

## **INTRODUCTION**

At present SABS Head Office has a head count of about 600. The SABS also provides accommodation to three tenants bringing the total number of staff on site requiring service to an estimated number 1000.

Breakfast at the cafeteria is expected to be served from 07h00 to 11h00, coffee shop 07h00 to 14h30 and lunch from 12h00 to 14h30. The canteen's operating hours should be from 07h00 to 15h00 Monday to Friday, and the coffee shop operating hours are from 07h00 to 14h30.

## **BACKGROUND**

SABS staff and SABS tenants and contractors may make use of the canteen services. The main hall is used as part of the canteen and should be maintained for cleanliness and tidiness by the service provider. SABS staff and tenants may require take-away meals and these are to be served in take-away packages. Use of take away cutlery to be included in the costs. SABS will not provide for Management Fees to the successful service provider.

### **Canteen and Sandwich Bar offerings**

At least three meal options should be available daily including a variety of vegetarian and non-vegetarian options

- A daily selection of sandwiches, wraps, with a choice of brown, white and whole- wheat bread and fillings
- A daily range of salads/ salad bar with a minimum of 4 choices
- Daily selection of plain and fruit yoghurts
- Daily selection of cakes and pastries
- Daily selection of fresh fruit (whole and semi prepared)
- Daily selection of hot and cold beverages
- Daily selection fruit juices
- Daily selection of crisps and confectionery

Please note that the healthiest cooking methods should be practiced in the preparation of all meals on site.

## **QUOTATION STRUCTURE**

### **Option 1 Budget Meal:**

Canteen standard meal

- One starch
- One protein
- Vegetable

### **Option 2: Chef's Special**

Chef special

- Beef lasagne/**Stir Fry**
- Roast beef and wedges

- Vegan meal

Option 3: Executive Meal

- Stuffed Chicken Breast,
- Feta
- butternut
- mash
- green beans
- starch
- vegetable

Option 4: Vegetarian meal sample

- Spinach quiche
- Green salad
- Mixed veges
- Mushroom

Option 5: Halaal meal sample

- Chicken
- Chips
- Salad

**Functions:**

Events/functions and Meetings (package consist of morning tea with eats, lunch, afternoon water/tea/coffee) Price per person. All table cloths and presentation to be provided by the service provider.

NB: Bottled water twice per day (SABS approved)

**Breakfast/Morning Tea**

- Tea/coffee (Nescafe)
- Scorn/muffin
- Wrap or sandwich or stuffed fat cake
- Butter
- Jam
- Mint sweets

**Lunch**

- Two starch
- Two types of proteins
- Two types of salads
- One vegetable
- Soft drink

**Afternoon tea/coffee**

- Tea/coffee
- Biscuits or cake

**NB: At least three options of proteins and two options of starch, and a vegetable per day**

### Platters

- Meat Platter Small for 3 people (3x different meats)
- Meat Platter Medium for 6 people (3x different meats)
- Meat Platter Large for 10 people (4x different meat)
- Pastry Platters for 10 people
- Fruit platter for 3 people
- Fruit platter for 10 people

### Pricing Table

Items	Price
<u>Option 1 Budget Meal:</u> Canteen standard meal <ul style="list-style-type: none"> <li>• One starch</li> <li>• One protein</li> <li>• Vegetable</li> </ul>	R
<u>Option 2: Chef's Special</u> Chef special <ul style="list-style-type: none"> <li>• Beef lasagne</li> <li>• Roast beef and potato wedges</li> <li>• Vegan</li> </ul>	R R R
<u>Option 3: Executive Meal</u> <ul style="list-style-type: none"> <li>• Stuffed Chicken Breast,</li> <li>• Feta,</li> <li>• butternut,</li> <li>• mash ,</li> <li>• green beans,</li> <li>• starch,</li> <li>• vegetable</li> </ul>	R
<u>Option 4: Vegetarian meal sample</u> <ul style="list-style-type: none"> <li>• Spinach quiche</li> <li>• Green salad</li> <li>• Mixed veges</li> <li>• Mushroom</li> </ul>	R
<u>Option 5: Halaal meal sample</u> <ul style="list-style-type: none"> <li>• <u>Chicken</u></li> <li>• <u>Chips</u></li> <li>• <u>Salad</u></li> </ul>	R
<b>Functions</b>	
Breakfast/Morning Tea	R

