

**STANDARD FOR PROVIDE CANTEEN  
SERVICES THROUGH MOBILE KITCHEN  
TO ALL SDC'S**

REFERENCE  
**CP\_TSSTAN\_01**  
PAGE 1 OF 14

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a world class African city

**OR PROVIDE CANTEEN  
ROUGH MOBILE  
KITCHEN AND VENDING MACHINES  
TO ALL SDC`s AND DEPOTS.**



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**City Power**  
Johannesburg

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DATE: **JANUARY 2025**  
PAGE: 1 OF 13

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## **TABLE OF CONTENTS**

	<b>Page</b>
<b>FOREWORD .....</b>	<b>3</b>
<b>INTRODUCTION .....</b>	<b>4</b>
<b>1. SCOPE .....</b>	<b>4</b>
<b>2. NORMATIVE REFERENCES .....</b>	<b>5</b>
<b>3. REQUIREMENTS .....</b>	<b>5</b>
<b>4. PREPARATION AND STANDARDS .....</b>	<b>9</b>
<b>5. SDC's and Depot's number of clientele .....</b>	<b>10</b>
<b>6. PERFORMANCE .....</b>	<b>11</b>
<b>7. QUALITY MANAGEMENT .....</b>	<b>11</b>
<b>8. ENVIRONMENTAL MANAGEMENT .....</b>	<b>11</b>
<b>9. OCCUPATIONAL HEALTH AND SAFETY (OHS) MANAGEMENT .....</b>	<b>11</b>
<b>ANNEXURE A - BIBLIOGRAPHY .....</b>	<b>12</b>
<b>ANNEX B - REVISION INFORMATION .....</b>	<b>14</b>
<b>REV. NO.....</b>	<b>14</b>
<b>NOTES.....</b>	<b>14</b>

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## **FOREWORD**

This document was prepared by the following Work Group member/s:

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## **INTRODUCTION**

City Power strives to become a world-class energy distributor. Furthermore, the company seeks to retain its ISO accreditations, in achieving this goal Canteen Services by ensuring that City Power employees continue to be offered healthy, affordable balanced meals in all SDC's and Depots.

City Power intends to enter into a Service Level Agreement with a Service Provider who will provide the services required. Our goal is to partner with a Service Provider that can help extend Canteen Services and support corporate initiatives to promote healthy lifestyles and sustainable practices. The services rendered will be for the Service Provider's own account, taking responsibility for all risks including profit/loss, stock and cash control.

### **1. SCOPE**

The purpose of this standard is to guide Service Providers to meet minimum requirements as per the Standard. This standard does not intend to restrict any Service Provider from exceeding the minimum requirements described in this document.

City Power is initiating a process for the selection of suitable Service Providers to offer management services, systems, labour, and materials necessary to successfully provide and operate a fully functional and self-sustainable mobile food outlet and vending machine to provide canteen services day to day selling of warm affordable healthy meal to all 8 SDC's and 2 Depots.

The service will provide basic a warm affordable healthy meals, non-alcoholic beverages, snacks and other items on daily basis to on-site personnel, including providing, maintaining equipment's and provision of consumables required for the intended use.

- **Duration of Service:**

The intended term of the contract will be for a period of approximately twelve months, a year.

- **Normal Service Time:**

Working days (excluding Public Holidays) Monday to Friday 07:00 am to 16:30pm, It must also be further noted City Power has 3500 employees in all SDC's and depots, any extended operating hours will either be at the discretion of the Service Provider or be negotiated directly with City Power should such a requirement be deemed necessary.

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The preferred Service Provider must be prepared to cater for the following:

- Day to day selling of warm meals to employees
- Replenishment and maintaining of vending machines

All dietary preferences, including but not limited to religious, cultural, vegetarian, kosher and halaal with valid certification from the respective bodies and where applicable. The mobile kitchen will be servicing all City Power Service Delivery Centre's (SDC's) and Depots.

