



RFQ No. RFQ 008-2026-001

**Request for quotations for the
Appointment of a Panel of
service providers for Fleet
Inspection, Maintenance,
Servicing, and Repairs (24
Months, As-and-When
Required) for Johannesburg,
Cape Town, Durban**

Head Office Air Chefs SOC Ltd Address: 20 Jones Road, Jet Park. Postal Address: PO Box 2275, Kempton Park, 1620 Tel: +27 (11) 978 1881 Fax: +27 (11) 397 8883
Cape Town International Airport Fox Trot, 3 Thunder City, 7525. Postal Address: PO Box 3, Cape Town, 7252 Tel: +27 (21) 9363336 Fax: +27 (21) 935 0601

Directors: Directors: MG India* (Chairperson), MC Seshibe (Chief Executive Officer), S Pather (Chief Financial Officer), BP Mbomvu*, SB Dlungwane*, P Dala*
R Kibuuka (Company Secretary)

*Interim Non-Executive Director

Reg No. 1990/06277/30

Written Quote Form26

RFQ NUMBER: RFQ 008-2026-001

ISSUING DATE: 06 October 2026

MANDATORY BRIEFING SESSION – On Site: 07 October 2026

CLOSING DATE: 09 October 2026 @16h00 CAT

VALIDITY OF RFQ: 90 Days

CLARIFICATION QUESTIONS SHOULD BE DIRECTED TO:

Lina Lekaka, LinaLekaka@airchefs.co.za

Mohau Mafitoe, MohauMafitoe@airchefs.co.za

RFQ RETURNABLE DOCUMENTS TO BE E-MAILED TO:

Lina Lekaka, LinaLekaka@airchefs.co.za

Mohau Mafitoe, MohauMafitoe@airchefs.co.za

Bidder should ensure that quotations are returned before the closing date and time.

Air Chefs requests your quotation on the goods and/or services listed on the attached form. Please furnish all information as requested and return your quote and all mandatory returnable documents on/before the date stipulated. Late and incomplete submissions may invalidate the quote submitted.

NAME OF VENDOR (SUPPLIER):

.....

POSTAL ADDRESS:

.....

TELEPHONE NO.:

.....

CELL NO:

.....

E MAIL ADDRESS:

.....

CONTACT PERSON:

.....

SELECT LOCATION (tick mark x) (JHB) (CPT) (DBN)

(Bidder to select the location it wishes to bid. Bidder may select more than one location)

This RFQ will be evaluated on panel selection requirements.

Mandatory Returnable Documentation to be attached:

1. Pricing Schedule (Detailed Quotation, VAT Inclusive) (Annexure A) – **(An incomplete pricing schedule will lead to the bidder being disqualified)** – Prices will be compared to ensure prices are market-related.

Administrative and Legislative Documentation to be attached:

2. Valid BBBEE Certificate or Sworn Affidavit (EME/QSE affidavit where applicable).
3. SARS Tax Compliance Status (Tax Pin).
4. SBD 4 – Declaration of interest (completed and signed) (Annexure B)
5. Company registration (CIPC) documents.
6. Valid airside/tarmac access permits and authorisation to operate within restricted airport areas.
7. Proof of ownership or valid lease agreement of the Light Delivery Vehicle (LDV) Breakdown Vehicle that will be utilised for Air Chefs Johannesburg or Cape Town or Durban sites.
8. Clear pictures of tools and equipment (e.g. car jack/ lift hydraulic gantry, diagnostic equipment, jumping cables and toolbox including spanners, pliers, socket wrenches, allen keys and etc) that will be utilised while attending the vehicle breakdown.

Bidders will be disqualified should they fail to submit all mandatory returnable documents.

Non-Mandatory Returnable Documentation to be attached:

1. CSD Report.

The following document will be required from the successful bidder before contracting.

1. Safety file

DECLARATION BY BIDDER

- I certify that I am duly authorized to submit this bid on behalf of the information supplied is correct and I have read and understand Air Chefs General Conditions of Contract and accept Air Chefs General Conditions of Contract.
- I further certify that all the required information has been furnished, and the relevant forms completed and are herewith submitted as part of the bid.

