

 Eskom	Scope of Work Canteen Management and Catering Services	Hendrina Power Station
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Title: **Provision of Canteen Management and Catering Services at Hendrina Power Station for the period of 60 months**

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1. Introduction

This is all inclusive Provision of Canteen Management and Catering Services scope of work for the provision of the daily meals, beverages and tuck shop services at Hendrina Power Station. Provision of daily meals for Hendrina permanent and non-permanent employees, ERI (Eskom Rotek Industries) permanent and non-permanent employees, special catering at meetings, conferences and functions (both internal and external) as and when required, and training as arranged for Eskom employees and external parties (e.g. external auditors) at Hendrina Power Station for a period of 60 months (5 years). The terms contractor and Service Provider are used interchangeably in this document.

2. Supporting Clauses

2.1 Scope

The scope of work (SOW) specifies the required services to be rendered by the Service Provider for a period of 60 months (5 years) and conditions for the acceptance of such a contract. The scope herein does not substitute procurement procedures that will be followed in the procurement process.

2.1.1 Purpose

The scope of work gives detailed information on the expectations of both the Service Provider and the Employer (Eskom) for the duration of the Provision of Canteen Management and Catering Services Contract.

2.2 Normative/Informative References

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

2.2.1 Normative

- 240-168966153: Tender Technical Evaluation Procedure
- 32-1033: Eskom Procurement and Supply Chain Management Policy (Rev. 5)
- 32-1034: Eskom Procurement and Supply Chain Management Procedure (Rev. 5)
- 32-727: Safety, Health, Environment and Quality (SHEQ) Policy
- Basic Condition of Employment act No 75 of 1997
- 32-37 Management of Substance Abuse Procedure
- Occupational Health and Safety Act Regulation NO 85 of 1993 and its Regulations
- Regulation Governing General Hygiene Requirements for Food Premises the Transport of Food and Related Matters (R638 OF 2018)

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2.2.2 Informative

- NEC3 Term Services Contract

2.3 Definitions

Contractor: The Service Provider who is awarded the contract and will deliver the services outlined in the document.

Employer: Refers to Eskom, Hendrina Power Station

Supplier: Refer to definition of Contractor

Services Manager: The employee nominated by Eskom, Hendrina Power Station who will be overseeing the Canteen and Catering Services contract.

2.4 Abbreviations

Abbreviation	Explanation
ERI	Eskom Rotek Industries
MSDS	Material Safety Data Sheet
NEC TSC	New Engineering Contract Term Services Contract
SOW	Scope of Work
HACCP	Hazard Analysis Critical Control Point
PPM	Parts Per Million

2.5 Roles and Responsibilities

Role	Responsibility
The Service Provider	Will provide the Canteen Management and Catering Services in line with this scope of work and adhering to all Eskom SHEQ policy and South African SHEQ legislation. May be used interchangeably with the Service Provider in this document.
The Employer	Will inform the Service Provider of expected service requirements
The Service Provider	Will provide the Canteen Management and Catering Services in line with this scope of work and adhering to all Eskom SHEQ policy and South African SHEQ legislation. May be used interchangeably with The Contractor in this document.

2.6 Process for Monitoring

The employer will conduct regular audits at the canteen facility, which include internal audits by the Safety department, Hygiene Inspections, external audits by the Department of Employment and Labour, Steve Tshwete Local Municipality, Nkangala District Municipality SABS, as well as other authorities identified by the Eskom Risk and Assurance Department.

Peer review will be done by the employees of Hendrina Power Station.

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Housekeeping and safety inspections will be done periodically by the Support Services Manager and the Safety Department.

2.7 Related/Supporting Documents

N/A

3. Scope of Work for the Provision of Canteen Management and Catering Services

3.1 Executive Overview

Eskom, Hendrina Power Station intends to enter a 60-month contract with a suitable qualified, experienced and established canteen management and catering services supplier with the capacity to deliver Canteen Management and Catering services for Eskom at the Hendrina Power Station.

