

**TENDER SPECIFICATIONS FOR THE CANTEEN AND CATERING SERVICES FOR THE  
SALT RIVER PLANT TRANSNET ENGINEERING,  
19 VOORTREKKER ROAD SALT RIVER  
CAPE TOWN**

**TE/2025/08/0021/103518 - TE25-SRX-1FG-15733**

<b>Compiled by (asset office):</b>	Lumka Bhokolo <i>L.N. Bhokolo</i>	<b>Date:</b>	26.08.2025
<b>Supported by (labour rep):</b>	Xolani Mbolekwa <i>X.Mbolekwa</i>	<b>Date:</b>	26.08.2025
<b>Supported by (labour rep):</b>	Mercia Madubela <i>nmmadubela</i>	<b>Date:</b>	26.08.2025
<b>Recommended by (Risk):</b>	Annelisa Majija <i>A. Majija</i>	<b>Date:</b>	26.08.2025
<b>Approved by:</b>	Awelani Radzilani <i>[Signature]</i>	<b>Date:</b>	26.08.2025

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## SECTION 1: INTRODUCTION

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The purpose of this document is to detail the scope of work, incorporating the tasks and responsibilities of the Service Provider (hereinafter, the *Service Provider*), required by the Transnet Engineering for Canteen Services.

## **1. Background**

Transnet Engineering, Salt River (TE) intends to outsource the Canteen Services, to a Service Provider, at its Salt River Plant Cape Town. Transnet Engineering intends to enter into a Service Level Agreement with a Service Provider who is to provide the services required. The services rendered will be for the Service Provider's own account, taking responsibility for all risks including profit/loss, stock and cash control. The services will **NOT** be on a subsidy basis.

## **SECTION 2: SCOPE OF WORK**

The Service Provider will be required to provide the following:

### **2. Provision of a Canteen Service**

This is an all-inclusive Canteen Service providing basic meals, beverages, snacks & other items (not limited to free issuance) on a daily basis to on-site personnel, including providing and maintaining equipment and the provision of consumables required for the intended use.

- **Duration of Service.**

The intended term of the contract will be for a period of 24 months from date of awarding the contract, with an option to renew for an additional 12 months.

- **Normal Working Hours**

Normal Service Time:

- Working Days (Excluding Public Holidays) Monday to Friday – 07h00 to 15h30
- It must be further noted that Transnet Engineering has employees in excess of 950, and any extended operating hours will either be at the discretion of the Service Provider or be negotiated directly with the Transnet Engineering should such a requirement be deemed necessary.

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- The preferred service provider must be prepared to cater for the following:
  - Sit down meals and meals of the day
  - All dietary preferences, religions, cultural etc.

## **2.1 PROVISION OF A CATERING SERVICE**

The provision of a Catering Service for internal meetings and/or third party functions & ad-hoc functions within the Transnet Engineering Salt River Cape Town.

### Response Times:

The Service Provider is to ensure that meals ordered must be prepared and delivered to the conference centre and respective venue as stipulated by the client. The response times shall be adhered to. Failure to adhere to the times stipulated may result in penalty or non-payment or the reduction of the quoted price for the service.

## **2.2 SERVICE CONDITIONS**

- The contract includes for the provision of Canteen including providing, replacing and maintaining of all equipment used, and the provision of consumable supplies required for the intended use.
- Preparation of snacks, coffee and other beverages to acceptable food industry standards whilst also ensuring that no food preparation other than specified takes place on the premises.
- This Scope of Work shall be undertaken in the manner stated in this document as well as the Service Level Agreement.
- This Scope of Work is subject to all conditions and requirements as stated in Section 3 of this document as well as any other accompanying documents in this pack.

## **2.3 TASKS & ACTIVITIES**

### **2.3.1 General Requirements**

- Tasks not specified in this document will be identified and mutually agreed between the Service Provider and the Transnet Engineering.
- All written deliverables must be phrased in terms and language that can be easily understood by non-technical personnel (e.g., laypersons without subject matter expertise).
- All document deliverables must be in formats (hard copy and electronic) i.e. industry accepted standards (e.g., MS Word, MS PowerPoint, MS Project).

