

PROVISION OF CATERING SERVICES (SIT DOWN CANTEEN AND TAKE AWAY) AT BLOEMFONTEIN MAIN DEPOT

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1. Introduction

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 Transnet for catering services.

Background

Transnet Engineering intends to outsource the catering services, to a service provider, at Transnet Road, Hilton, Bloemfontein, 9301. 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.

2. Scope of Work

The Service Provider will be required to provide the following:

2.1. Provision for Canteen Service

This is an all-inclusive canteen service for providing basic meals, beverages, snacks, & other items daily to on-site personnel, and the provision of consumables required for the intended use.

Duration of Services

- 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 (renewal will be considered only if service level is maintained).

Normal Working hours.

- Working days (Excluding public holidays) Monday – Friday – **07h00 to 15h30 and 14h00 to 22h00 (Transnet to communicate shift pattern)**.
- It must be further noted that Transnet has employees in excess of **1500**.
- Any extended operating hours will either be at the discretion of the service provider and or be negotiated directly with Transnet Engineering should such a requirement be deemed necessary.
- Shift workers catering arrangements will be negotiated between Transnet Engineering and the service provider.
- The preferred service provider must be prepared to cater for all dietary preferences, religious, cultural, etc.

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2.2. Provision for catering services

- The provisions of catering services for internal meetings and / or third-party functions & adhoc functions within Transnet Engineering.
- Provision of a Catering Service, Transnet Engineering reserves the right to outsource the provision of a Catering Service for internal meetings and ad-hoc functions.

Response time

- The service provider is to ensure that meals ordered must be prepared and delivered to the venues as stipulated by the client. The response times shall be adhered to. Failure to adhere to the times stipulated may result in nonpayment or the reduction of the quoted price for the service.
- Provide adequate equipment, cutlery and crockery as indicated by Transnet Engineering and maintain existing equipment.

2.3. Service Conditions

- The contract includes for the provision of catering services, including providing, replacing and maintaining of all equipment used, and the provision of consumables required for the intended use.
- Preparation of snacks, coffee and other beverages to acceptable food industry standards whilst also ensuring that no food prepared in the canteen by contractor shall be taken outside of Transnet premises.
- The 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 subjected to all conditions and requirements as stated in section 3 of this document as well as any accompanying documents in this pack.

2.4. Tasks and Activities

- Task not specified in this document will be identified and mutually agreed between the Service Provider and Transnet Engineering.
- All written deliverables must be phrased in a language that can be easily understood by non-technical personnel (e.g., Laypersons without subject matter expertise).
- All documents delivered 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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3. General conditions

3.1. 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 agreement, including UIF, PAYE, etc. Proof must be submitted within 31 days from awarding the contract to the successful Service Provider.
- Ensure that all personnel working under this contract are in good health and poses no risk to any personnel in Transnet Engineering.
- Comply with 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 the Standards and any Regulations promulgated in terms of this Act and the Standards instructions of Transnet Engineering.
- In terms of the Occupational Health and Safety Act 85 of 1993 and supported by Occupational Health and Safety Measures in workplaces COVID-19, 2020 issued under Disaster Management Act 57 of 2002, should oblige, provide and maintain a workplace that is safe and without risk to the health of all employees.
- Maintain its equipment in good order so as to comply with 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 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 uniforms and to ensure these items are worn at all times.
- Ensure that Transnet 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.

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- Provide the services of pest control monthly and on request and general cleanliness to the canteen and surrounding areas daily at his/ her own cost.
- Provide his/her modus operandi to Transnet Engineering with regards to safe delivery to the consumer.
- Ensure the availability of on-site manager at all times.
- Issue and circulate weekly and daily menus to employees.
- Water, gas, and electricity will be provided by Transnet engineering (Fair usage is recommended).
- In compiling the Á la carte menu for this contract, the service provider will take into consideration that there will be no rental charge and ensure that food prices are kept to a minimum.

3.2. 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, no adhoc catering shall be provided without a valid purchase order.
- Not accept responsibility of accounts/ expenses incurred by the service provider that was not agreed upon by the contracting parties.
- Provide a storage facility for equipment and materials.

4. Specific conditions

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

4.1. Canteen services

- Establishment and operation of a canteen on Transnet Engineering premises, utilizing the allocated area for the supply of basic meals, beverages and other items on a daily basis, to the on-site personnel.
- Operation of the canteen will be from **07:00 to 15h30** on weekdays, excluding public holidays.
- Operation of the canteen outside the standards hours shall be by special arrangement between Transnet Engineering and the service provider.
- Provide a meal of the day at competitive price and the meal must differ every day.