The provision of the Canteen Management and Catering Services comprises of the following:

- The provision of daily quality meals and fast foods at the canteen premises
- Administration concerning provision of the meals
- Special catering as and when required subject to approval by the Support Services Manager
- Provision of snacks, confectionery, beverages and other items.
- Daily hygiene and cleaning services inside and outside of the canteen including dining hall
- Cleaning of the pavement once a week using High Pressure machine and designated chemical (Material Safety Data Sheet approved) is a mandatory. This applies to the whole pavement, parking around the canteen and the swirl room floors and walls.

The services rendered will be on account for Eskom and ERI employees. The Service Provider may enter cash transactions with other contractor partners or contractor partner employees on site. (fixed term contract with other contractors on site). The Employer cannot guarantee the number of meals to be served on any given day. All figures used elsewhere in this document are only estimates.

3.2 Service Information

Employer Requirements:

The scope of work for the provision of Canteen Management and Catering Services at Hendrina Power Station comprises the following:

- Production and serving of daily quality meals at the canteen, including the meal of the day on the menu and fast foods (tuck shop).
- Maintaining, replacement and provision of consumables supplies and equipment.

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Administration of the meals and meal services.

Special catering as and when required. A signed Special Catering Form (F/ESK/312) must be submitted to the Service Provider before special catering meals can be provided. This form is available from the Support Services Manager and all employees responsible for ordering special meals are informed. No special catering meal may be provided without the form, which must be approved by the Support Services Manager.

Provision of snacks, confectionery, beverages and other resale items are to be provided on a cash basis only not on account or any meal card. Tuck shop should always have stock available to prevent employees needing these services going outside perimeters during lunch time. Price list to be approved by Support Services Manager including when and if resale prices change.

Meal cards (both normal and overtime cards) are to be used to purchase only meals as specified on the price list. The figures (number of meals per day) provided on the price list are based on estimates only and may vary significantly during outages of which the Supplier will be notified.

Supply and maintenance of canteen equipment,

3.2.1 Canteen Management Services:

The supplier will provide skilled and suitably qualified staff with experience in the following areas:

- Food service management
- Food hygiene management
- Food preparation
- Food cooking
- Food serving
- Food delivery
- Food preservation
- Food disposal

The Service Provider shall maintain and demonstrate compliance with Hazard Analysis Critical Control Points (HACCP) principles throughout the duration of this contract. If not, currently HACCP certified, the Service Provider agrees to implement and achieve HACCP.

The Service Provider will adhere to all Food, Hygiene, Environmental and Occupational Health and Safety Act 85 of 1993 standards, ISO 9001, ISO 14001, ISO 45001 and any other applicable laws for food service management and catering services.

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Hendrina Power Station has approximately 2000 employees which includes Eskom employees, ERI employees and contractor employees.

There are approximately 669 Eskom employees (permanent and non-permanent) working on site that are entitled to one subsidized meal per day for 22 days in a month. There are approximately 100 ERI employees working on site that are entitled to one subsidized meal per day for 22 days in a month.

There are approximately 1100 contractor employees, who have the option of buying cash meals from the canteen.

During outages, there are more contractor employees on-site and the canteen will be informed of the dates.

The Service Provider must be prepared to cater (including source from outside) for all dietary preferences including religious, cultural, vegetarian, kosher and halaal requirements, as well as cater for diabetics with valid certification from the respective bodies where applicable.

Normal Working Hours:

- The canteen will operate daily from 10:30 am to 12:00 pm, Monday to Sunday, including Public Holidays.
- The tuck shop will operate 24 hours daily, Monday to Sunday, including Public Holidays. Time for deep cleaning will be scheduled twice a week, during which the tuck shop will be temporarily closed between 12 pm – 4 pm.
- Employees only get lunch for half an hour (30 minutes), and the canteen staff must ensure that service is prompt and efficient.

