.
- Supply and install replacement parts.
- Provide technical recommendations.
- Submit detailed service reports after each breakdown.
- Minimize equipment downtime.

3.8 Preventive Maintenance Schedule

The successful service provider shall perform quarterly maintenance

- Deep cleaning of coils
- Refrigerant leak inspections
- Electrical testing
- Efficiency assessments

4. Reports required from the winning bidder

4.1 Service Reports

Reports must include:

- Equipment serviced
- Findings and defects identified
- Refrigerant readings
- Temperature records
- Corrective actions completed
- Recommendations

4.2 Breakdown Reports

Each report shall include:

- Cause of failure
- Repairs completed
- Materials used
- Labour hours
- Equipment condition
- Photographs where applicable

4.3 Condition Report

The report shall include:

- Equipment condition assessment
- Risk identification
- Life expectancy estimates
- Replacement recommendations
- Budget recommendations

5. Service Level Requirements

The contractor shall:

- Respond to emergencies within 4 hours.
- Attend urgent repairs within 24 hours.
- Maintain equipment reliability above 95%.
- Ensure compliance with food safety requirements.
- Ensure minimal disruption to operations.
- Maintain accurate maintenance records.
- Provide recommendations for continual improvement.

6. Warranty of Workmanship, Materials, and Compliance

The appointed Service Provider hereby warrants and undertakes that all services rendered, labour performed, materials supplied, replacement components installed, and equipment utilised under this contract shall:

- Be of sound quality and free from defects in workmanship, design, installation, and materials;
- Be fit for their intended purpose and capable of performing in accordance with operational requirements, manufacturer specifications, and industry best practices;
- Comply fully with all applicable legislation, regulations, standards, and codes of practice, including but not limited to the Occupational Health and Safety Act, food safety requirements, environmental regulations, and any other statutory obligations relevant to the services being rendered;
- Be executed by appropriately qualified, trained, and competent personnel exercising the degree of skill, care, diligence, and professional expertise reasonably expected of a specialist service provider in the refrigeration and mechanical maintenance industry; and
- Not adversely affect the integrity, functionality, efficiency, reliability, or operational performance of Air Chefs' facilities, equipment, products, or business operations.

The Service Provider further warrants that all replacement parts, consumables, and materials supplied shall be new, genuine or manufacturer-approved equivalents, unless otherwise authorised in writing by Air Chefs, and shall carry all applicable manufacturer warranties and guarantees.

Unless otherwise stipulated in the applicable Service Level Agreement (SLA) or work order, the warranty period shall remain valid for a minimum period of twelve (12) months from the

date of completion, acceptance, or commissioning of the relevant maintenance activity, repair, replacement, or installation. During the warranty period, the Service Provider shall, upon written notification from Air Chefs, promptly investigate, rectify, repair, replace, or re-perform any defective or non-compliant work, materials, equipment, or services at no additional cost to Air Chefs, including all associated labour, transportation, testing, recommissioning, and ancillary expenses.

Where a defect, failure, or non-conformance results in operational disruption, product loss, regulatory non-compliance, reputational damage, or any other direct loss to Air Chefs, the Service Provider shall remain liable for all proven and recoverable costs arising from such failure, subject to the provisions of applicable law and the contract.

Failure by the Service Provider to honour its warranty obligations, respond within the prescribed service levels, or adequately remedy identified defects shall constitute a material breach of contract. In such circumstances, Air Chefs reserves the right, without prejudice to any other rights or remedies available in law or contract, to:

- Withhold payment for the affected services;
- Procure the required remedial work from an alternative service provider and recover all associated costs from the defaulting Service Provider;
- Invoke applicable contractual penalties, performance management measures, or security instruments where applicable;
- Recover any reasonable damages suffered as a consequence of the breach; and
- Exercise any rights and remedies available under the Public Finance Management Act (PFMA), Air Chefs' procurement and contract management policies, and other applicable legislation.

7. RFQ Validity Period

The validity period is 90 days.

