

KZN Catering Contract - Clarification Meeting

Technical KZN 131

17 May 2024



The purpose of this contract is to appoint a suitably qualified Contractor for the Provision of Catering Services for KwaZulu Natal Operating Unit, on an as and when required basis for the Mersey Training Centre and the Pietermaritzburg and Durban Areas.

Mersey Training Centre

- Preparing of meals are done at an Eskom Mersey Training Centre premises. In the event where the Contractor deems the volumes not viable for meals be prepared at Mersey Training Centre, the Contractor has the option to prepare the meals offsite at an acceptable food preparation premises and deliver to the relevant venues. No kilometres will be paid for delivery to Mersey Training Centre if meals are prepared at a different site.
- Provision of Breakfast for Accommodation Residents, Eskom employees and External Clients, as and when required on an ordered quantity via a task order, up to 7 days a week.
- Provision of Lunch for Accommodation Residents, Eskom employees and External Clients, as and when required on an ordered quantity via a task order, up to 7 days a week.
- Provision of Lunch for Eskom employees and External Clients at the conference venues in and around Mersey Training Centre, as and when required on an ordered quantity via a task order, up to 7 days a week.

- Provision of Lunch packs to Accommodation Residents, Eskom employees and External Clients, as and when required on an ordered quantity via a task order. This is done as per the demands of the customer. It must be served in polystyrene foam boxes with plastic spoons, plastic forks, plastic knives, serviettes and salt etc.
- Provision of Food Delivery Services in and around the Mersey Training Centre, as and when required via a task order.
- Provision of mid-morning and mid-afternoon tea and snacks to Eskom employees and External Clients at the conference venues at Mersey Training Centre, as and when required on an ordered quantity via a task order, up to 5 days a week.
- Provision of afternoon sandwiches to Accommodation Residents, Eskom employees and External Clients, as and when required on an ordered quantity via a task order, up to 5 days a week.
- Provision of Dinner for Accommodation Residents, Eskom employees and External Clients, as and when required on an ordered quantity via a task order, up to 7 days a week.
- Provision of Finger Food i.e. assorted platters, to Accommodation Residents, Eskom employees and External Clients, as and when required on an ordered quantity via a task order.

- Provision and serving of health meals, vegetarian meals, Halaal meals, kosher meals and special dietary requirements based on orders placed in advance via a task order.
- Provision of refreshments as and when required by the Client, on an ordered quantity via a task order.
- The supply of Long Life Milk for Mersey Training Centre, for the use in cereals, tea and coffee. Milk used in the preparation of meals will be for the account of the Contractor.
- Provision of all tea and coffee, and sugar for these beverages, will be supplied by Eskom, and served by the Contractor.
- The provision of all food stuff and other material necessary for the catering services.
- Setting up of meals and make sure that meals are presented in a neat manner.
- Sit down meals will be served by use of crockery and cutlery, which will be provided by the Contractor. The Contractor will be responsible for any broken or missing crockery and cutlery.
- Provision of utensils, catering dishes and appliances, over and above that supplied by Eskom, as and when required for the provision of the services, are for the Contractor's account. The Contractor will be responsible for the repair or replacement of any damage to Eskom owned property, equipment, appliances and utensils.

- Provision with all meals, tooth-picks, serviettes and drinking straws, by the Contractor.
- Provide trained personnel and management necessary for the efficient running of the catering services.
- Maintain the premises in a clean and hygienic manner.
- Provision of material and supplies for disinfection of food preparation surfaces, equipment, the kitchen and the canteen.
- Provision for Hygiene Audits Reports, on Service Manager's request, from an accredited independent authority. The Costs to obtain the Hygiene Audits Reports is for the account of Contractor.
- Meals must be altered weekly on a four week rotational basis or by agreement by the Service Manager.
- Ensure that meals are nutritious, healthy and in good quality. All menus designed by the Contractor must be approved by an accredited dietician.
- Ensure an effective administrative, accounting systems and procedure for the efficient running of the catering service.
- The breakfast menu will be developed, and proposed by the Contractor to the Service Manager for approval, in line with the Breakfast Specifications Table.
- Provision for Special Meals (health meals, vegetarian meals, Halaal meals, kosher meals and special dietary requirements). Should the provision of health meals, vegetarian meals, Halaal meals, kosher meals and special dietary requirements be required, a task order will be issued for this.