Ordering process Options:

- Eskom employees to place orders on the Mocca system as follows:
- Breakfast orders to be placed from 07: 00 until 08:45
- Lunch orders to be placed from 07:00 until 10:00
- Night Shift orders to be placed until 20:00
- After the system cut off time, employees will be collecting their orders at the canteen

Meal deliveries:

Response Times:

- Meal deliveries for breakfast to take place from 09:00 – 09:30.
- Meal deliveries for lunch to take place from 11:00 – 12:00 no later than 12:00 pm

The Service Provider must prepare and deliver meals to all Eskom and ERI employees' offices. Start with Senior Management at Gigawatt Building.

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The Service Provider to ensure that all meals ordered must be prepared and delivered to the respective venue as stipulated by the client. The response times shall be adhered to. Failure to adhere to the times stipulated may result in a non-payment and penalty shall apply as indicated on the NEC.

Eskom and ERI employees will be subsidised with 22 meals for the month.

Tuck shop items are to be paid cash with NO additional overhead costs (i.e. bank charges).

Contractors will pay their meals in cash.

Meal Standard and Menu:

Meals provided must be of high quality and tasteful and be presented to look good.

The Service Provider must submit a 15-day cycle menu. The menu changes only if approved by the Employer.

The menu should be reviewed every 3 months to prevent menu fatigue, and to incorporate seasonal foods.

Every day, there should be an option available to all dietary requirements which includes religious, cultural, vegetarian, kosher and halal requirements, as well as cater for diabetics. Halaal or religious option that do meet the requirements must be sourced from an approved kitchen (certificate to be provided)

Halaal meals will not be prepared on site (staff will order 48 hours before) and the Service Provider will source the meals externally from a certified Halaal Service Provider.

Koscher meals will not be prepared on site (staff will order 48 hours before) and the Service Provider will source the meals externally from a certified Koscher Service Provider.

The main meal for every day should include 2 protein (An alternative of a red and a white meat should be available every day (pork must not be served more than twice a month), and it must include both dry and wet-cooked meat alternatives daily), starch (200 g rice, 200 g pap, 200 g samp, 200 g potato or 200 g pasta, 200 g dumpling, Sweet potato), 2 vegetables (100 g per portion), one portion 100 g salad served in a separate tub, a fruit and a 440 ml cold (500 ml) drink/water (500 ml).

Every Fridays braai meat should be served, Alternative of red meat or white meat.

Serving of Meals:

Meals served must be hot, which may then be taken away by the employee or be consumed in the canteen dining area. The food preparation must be aligned to be served hot at times agreed with the Employer. This may change at the Employers' discretion and will be timeously communicated.

The Service Provider should ensure that they have the capacity and manpower for simultaneous refilling of serving stations and replenishing of stock as well as serving of meals – at least 3 staff members for serving meals and a cashier.

All serving points must be open and fully functional during lunch peak (11:00 to 13:00) on normal weekdays and any other time when high demand is anticipated.

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At least two runners must be available during the peak period to assist the servers.

A supervisor must always supervise the serving of meals, ensuring that the serving process runs smoothly and efficiently, preventing any delays. Where there is a delay, the supervisor must intervene to restore smooth operation of the serving process.

Food Containers:

The food containers, large and strong enough, two division (Fomo 40) with a lid and able to carry the fully covered meal without squashing the food. It must be able to withstand heat up to 100 degrees Celsius and withstand weight pressure during packaging.

Salad to be served in a salad tub with a lid and salad dressing sachet (15 ml).

Cutlery Set:

The following standard will apply to all meals that are being served:

Prepack plastic cutlery (meal packs) should include a knife, fork, spoon, salt, black pepper, serviette and a toothpick. Extra condiments like vinegar, tomato sauce and salad sauce should be available on request.