8. Briefing Session

A compulsory **on-site briefing session** will be convened at **Cape Town: Foxtrot 3, Tower Road, Cape Town International Airport, Johannesburg: 20 Jones Rd, Jet Park, Boksburg, 1459, and Durban: 7 Umkhomazi Drive, Dube Tradeport, Lar Mercy, King Shaka International Airport** on the **08 October 2026 at 11:00 am**. Attendance at this session is Mandatory for all prospective bidders.

Failure to attend the Mandatory Briefing Session will lead to disqualification.

9. Site Visit

Site Visit – Air Chefs official(s) reserve the right to visit the workshop where tools are kept and where vehicle maintenance will be conducted.

10. The Evaluation Process

The following critical criteria will apply during the evaluation of this RFQ.

Phase 1	Phase 2	Phase 3
Mandatory requirements	Administration and Legislative Requirements	Technical Compliance
Compliance with mandatory requirements	Compliance with the Administration documents requirements	Compliance with the technical specifications and requirements

Phase 1 – Mandatory Requirements

A bidder will be disqualified if they fail to meet the following Mandatory Requirements.

No	Requirement	Pass or Fail
1	Pricing Schedule (Detailed Quotation, VAT Inclusive) (Annexure A) – (An incomplete pricing schedule will lead to the bidder being disqualified)	

Phase 2 - Administrative and Legislative Requirements

No	Requirement	Pass or Fail
2	Valid BBBEE Certificate or Sworn Affidavit (EME/QSE affidavit where applicable)	
3	SARS Tax Compliance Status (Tax Pin)	
4	SBD 4 – Declaration of interest (completed and signed) (Annexure B)	
5	Valid South African Qualification and Certification Committee (SAQCC Gas) registration.	
6	Company registration (CIPC) documents	
7	Valid COIDA registration certificate	

Bidders will be disqualified should they fail to submit all mandatory documents.

Only bidders who are compliant on all mandatory and administrative and legislative requirements will proceed to phase 3 of the evaluation process.

Phase 3 - Technical (Functionality) Compliance

The functional/technical evaluation will be based on a threshold, where bidders are expected to achieve a minimum of **70 points**.

Item	Criteria	Required supporting evidence	Minimum points required – (70) points
	EXPERIENCE AND TRACK RECORD		
1	Bidders must submit Four (4) Company Reference Letters from previous or current clients indicating the supply and installation of commercial systems of a similar scope. <i>Each reference should:</i> i) <i>Be provided on the client's letterhead and logo.</i> ii) <i>Include contactable details (e.g., telephone, cell phone, email, etc.)</i> iii) <i>Confirm satisfactory service delivery under a signed contract.</i> iv) <i>Specify the duration of services rendered and provide a brief account of the overall customer experience.</i> v) <i>The letter must be signed by the duly authorized official of the company.</i> <i>More than one reference letter about the same tender/quotation will not be considered. The reference letters not conforming to the above-mentioned five (5) requirements will not be considered.</i>	• Four (4) reference letters that meet all the requirements – <i>Forty (40) points</i> • Three (3) reference letters that meet all the requirements – <i>Thirty (30) points</i> • Two (2) reference letters that meet all the requirements – <i>Twenty (20) points</i> • One (1) reference letter that meet all the requirements – <i>Ten (10) points</i> • <i>Partial or no submission of reference letters that meet all the criteria – Zero (0) points</i>	40 points
	PROOF OF BUSINESS SITE		
2	The bidder must provide proof of the existence of the business site in the form of a copy of the latest municipal statement (within 3 months) or lease agreement Note: <i>"Where an entity leases premises, a valid and signed lease agreement must be submitted as supporting documentation. Invoices alone are insufficient, as they do not confirm ownership or lease rights. The lease agreement serves as the primary evidence of occupation, while invoices provide proof of payment."</i>	Latest municipal statement or lease agreement • Latest municipal statement or valid lease agreement submitted – <i>Ten (10) points</i> • No latest municipal statement or valid lease agreement	10 points