<ul style="list-style-type: none"> <li>• Tea/coffee (Nescafe)</li> <li>• Scorn/muffin</li> <li>• Wrap or sandwich or stuffed fat cake</li> <li>• Butter</li> <li>• Jam</li> <li>• Mint sweets</li> </ul>	
<b>Lunch</b> <ul style="list-style-type: none"> <li>• Two starch</li> <li>• Two types of proteins</li> <li>• Two types of salads</li> <li>• One vegetable</li> <li>• Soft drink</li> </ul>	R
<b>Afternoon tea/coffee</b> <ul style="list-style-type: none"> <li>• Tea/coffee</li> <li>• Biscuits or cake</li> </ul>	R
<b>PLATTERS</b>	
<ul style="list-style-type: none"> <li>• Meat Platter Small for 3 people (3xdifferent meats )</li> </ul>	R
<ul style="list-style-type: none"> <li>• Meat Platter Medium for 6 people(3xdifferent meats)</li> </ul>	R
<ul style="list-style-type: none"> <li>• Meat Platter Large for 10 people (4x different meats)</li> </ul>	R
<ul style="list-style-type: none"> <li>• Pastry Platters for 10 people</li> </ul>	R
<ul style="list-style-type: none"> <li>• Fruit platter for 3 people</li> </ul>	R
<ul style="list-style-type: none"> <li>• Fruit platter for 10 people</li> </ul>	R

## **PRICING**

A pricing schedule is required to be prepared as part of your response. The schedule should include enough detail for the SABS to estimate the total cost of the contract.

The service provider must take the following into consideration when completing the price proposal:

- Prices are to be fixed for a 12 month basis, from inception of the agreement.
- (Increase in prices only happens once a year.)
- The tendered price must Include value added tax at 15%.

PLEASE NOTE THAT THE ABOVE MENU IS FOR PRICING, THE SERVICE PROVIDER IS TO PROVIDE AND SUPPLY ALL OTHER FOOD OFFERINGS IN THE CAFETERIA AS WELL AS SPECIAL REQUESTS.

THE SERVICE PROVIDER TO PROVIDE A PRICE LIST OF ALL ITEMS SOLD AND MAKE IT VISIBLE TO ALL.

### **WEEKLY MENU**

The service provider must submit weekly menus

Weekly rotation menu plan (to be included in the bid)

- African cuisine should be included in the menu
- Dessert options to be included
- Healthy meal (Service provider to propose their healthy meal option)

### **KIOSK REQUIREMENTS**

- Service provider should ensure that stock at the kiosk is always available e.g. sweets, chocolates, headache tablets, ENO, chips, tea bags, coffee sachets, sugar sachet, soft drinks, bottled water (SABS approved), juices, milk, Cigarettes and yoghurts, smoothies, etc.
- Service provider to provide a minimum **two** vending machines for snacks and soft drinks.
- Sample Menus - please attach sample menus for conferences, canteen and coffee shop offerings
- Daily menus/offerings – service provider to update notice board daily
- Prices to be visible for customers

### **SABS COFFEE SHOP MINIMUM REQUIREMENTS:**

Coffee shop will offer services to the SABS visitors however SABS, SABS staff and tenants. The coffee shop will experience seasonal traffic in the morning as the peak time. The coffee shop is situated in the front reception area. Coffee machine equipment is leased/owned by the Service Provider. No plastic utensils may be used at the coffee shop and dining hall for sit in customers.

**See example below**

Item	Price per item
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<ul style="list-style-type: none"><li>• Espresso</li><li>• Filter Coffee</li><li>• Cappuccino</li><li>• Café Macchiato</li><li>• Café Latte</li><li>• Café Mocha</li><li>• Hot Chocolate</li><li>• Milo</li><li>• Five Roses Tea</li><li>• Rooibos Tea</li><li>• Green tea</li><li>• Assorted Smoothies</li><li>• Muffins/Scones/Cake</li><li>• Soft drinks</li><li>• Assorted juices</li><li>• Sandwiches</li><li>• Health rolls</li><li>• Water (SABS approved)</li></ul>	
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### **NETFA**

SABS NETFA hosts meetings on an adhoc basis. These meetings could vary from 1 to 20 delegates per meeting on any day of the week between a Monday and Friday. SABS NETFA could arrange staff team building meetings where catering services might be required

(Please quote for 5 (five) people as a guideline) Also note that NETFA is outside the SABS Groenkloof Campus. The service provider will be required to transport food to NETFA which is approximately 27km from Groenkloof. Pricing to be done as per point 2 above.

AF2 order form to be received from NETFA prior to any delivery of service. Corporate events/functions – food items to be selected from menus provided by the service provider and should be priced per head.