Food Preparation and Quality Standard

- Food preparation is done in the canteen kitchen on Hendrina Power Station premises; however, the Service Provider is aware that this may have some constraints and is expected to continually ensure that food preparation is not interrupted.
- The Service Provider will be expected to implement a quality system and maintain the quality system until the completion of the contract. The Service Provider will comply with the provision of the ISO 9001, ISO 14001 & ISO 45001.
- The Service Provider shall maintain and demonstrate compliance with Hazard Analysis Critical Control Points (HACCP) principles throughout the duration of this contract. If not, currently HACCP certified, the Service Provider agrees to implement and achieve.
- Food will be prepared strictly according to the approved menu using standardised recipes and food preparation methods.
- Food should be received, stored, prepared and served in a safe manner as per prescribed standards and ensuring that food chain is not compromised.
- Food will be prepared freshly for each shift, and leftovers must be discarded correctly on the same day. (register book to be implemented and food to be weighted prior to disposal)
- Maximum Holding Time: Prepared food may be held for up to 4 hours after preparation. Hot food must be held at 60°C (140°F) or above and Cold food must be held at 5°C (41°F) or below.
- Food not consumed within the safe holding time must be discarded and cannot be reheated or served again.

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It is Hendrina Power Station policy to provide Eskom employees with one subsidized meal per day. A meal card system and the requirements (scope) can be divided into four categories.

- Administration
- Order system
- Point of sale
- Deliveries
- Cash top up

Administration

- The system must be able to link to the existing access card used by Eskom employees to gain access at the security gate. The same card (permit) which is scanned to gain entrance must be scanned to pay for meals at the canteen.
- The system must work according to the employee's unique number and be linked to the person's cost centre.
- The system must be able to distinguish between subsidized meals and nonsubsidized meals. Subsidized meals must be able to be divided into different categories – such as a subsidized breakfast, subsidized "meal of the day", subsidized health pack and subsidized salad.
- The system must be able to limit the number of subsidized meals allowed to one subsidized meal per person per day.
- The limit must not be placed on the subsidy value, but on the NUMBER of subsidized meal per person per day. No carry overs are to be allowed from one day to another or from one month to another, e.g. If a person did not take a meal on the day before, he is not allowed two meals the following day.
- The system must deduct the employee portion (e.g., R6.67) from the employee's account and allocate the subsidy portion to Eskom's account.
- The system must be able to provide information on every subsidy amount allocated to Eskom's account, such as the name and unique number of the person, the type of meal taken and the date and time of the transaction.
- The system must be able to identify non-subsidized meals or snacks and deduct the full price of the purchase from the employee's personal account, with no subsidy being allocated to Eskom's account.
- The system must print a "till slip" for each transaction – indicating the employee's unique number, the meal ordered, the meal purchased, the full price of the meal purchased (total value), the amount deducted from the employee's personal account (e.g. R6.67)
- The system must be able to print the details of the subsidized meals charged to Eskom's account, as supporting documentation for the invoice to be issued by the catering contractor.
- The system must allow for visitor's or departmental cards.
- The system must be administrated by at least four administrators.

Order system

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The system must be able to allow employees to order meals upfront.

- The order must be linked to the employee's unique number.
- The employee must be able to select a subsidized meal from the options available, when placing the order.
- The ordering facility must be available 24 hours a day, 7 days a week – from a personal computer or laptop, or from a standalone "kiosk" (like an ATM machine or Autopay Bay)
- The person must be able to make bookings at least 14 days in advance, this is to accommodate people on shift that are not on site for two weeks due to their shift cycles.
- The employee must be allowed must be allowed to cancel orders any time prior for the cut-off time.

Point of sale

- The transaction at the point of sale must be concluded by scanning the access card (permit) at the till point.
- The system must call up the employee name and surname, unique number, cost centre and a photo of the person (the photo must be called up from the database of the profile linked to the unique number, in order to be able to check whether the person at the till is the same person as identified on the photo by the system).
- When the card is scanned for a subsidized meal, the system must be able to recognize whether a subsidized meal had been pre-booked and the type of the meal that had been pre-booked, and match this to the meal purchased.
- The system should not allow a transaction to be concluded for a subsidized meal if the meal subsidized meal had not been pre-booked. However, the system should allow that a different subsidized meal than the one booked, be taken (e.g an employee should be allowed to purchase a meal of chicken even if he had booked a meal of fish), but the system be able to record the meal taken against the meal ordered, and a variance report on meals taken different from those ordered, should be able to be drawn. The principle is that a subsidized meal only be allowed if it had been pre-booked, but the choice of subsidized meal may be allowed to differ from the meal booked.
- A subsidized meal should not be allowed if no order had been placed for a subsidized meal. However, functionality should exist that this limitation may be overrided by an authorized person, and also the option should be available on the system to "disable" this limitation functionality on the administration database.
- The variance report on "meals" purchased vs. meals ordered" must be available per unique number, per week, per day, per month and per cost centre.