SIGNATURE OF SUPPLIER: _____

CAPACITY: _____

1. Background

Air Chefs, a Schedule 2 public entity and airline caterer, operates across three strategic sites: Johannesburg, Durban, and Cape Town. To safeguard operational continuity and ensure the sustained availability of its fleet, Air Chefs requires the appointment of a panel of suitably qualified and experienced service providers for a fixed term of twenty-four (24) months.

The appointed service providers will be responsible for delivering comprehensive hydraulic system support services, including inspection, preventative maintenance, servicing, fault-finding, and repairs, on an as-and-when-required basis across all Air Chefs locations.

Air Chefs' fleet incorporates hydraulic systems integral to the safe, reliable, and efficient execution of operational functions. Given the inevitability of normal wear and tear, occasional breakdowns, and the critical need for preventative maintenance, the engagement of competent maintenance hydraulic service providers is essential. This contractual arrangement will ensure that fleet reliability, safety, and compliance with statutory roadworthiness standards are consistently maintained. The Air Chefs fleet is comprised of thirty-seven (37) vehicles.

The appointment of such service providers is therefore necessary to:

- Guarantee uninterrupted operational support and service delivery.
- Uphold safety and compliance obligations in line with regulatory requirements.
- Mitigate risks associated with hydraulic system failures through proactive maintenance and timely corrective interventions.
- Ensure that all maintenance and repair activities are executed to professional trade standards, thereby reinforcing Air Chefs' commitment to operational excellence and governance compliance.

2. Scope of Work

The appointed supplier shall be responsible for delivering comprehensive fleet maintenance and repair services, including but not limited to the following:

- **Preventative Maintenance and Servicing:** Scheduled inspections, servicing, and preventative maintenance of fleet vehicles.
- **Mechanical Repairs:** Engine, transmission, suspension, and steering system repairs.
- **Electrical Systems:** Diagnostics, troubleshooting, and repairs of electrical components.
- **Brake Systems:** Inspections, servicing, and replacement of brake pads, rotors, callipers, and related components.
- **Cooling and Air Conditioning Systems:** Repairs to vehicle cooling systems and air conditioning units.
- **Exhaust Systems:** Leak detection, muffler and catalytic converter replacement, and exhaust component repairs.
- **Tyre Services:** Fitment, balancing, alignment, rotation, pressure checks, and replacement.
- **Battery Services:** Testing, diagnostics, and replacement.
- **Breakdown and Emergency Response:** On-site repairs and recovery services.

- **Roadworthiness Compliance:** Inspections and certification to ensure compliance with statutory roadworthiness standards.
- **Diagnostics:** Utilisation of modern diagnostic equipment for fault-finding and performance checks.
- **Replacement Parts:** Provision of genuine or approved parts for all repairs and maintenance.
- **Fluid Management:** Checks and changes for engine oil, coolant, brake fluid, power steering fluid, and other essential fluids.
- **Filter Replacement:** Oil, air, fuel, and cabin air filters.
- **Lubrication:** Greasing of chassis components and other moving parts.
- **Belt and Hose Inspections:** Monitoring wear, tear, and tension.
- **Body Structure Repairs:** Spray painting and structural repairs as required.

Specialised services include:

- **Engine Repairs:** Diagnostics, component replacements (e.g., spark plugs, sensors), and overhauls.
- **Transmission Repairs:** Fluid changes, clutch replacements, and rebuilds.
- **Suspension and Steering Repairs:** Shocks, struts, ball joints, tie rods, and related components.
- **Electrical System Repairs:** Alternators, starters, wiring, and other electrical components.
- **Exhaust System Repairs:** Mufflers, catalytic converters, and exhaust assemblies.