The Contractor will be paid a percentage (%) markup as indicated in the price list based on the invoice provided for the cost of the meal. The Contractor will be paid a kilometre rate from Mersey Training Centre to the collection point, to the delivery point and back to Mersey Training Centre.

- The following meal times that must be adhered to, unless otherwise instructed by the Service Manager:
 - Breakfast : To be served between 06h00 – 08h00
 - Morning Tea : To be served between 10h00 – 10h30
 - Lunch: To be served between 11h30 – 13h00 at the Canteen as well as the Conference Venues.
 - Afternoon Tea : To be served between 14h30 – 15h30
 - Afternoon Sandwiches : To be served at 16h00, if requested by the Employer
 - Dinner : To be served between 18h00 – 20h30

Provision of Breakfast Meals: Breakfast Specification Table:

Item	Weight (Per person)
Tea or Coffee (supplied by Eskom and served by the Contractor)	250ml
Bread / Toast	4 Slices
Protein	80g – 150g
Eggs	2 Large
Side dish (Vegetables)	100g
Cereals (Hot or Cold)	125g
Margarine	2 x 8g Flora or equivalent
Jam	2 x 8g
Milk for cereal and tea/coffee	300 ml of Long life full cream / low fat milk

- Provision of Lunch Meals: Lunch Specification Table:

Contents	Weight (Per person)
Protein	Protein (red meat) : 250g OR Protein (white meat) - : 250g
Gravy	100ml
Starch (variety)	300g
Vegetables(Yellow/White & Green)	125g
Salads (variety)	125g
Salad Dressing	25ml

- The lunch menu will be developed and proposed by the Contractor to the Service Manager for approval, in line with the Lunch Specifications Table.
- Lunch Pack Specification Table:

Contents	Weight (Per person)
Protein	Protein (red meat) : 250g OR Protein (white meat) : 250g
Starch (Pap) or Rice	300g
Unsalted peanuts or Health bar or dried fruits	100g
Fresh Fruit	Either an apple, banana, pear, orange, mandarin or as agreed with the <i>Service Manager</i>
Packaging	Polystyrene foam 2 division meal box with a plastic spoon, fork and knife. Include condiments. Must be covered with cling-wrap.

- Snacks

Contents	Weight (Per snack item)
Assorted Muffin with butter	80g
Toasted Sandwiches with assorted fillings	160g
Scones with butter	90g
Scones with butter and cheese, or, jam and cream	100g
Whole fresh fruit	Either an apple, banana, pear, orange, mandarin or as agreed with the <i>Service Manager</i>
Yoghurt	100g (choice of normal fat and low fat) in individually sealed container

- Provision of Dinner Meals: Dinner Specification Table:

Contents	Weight (Per person)
Protein	Protein (red meat) : 250g OR Protein (white meat) - : 250g
Gravy	100ml
Starch (variety)	300g
Vegetables(Yellow/White & Green)	125g
Salads (variety)	125g
Salad Dressing	25ml
Dessert (variety)	125g

- The weekly dinner menu, will be developed, and proposed by the Contractor to the Service Manager for approval, in line with the Dinner Specifications Table.

Pietermaritzburg and Durban Areas

- Provision of catering services for meetings and training interventions at Pietermaritzburg and Durban Areas sites, on an as and when required basis, on an ordered quantity via a task order.
- Preparing of meals are done at an Eskom Mersey Training Centre premises. In the event where the Contractor deems the volumes not viable for meals be prepared at Mersey Training Centre, the Contractor has the option to prepare the meals offsite at an acceptable food preparation premises and deliver to the relevant venues. Kilometres will be paid from Mersey Training Centre, the base site to the delivery site and back to Mersey Training Centre.
- The provision of all foodstuff and other materials necessary for the catering service.
- Provision of Finger Food i.e. assorted platters, to Accommodation Residents, Eskom employees and External Clients, as and when required on an ordered quantity via a task order.
- Serving of meals to the Eskom employees and guests at the requested site as well as catering for special functions i.e. boardroom meetings, conferences, training interventions.
- The provision and serving of health meals, vegetarian meals, halaal meals, kosher meals and special dietary requirements based on orders placed in advance via a task order.
- Provision of refreshments as and when required by the Client, on an ordered quantity via a task order.

