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1. Background

The scope of work includes the food production, provision of teas, coffee, and service of meals at Megawatt Park which operate in strict food safety, hygiene, quality standard guidelines as prescribed in good manufacturing practice (GMP) and hazard analysis critical control points (HACCP).

The successful company must be able to produce 25 000 meals per month. The onsite facilities are provided by the employer whereby Megawatt Park is fully equipped to produce 30 000 meals per month. The service provider will be provided a fully functional kitchen with working equipment which should be returned as such at the end of the contract period. All wear and tear repair costs will be for the supplier. The service provider is expected to provide sufficient staff (according to industrial accepted ratio), kitchen staff and food stuff to produce meals according to specification.

Megawatt Park catering services operates in accordance with strict ISO Quality and food standards prescribed in ISO 9001/2008 and ISO 14000/18000 and ISO 22000 or basic guidelines prescribed in R918. Those principles and relevant record and compliance norms must be adhered to in all aspects of the hospitality operations by qualified and experienced food services staff.

The service provider should have the certificate of acceptability in their name to operate or serve meals in or from Eskom Megawatt Park catering facilities. The food service provider must be able to operate within the strict service level agreement and cost parameters identified per outlet and need to comply with minimum customer satisfaction and hygiene audit results identified in monthly performance evaluation criteria


The services that are required include but not limited to:

- Monitor, control, record, account for meals served daily,
- Operate point of sales for subsidised and non-subsidised meals including controlling food portions,
- Produce food as per Eskom prescribed meal scope and charge per produced meal
- Services conference bookings, vending machines in pause areas including canteen, Executive dining, Newton's restaurant, functions, and watt A Café coffee shop during business hours of Monday to Friday,
- Kitchen hygiene evaluation to be kept at the highest level 94% scores during monthly audits and non-compliances rose to be corrected before the next audit by independent food audit company.
- Multi-culinary experienced staff to produce and serve food during lunch times
- Experienced service staff to serve at different sites at point of sales/cashiers

2. Scope of Work.

Supply full meals, snacks, non-alcoholic hot and cold beverages to Eskom Megawatt Park hospitality department. The scope is further defined as follows:

- The production of approximately 500 quality meals to be served in the main canteen during lunch breaks.
- Waitrons/cashier who will operate supplier's point of sales and control food portions during lunch breaks
- The service provider to produce meals for executive dining and serve during lunch breaks
- The service provider to produce meals for Newton restaurant and serve customer during lunch breaks
- The service provider to produce meals for functions and serve customers
- The service provider to produce meals for conference centre and serve customers during lunch
- The service provider to be responsible for administration of meal service and retain records thereof
- The service provider to be responsible for hygiene and cleaning of canteen
- The service provider to offer vending services for hot beverages in the canteen, pause


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area, conference, Newtons, and executive floor

- The service provider to offer vending machines for assorted cold beverages and assorted snacks at designated area in Megawatt Park
- The service provider will be responsible to procure all ingredients to produce meals and management thereof
- The service provider to establish upmarket coffee shop at a designated area in the reception and have total control of operation with qualified barista and friendly staff members.
- The service provider to allocate hospitality experienced service staff who will serve customers with friendliness and honesty
- The service provider should be punctual to meal service and proactive to situational service provision
- Bar coded reader of food produced at the point of sales for traceability of supply to be implemented by the supplier
- Staff members of the service provider who are assigned onsite will abide and adhere to all statutory requirements including hygiene audit and other quality management systems
- The service provider's staff members will keep all records of production samples, temperature, and daily stock take sheets and service processes in retrievable storage system
- The service provider to provide Eskom branded linen and décor for set up of formal functions or events

The service provider shall supply the following lunch meals at the main canteen, conference, Newton's, and executive dining:

Item	Alternative	Specification (Raw)
Protein (One choice of either red or white per meal)	Beef (T-Bone steak, Rump steak, stew) Mutton (stew, chops) Chicken (Leg quarters, breast with wing, thighs drumsticks) Fish hake fillet Vegetarian meal daily The specification is for the cut only and does not prescribe the dishes to be included in the menu. Bone content not to exceed 15% On days when pork is served chicken must be provided as an alternative protein at a ratio of 80/20	280g 280g 220-250g 4-6 220-250g
Starch	Pap Rice Samp and beans potatoes	180g 180g 180g 180g
	Rice to be served daily as an alternative to pap or samp and never without one of the two (Pap will be the staple and shall be alternated at the ratio of 60/40 pap/alternative starch)	
Vegetables (Seasonal)	2 vegetables one green and one bright coloured daily	180g
Salads	2 salads daily one mixed green one chef's salad	60-80g
Fruit	One fruit in season	150g
Beverage	Juice (Minimum 40% fruit juice)	250ml

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Lunch: Served at main canteen from 11:00 to 14:00 or as determined by the employer

Lunch will consist of choice of one protein, two types of vegetables (Green and bright coloured), one type of starch, two salads and one seasonal fruit

The service provider shall allocate staff at the point of sales for the duration of lunch break. Serving are to be charged flat rate.

The service provider is responsible for the removal of all waste material created at the kitchen during food production and dining rooms which should be separated at the source with demarcated colour coded bins

Pause Areas/Tea areas:

The service provider must provide the vending service for tea/coffee at 60 pause/tea stations in Megawatt Park building of different sizes. The vending machines should be able to dispense the following:

- Black tea with no sugar in 250ml biodegradable cup
- Black tea with sugar in 250ml biodegradable cup
- White tea no sugar in 250ml biodegradable cup
- White tea with sugar in 250ml biodegradable cup
- Black coffee no sugar in biodegradable cup
- Black coffee with sugar in biodegradable cup
- White coffee no sugar in biodegradable cup
- White coffee with sugar in biodegradable cup
- Rooibos no milk and no sugar in biodegradable cup
- Rooibos with milk and sugar in biodegradable cup

Note: Bamboo stirrers and hand towels to be provided in all pause areas by the supplier.

The service provider would be responsible for the distribution and continuous replenishment of ingredients and the upkeep of the pause areas. The vending machines should be able to print data for consumption.

Watt a café coffee shop

The service provider must provide the turnkey upmarket coffee shop operation with experienced friendly staff to operate the coffee shop with the following but not limited items on offer:

- Espresso, double espresso, macchiato, espresso con panna, cappuccino, skinny cappuccino, cappuccino con panna, choccoccino, caffè latte Italiano, latte macchiato, espresso filter coffee and iced macchiato.
- Hot chocolate, Horlicks. Milo, Mocha hot chocolate.
- Iced coffee: Original latte, Mocha latte, Biaco latte
- Three types of fruit juice
- Selection of teas: Five roses, Rooibos, Earlgray, English breakfast tea, green tea, and Herbal tea



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- Bakery: Croissants served with preserves, Mixed jumbo muffins, Assorted sandwiches, Cones with preserves
- Confectionary: Assorted cakes slice from display fridge
- Toasted sandwiches: mozzarella and tomato, chicken mayo, bacon and egg, salami, mozzarella, and tomato
- Light lunches daily

Note: The supplier to allocate a qualified experienced **barista** for the coffee shop. Have twenty-four (24) to fourtyeight (48) hours technical service level agreement with their coffee machine supplier.


