

SCOPE OF WORK -KZN 131

Description of the service for Mersey Training centre

- Preparing of meals 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 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 5 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.
- 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.
- 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.
- The 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, toothpicks, 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 following mealtimes 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
- 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.

Provision of material and supplies for disinfection of food preparation surfaces and canteen.

- The Contractor will be required to provide cleaning material (Food Approved) and wash the dishes and other utensils used in the kitchen as well as cleaning and disinfecting the food preparation surfaces and the canteen.
- The Contractor will be required to provide the chef's knives, materials and consumables required to achieve the above as well as ensuring the hygiene of his/her employees. Quarterly hygiene audits to be performed by the reputable independent laboratory. The cost of these will form part of the catering contract and should be included as part of the Contractor's rates in the Price List.

Set up of Venues.

The Contractor will be required to ensure that the venues are set up using linen, cutlery and crockery. The Boardrooms and Conferencing Venues need to be cleaned and ready for use from Monday to Friday every week.

Scope of Work – Pietermaritzburg and Durban Areas

Provision of catering services for meetings and training interventions for 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.
- 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 toothpicks, serviettes, and biodegradable 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 mealtimes that must be adhered to, as stipulated on the Task Order.

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 prerequisites
- 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 (once at the beginning of the year (3 times during the three-year contract period)
- 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 monthly by the Contractor
- Pest Control to be performed monthly in the kitchen, grocery storerooms and dining hall.
- The 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 Safety Manager combined audits with the Contractor's auditor) will be carried out as considered necessary by the 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.