- Setting up of meals and make sure that meals are presented in a neat manner.
- Sit down meals will be served by use of crockery and cutlery, which will be provided by the Contractor. The Contractor will be responsible for any broken or missing crockery and cutlery. Washing of crockery and cutlery will be done off-site by the Contractor.
- Provision of utensils, catering dishes and appliances, as and when required for the provision of the services.
- The Contractor will be responsible for the repair or replacement of any damage to Eskom owned property, equipment, appliances and utensils.
- Provision with all meals of tooth picks, serviettes and drinking straws, by the Contractor.
- Provide trained personnel and management necessary for the efficient running of the catering services.
- Maintain the premises in the clean and hygienic manner.
- Provision of material and supplies for disinfection of food surfaces and equipment.
- Ensure that meals are nutritious, healthy and in good quality.
- Ensure an effective administrative, accounting systems and procedure for the efficient running of the catering service.
- The meal times that must be adhered to, as stipulated on the Task Order.

The details of the contents contained in each meal are provided in the table below:
Specification of Meals:

Contents	Weight (Per person)
Protein	Protein (red meat) : 250g OR Protein (white meat) - : 250g
Gravy	100ml
Starch (variety)	300g
Vegetables(Yellow/White & Green)	125g
Salads (variety)	125g
Salad Dressing	25ml

■ Specification of Drinks

Contents	(Per person)
300ml Can of Cold drink	Coca-Cola soft drinks in 300ml cans – SABS approved
500ml Bottled water	500ml bottles - SABS approved
300ml Can of 100% Fruit juice	Liqui-Fruit fruit juices in 300ml cans – SABS approved

Set up of Venues

- The Contractor will be required to ensure that the venues are set up using linen, cutlery and crockery. The Boardrooms, Conferencing Venues and dining areas need to be cleared of all catering equipment and ready for use after each function.

Food Safety

- The supplier will be required to comply with safety laws and safety procedures with the minimum of the following:
 - Occupational Health and Safety Act ,Act 85 of 1993 with copy of Company Health & Safety Policy
 - National Health Act (Act No 61 of 2003)
 - Foodstuff, Cosmetics and Disinfectant Act, Act 54 of 1972
 - SANS 22000 Food safety Management
 - SANS 10156 Handling of Chilled or Frozen food
 - SANS 10133 Pest control in Food handling areas
 - SANS 10049 Food safety Management and pre requisites
 - SANS 10330 Requirements for a Hazard Analysis and Critical Control Point (HACCP) system
 - Regulations Governing General Hygiene Requirements for Food Premises, the Transport of Food and Related Matters - GN 638/2018 (foodstuffs, Cosmetics and Disinfectants Act 54 of 1972)
 - 39-113 Eskom Food Hygiene and Safety Management Standard
 - R638 of June 2018
- Uniforms and Personal Protective clothing for the Contractor's employees must be issued by the Contractor and be in good and acceptable condition as deemed by the Service Manager. Annual medical observation and surveillance of each of the Contractor's employees.
- Cleaning of the extractor hood to be done at a minimum of a quarterly interval by the Contractor.
- Cleaning of the fat trap to be done at least on a monthly basis by the Contractor.

- Pest Control to be performed monthly in the kitchen, grocery storerooms and dining hall.
- The Eskom Safety Representative will monitor compliance by the Contractor with the Health and Safety Policy by means of Audits, and may give instructions for improvements.
- The Contractor shall note that independent health and safety audits (or if considered suitable by the Eskom Safety Manager combined audits with the Contractor's auditor) will be carried out as considered necessary by the Eskom Safety Representative.
- The chef must have at least a General Chef Training certificate and a Food Handlers Certificate, from an accredited body
- The management must have a Food Safety Management Training Certificate from an accredited body.
- All associated staff involved in the preparation of the food must have a Food Handlers Certificate from an accredited body.
- Food testing to be conducted by SANAS accredited testing facility upon request by the Service Manager. Food samples to be tested must have been kept by the Contractor to maximum of 3 days after consumption. Contractor must ensure collection from Eskom and delivery to a SANAS accredited testing facility of food sample/s is not tampered/ altered/ interfered with.
- Adhoc Items
- Provision of Adhoc items as requested by Service Manager for the delivery of the service.