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- A compulsory site meeting will be held at the Transnet Engineering in Salt River Cape Town as specified on the Transnet Engineering Request for Proposal (RFP) document to brief the Service Providers on the scope and extent of work. **TRANSNET ENGINEERING 19 VOORTREKKER ROAD SALT RIVER CAPE TOWN.**

### **SECTION 3: GENERAL CONDITIONS**

The **Service Provider** is required to:

- Conduct business in a courteous and professional manner.
- Provide the necessary documentation as requested prior to the Catering Service contract being awarded.
- Comply with all relevant employment legislation and applicable bargaining council agreements, including UIF, PAYE, etc. **Proof to be submitted within 14 days from awarding the contract by the successful Service Provider.**
- Ensure that all personnel working under this contract are in good health and pose no risk to any personnel in Transnet Engineering.
- Comply with the Transnet Engineering security and emergency policies, procedures and regulations.
- Ensure that all work performed and all vehicles, plant and equipment brought onto or used on site will be in compliance with the Occupational Health and Safety Act of 85 of 1993 and any Regulations promulgated in terms of this Act and the standard instructions of Transnet Engineering.
- Maintain its equipment in good order so as to comply with the Transnet Engineering's occupational health and safety standards.
- Ensure that all personnel working under this contract are adequately trained prior to the commencement of the contract.
- Provide all personnel working under this contract with uniforms, which state the name of the Service Provider and that can be clearly identified from other Service Providers, Transnet Engineering personnel, etc. Transnet Engineering reserves the right to order the immediate removal of a staff member that does not adhere to this arrangement.
- Provide all personnel working under this contract with adequate and appropriate Personal Protective Equipment (PPE) and clothing and to ensure these items are worn at all times.
- Ensure that Transnet Engineering is informed of any removal and replacement of personnel. For security reasons, Transnet Engineering reserves the right to vet all personnel working under this contract.
- Provide the services of pest control and general cleanliness to the canteen and surrounding areas at his/her own cost.
- Demonstrate his modus operandi to the Transnet Engineering A with regards to supplies delivered to site.

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- Provide an on-site manager, available at all times.
- Issue and circulate weekly and daily menus to employees.

TRANSNET ENGINEERING shall:

- Conduct business in a courteous and professional manner with the Service Provider.
- Provide appropriate information as and when required and only in situations where it is required by the Service Provider to fulfil their duties; by means of raising a Purchase Order (PO).
- Not accept responsibility for any damages suffered by the Service Provider or their personnel for the duration of the contract.
- Not accept any responsibility of accounts/expenses incurred by the Service Provider that was not agreed upon by the contracting parties.
- Shall provide a storage facility for equipment and materials.
- Provide:
  - Electricity.
  - Water points.
  - Geyser.
  - Refrigeration.
  - Microwave.
  - Wash hand basin.
  - Wall and floor tiles.
  - Air-conditioning and ceiling.
  - Cutlery
  - Inside tables and chairs
  - Outside tables and chairs
  - Placemats
  - Cups and saucers
  - Summit Juice Dispensers
  - Anvil Pie Warmer 640mm
  - Anvil 9 slice toaster
  - Double 5LT Fryer
  - 4 Pan Convection Oven
  - 2250 Stainless Table with Splash Black (for under canopy)
  - 1 x 400 piece Crockery Rack
  - 1 x 200 Piece Crockery Rack
  - 4 x Mt Wall shelving steel Brackets

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#### **SECTION 4: SPECIFIC CONDITIONS**

Ensure all responses must be completed and provide all information requested. Failure to adhere to this request may result in the tender being invalid /disqualified.