		submitted – Zero (0) points	
	QUALIFICATIONS & COMPETENCE OF TEAM		
3	The Bidder MUST submit qualifications and curriculum vitae (CV) with a minimum of 5 years of practical experience in maintenance, servicing and repair of Refrigeration Systems, Cooling Towers, Heat Exchangers and Air Conditioning Equipment	The bidder shall submit verifiable proof of qualifications and detailed curriculum vitae (CVs) for the following key technical roles: • Refrigeration Technician – CV and relevant qualifications. • Senior Refrigeration Technician – CV and relevant qualifications. • Electrician – CV and relevant qualifications. • Air Conditioning Technician – CV and relevant qualifications. • Cooling Tower Specialist – CV and relevant qualifications. • Supervisor/ Site Manager – CV and relevant qualifications. <i>Do note that five (5) points will be awarded for each key technical role item.</i>	30 points
	SERVICE REPORTS		
4	The bidder must submit a detailed service report template to be used after each repair or maintenance activity. The report must, at a minimum, detail the work performed and any potential problems or defects identified and etc.	The bidder submitted the service report template – <i>Ten (10) Points</i> No submission of the service report template – <i>Zero (0) points</i>	10 points
	HEALTH, SAFETY & ENVIRONMENTAL PLAN		
5	The Bidder MUST adhere to minimal OHS (Occupational Health and Safety/ Safety Health and Environment (SHE) standards	No SHE/OHS Policy in place/ Not dated and approved by CEO/MD/Accounting Officer – Zero (0) points. Bidder to submit the SHE/OHS Policy that was dated and signed by the	10 points

		CEO/MD/ Accounting officer – Ten (10) points.	
TOTAL		100	

Non-negotiables

TOOLS AND EQUIPMENT

The bidder must submit clear pictures of tools and equipment that will be utilised while attending the maintenance, repair and service of refrigeration, cooling towers and heat exchanger equipment.

Pictures of tools and equipment required:

1. Manifold Gauge Sets
2. Vacuum pumps
3. Refrigerant charging scales and hoses
4. Flaring and swaging tools
5. Pipe benders and cutters
6. Digital thermometers and leak detectors

Bidders who score less than 70 points and do not submit proof of the non-negotiables will be disqualified.

11. Panel Appointment and Selection Criteria

11.1. Appointment to the Refrigeration Maintenance Panel

Air Chefs intends to establish a Refrigeration Maintenance Panel comprising a maximum of three (3) suitably qualified, experienced and technically competent service providers per geographical location, namely Johannesburg, Durban and Cape Town.

The purpose of the Refrigeration Maintenance Panel is to establish an appropriately qualified and responsive supplier base capable of providing Refrigeration maintenance, servicing, inspections, repairs, preventative maintenance, breakdown assistance, vehicle recovery, diagnostics, refurbishment and related Refrigeration support services required to maintain Refrigeration availability, roadworthiness, operational continuity, safety and regulatory compliance.

The establishment and operation of the Refrigeration Maintenance Panel shall be undertaken in accordance with this RFQ, Air Chefs' applicable procurement policies and procedures, the applicable delegation of authority framework, and all relevant legislative and regulatory requirements.

In accordance with Section 217(1) of the Constitution of the Republic of South Africa, 1996, the procurement process shall be conducted in a manner that is fair, equitable, transparent, competitive and cost-effective.

Only bidders that:

- satisfy all mandatory administrative, legal and compliance requirements;
- achieve the prescribed minimum functionality threshold;
- satisfy the applicable technical requirements; and
- submit responsive and acceptable bids,

shall be eligible for consideration for appointment to the Refrigeration Maintenance Panel.

The successful panel members will be **ranked in descending order according to their final functionality scores**, with the highest-scoring qualifying bidder ranked first.

The outcome of the evaluation shall be documented and submitted to the duly delegated authority for consideration and approval.

The panel size is intended to maintain an appropriate balance between supplier capacity, operational resilience, effective contract and performance management, procurement administration and competitive tension amongst appointed service providers.