3. Airside Breakdown Response Requirement

Given the critical nature of catering operations and the proximity of vehicle breakdowns to aircraft movements, **the appointed service provider must hold valid airside/tarmac access permits and authorisation to operate within restricted airport areas.**

The service provider shall:

- Maintain a maximum response time of **less than 20 to 30 minutes** from notification to arrival at the breakdown site.
- Deploy qualified personnel with the necessary tools, equipment, and parts to restore vehicles to operational condition or safely remove them from aircraft stand areas.
- Ensure that disabled vehicles do not obstruct aircraft operations or compromise airport safety standards.
- Submit detailed service reports (Job Card) after each repair or maintenance activity, with any potential problems reported prior to undertaking repairs.

This requirement is essential to:

- Minimise operational disruptions and prevent delays to aircraft servicing.
- Maintain compliance with airport safety and operational standards.
- Ensure continuity of catering operations and safeguard aviation safety.

4. Warranty of Workmanship, Materials, and Compliance

The appointed service provider warrants that all labour, materials, equipment, replacement parts and repairs supplied under this contract shall be:

- Free from defects in workmanship, materials and installation;
- Fit for their intended purpose and compliant with applicable Occupational Health and Safety (OHS) legislation, food safety standards, statutory requirements, and Air Chefs' policies and procedures;
- Performed and installed in accordance with recognised industry standards, applicable codes of practice, and manufacturer specifications and recommendations.

The warranty period shall be for **twelve (12) months** from the date of completion, commissioning, or acceptance of the relevant maintenance activity, repair, replacement, or installation, unless otherwise specified in the applicable letter of award (LOA).

During the warranty period, the service provider shall, at its own cost and within a reasonable period following notification by Air Chefs, repair, replace, or rectify any defect arising from faulty workmanship, defective materials, defective parts, or non-compliance with the contractual requirements.

The warranty shall apply only to defects occurring under normal operating conditions and intended use of the equipment or infrastructure. The warranty shall not cover defects, failures, or damage resulting from:

- Misuse, abuse, or negligent operation by Air Chefs personnel or third parties;
- Human error or failure to follow operating procedures;
- Accidental damage, vandalism, or external causes beyond the service provider's control;
- Unauthorised alterations, repairs, modifications, or interventions performed by persons other than the service provider or its authorised representatives;
- Fair wear and tear, where applicable.

Failure by the service provider to honour its warranty obligations shall entitle Air Chefs, after providing reasonable notice and an opportunity to remedy the defect, to recover reasonable costs incurred in rectifying the defect, appoint an alternative service provider where necessary, withhold payment where contractually and legally permissible, and exercise any other rights or remedies available in terms of the contract and applicable South African law.

5. Service Requirements

- The service providers must supply their own tools, materials, consumables, and safety equipment necessary to complete the tasks.
- All work must comply with Occupational Health and Safety (OHS) regulations, Food Safety Standards, and Air Chefs' internal policies and procedures.
- All personnel deployed must be qualified, competent, and adequately equipped with the necessary PPE.
- Work must be scheduled in coordination with the Air Chefs' Maintenance Department to avoid disruptions to operations.

6. Deliverables

The service provider will be required to maintain the following:

- Monthly maintenance activity reports.
- Inspection and repair logs.
- Before-and-after photographic evidence (where applicable).
- Material and spare parts usage reports.
- Recommendations for preventive maintenance.

7. Performance Standards

- All work shall be executed to professional trade standards.
- Routine maintenance and inspection schedules must be adhered to as agreed with Air Chefs.

8. RFQ Validity Period

The validity period is 90 days.

9. Briefing Session

A compulsory **on-site briefing session** will be convened at **Cape Town: Foxtrot 3, Tower Road, Cape Town International Airport, Johannesburg: 20 Jones Rd, Jet Park, Boksburg, 1459, and Durban: 7 Umkhomazi Drive, Dube Tradeport, Lar Mercy, King Shaka International Airport** on the **07 October 2026 at 11:00 am**. Attendance at this session is Mandatory for all prospective bidders.

Failure to attend the Mandatory Briefing Session will lead to disqualification.

10. Site Visit

Site Visit – Air Chefs official(s) reserve the right to visit the workshop where tools are kept and where vehicle maintenance will be conducted.