Tuck Shop:

All points of sale (POS) in the tuck shop should be open and functional during peak periods.

The Service Provider should have the capacity for simultaneously replenish stock and serve customers. There must also be a runner available for each to ensure quick and efficient service.

An electronic/email/phone system should be in place for orders to be placed remotely and this ordering system must be used between the pay point and the preparation area to coordinate orders. Orders must be efficiently tracked to ensure the minimum waiting time.

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The Service Provider will ensure that there is effective communication between managers, supervisors, stores, servers and other staff.

Snacks and Fast Foods:

The Service Provider will continuously provide snacks and beverages as specified in the price list which will be sold at the tuck shop on a cash only basis. Any additional items and their prices should be approved by the Employer before implementation.

A list of the items that will be supplied in the tuck shop on cash basis must be discussed and agreed upon with the Support Services Manager together with the proposed pricing. Any changes must first be discussed with the Service Manager for the duration of the contract.

Special Catering:

From time to time, it may be necessary to provide special catering in addition to normal day-to-day canteen and catering services i.e. for special functions, meetings, training, audits etc.

On several occasions shaving dishes or plated meals will be required.

The special catering will be supplied on request by submission of the Special Catering Form to the Service Provider, which must be signed by the Support Services Manager.

The above special catering will be done by the Service Provider as and when required at prices agreed with the Employer.

Cleaning and Hygiene:

- The Service Provider shall manage and maintain the facilities in a good and hygienic condition.
- All dining facilities and the kitchen area must be cleaned before, during and after meals. During lunch time cleaner must be available to keep the tables clean during the whole peak time.
- All canteen facilities and the surrounding areas (pavements including parking, swill room, behind the canteen and behind the ablution outside the canteen) must be deep cleaned using High Pressure machine once a week. Cleaning programme must be provided at contract inception.
- Kitchen drains, gullies and grease traps must be cleaned daily.
- All equipment and surfaces must be cleaned on an ongoing basis using Safety Data Sheet approved chemicals.
- The Service Provider will conduct monthly hygiene independent audits and sampling and give reports to the Employer. The Employer reserves the right to conduct its own hygiene audits and sampling at its discretion.
- The Service Provider will keep the waste area in clean condition.
- The Service Provider will arrange monthly pest control, including spraying, bait stations, fly catchers, etc. and submit reports to the Employer. A pest control certificate to be displayed with the R962 certificate on the notice board in the dining area.

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- Hazard signs must be in place during cleaning.
- The Service Provider will supply their own cleaning materials for the cleaning of the facilities, hand washing, hand towels and toilet paper for the staff.
- Sanitiser solution (in buckets) must be used at all workstations and changed timeously. The PPM test kits should be available and the concentration for sanitizers should not exceed 200 ppm
- The Service provider should have a system in place for hand wash buzzer/alarm to remind food handlers about hand washing.

Occupational Hygiene:

The service Provider must adhere to 32-726 Contractor Management Model clause 19 and develop Occupational Hygiene Programme inclusive of the following

- Health Risk Assessment conducted by the external Approved Inspection Authority.
- Occupational impairment and diseases management programme.
- Occupational Hygiene Monitoring Programme (Ergonomics and Heat Stress).
- Medical surveillance Programme.
- Eskom Approved Inspection Authority will conduct Physical Agent assessment (Indoor Air Quality and Illumination).
- The Service provider must take quarterly swabs to SANAS accredited laboratory for analysis.
- The service provider will keep food samples for three days, thereafter, discarded if there are no foodborne illness on employees.