Air Chefs accordingly reserves the right, subject to the applicable procurement requirements, to:

- appoint service providers per geographical location;
- appoint different service providers for different geographical locations;
- establish location-specific panel arrangements where objectively justified by operational, logistical or market considerations;
- establish specialist arrangements where a particular technical requirement cannot appropriately be accommodated within the general fleet maintenance panel; or
- make no appointment where no responsive or acceptable bid is received, the requirements are not satisfactorily met, pricing is not acceptable or market-related, or the procurement process otherwise does not produce an acceptable outcome.

Where two or more bidders obtain identical final evaluation scores, the tie shall be resolved using flipping of coins.

No bidder shall acquire an entitlement to appointment solely by virtue of participating in the RFQ process.

Appointment to the panel does not constitute a guarantee of any minimum volume, value, expenditure or allocation of business. Panel members shall be utilised in accordance with the **ranking or allocation methodology** set out in this RFQ and Air Chefs' applicable procurement policies.

The establishment of the panel shall not in itself, constitute an award for any specific quantity of goods or services. Individual requirements shall be procured through the quotation process prescribed in this RFQ.

Air Chefs reserves the right, subject to applicable legislation, its approved procurement policies and delegated authority, to amend, suspend, withdraw or cancel the procurement process where objectively justifiable and properly documented grounds exist.

11.2. Service Provider Selection Methodology

Air Chefs operates in a **24-hour, seven-day airline catering environment**, where the timely availability of Refrigeration maintenance is essential to operational continuity.

Accordingly, procurement from the panel shall be undertaken in a manner that promotes and maintains the constitutional principles of **fairness, equity, transparency, competitiveness and cost-effectiveness**, while ensuring operational continuity and value for money.

For each requirement arising during the term of the panel, quotations shall be requested from panel members **sequentially in accordance with their established panel ranking**, subject to their demonstrated capability to fulfil the specific requirement.

For each geographical location:

- the highest-ranked qualifying bidder shall be ranked first;
- the second-highest-ranked qualifying bidder shall be ranked second; and
- the third-highest-ranked qualifying bidder shall be ranked third.

Where no appointed panel member is capable of providing the required service, Air Chefs may procure the requirement through another procurement mechanism permitted by its applicable procurement framework, subject to the required motivation, approval and governance controls.

12. The Standard Conditions for the agreement.

Conditions:

- 12.1 All prices quoted must be inclusive of Value Added Tax (VAT).
- 12.2 All goods/services purchased will be subject to Air Chefs Conditions of Contract and Order, available when requested.
- 12.3 Although Air Chefs would prefer to award this contract to a panel of service providers, it remains at Air Chefs discretion (where applicable) to award to one service provider should the panel process fail.
- 12.4 Air Chefs is not obligated to award this quote to any Bidder- thus entitled to retract this quote at any time as from date of issue, without any refunds whatsoever. Air Chefs is also not obligated to award this quote to the bidder that quotes the lowest.
- 12.5 Service, pricing and availability will be taken into consideration.
- 12.6 Pricing should be given based on an individual component that would make up the solution based on technical and functional requirements.

Additional Requirements

In addition to the requirements of the Condition of Tender, offers will only be accepted if:

- 12.7 The Bidder or any of its directors is not listed on the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector.
- 12.8 The Bidder has not abused the Air Chefs' supply chain management system; and
- 12.9 The Bidder has not failed to perform on any previous contract and has not been given written notice to this effect.

13. Disclaimer

The contract shall be awarded at the sole and absolute discretion of Air Chefs, whereas Air Chefs reserves the right to retract this quotation at any time as from the date of issue, if justifiable. At the same time Air Chefs shall not be obliged to accept the lowest of any quotation, offer or proposal (where defensible).

Air Chefs retains the right to conduct due diligence on the bidder, and should it be discovered that the bidder, owner/shareholder and/or director has been charged, implicated or found to be involved in criminal activities, the bidder may be disqualified.