ESKOM RESERVES THE RIGHT TO VERIFY ANY INFORMATION SUPPLIED BY THE TENDERER

TECHNICAL EVALUATION CRITERIA

Technical evaluation will be conducted in two parts, Part A - Mandatory Criteria and Part B - Quantitative Criteria.

The tenderer must meet all KPI's set in Part A - Mandatory Criteria to be deemed as "PASSED" and can proceed to be evaluated for Part B - Quantitative Criteria.

If any KPI is not met, then Part A - Mandatory Criteria will be deemed as "FAILED" and the tenderer will not be evaluated further.

In order for the tenderer to be evaluated for Part B - Quantitative Criteria, the tenderer must be deemed as "PASSED" in Part A - Mandatory Criteria

In order for the tenderer to be deemed as "PASSED" in Part B - Quantitative Criteria, the tenderer will need to achieve a minimum weighted score of 82.5
If the tenderer scores lower than 82.5 in Part B - Quantitative Criteria the tenderer will be deemed as "FAILED"

In order to be deemed as "PASSED" Overall Technical Evaluation, the tenderer must be deemed as "PASSED" in Part A - Mandatory Criteria and deemed as "PASSED" in Part B - Quantitative Criteria.

The tenderer will be deemed as "FAILED" the Overall Technical Evaluation if the tenderer is deemed as "FAILED" in Part B - Quantitative Criteria. And if the tenderer scores lower than 82.5 in Part B - Quantitative Criteria the tenderer will be deemed as "FAILED" the Overall Technical Evaluation.

TECHNICAL EVALUATION CRITERIA...continued

KPI 1	Part A - Mandatory Criteria		Yes	No
	Part A - Mandatory Criteria will be deemed as passed if result is "Yes" for KPI 1.1			
1.1	HACCP system certificate accredited by SANAS -"Yes" for a valid copy of certificate at date of tender closing date -"No" for invalid or no copy of certificate			
Part A - Mandatory Criteria Results			PASSED/FAILED	
KPI 2	Part B - Quantitative Criteria		Weight	
	Part B - Quantitative Criteria will be deemed as passed only if a minimum score of 82.5 is achieved			
2.1	Tenderer to have a valid certificate of acceptability for food preparation premises -Score 10 for a valid copy of certificate at date of tender closing date -Score 0 for invalid or no copy of certificate		30	
2.2	Chef must have a General Chef Training Certificate from accredited body -Score 10 for valid copy of certificate at date of tender closing date -Score 0 for invalid or no copy of certificate		25	
2.3	Tenderer to provide 2 written references from different customers referencing the tenderer's service. Written references must include details of the customer (name of referee, telephone number or cell phone number, email address) where similar service have been rendered successfully. Reference with negative feedback will not be used to evaluate this criterion. -Score of 10 for 2 written references meeting the requirements stated herein 2.3 -Score of 5 for 1 written reference meeting the requirements stated herein 2.3 -Score of 0 for no written references or reference with negative feedback or not meeting the requirements stated herein 2.3		25	
2.4	Tenderer to provide valid membership of Accredited Hospitality Body. Proof of membership is either certificate or the membership card. -Score 10 for either a valid copy of certificate or a valid copy of membership card; valid at date of tender closing date -Score 0 for invalid or no copy of certificate or no copy of membership card		10	
2.5	Tenderer to provide proof of ownership of delivery vehicle in the tenderer's name / owner of tendering company name. Or a letter from a rental company showing capability/eligibility of hiring a delivery vehicle. -Score 10 for copy of more than 1 delivery vehicle registration certificate, which is in the name of the tendering company or in the name of the owner of the company -Score 10 for copy of a letter from rental company showing capability/eligibility of hiring more than 1 delivery vehicle -Score 5 for copy of 1 delivery vehicle registration certificate, which is in the name of the tendering company or in the name of the owner of the tendering company -Score 5 for copy of a letter from rental company showing capability/eligibility of hiring 1 motor vehicle -Score 0 for invalid or no copy of vehicle registration certificate -Score 0 for no copy of a letter from rental company showing capability/eligibility of hiring a motor vehicle		10	
Part B - Quantitative Criteria Score			82.5	

End