11. The Evaluation Process

The following critical criteria will apply during the evaluation of this RFQ.

Phase 1	Phase 2	Phase 3
Mandatory requirements	Administration and Legislative Requirements	Technical Compliance
Compliance with mandatory requirements	Compliance with the Administration documents requirements	Compliance with the technical specifications and requirements

Phase 1 – Mandatory Requirements

A bidder will be disqualified if they fail to meet the following Mandatory Requirements.

No	Requirement	Pass or Fail
1	Pricing Schedule (Detailed Quotation, VAT Inclusive) (Annexure A) – (An incomplete pricing schedule will lead to the bidder being disqualified)	

Phase 2 - Administrative and Legislative Requirements

No	Requirement	Pass or Fail
2	Valid BBBEE Certificate or Sworn Affidavit (EME/QSE affidavit where applicable)	
3	SARS Tax Compliance Status (Tax Pin)	
4	SBD 4 – Declaration of interest (completed and signed) (Annexure B)	
5	Valid airside/tarmac access permits and authorisation to operate within restricted airport areas	
6	Company registration (CIPC) documents	
7	Proof of ownership or valid lease agreement of the Light Delivery Vehicle (LDV) Breakdown Vehicle that will be utilised for Air Chefs Johannesburg or Cape Town or Durban sites.	
8	Clear pictures of tools and equipment (e.g. car jack/ lift hydraulic gantry, diagnostic equipment, jumping cables and toolbox including spanners, pliers, socket wrenches, allen keys and etc) that will be utilised while attending the vehicle breakdown.	

Bidders will be disqualified should they fail to submit all mandatory documents.

Only bidders who are compliant on all mandatory and administrative and legislative requirements will proceed to phase 3 of the evaluation process.

Phase 3 - Technical (Functionality) Compliance

The functional/technical evaluation will be based on a threshold, where bidders are expected to achieve a minimum of **70 points**.

No.	Critical Mandatory Requirement	Evidence Required	Minimum points required – (70) points
EXPERIENCE			
1.	Demonstrated qualifications and curriculum vitae (CV) with a minimum of 5 years of practical experience in fleet maintenance, encompassing electrical, welding, fabrication, and painting .	The bidder shall submit verifiable proof of qualifications and detailed curricula vitae (CVs) for the following key technical roles: • Diesel and Motor Mechanic – Five (5) CVs and relevant qualifications. • Panel Beater – Five (5) CVs and relevant qualifications. • Hydraulic Technician – Five (5) CVs and relevant qualifications. 1. Submission of complete CVs and valid qualifications for the diesel and motor mechanic – Ten (10) points, 2. Submission of complete CVs and valid qualifications for Panel Beater – Ten (10) points. 3. Submission of complete CVs and valid qualifications for a	(30) points

		Hydraulic Technician – Ten (10) points	
		Partial or no proof of qualification and/or CVs submitted – Zero (0) points	
REFERENCE LETTERS			
2.	The bidder must provide three (3) reference letters on official client letterhead, with contact details, for similar services rendered within the last three (3) years. Reference must include the following: • Reference letters must be signed and/or stamped by a duly authorized company official. • Reference letters must not be older than 3 years of submission. • Each letter must be contactable (valid contact details for verification). • Type of service rendered: provision of fleet maintenance services delivered at a satisfactory level. • Reference letter to show clear statement of service provided and duration of engagement. More than one reference letter pertaining to the same tender/project will not be considered. Reference letters that do not conform to the requirements below will be disqualified.	The bidder must provide at a minimum, three (3) qualifying reference letters. Three (3) reference letters that meet all the criteria submitted: • Three (3) reference letters – Thirty (30) points • Less than Three (3) reference letters - Zero (0) points	(30) points
PROOF OF BUSINESS SITE			
3.	The bidder must provide proof of the existence of the business site in the form of a copy of the latest municipal statement (within 3 months) or lease agreement Note: “Where an entity leases premises, a valid and signed lease agreement must be submitted as supporting documentation. Invoices alone are	Latest municipal statement or lease agreement • Latest municipal statement or valid lease agreement submitted – Ten (10) points	(10) points