Waste Management:

The Service Provider will separate all waste at source and always keep the waste area (Swirl) locked and clean. The Service Provider will dispose of prepared food waste and used oil in a safe manner and separately from the rest of the waste and keep a proper record for audit purposes and monthly statistics submission to Environmental Department. The Service Provider will decide with its Service Provider to remove old oil and keep a proper record for audit purposes and monthly statistics submission to Environmental Department. The Service Provider will provide bins with wheel stands, which must be colour-coded and placed inside the serving area, kitchen, and the tuckshop. The employer will provide colour-coded wheeled bins around the canteen area, which must be kept clean and in proper condition. All bins must be kept closed, must not overflow, and waste must be segregated correctly. All waste must be removed in a timely manner by an approved service provider using appropriate packaging.

Environment:

The Service Provider will comply with Hendrina Power Stations Environmental Management System. This includes the identification, collection, storage, transportation and disposal of waste. Hazardous waste shall be disposed of in line with the applicable environmental legislation. It is the responsibility of the polluter to clean spillages and rehabilitate the polluted area.

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Storage:

The Service Provider shall maintain stock of consumables in the storeroom, at the Service Provider's own risk, and ensure that all local council laws and the OHS Act 95 of 1993 are adhered to. Eskom shall not be responsible or liable for any loss or damage to the Service Provider stock of consumables and equipment on Hendrina Power Station premises.

Stocktaking must be executed outside of normal working hours of the Eskom employees.

Food storage areas must be kept clean and hygienic to eliminate the risk of contamination and food spoilage. It must also be neat and under control.

A competent person must be appointed, in writing, with the duty of supervising all stacking and storage at the canteen area.

All food items have recommended storage procedures that specifies temperature, shelf life and place of storage and these procedures must be always adhered to.

The Service Provider must ensure that all food products are stored raised from the floor level on suitable shelving and containers.

Stock rotation technique of First in First Out (FIFO) shall be applied and stock must be labelled correctly.

No chemicals may be stored in food storage areas.

Appropriate measures must be in place to avoid fire risk.

Supply and maintenance of equipment and canteen facility:

The Service Provider must supply its own equipment and ensure maintenance thereof. All equipment supplied by Eskom at appointment date of the contract will be maintained by Eskom however the Service Provider must have a contingency plan in place for the duration of the breakdown to ensure smooth operations. No new equipment shall be supplied by Eskom for the duration of the contract period. Eskom will repair and maintain structures of the canteen area such as paint walls and ceiling, replace lights at the canteen facility, etc. Defects noticed by the Service Provider must be reported immediately. Unblocking of drains will be conducted by Eskom.

The Service Provider will maintain any equipment brought to site by them.

The Service Provider should have off-loading and material handling equipment available as per ISO 45001.

Any equipment that the Service Provider makes available must conform to the applicable OHS Act and Standard and should be maintained in safe and proper working condition. Eskom reserves the right to stop the Service Provider from using any equipment, which in the opinion of Eskom does not conform the foregoing.

All equipment/assets must be declared and registered with the Security department upon entering the site. This includes portable and electronic equipment such as laptops.

Offloading and materials handling equipment will not be made available by Eskom, and if required on site, must be arranged and provided by the Service Provider.

Administration:

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The Employer reserves the right to full access of all records and may request supporting documents or further verification where necessary.

The Service Provider must maintain the system and ensure its update.

Cash Handling:

The handling of cash will be outsourced to an accredited cash management company by the Service Provider.

Risk:

The Service Provider will provide the Employer with a comprehensive baseline risk assessment for the complete operation prior to the contract start date.

Other Requirements:

- The Service Provider shall conduct a quarterly independent audit, keep the records and report the findings to the Support Services Manager.
- The Service Provider shall conduct monthly internal audits, keep the record and report the outcomes to the Support Services Manager.
- The Service Provider shall conduct quarterly swab tests, keep records and report the outcomes to the Support Services Manager.

Constraints on the Service Provider:

The Canteen at Hendrina Power Station is situated near the Coal Stock Yard area and there will be exposure to coal dust. Keeping the Canteen area clean is a full-time requirement and of paramount importance to be carried out by the Service Provider.

The quantity of meals to be served on a daily basis can't be guaranteed.