- Original AF2 order form to be received prior to any delivery of service.
- *SABS may from time to time require 3 catering quotations for large functions*
- *COCKTAIL MENUS upon request by SABS*

### **THE SERVICE PROVIDER IS REQUIRED TO:**

- Conduct business in a courteous and professional manner.
- Ensure that all personnel working under this contract are in good health and pose no health risk to any personnel in the SABS
- Comply with the SABS, safety, health, environment, 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
- Maintain its equipment in good order so as to comply with the SABS's occupational health and safety standards.
- Ensure that all personnel working under this contract are adequately qualified and 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 employee name that can be clearly identified from other Service Providers, SABS personnel, etc.
- 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.
- Provide an on-site manager, available at all times
- Manage your own HR related issues

#### **PROVISIONS OFFERED BY THE SABS**

The following provisions will be made available to the service provider at no cost and are exclusively for use at SABS only:

- Water and electricity
- Kitchen and cafeteria hall (Groenkloof Campus only)
- Security Access – the first issue is free, should a member of the service provider lose the access card there will be a replacement fee.
- Stoves, ovens, microwaves (see inventory list)
- 2x Offices
- Existing equipment in the kitchen: *see inventory list below*
- Cafeteria which includes the dining area, kitchen, store rooms and walk-in cold room and freezer
- Meeting rooms (see AF2 form for venue)
- 2 offices
- Change rooms and toilets
- Tables and chairs in the dining area as well as the coffee shop
- Waste management services
- Pest control services
- Car parking facilities

#### **CROCKERY AND CUTLERY SUPPLY**

All crockery and cutlery to be supplied by the service provider – an inventory list to be provided and updated regularly. Service provider to replace cracked/chipped cutlery and crockery. Seat in customers to be served with s

### **HYGIENE**

- It is the responsibility of the service provider to ensure that all personnel on site are neatly dressed in uniforms, presentable and hygienic (e.g. hair nets, safety shoes)
- The service provider is responsible for cleaning and keeping the kitchen, dining hall and coffee shop areas tidy at all times.
- The service provider will comply and provide all Certificates of Acceptability for Food Premises. **(obtain this certificate upon award)**
- It is the responsibility of the service provider to comply with Occupational Health and Safety regulations. Provide SABS with a safety file.
- A cleaning procedure and certificate is to be submitted for the extraction hood
- Locks and keys are the responsibility of the Service Provider and a copy handed to SABS.
- The Service Provider will submit the MSDS file upon request from the SABS
- Safety representative to be made available for the SABS HSE Reps monthly meetings
- The service provider to have a first aid box and a qualified first aider at the cafeteria.
- The supplier shall comply with the SABS's Waste Management policy in all aspect of waste recycling and disposal

### **Service Standards**

- Service is required Monday to Friday throughout the year, except on special events that may fall on a weekend or on evenings weekdays
- Food will, at all times, be presented to customers in an attractive and appetising manner. Food counters will be monitored constantly and filled with food and cleaned
- The supplier shall provide menus that reflect the needs of ethnic customers, whether for cultural or religious reasons, in the planning and promotion of menus and selection of dishes.
- Daily choice of breakfast items - sausages, bacon, (plus vegetarian options) eggs, vegetables (e.g. beans or mushrooms) cereals, fresh fruit, toast & yoghurt products
- Food Quality
  - The quality, freshness and presentation of food should be consistent throughout the contract
- Conferences, Meetings and functions must be served, no later than 15 minutes before the time agreed with the customer. All rooms must be cleared after meetings – no more than 15 minutes after the notified time.
- Throughout the contract period, the supplier shall develop menus that offer a variety of foods to avoid menu fatigue or boredom

### **SABS MAINTENANCE SUPPORT**

- SABS Maintenance department will support requests to respond to power failure/interruptions, for which the service provider has no control over.
- SABS Maintenance department will support requests for electrical support for SABS owned kitchen equipment.
- The Service Provider will be responsible for costs incurred due to negligence.

### **REQUIRED DOCUMENTS/EQUIPMENT**



- Certificate of Acceptability for Food Premises (within 3 months of award)
- Health & Safety Policy
- Kitchen Cleaning schedule
- It is compulsory for the service provider to have an Administration/support office on site – fully functional with own PC, Printer/Scanner, Cash registers
- Debit card facility is essential (two pay points in the canteen and one at coffee shop)

**SABS KITCHEN INVENTORY LIST:**

<u>EQUIPMENT</u>	
Ingredient bins	x4
Blender	x1
Baine Marie deep inserts and lids	X20
3 plate stove/oven	x2
1 flat plate grill top stove/oven	X2
Stainless steel trolleys	X4
Deliver trolley blue	X1
Tills	X2
Industrial Tosater	X2
Flat pans	X2
Microwaves	x2
Flat grill	x1
Urns	x2
Wooden trays	X2
Stainless steel storage racks	x6
Convection oven/griller	x1
Stainless steel counter tops	x16
Loose pots	X8
Fridge/freezer	X1
Money safe	x1
Dry racks	x2
Glasses	x48
All Serving spoons	
Big strainer	X3
Small strainer 2	
Perforated bain marine	X4
Chips basket	X4
All pots big and small	
Stainless steel bowels	X4
Meat buckets white	X5
Tea pots	X3
Dish Washer	x1