<b>4.1</b>	<b>CANTEEN SERVICES</b>
4.1.1	Establishment and operation of a canteen on Transnet Engineering premises, utilising the allocated area for the supply of basic meals, beverages and other items on a daily basis, to on-site personnel.
4.1.2	Operation of the canteen will be from 07:00 to 16:00 on weekdays, excluding Public Holidays.
4.1.3	Operation of the canteen outside the standard hours shall be by special arrangement between the TRANSNET ENGINEERING and the Service Provider.
4.1.4	Provide a 'Meal-of-the day" at a competitive price.
4.1.5	Provide adequate equipment, cutlery and crockery as indicated by the Transnet Engineering
4.1.6	Provide suitable disposable containers for the serving of food & beverages.
4.1.7	Use only fresh ingredients for the snacks and ensure that no items that are beyond date are on offer.
4.1.8	Service provider to ensure Halaal foods are freshly brought in to cater of "Muslim employees"
4.1.9	Ensure that halaal utensils including microwave and refrigerator only used for Muslim staff

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4.1.8	Prepare snacks, coffee and other beverages to acceptable food industry standards whilst also ensuring that no food preparation other than specified takes place on the premises.
4.1.9	The purchase prices of the items offered would be lower than surrounding market prices.
4.1.10	Transnet Engineering reserves the right to compare the rendered prices to prices in the area and other Service Providers.
4.1.11	Provide catering service which is quality with trained personnel
<b>4.2</b>	<b>FIT OUT OF CANTEEN PREMISES:</b>
4.2.1	The Service Provider will be responsible for the maintenance of the facility occupied.
4.2.2	Approved improvements made to the premises will be for the account of the Service Provider.
4.2.3	On termination of the contract, fixed improvements will become the Transnet Engineering's property unless otherwise agreed in writing between the parties.
4.2.4	No compensation will be paid for any improvements made by the Service Provider.
4.2.6	All furniture & fittings must be of acceptable industry standards. Transnet Engineering reserves the right to instruct the Service Provider to remove any furniture & fittings that is deemed unacceptable.
4.2.5	On termination of the contract, the Service Provider is to make good to the premises all damages incurred during his occupancy.
4.2.6	No structural changes may be effected without Transnet Engineering's written approval.
4.2.7	The official opening of the facility must be within 30 days of the tender being awarded.
4.2.8	The Service Provider reserves the right of admission to the canteen area.
<b>4.3</b>	<b>CATERING SERVICE</b>
4.3.1	Provide a catering service for the conference centre, internal meetings and ad-hoc functions on request.
4.3.2	The catering function is to operate within the confines of the canteen environment.
4.3.3	Delivery of meals to the conference centre, internal meetings & ad- hoc functions within prescribed time frames.
4.3.4	Provide meals in a presentable manner to clients.
4.3.5	Provide adequate catering equipment, cutlery and crockery.
4.3.6	Remove catering equipment and clean/tidy venue at the end of functions/meetings.
4.3.7	This cost to cater must be agreed upon between the Service Provider and the respective client and the Transnet Engineering management hosting the function/meeting.



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4.3.8	Transnet Engineering reserves the right to obtain catering for special functions and meetings from other local suppliers should the Service Provider not meet specific conditions such as quality or cost considerations.
<b>4.4</b>	<b>PREPARATION AND STANDARDS</b>
4.4.1	The meals/beverages served will be of high quality and prepared in a clean and hygienic manner in accordance with all health and safety regulations.
4.4.2	The Service Provider will be responsible for pest control and general cleanliness of the canteen area.
<b>4.5</b>	<b>CLEANING OF THE AREAS:</b>
4.5.1	Service Provider is to remove all waste (wet or dry) on a daily basis. Waste must be appropriately packaged for disposal with the use of proper refuse bags.
4.5.2	The Service Provider shall provide bins/containers.
<b>4.6</b>	<b>FOOD PRICES:</b>
4.6.1	All menu items are to be individually priced for sale.
4.6.2	Tender prices to be fixed for the first 12 months and only one escalation per year which will exclude legislative increases. Subject to the Transnet Engineering's approval.
4.6.3	Any food price increase is to be agreed with Transnet Engineering prior to implementation.
4.6.4	Only sales within the Transnet Engineering Salt River will be allowed – <b><i>NO SALES TO GENERAL PUBLIC AND OUTSIDE OF THE TRANSNET SALT RIVER PLANT WILL BE ALLOWED.</i></b>
<b>4.7</b>	<b>STORAGE:</b>
4.7.1	The Service Provider shall maintain a stock of consumables in the stores, at his own risk, provided that all local council by laws and the Occupational Health and Safety Act are adhered to.
4.7.2	Transnet Engineering shall not be responsible or liable for any loss or damage to the Service Provider's stock of consumables and equipment stored on Transnet Engineering's premises.
4.7.3	Stocktaking must be executed outside normal trading hours.
<b>4.8</b>	<b>PRICING:</b>
4.8.1	For evaluation purposes Service Provider's are required to provide detailed pricing on the Pricing Schedule (Section 7).
4.8.2	All other pricing assumptions, excluded and unknown costs must be clearly documented.