3.2.2 Meals and Meal Quality

The following list has items that will be purchased using the permit /access card for Eskom and ERI employees. Contractors may purchase on cash basis as per predetermined prices approved by Service Manager. Items that don't form part of the list may be purchased by employees using cash.

Each meal is to be accompanied by a 440 ml drink, 330 ml juice, 500 ml milk or 500 ml still water.

Employees using a permit card may only be served one meal per day (max 22 meals per month) unless they have overtime card then they can get a 1 x second meal.

Various meals

- Meal of the day (protein, starch, vegetables, salad and fruit)
- Fish and chips

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- Breakfast

Various Healthy Meal options not limited to:

- Chicken wrap meal
- Chicken Italian Salad
- Vegetarian Meal
- 1 x Energy bar, 2 x different fruit, 1 x 180 g leg quoter or 180 Hake fillet, 1 x 23 g Wholewheat Provita Sachet, 1 x laughing Cow cheese wedge, 1 x 175 ml flavoured yoghurt, 1 x 330 ml 100 % juice or 500 ml water
- 1 x Bran muffin, 2 x different fruit, 2 x boiled egg, 1 x 175 g Yoghurt, 1 x 330 ml 100 % juice or 500 ml water
- There must be at least one healthy meal available every day in addition to the Health Pack described above i.e. wrap with grilled chicken, salads.

Other Options:

- Chicken Mayo Sandwich
- Club Sandwich
- Eggs (boiled, fried, poached)
- Chips (small, medium & large)
- Bread (Half, brown or white)

Assorted drinks:

- Soft drinks buddy or zero sugar drink (440ml)
- Water Still (500ml)
- Juice 100% (330 ml)
- Milk (500ml)
- Maas (500ml)

Food Portion and Size:

Item	Alternatives	Specification /Portion
Protein	Chicken breast	200g
	Beef – Tenderised steak	200g
	Mutton / Lamb	200g
	Sausages	2 x 100 g

CONTROLLED DISCLOSURE

	Mince Fish Boerewors (80% meat/20% fat) Vegetarian's alternatives to equal specifications Bone and fat content no to exceed 15 & 10 % respectively (Roast Meat) BBQ Ribs Chicken wings Eggs Fried, boiled, scrambled or poached Hamburgers Patty not frozen, fresh Beef patty Chicken patty Bun Size	200g 180 g 1 x 200 g 200 g 400g 5 wings for 1 portion size 2 mediums sized per portion 200 g 200 g 15cm Diameter
Starch	Pap Rice Mielie rice Samp Samp with beans (70/30 ratio) Pasta Chips Potatoes – mashed/boiled/wedges Sweet Potato	200g 200 g 200 g 200 g 200g 200 g 200 g 200 g 200 g
Vegetables	2 x Vegetables – proper balance of complementary vegetable groups per meal. Can be cooked or served as salads 1 x cooked veg and 1 x salad	

CONTROLLED DISCLOSURE

	Fresh vegetables Frozen vegetables Salad	150 g 100 g 100 g
Gravy	Must be cooked (no canned/ readymade gravy)	
Fruit	Variety of in season fruit	150g
Assorted Drinks	<ul style="list-style-type: none">Assorted Soft drinks buddy and zero sugarWater StillJuice 100%MilkMaas	440ml 500ml 330ml 500ml 500ml

Meat – employees must have an alternative choice between red meat, chicken or fish

Starch – employees must have an alternative choice between rice, pap, samp, Mashed potato, Potato wedges or Sweet potato

Healthy meal requirement:

- 1 x Energy bar, 2 x different fruit, 1 x 180 g leg quoter or 180 Hake fillet, 1 x 23 g Wholewheat Provita Sachet, 1 x laughing Cow cheese wedge, 1 x 175 ml flavoured yoghurt, 1 x 330 ml 100 % juice or 500 ml water
- 1 x Bran muffin, 2 x different fruit, 2 x boiled egg, 1 x 175 g Yoghurt, 1 x 330 ml 100 % juice or 500 ml water
- There must be at least one healthy meal available every day in addition to the Health Pack described above i.e. wrap with grilled chicken, salads.

