

DESCRIPTION	JOB DESCRIPTION
QCTO SEEKS TO APPOINT A SERVICE PROVIDER TO SUPPLY AND MAINTAIN COFFEE/TEA MACHINES & SERVICES FOR A CONTRACT DURATION OF 24 MONTHS	Specification for Rental Coffee Machines and Supply of Consumables 1. Scope of Work The service provider shall: a) Supply, install, and maintain 2X coffee machines at designated office locations. b) 1x Bean coffee machine for 20 people c) 1x Instant coffee machine for 100 people d) Provide all coffee-related consumables required for daily operations, including tea consumables. e) Ensure sufficient required coffee and tea consumables are available. f) Replace defective equipment within an agreed response period. 2. Equipment Requirements The coffee machine(s) must: a) Be commercial-grade and suitable for office use. b) Produce a minimum of: c) Coffee (regular and decaffeinated) d) Cappuccino e) Café latte f) Hot chocolate g) Tea/hot water h) Have a minimum dispensing capacity appropriate for organisational demand. i) Be energy-efficient and compliant with applicable health and safety standards. j) Include water filtration systems where required.

3. Consumables

The supplier shall provide:

Premium-quality coffee beans and Instant coffee powder.

- a) Tea sachets.
- b) Bean coffee.
- c) Instant coffee.
- d) Sugar (white and brown).
- e) Sweeteners.
- f) Fresh milk
- g) Hot chocolate powder.
- h) Stirrers.
- i) Disposable cups.
- j) Serviettes.

4. Maintenance and Support

The supplier shall:

- a) Conduct weekly routine preventive maintenance.
- b) Provide emergency repairs.
- c) Respond to breakdowns within a specified period (e.g., 4 to 24 hours).
- d) Clean and sanitize machines regularly.
- e) Maintain records of servicing activities.

5. Delivery and Stock Management

The supplier shall:

- a) Monitor stock levels and proactively replenish consumables.
- b) Deliver supplies according to an agreed schedule.
- c) Ensure sufficient stock is maintained to prevent shortages.

6. Service Levels

The supplier must:

- a) Maintain equipment uptime of at least 95%.

	b) Replace faulty units when repairs cannot be completed within the agreed timeframe. c) Provide customer support during business hours. 7. Contract Period Rental period of 24 months / 2 years Monthly rental fee to include equipment, maintenance and servicing. 8. Compliance Requirements The supplier must: a) Be legally registered and in good standing. b) Comply with occupational health and safety requirements. c) Comply with food safety and hygiene standards. d) Provide a Certificate of Acceptability (COA) or /any related food handler certificate of compliance. e) Provide proof of relevant insurance for the coffee machines. 9. Service Provider Experience a)The Supplier must have a minimum of three (3) years/ more in food and beverage experience. c)The Supplier must provide three (3) reference of the service provided within three (3) years #NB. COMPULSORY SITE BRIEFING & VISIT
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Signature

18 August 2026

Date