Executive and Newton lunch meals should consist of:

Items	Alternatives	Specification (Raw)
Protein	Beef (T-bone steak, rump steak, stew, oxtail) Mutton (Stew, chops, neck) Chicken (Quarters, thighs drumsticks, breast) Hake fillet Pork chops Vegetarian meal The specification is for the cut only and does not prescribe the dishes be included in the menu. Bone content not to exceed 15%	200g 200g 220g 4-6 200g 250g
Starch	Pap/Rice Samp and beans Potatoes Rice to be served daily as an alternative to pap or samp and beans (Pap will be staple and shall be alternated at a ration of 60/40 pap alternative starch)	180g 180g 180g 180g
Vegetables (Seasonal)	2 Vegetables -one green and one bright coloured	180g
Salads	2 Salads-one mixed lettuce and one chef's choice	60-80g
Fruit	In season or fruit salad alternatively	150
Beverage	Juice (minimum 40% fruit juice)	250ml

Note: Customers has option of two proteins with no subsidy Canteen meals should consist of:

Weekdays		Specification
Salads	3 Salad choices	60 -80g
Red protein	Beef, mutton, tripe, oxtail	200g
White protein	Chicken, pork, fish	200g
Starch	Samp, potatoes, pasta, rice, pap	180g
Seasonal vegetables		180g
Vegetarian meals		500g
Seasonal fruit		150g
Fruit juice		250ml

Note: The canteen balanced meal plate should consist of one protein, two vegetables and one starch weighing 560g.

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Special catering:

These meals and functions are required on as and when required basis and quoted as per request from employer and the service provider would be responsible for provision of cleaning services.

The services require the following:

- Banquet menus and cocktail menus
- Mini filled croissants and wraps
- Fruit kebabs (fruits in season)
- Cold meat platters
- Mini filled pita bread platters
- Sandwich platter
- Vegetarian platter
- Cheese platter
- Crudites platter
- Seafood platter
- Meat platter
- Bottled water
- Soft drinks
- Fruit juices
- Setting up with branded Eskom colour schemes for formal functions or events

Kiosk or Fast food

Meals will not be subsidized (Full cost) should include but not limited to the following:

- Assorted stir-fries
- Chicken rotisseries
- Assorted Hamburgers
- Assorted beef steaks
- Mixed grills
- Mixed seafoods

Monthly invoicing will be based on:

- Meals served to Main canteen during lunch
- Meals served to Conference centre during booked lunches
- Hot beverage dispensed by vending machines at Pause areas
- Meals served at Newton Restaurant for booked lunches
- Meals served to Executive dining during lunch times
- Meals served at function/set up during lunch
- Platters served to orders
- Bottled water and cold drinks served

Note Well: Function will be quoted as and when required by clients and authorised before event takes place

Note Well: The food service contract is not based on fixed amount. The contract has price list with quantities, meaning that the contract is re-measurable. Therefore, contractor will be paid a price for an item proportional to the length of time for which a service is provided

3. Specification of Product or Goods

The catering operation at Megawatt Park is a five-day operation with following pre-determined mealtimes:

➤ Meal service

MWP main canteen Lunch: 11:00
to 14:00



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- Kiosk service
Operating time: 11:00 to 14:30
- Executive dining
Breakfast: 7:00 to 9:00
- Pause/tea areas: 7:00 to 18:00
Lunch: 12:00 to 14:00
- Watt a caffe coffee shop
Operating time: 7:00 to 16:00
- Pause/tea areas fully automated
Operating times: 7:00 to 16:00 (Vending machines)
- Conference centre service
Breakfast: 7:00 to 17:00 Bookings of venues and confirmation to clients a day before meeting starts. Bottled water arrangement in the boardrooms before meetings
Clearing of boardrooms during meeting breaks and preparation of boardrooms before meetings

Description of the goods or service needed:

The four weeks cycles menus will comply with the following:

- Approved by registered dietician
- Menus or changes to menus must be approved by Eskom prior to implementation
- Four weeks cycle menu (white meat may not be primary protein for more than seven days during cycle)
- Reviewed quarterly for seasonality and menu fatigue
- Include special diet menus (vegetarian, diabetic and low salt) on a designated service station

Staffing:

Within 10 days from conclusion of the contract the service provider will provide Eskom with the following:

- Proposed organogram with key experienced and qualified person including staff team
- CVs of key personnel (management and skilled staff)
- Training and development programs of all levels of staff

Note: All staff pre-employment contract copies to be returned with the tender submission. Staff who are qualified and experienced on the organogram will be assigned to Eskom for this tender

Procurement of ingredients

- The supplier will procure all ingredients, beverages, and linen branded in Eskom colours to be used for formal events

Environment and waste management

The service provider shall comply with Megawatt Park environment management plan within 12 days from the commencement date, service provider shall submit a comprehensive recycling plan for the complete operation. Furthermore, the service provider will segregate all recyclable products at source. The service provider will allocate colour coded bins at source for different waste management. Grease trap will be maintained according to Eskom prescribed intervals.



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Administration

Eskom shall provide the service provider with:

- Weekly estimate meal plan
- Daily meal requirements confirmations

The service provider shall provide Eskom with:

- Daily meal statistics
- Weekly meal participation reports per serving outlets

Note: Eskom reserve the right to full access of all records

Emergency and risk

Within 12 days of commencement date, the service provider shall provide Eskom with a comprehensive risk analysis for complete operation. The service provider shall attend the monthly ERE Megawatt Park risk meeting or as directed by responsible person.

Regulations

The service provider shall be required to comply with the registration and compliance of all Health, Environment, Regulatory bodies and Acts within the hospitality and catering industry including but not limited to:

- The health Act (Act 63 of 1977)
- The health and safety Act 85 of 1993 and amendment 181
- ISO 9001-2015 Quality management systems
- ISO 14001 :2015 Environment quality management system
- ISO 18001 Occupational and health and Safety management system
- Fire protection act
- ISO 31000: 2018 Integrated risk management systems
- SANS 10133 :2020 Pesticides in food handling catering establishments
- SANS 10049 Food and hygiene management
- SANS 10156 Handling of chilled and frozen foods
- SANS 10330 :2020 Requirements for HACCP System
- R918 Regulation governing general hygiene requirements for food premises and transport of food
- SANS 22000 :2018 Food safety management system including HACCP


Dress Code

The service provider shall provide sufficient branded uniform personal protective clothing to staff members with name tag to identify

Hygiene/food safety

The service provider shall:

- Manage and maintain hygienic food facilities
- Clean and clear all dining areas and kitchen before, during and after meals
- Deep clean all facilities at least once a week
- Drain gulley's and fat trap will be monitored and maintained every month
- Contract the independent food audit company with registered laboratory for foods

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safety audits

Water Act

- The cleaning of kitchen grease traps on weekly basis
- Conduct monthly independent audit and water sampling

Control of manner:

- Supplier controls degree or/and extend of quality output delivered to Eskom
- Supplier manages safe operations, instructions, training to their staff members
- Supplier has legal relationship with every employee of their company and their relationship is supported by an employment contract on time of working hours

Management and control

Instructions or supervision of their employee is done by service provider to their own employees and service provider must provide relevant substantiation of the staff members within their employ by proof of registration for UIF, WC, PAYE, and supplier VAT registration

Material and/or facilities

In addition to its obligation set out elsewhere, Eskom shall:

- Allow the service provider and its employees and those of its subcontractors the use of adequate and appropriate toilets, changing rooms, ablution, and canteen facilities.
- Allow employees of the service provider and those of subcontractor reasonable access to catering premises and other parts of MWP as the service provider may reasonably require performing the service in terms of the obligation of the contract
- At its own expenses provide access to connection to telephone and electronic media communication networks as may be required to use administration equipment the cost thereof shall be borne by the service provider
- A fully working kitchen equipment shall be handed over to the service provider who will look after it and return it back to Eskom in the state it was given to service provider at the end of contract.
- Deliberate breaking of equipment used to produce food by contract staff members will be at the supplier's cost after repairs or replacement.
- The service provider will bear the cost consumption of water and electricity used on monthly basis