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<b>4.9</b>	<b>CONTRACT PERIOD:</b>
4.9.1	The contract shall be for 36-months period with the option be extended by a further 12 months. The commencement date will be 30 days from the date of the issue of the letter of acceptance.
4.9.2	Either party may cancel the contract at any given time by giving 90 days notice in writing to this effect.
4.9.3	The extension/cancellation of the contract may not be effected without prior approval of the Transnet Engineering's Procurement Department.
4.9.4	Transnet Engineering reserves the right not to award this tender to any Transnet Engineering's employee/contractor/consultant or their direct family.
<b>4.10</b>	<b>OCCUPATIONAL HEALTH AND SAFETY:</b>
4.10.1	The successful Bidder shall comply with the Compensation for Occupational Injuries and Diseases Act and Regulations, as amended, from time to time.
<b>4.11</b>	<b>INDUSTRIAL RELATIONS:</b>
4.11.1	The Service Provider must ensure that he complies with the minimum wage requirement as prescribed by law.
<b>4.12</b>	<b>WATER, ELECTRICITY &amp; TELEPHONE FACILITY:</b>
4.12.1	The cost of the water and electricity consumptions by the Service Provider will be for Transnet Engineering's account.
4.12.2	Transnet Engineering will provide a telephone point in the canteen area. All costs associated with rental, calls, etc, will be for the account of the Service Provider. The Service Provider will be billed on a monthly basis to this effect.
<b>4.13</b>	<b>REFERENCES:</b>
4.13.1	Transnet Engineering reserves the right to request references pertaining to the outsourced services from the Service Providers.
<b>4.14</b>	<b>OFF-SITE PREPARATION FACILITY:</b>
4.14.1	In the event of meals being prepared off-site, Transnet Engineering reserves the right to inspect such facilities to ensure compliance with the Occupational Health and Safety Act.

## **SECTION 5: RESPONSE TO THE REQUEST FOR PROPOSAL**

### **5.1 GENERAL REQUIREMENTS**

The Service Provider must:

- Submit a tender addressing the tasks specified in this document as well as a completed Pricing Schedule (section 7).
- Submit a valid TAX Clearance Certificate.
- Complete SD questionnaire in full.
- Valid copy of BBBEE certificate
- Halaal certification for subcontractor
- Ensure that all relevant South African Revenue Service documentation is completed in full and submitted.
- Prospective Service Providers may submit any questions or requests for further information / clarification on this RFP to the Transnet Engineering Procurement Department in writing via e-mail to: Contracts Administrator : Charl du Preez Office Number 021 507 2016 or [charl.duPreez@transnet.net](mailto:charl.duPreez@transnet.net). Any questions are to be submitted not later than 15h00 business days before the closing date of the RFP. Questions received after this date will not be entertained by Transnet Engineering.

### **5.2 TECHNICAL & FUNCTIONAL**

The Service Provider must furnish the following information as part of the tender response:

- Resume of the Company, indicating:
  - Address of Head office;
  - List of regional/ branch offices (if any);
  - Main business area;
  - Date since company have been rendering Canteen and Catering Service.
  - Detailed list of current and completed contracts (if any) over the last 3 years;
  - The financial standing of the Company from an approved Financial Institution;
  - Proof of public liability (Certified copy of Insurance Policy).
- Current commitment of the Service Provider with regards to other services;
- References including company, nature of contract, contact person and contact number;
- Management plan – The Service Provider must submit together with this tender, a complete management plan in which, at least the following must be included:
  - Recommended number of personnel;
  - Indication of any statutory and legislative compliance required;

### **5.3 PRICING**

The Service Provider must take the following into consideration when completing the Pricing Schedule:

- Reference must be made to Section 1.1 titled "Background" and Section 2 titled "Scope of Work".
- Prices are to be fixed on a 12-month basis, from inception of this agreement. Increase in prices only once a year. Rates are to include for labour, consumables, overheads, profit, etc. Any price increases must be discussed and agreed with the Transnet Engineering prior to implementation.
- To ensure that all rates include for all costs deemed necessary as no additional costs will be admitted later.
- The tendered menu prices must include **Value Added Tax (VAT) at 15%.**
- Transnet Engineering may require breakdown of rates on any of the items priced and the Service Provider is to provide same without any additional cost.