## **2. NORMATIVE REFERENCES**

The following documents contain provisions that, through reference in the text, constitute requirements of this standard. At the time of publication, the editions indicated were valid. All standards and specifications are subject to revision, and parties to agreements based on this standard are encouraged to investigate the possibility of applying the most recent editions of the documents listed below.

**SANS 9001:** Quality Management System

**SANS 14001:** Environmental Management Systems

**SANS 45001:** Occupational Health and Safety Management Systems.

**ISO 22000:** Food Safety Management Standard

COA Regulation 918/ Regulation 638

Waste permit from municipality

Trailer Registration with Dept of Transport

Trade permit for street vending from local municipality

COC for gas installation on the trailer

## **3. REQUIREMENTS**

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City Power has a need to extend Canteen Service to all SDC's and Depots by sourcing Service Providers to provide management services, systems, labour, and materials necessary to successfully provide and operate a fully functional and self-sustainable mobile food outlet and vending machines.

### **3.2 General requirements**

3.2.1.Appoint a key person who will be responsible for the implementation, management and coordination of the agreement between the City Power and the Service Provider.

3.2.2.Service Provider to conduct business in a courteous and professional manner.

3.2.3.Provide the necessary documentation as requested prior to the services contract being awarded

3.2.4.Preference will be SMMEs Small Medium Micro Enterprises

3.2.5.City Power and the Service Provider shall enter into an agreement for the price cap to avoid exorbitant pricing but to offer affordable prices.

3.2.6.City Power shall provide electricity and floor space to operate and place machines, in exchange for affordable meals. Instead of service provider paying rent for space for mobile kitchen and vending machines, the cost must be filtered into ensuring lower meal prices, making healthy eating is more accessible to employees

3.2.7.Comply with all relevant employment legislation, applicable bargaining council agreements (including UIF, PAYE, etc) as well as Occupational Health and Safety Regulations Act and applicable standards and requirements.

3.2.8.Comply with the requirements of "Regulations 638" of the Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972 and obtain Certificate of Acceptability (CoA) prior to operation.

3.2.9.Comply with the City Power security and emergency policies, procedures and regulations (the staff shall be subjected to a security audit performed by City Power).

3.2.10.Ensure that all work performed, and all vehicles, premises and equipment brought onto our used-on site will be following the Occupational Health and Safety Acts of 85 of 1993 and any other applicable standard, by-laws and regulations promulgated in terms of this and the standard instructions of the City Power.

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- 3.2.11. Service Provider must maintain its equipment in good order to comply with the City Power's ISO standards and Occupational Health and Safety Standards Acts of 85 of 1993.
- 3.2.12. The City Power reserves the right to order the immediate removal of a staff member that does not adhere to City Power regulations.
- 3.2.13. Provide all personnel working under this contract with basic requirement's according to BCEA such as uniforms, tools of trade.
- 3.2.14. Name of personnel and the Service Provider and that can be clearly identified from other Service Provider, City Power personnel etc.
- 3.2.15. The appointed Service Provider shall be required to provide and place and install the mobile kitchen and vending machines.
- 3.2.16. The appointed Service Provider shall fill and maintain stock levels on daily basis.
- 3.2.17. The appointed Service Provider shall maintain all equipment provided, which includes but not limited to correct functionality, replenishment, cleanliness and pest control.
- 3.2.18. Contact information for logging calls shall be displayed on each vending machine and contact person(s) details shall be provided.
- 3.2.19. A checklist shall be maintained to indicate opening, replenishment of stock, closing stock shall be signed on weekly basis by both the person appointed to fill stock items and the appointed City Power personal
- 3.2.20. The machine shall be equipped and support coin, notes, card and telemetry payment options preferably the system should be cashless

#### **4.1       Placement and rental space:**

- 4.1.1   City Power shall provide electricity and floor space to operate and place machines, in exchange for affordable meals. Instead of service provider paying rent for space for mobile kitchen and vending machines, the cost must be filtered into ensuring lower meal prices, making healthy eating is more accessible to employees
- 4.1.2   Should the Service Provider fail to meet its contractual obligation, the contract shall be terminated, and processes shall be followed to find another Service Provider.