	<i>insufficient, as they do not confirm ownership or lease rights. The lease agreement serves as the primary evidence of occupation, while invoices provide proof of payment."</i>	No latest municipal statement or valid lease agreement submitted – Zero (0) points	
BREAKDOWN VEHICLE RESPONSE TIME			
4.	The bidder must submit a Methodology/ Plan that demonstrates their ability to respond to a vehicle breakdown within fifteen (15) minutes from notification of breakdown to arrival on site.	Submit a Methodology /plan showing breakdown of response times - Response time of less than or equal to Fifteen (15) minutes – Ten (10) points - Response time of more than (15) minutes – Zero (0) points	(10) points
AIRSIDE OBSTRUCTION			
5.	The bidder must submit standard operating procedures aligned with airport safety regulations clearly demonstrating how the bidder will ensure that disabled vehicles do not obstruct aircraft operations or compromise airport safety standards.	Signed standard operating procedures/Plan aligned with airport safety regulations submitted – Ten (10) points No submission of signed standard operating procedures/plan – Zero (0) points	(10) points
SERVICE REPORTS			
6.	The bidder must submit a detailed service report template to be used after each repair or maintenance activity. The report must, at a minimum, detail the work performed and any potential problems or defects identified and etc.	If the bidder submitted the service report template – Ten (10) Points No submission of the service report template – Zero (0) points	(10) points

Non-negotiables

PROOF OF OWNERSHIP/LEASE AGREEMENT

The bidder must provide proof that they have access to a **Light Delivery Vehicle (LDV) Breakdown Vehicle** either through **ownership** or a valid **lease agreement** for the Johannesburg, or Cape Town or Durban sites.

PERMITS AND TOOLS

The bidder must provide proof of a valid airside/tarmac access permits and authorisation to operate within restricted airport areas for both vehicle and personnel.

The bidder must submit clear pictures of tools and equipment that will be utilised while attending the vehicle breakdown.

Pictures of tools required:

1. Car jack/lift hydraulic gantry
2. Diagnostic equipment
3. Jumping cables
4. Toolbox.

Bidders who score less than **70 points** and do not submit proof of the non-negotiables will be disqualified.

12. Panel Appointment and Selection Criteria

12.1. Appointment to the Fleet Maintenance Panel.

Air Chefs intends to establish a Fleet Maintenance Panel comprising a suitably qualified, experienced and technically competent service providers per geographical location, namely Johannesburg, or Durban or Cape Town.

The purpose of the Fleet Maintenance Panel is to establish an appropriately qualified and responsive supplier base capable of providing fleet maintenance, servicing, inspections, repairs, preventative maintenance, breakdown assistance, vehicle recovery, diagnostics, refurbishment and related fleet support services required to maintain fleet availability, roadworthiness, operational continuity, safety and regulatory compliance.

The establishment and operation of the Fleet Maintenance Panel shall be undertaken in accordance with this RFQ, Air Chefs' applicable procurement policies and procedures, the applicable delegation of authority framework, and all relevant legislative and regulatory requirements.

In accordance with Section 217(1) of the Constitution of the Republic of South Africa, 1996, the procurement process shall be conducted in a manner that is fair, equitable, transparent, competitive and cost-effective.

Only bidders that:

- satisfy all mandatory administrative, legal and compliance requirements;
- achieve the prescribed minimum functionality threshold;
- satisfy the applicable technical requirements; and
- submit responsive and acceptable bids,

shall be eligible for consideration for appointment to the Fleet Maintenance Panel.

The successful panel members will be **ranked in according to their final functionality scores**, with the highest-scoring qualifying bidder ranked first.

The outcome of the evaluation shall be documented and submitted to the duly delegated authority for consideration and approval.

The panel size is intended to maintain an appropriate balance between supplier capacity, operational resilience, effective contract and performance management, procurement administration and competitive tension amongst appointed service providers.