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- Provide meals in a presentable manner to clients.
- Ensuring that queues are kept to a minimum specifically during tea break and lunch.
- Provide cash register with speed point facility, and network connection will be the responsibility of the contractor.
- Provide suitable disposable containers for the serving of food & beverages.
- Use only fresh ingredients for the snacks and ensure that no items that have expired are on offer.
- 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.
- The purchase prices of the items offered would be lower than surrounding market prices.
- Transnet reserves the right to compare the redeemed prices in the area and other service providers.
- Provide catering equipment that are of acceptable industry standards.

4.2. Canteen premises

- The Service Provider will be responsible for the maintenance of the facility occupied and equipment due to negligence.
- Approved improvements made to the premises will be for the account of the service providers.
- On termination of the contract, the service provider is to make good to the premises all damages incurred during his occupancy.
- No structural changes may be effected without Transnet's written approval.
- The service provider (successful tenderer) will be liable for damages, theft, loss, of Transnet Engineering equipment, sundries, etc. in the canteen, as well as the cleaning of such equipment and premises i.e.: eating areas, kitchen and toilets.
- The contractor is responsible to report, in writing, defects to the Maintenance Department, of equipment in the canteen.
- The cost of the building rental, water and electricity consumption as well as the equipment etc. as mentioned in section 3.3 are subsidized by Transnet Engineering to the service provider. In exchange for minimal food prices as compared to food service providers providing similar services outside Transnet Engineering, the balance is compensated by services provided by Transnet Engineering.

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4.3. Preparation and standards

- 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.
- The service provider shall be held legally responsible for producing safe food, so it is important to know exactly what should not be done.
- The service provider will be responsible for pest control and general cleanliness of the canteen area.

4.4. Cleaning

- Service provider is to remove all waste (wet or dry) on a daily basis. Waste must be appropriately packed for disposal with the use of proper refuse receptable.
- The service provider shall provide bins / containers.
- The contractor shall deep clean the kitchen at least once in three months. Transnet Engineering must be advised when is deep cleaning going to take place. The contractor will carry the cost of the deep cleaning which shall be done by a service provider who specialized in deep cleaning. After deep cleaning has taken place a "Deep Cleaning Certificate" shall be provided to Transnet Engineering for record purposes.

4.5. Food prices

- All menu items are to be individually priced for sale.
- Tender prices will be fixed for the first 12 months of the contract period and only one escalation per year (exclude legislative) will be allowed. All increases are subjected to Transnet Engineering approval, prior to implementation.
- Food prices should be of assistance to the Transnet community, considering the subsidized services.

4.6. Receiving and Storage of food

- The service provider shall maintain stock of consumables in the store, at his own risk, provided that all local council By-laws and the Occupational Health and Safety Act – Act 85 of 1993, General Hygiene for Food Premises and the Transport of Food made under the Foodstuffs, Cosmetics and Disinfectant Act, 1972 (Act No.:54 of 1972). Government notice R962 of 23 November 2012 are adhered to.
- The Service Provider shall handle and store food in the best possible way in the right conditions, at the correct temperature and for a safe length of time.
- Transnet Engineering shall not be responsible or liable for any loss or damage to the service provider's consumables and equipment stored on Transnet Engineering premises.

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- Stocktaking must be executed outside of normal trading hours.

4.7. Food Safety Management Principles

- The service provider shall be expected to demonstrate knowledge of the following:
 - Safe food handling practices and legal requirements according to Food, Cosmetics and Disinfectant Act 54 of 1972.
 - Hazard Analysis Critical Control Point principles and Local Government Regulation including the By-laws.
- The service provider shall submit Valid certificate of Acceptability in terms of Regulation 918
- The successful contractor shall obtain a minimum 1-Star Grading from the Restaurant Association of South Africa (RASA) within ONE (1) YEAR after commencement of the contract.
- The service provider shall comply with Occupational Health and Safety Act and its regulations as amended.
- In terms of the Occupational Health and Safety Act 85 of 1993 and supported by Occupational Health and Safety Measures in workplaces COVID-19, 2020 issued under Disaster Management Act 57 of 2002, should oblige, provide and maintain a workplace that is safe and without risk to the health of all employees.

4.8. Industrial Relations

The service provider must ensure that he complies with the minimum wage requirements as prescribed by law.

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5. COMPLIANCE TO THE SPECIFICATION VERIFICATION

It is mandatory for all the suppliers/bidders to complete this form. An incomplete form will result in disqualification.

No.	Heading/Subsection	Comply			Comment
		Yes	No	N/A	
1.	Introduction				
2.1	Scope of Work				
2.2	Provision of Canteen Service				
2.3.	Service Conditions				
2.4	Tasks and Activities				
3	General Conditions				
4	Specific Conditions				
4.1	Canteen Service				
4.2	Canteen Premises				
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4.6	Storage				
4.7	Food Safety Management Principles				
4.8	Industrial Relations				
4.9					

TENDERERS: Please note that your tender will be rejected if any of the above items are omitted or not filled.

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