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4.1.3 City Power reserves the right to move the machine to a different location when ever it is found necessary.

4.1.4 Should the Service Provider find it necessary to replace or move the machine, it shall be done in agreement with the City Power official.

## **4.2. Service Provider's Responsibilities.**

The Service provider shall be responsible for the following:

4.2.1. Placement of the machines shall be made in agreement with City Power official.

4.2.2. The service provider shall ensure that offered space is kept clean, and not blocking the way.

4.2.3. The Service provider shall be responsible for refunds to customers shall it be necessary.

4.2.4. Call outs: The appointed Service Provider to attend to calls logged for defective vending machines within (1) one working day.

4.3.4.1. All vending machines shall have a 24-hour phone support.

4.3.4.2. All consumables shall be supplied by the service provider.

## **4.3. City Power's Responsibilities**

City Power shall at any time conduct regular inspections in terms of Hygiene and Safety Act:

4.3.1. Cleanliness of delivery vehicles, equipment's, and machines

4.3.2. The inspection shall be carried out logically (for example, top to bottom, in and outside the machine) to ensure that nothing is overlooked.

4.3.3. The machine shall have a complete record of past usage and service records.

4.3.4. The inspection plans shall include checking the written schedule and records for replenishing stock, cleaning machines, and rented space.

4.3.5. The service delivery shall be mapped out and monitored by a signed (SLA) Service level agreement

4.3.6. Monitor and enforce contract provision based on the agreed performance standard framework.

4.3.7. Cleanliness of Employees, Premises and surrounding, delivery vehicles, equipment, and machines

(a) The inspection shall be carried out logically (for example, top to bottom, in and outside) to ensure that nothing is overlooked.

(b) The equipment's must have a complete record of past usage and service records

(c) The inspection plans shall include checking the written schedule and records for replenishing stock, cleaning and rented space



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#### **4.4. Equipment maintenance**

- 4.4.1. The Service Provider shall perform on-site routine system maintenance once every week, the weekly site visits shall include but not be limited to the following:
- 4.4.2. General routine checks for equipment status.
- 4.4.3. Resolving errors and alarms
- 4.4.4. Routine tests the of the equipment's performance against the relevant equipment specifications.
- 4.4.5. Inventory management (stock levels and expiry dates)

#### **4.5. PREPARATION AND STANDARDS**

- 4.5.1. The food served will be of high quality and prepared in a healthy, clean and hygienic manner in accordance with all health and safety regulations.
- 4.5.2. Service provider must apply healthy options like salads, sides, offer variety for vegetarian and halaal foods amongst others.

#### **4.6. CLEANING OF THE AREAS:**

- 4.6.1. Waste management should be always applied.
- 4.6.2. Service provider is to remove all waste (wet or dry) on a daily basis.
- 4.6.3. Waste must be appropriately packaged for disposal with the use of proper refuse bags.
- 4.6.4. The service provider will be responsible for pest control and general cleanliness of the canteen area and mobile kitchen.
- 4.6.5. The service provider shall provide bins/containers.

#### **4.7. STORAGE:**

- 4.7.1. The service provider shall maintain a stock of consumables in the store, at their own risk, provided that all local council by laws and the Occupational Health and Safety Act are adhered to.
- 4.7.2. City Power shall not be responsible or liable for any loss or damaged to the service Providers stock of consumables and equipment stored on the CITY POWER's premises under any circumstances.

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**4.7.3.** Stocktaking must be executed in a manner so as not to affect the services provided to the CITY POWER.