The Service Provider must also return Pricing Schedule (Section 7) fully signed and completed.

## **SECTION 6: EVALUATION/ADJUDICATION OF TENDERS**

Evaluation of the quotation responses will be adjudicated in four major categories each consisting of several minor categories based on predetermined weightings.

The Service Provider is reminded that pricing, responses and submissions will be used as the basis in appointing the most responsive tenderer.

The following table defines the weighting allocated to each major category that will be used for the evaluation of the quotation responses. Each major category is defined further in the sections below:

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Evaluation will be done using the 80/20 preference points as stipulated and required by the procurement legislation of South Africa.

	Criteria	Weighting	Scoring Methodology Based on Weights	Evidence
1	Management plan/ Methodology	45	<p>Management/ Operational Plan must include the following information:</p> <ul style="list-style-type: none"> <li>• <u>Executive summary</u> Executive summary submitted - <b>5 points.</b></li> <li>• <u>Business model</u> Business model submitted - <b>10 points.</b></li> <li>• <u>Human resources plan</u> -<b>25 points</b> <ul style="list-style-type: none"> <li>a. Organizational structure indicating all relevant cooking and food preparation skills, food safety skills and/ or qualifications for staff.(5 of 25 points)</li> <li>b. Proposed staff rosters plan (5 of 25 points).</li> <li>c. Affiliated with the South African Chefs Association will be added as an advantage – (5 of 25 points).</li> <li>d. Basic food handling Qualification (For all staff members) (5 of 25points)</li> </ul> </li> <li>• <u>Catering implementation plan</u> Implementation plan submitted - (5 of 25 points). <b>No submission - 0 points</b></li> </ul>	<p>The tenderer must explain their understanding of the objectives, highlight the issues of importance, and indicate how the service is going to be rendered on daily basis, approach they would adopt to address them.</p> <p>The management plan should include follows: • Executive summary • Business model • Human resources plan • Catering implementation plan</p>
2	Previous Experience	15	<p>Three reference letters within the last 3 years for catering or fast food. -<b>15 Points.</b></p> <ul style="list-style-type: none"> <li>• Two reference letters within the last 3 years for catering or fast food. -<b>10 Points.</b></li> <li>• One reference letter within the last 3 years for catering -5 Points.</li> <li>• No reference letters within the last 3 years for catering or fast food. - <b>0 Points</b></li> </ul>	<p>Provide at least three (3) contactable references where similar service (mass catering or fast-food services) was provided successfully for at least 3 years.</p>
3	Contingency Plan	15	<p>Contingency plan in case of unforeseen events (strike, protests, electricity outages, equipment breakage etc.) – <b>15 points</b></p>	<p>Contingency plan detailing steps that will be taken and how you will ensure that food delivery continues.</p>

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4	Submission of various menus	<p>25</p> <p>a. Submission of breakfast menu  <b>submitted (5 points)</b>  <b>no submission (0 points)</b></p> <p>b. Submission of lunch menu  <b>submitted (5 points)</b>  <b>no submission (0 points)</b></p> <p>c. Submission of salads menu (different options)  <b>submitted (5 points)</b>  <b>no submission (0 points)</b></p> <p>d. Beverages and snacks menu  <b>submitted (5 points)</b>  <b>no submission (0 points)</b></p> <p>e. Sandwiches, Rolls, Hamburgers, Vetkoeks and other items menu  <b>submitted (5 points)</b>  <b>no submission (0 points)</b></p> <p>Bidder submitted <b>all</b> menu requirements – <b>25 points</b>.  Bidder did not submit <b>all</b> menu requirements – <b>0 points</b></p>	Bidder to submit all various menus
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