

	<b>Request for Information (RFI) Template</b>	<b>Document Identifier</b>	240-72663051	<b>Rev</b>	4	
		<b>Effective Date</b>	17 June 2025			
		<b>Review Date</b>	June 2030			
		<b>EOI/RFI Number</b>	E2555DXECOUCOU			

<b>PART A REQUEST FOR INFORMATION (RFI)</b>			
<b>Description of the works/goods/services</b>	Request for information for Provision of Food and Beverage services Cape Coastal Cluster – Eastern Cape (Sunilaws Office Park in East London and Zimbane Complex in Mthatha)		
<b>Deadline for submission</b>	16 March 2026	<b>At (South African Standard Time)</b>	10:00 am
<b>Tender Office address</b>	Tenders are uploaded via Eskom Tender bulletin site on the Eskom E- tendering page and National treasury e-tender portal.		
<b>EOI's/RFI are to be submitted electronically via Eskom E- tendering site by the stipulated closing date and time.</b>  <i>Please note it is the responsibility of the supplier to ensure that EOI/RFI submission is submitted before the closing date and time</i>	Tenders are uploaded via Eskom Tender bulletin site on the Eskom E- tendering page and National treasury e-tender portal. The closing date is the 16 March 2026 @ 10:00 am		
<b>Electronic Submission of RFI</b>	<p>The tenderer must upload the tender via Eskom Tender bulletin site on the Eskom E- tendering page and National treasury e-tender portal.</p> <p>All documents need to be submitted in a PDF and Excel format (The upload size per document is 500 megabytes and total submission is restricted to 4 gigabyte).</p> <p>No Zip/condense files can be uploaded No hard copy will be accepted</p> <p>If for some reason you resubmit your RFI, then the latest version of the RFI submitted will only be accepted and all previous submission/s will be null and void.</p> <p>Please ensure that the submission status is indicated as complete.</p>		
<b>E-tendering Help Manual for supplier</b>	Supplier Help Manual guide and video can be found on Eskom E-Tendering page		

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Eskom Holdings SOC Ltd (“Eskom”) invites you to submit an:

- **Request for information (RFI)** to submit information for the works/goods/services as stated in the table. This RFI is a stand-alone information-gathering and market-testing exercise, intended only to inform and assist Eskom’s further deliberation and development of a strategy for the Provision of Food and Beverage services. Eskom seeks information from qualified service providers for the provision of Food and Beverage Services at its Head Office buildings in Sunilaws Office Park, East London and the Zimbane Complex in Mthatha. This RFI aims to understand market capabilities and innovative solutions for delivering high-quality, diverse food services to employees and visitors.
- Eskom may request indicative prices if so, stated in this RFI.
- The Objective of this RFI is to find an entity interested in providing Eskom with the goods specified below, either through the payment for such goods or mutual advantageous relationship. Eskom Holdings SOC limited will decide what option meets its operational requirements.
- Eskom has delegated the responsibility for this **RFI** to the signatory of this document, whose details can be found below.

### Scope of Services

The service provider will be expected to:

- Provide a Food and Beverage Mobile Unit of their own for the service. It will be stationed in a dedicated space close to employees, electricity and water facilities.
- Implement a multi-option food service, including hot meals, grab-and-go options, and tuck-shop services.
- Offer a balanced menu featuring healthy choices, comfort foods, and sweet treats.
- Ensure availability of special dietary options, including Halaal, gluten-free, vegetarian and dairy-free meals.
- Provide a wide range of beverages, such as coffee, tea, juices, smoothies and soft drinks.
- Consider digital convenience features, including pre-ordering systems and weekly menus.
- Eskom will implement the Food and Beverage service via a Lease Agreement. This agreement will include provisions to cover basic utility costs such as water and electricity. Service providers should factor this arrangement into their operational planning and pricing models.

**We look forward to receipt of your response.**

**Yours faithfully**

Name	Designation	Signature	Date
Saneziwe Matomane	Officer Procurement		24 February 2026
<b>Telephone number</b>	043 703 5453	<b>Fax and/or e-mail address</b>	<a href="mailto:Matomas@eskom.co.za">Matomas@eskom.co.za</a>

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<b>PART B RESPONSE SHEET IN TERMS OF A REQUEST FOR AN EXPRESSION OF INTEREST/ REQUEST FOR INFORMATION To be completed by the supplier</b>			
<b>To</b>	Eskom Holdings SOC Ltd	<b>Date</b>	
<b>Attention</b>			
<b>Tel no</b>		<b>Fax no and /or e-mail address</b>	
<b>From</b>		<b>Address</b>	
<b>Address</b>			
<b>Sender</b>			
<b>Description of the services</b>	Request for information for Provision of Food and Beverage services		

Please find below our response to Eskom's questions:

No.	Question	Please indicate your response in this column
1.	Your contact name and contact details	
2.	Company registration number	
3.	Brief description of previous experience and Description of the solution that you can offer	
4.	<b>Interested parties should submit details on:</b>  <b>4.1 Company profile and relevant experience in food and beverage services.</b> <b>4.2 Proposed service model, including menu variety and operational approach.</b> <b>4.3 Capacity to manage and staff both locations.</b> <b>4.4 Compliance with health, safety, and food regulations.</b> <b>4.5 Technology solutions for pre-ordering and menu sharing.</b>	

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	<b>4.6 Indicative pricing structure and any value-added services.</b> <b>4.7 References from similar projects.</b>	
<b>5.</b>	<b>Company to confirm lead times to supply the items.</b>	

Yours faithfully

<b>Name</b>	<b>Designation</b>	<b>Signature</b>	<b>Date</b>
<b>Telephone number</b>		<b>Fax and/or e-mail address</b>	

### **RFI TECHNICAL RETURNABLES**

The supplier must submit the technical returnable set out hereunder as part of its response

<b>CRITERIA</b>	<b>WEIGHT</b>
Experience and capability	30%
Menu diversity and quality	25%
Operational model and Innovation	20%
Compliance and Standards	15%
Pricing and value-added services	10%

### **ANNEXURE A: PRICING SCHEDULE**

Vendors are required to submit a price schedule including the food and beverage items they can supply as per the specifications detailed in the scope of services, points 2,3,4,5 on page 2.

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## Sample Vendor Response Form

### Section A: Company Information

Company Name:

Contact Person:

Contact Details:

Years in Operation:

Relevant Certifications:

### Section B: Service Offering

Describe your proposed food service model:

Menu samples (attach):

Dietary options provided (Halaal, Vegetarian, gluten-free, dairy-free): Refer to Scope of works section, points 2,3 and 4 for the food types required.

Beverage range offered:

### Section C: Technology and Convenience

Pre-ordering system details:

Weekly menu sharing approach:

### Section D: Compliance

Health and safety certifications:

Food hygiene compliance documents:

### Section E: Pricing

Indicative pricing structure:

Value-added services (e.g., loyalty programs, sustainability initiatives):

### Section F: References

Provide at least two references from similar projects:

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Client Name:

Contact Details:

Project Description:

**Disclaimer:**

**This RFI is for information purposes only and does not constitute a formal tender or commitment to procure services. Eskom reserves the right to issue a formal Request for Proposal (RFP) based on responses received.**

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