**5. SDC's and Depot's estimated number of clientele**

<b>Service Delivery Centre and Depots</b>	<b>No: Employees and Contractors</b>	<b>Address:</b>
1.Reuven- Head Office and E1 Block	2700	40 Heronmere road, reuven
2.Lenasia South	110	Plot no9 Lenasia South Easts
3.Klipspruit	70	Soweto next to Maponya
4.Roodepoort	129	Westlake Rd, Florida
5.Randburg and Bryston	111 and 50	Cnr Hans Schoemam & Malibongwe Dr
6.Inner City	115	108 Siemert Rd Doornfontein
7.Alex	130	160 9 <sup>th</sup> rd, Bramley View
8.Midrand	115	Dale Rd, Kaalfontein

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## **6. PERFORMANCE**

City Power may always inspect and test the various portions of the work and shall have Full power to reject all or any portion of the work that they may consider substandard or inferior in quality of workmanship with respect to the original design. The service provider shall correct any portion of the work so rejected immediately. In this event, the service Provider shall at his own expense, be at liberty to repair the work to the satisfaction of City Power. The service provider shall carry out such work/tests as are necessary, in the opinion of City Power, to prove that the contract requirements are being complied with.

## **7. QUALITY MANAGEMENT**

A quality management system/plan shall be set up to assure quality during manufacture, installation, removal, transportation, and disposal. Guidance on the requirements for a quality management system may be found in the following standards: ISO 9001:2015. The details shall be subject to an agreement between the purchaser and supplier.

## **8. ENVIRONMENTAL MANAGEMENT**

An environmental management system/ plan shall be set up to ensure the proper environmental management and compliance is adhered to during manufacturing, installation, removal, transportation, and disposal. Guidance on the requirements for an environmental management system shall be found in ISO 14001:2015 standards. The details shall be subject to an agreement between City Power and the Supplier. This is to ensure that the asset created conforms to environmental standards and City Power SHERQ Policy.

## **9. OCCUPATIONAL HEALTH AND SAFETY (OHS) MANAGEMENT**

A health and safety system/plan shall be set up to ensure proper management and compliance during manufacture, installation, removal, transportation, and disposal. Guidance on the requirements of a health and safety plan shall be found in ISO 45001:2018 standards. The details shall be subject to an agreement between City Power and the Supplier.

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REFERENCE  
**CP\_TSSTAN\_00**  
PAGE           **12**

REV  
**0**  
OF       **14**

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**ANNEXURE A - BIBLIOGRAPHY**

**PRICING SCHEDULE 1 – CANTEEN SERVICES DESCRIPTION**

<b>SANDWICHES(TOASTED/ PLAIN)</b>	<b>Unit Price</b>	<b>Comment</b>
<b>Sandwiches Toasted brown bread</b>		
Cheese and Tomato		
Cheese, Ham and Tomato		
Bacon, Egg and Cheese		
Chicken Mayonnaise		
Dagwood		
<b>Panini/Baguette (Brown bread)</b>		
Cheese, Macon and Tomato		
Chicken Mayonnaise		
Tuna Mayonnaise		
Avocado and Cheese/Mushroom/Veg		
Muffins assorted		
Scone		
<b>Breakfast</b>		
Full English breakfast		
Yogurts with muesli (250 ml)		
Fruit salad (250ml)		
Large apple		
Large banana		
<b>Main Meals – Full Meal Portion</b>		
Chicken, Pap, one vegetable		
Beef curry, pap, one vegetable		
Grilled steak, pap, one vegetable		
Grilled ¼ chicken and chips		
Fried fish hake, chips		
<b>Snacks</b>		
Soft drinks 300ml		
Liqui-fruit 250ml		
Mineral water 330ml		
Mineral water 500ml		
Peanuts and raisings 60g		
Assorted Simba chips 36 g		
Wine gums 75g		
<b>Total</b>	<b>R</b>	

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## **1. Information Required for Vending Machines**

<b>Items</b>	<b>Brand</b>	<b>Unit Price</b>	<b>Comment</b>
Number of vending machines proposed per site	<b>SDC</b>	<b>NO:</b>	
Bottled still water 500ml			
Assorted potato Chips 36g			
Wine gums 75g			
Sugar-Free soft drink options shall be available. 300ml			
Total		<b>R</b>	

## **ANNEX B - REVISION INFORMATION**

<b>DATE</b>	<b>REV. NO.</b>	<b>NOTES</b>
January 2025	0	First issue