Air Chefs accordingly reserves the right, subject to the applicable procurement requirements, to:

- appoint service providers per geographical location;
- appoint different service providers for different geographical locations;
- establish location-specific panel arrangements where objectively justified by operational, logistical or market considerations;
- establish specialist arrangements where a particular technical requirement cannot appropriately be accommodated within the general fleet maintenance panel; or
- make no appointment where no responsive or acceptable bid is received, the requirements are not satisfactorily met, pricing is not acceptable or market-related, or the procurement process otherwise does not produce an acceptable outcome.

Where two or more bidders obtain identical final evaluation scores, the tie shall be resolved using flipping of coins.

No bidder shall acquire an entitlement to appointment solely by virtue of participating in the RFQ process.

Appointment to the panel does not constitute a guarantee of any minimum volume, value, expenditure or allocation of business. Panel members shall be utilised in accordance with the **ranking or allocation methodology** set out in this RFQ and Air Chefs' applicable procurement policies.

The establishment of the panel shall not in itself, constitute an award for any specific quantity of goods or services. Individual requirements shall be procured through the quotation process prescribed in this RFQ.

Air Chefs reserves the right, subject to applicable legislation, its approved procurement policies and delegated authority, to amend, suspend, withdraw or cancel the procurement process where objectively justifiable and properly documented grounds exist.

12.2. Service Provider Selection Methodology

Air Chefs operates in a **24-hour, seven-day airline catering environment**, where the timely availability of fleet maintenance is essential to operational continuity.

Accordingly, procurement from the panel shall be undertaken in a manner that promotes and maintains the constitutional principles of **fairness, equity, transparency, competitiveness and cost-effectiveness**, while ensuring operational continuity and value for money.

For each requirement arising during the term of the panel, a quotation (One (1) Quotation) shall be requested from a panel member **sequentially in accordance with their established panel ranking**, subject to their demonstrated capability to fulfil the specific requirement.

For each geographical location:

- the highest-ranked qualifying bidder shall be ranked first;
- the second-highest-ranked qualifying bidder shall be ranked second; and
- the third-highest-ranked qualifying bidder shall be ranked third.

Where no appointed panel member is capable of providing the required service, Air Chefs may procure the requirement through another procurement mechanism permitted by its applicable procurement framework, subject to the required motivation, approval and governance controls.

13. The Standard Conditions for the agreement.

Conditions:

- 13.1 All prices quoted must be inclusive of Value Added Tax (VAT).
- 13.2 All goods/services purchased will be subject to Air Chefs Conditions of Contract and Order, available when requested.
- 13.3 Although Air Chefs would prefer to award this contract to a panel of service providers, it remains at Air Chefs discretion (where applicable) to award to one service provider should the panel process fail.
- 13.4 Air Chefs is not obligated to award this quote to any Bidder- thus entitled to retract this quote at any time as from date of issue, without any refunds whatsoever. Air Chefs is also not obligated to award this quote to the bidder that quotes the lowest.
- 13.5 Service, pricing and availability will be taken into consideration.
- 13.6 Pricing should be given based on an individual component that would make up the solution based on technical and functional requirements.

Additional Requirements

In addition to the requirements of the Condition of Tender, offers will only be accepted if:

- 13.7 The Bidder or any of its directors is not listed on the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector.
- 13.8 The Bidder has not abused the Air Chefs' supply chain management system; and
- 13.9 The Bidder has not failed to perform on any previous contract and has not been given written notice to this effect.

14. Disclaimer

The contract shall be awarded at the sole and absolute discretion of Air Chefs, whereas Air Chefs reserves the right to retract this quotation at any time as from the date of issue, if justifiable. At the same time Air Chefs shall not be obliged to accept the lowest of any quotation, offer or proposal (where defensible).

Air Chefs retains the right to conduct due diligence on the bidder, and should it be discovered that the bidder, owner/shareholder and/or director has been charged, implicated or found to be involved in criminal activities, the bidder may be disqualified.