Quality check points:

Fresh Fruit:

- Be uniform in shape and size

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- Be free of blemishes (specs, mould, bruises)
- Have good and consistent shape and colour
- Not overly ripe, wilted or shrivelled
- Firm, clean, free from defect, fully matured and well formed

Vegetables:

- Crisp and firm in texture and to the touch
- Free from any defects such as bruises, decay or damage
- Fresh in appearance with bright colour
- Not wilted or shrivelled

Meat:

Pork

Colour: Bright pink in young animals, deeper rose in older

Texture: Uniform, fine grained and firm

Lamb

Colour: Light to darker pink, reddish in mutton

Texture: Fine grained, smooth and uniform

Beef

Colour: Light, bright red

Texture: Fine grained, velvety and firm

Fish

Frozen fish should be solidly frozen, clear in colour and free of ice crystals

Starch:

To retain their quality, starch should be stored in undamaged packaging or in a tightly lidded container.

3.2.4 Catering Services – Premises and Equipment

Canteen Premises:

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Physical verification of equipment's will be conducted once the appointed Service Provider resume on site. The appointed Service provider will declare and register all equipment/ assets and utensils at security when they bring it in and when they take it out. This includes portable and electronic equipment such as laptops.

Eskom, Hendrina Power Station will supply the following and the Service Provider is welcomed to add:

- Electricity
- Water
- Geyser
- Walk - in cold Storage and freezer room
- Display Fridges
- Under Counter 2 Door Bar Fridge
- Chest Freezers
- Air – conditioning
- Extraction fans
- Lockers for the staff change rooms
- Built in safe
- Food preparation tables and work counters
- Industrial Stainless-Steel Sinks
- Hand Wash Basins
- Stainless Steel counters
- Potato Peeler
- Food Warmers
- Convection Oven
- Tilting Pan
- Capdan Pot (Twin)
- Dishwasher
- Bone Cutter
- Industrial Oven
- Flat Top Griller
- Pots

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- Frying pan
- Stainless Steel Shelves
- 20L Double Fryer
- Bain Marie Display Units
- Inserts and lids
- Strainers
- Mixer
- Pie Warmer
- Chips Dump Station
- Flat Griller
- Tables and Chairs for the Dining Hall
- Colour Coded Wheely Bins around the Canteen

The Service Provider will ensure that the facility adheres to the standards prescribed in the R962 Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972.

Any improvements made by the Service Provider will be for their own account and may only be done after approval from the Employer. No compensation will be paid to the Service Provider.

On termination of the contract, fixed improvements will become Eskom properties, unless otherwise agreed, at the time of implementation, in writing and signed off by both parties.

All furniture and fittings must be of acceptable industry standards. Eskom reserves the right to instruct the Supplier to remove any furniture and fittings that is deemed unacceptable.

On termination of the contract, the Service Provider will repair all damages incurred during their occupancy to the premises.

No structural changes may be affected without Eskom's written approval.

The Service Provider must provide the following items:

- Eskom will provide the Point-of-Sale System and tills except for till slips, speed point and cash handling.
- The Service Provider will apply for a landline connection via the Project Manager, and the fees and calls are for the Service Provider's account.
- Two delivery vehicles meeting the Eskom Vehicle Standards (32-345 Eskom Vehicle Safety)

Note that the above list is not restrictive, and the Service Provider may add any equipment deemed necessary but won't be included on the price list. A written notice and motivation must be given to Eskom for any equipment omitted, and permission must first be granted.

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4. SHEQ requirements

SHEQ requirements that cover the total holistic approach to all potential risks includes the following legal obligation:

Safety:

- Annexure B – refer to the Safety Requirements as part of the Tender Enquiry
- OHS Plan or OHS Manual for the company and contract
- Baseline OHS Risk Assessment
- Valid Letter of Good Standing with COIDA / equivalent
- OHS Policy (must be signed)

Environmental:

Please refer to the Environmental Evaluation Checklist as part of the Tender Enquiry.

Quality:

Please refer to the Quality Tender Returnable documents as part of the Tender Enquiry.

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When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.