SCOPE OF WORK FOR

CATERING AND CANTEEN SERVICES
AT
THE CAMDEN POWER STATION

FOR A PERIOD OF 60 MONTHS

SCOPE OF WORK

This is an all-inclusive canteen and catering services providing basic meals, beverages, snacks, and other items daily to on-site personnel, including all equipment, replacing and maintaining of equipment and the provision of consumables supplies required for the intended use.

Provision of daily meals for employees, meetings, functions, conferences, and courses arranged for Eskom, contractors, subcontractors working at Camden Power Station.

Eskom intends to enter into a 5-year contract (60 months) with a suitably qualified, experienced and established catering supplier with the capacity to deliver canteen and catering services for Eskom at Camden Power Station.

Service Conditions

Canteen Management Service

Providing of skilled and suitable qualified staff with experience in the following areas:

Food preparation
Food cooking
Food serving
Food preservation
Food disposal

Adhering to all Food, Hygiene, Environmental and Occupational Health and Safety Act 85 of 1993 standards, ISO9001, ISO14001, ISO18001 and any other applicable laws for Food and Catering Services.

It must be further noted that Camden Power Station has employees in excess of 2500 working on site. These employees are sitting in separate buildings and work for Eskom, ERI and contractors and subcontractors. There are approximately 600 Eskom/ERI employees working on site that entitled to one subsidized meal per day.

The supplier must be prepared to cater (including source from outside) for the following:

All dietary preferences including religion, culture, vegetarian, kosher and halaal with valid certification form respective bodies where applicable.

Duration of service

The intended term of the contract will be for a period of 5 years.

Normal Working hours – canteen staff

Normal working hours will be from 07:15 – 22:00pm (Monday to Sunday including public holidays)

Normal service time

Normal service time will be from 08:30am to 21:30pm (Monday to Sunday including public holidays)
Buffer lunch to be available from 11:00am until 14:00pm (Monday to Sunday including public holidays)
Buffer dinner to be available from 18:00pm until 21:30pm (Monday to Sunday including public holidays)
Operating times for the tuck shop (café) is not restricted to open before 08:30am and to stay open after 22:00pm

Any extended operating hours will either be at the discretion of the supplier or be negotiated directly with the Contract Manager should a requirement be deemed necessary.

Eskom employees are only entitled to a 30 minutes lunch hour, therefore it will be expected from the supplier to work in an organized, swift, and professional manner.

KEY PERSONNEL

SITE MANAGER

The appointment of the site manager at the canteen is very critical. The responsibilities are:

Daily inspection of housekeeping
Daily inspection/checks of equipment and staff uniform and appearance.
Daily inspection/checks of food availability and control and quality.
Daily inspection/checks of food orders and notes on food orders
Supervise cleaning after breakfast/lunch/dinner.
Checking of defects and reporting them.
Control and maintaining of the rush hour line to ensure employees are getting served as quick as possible.
daily inspection of temperatures for cold rooms, walk in freezer, hot surfaces.
daily inspection of drains, fat trap.
daily inspection of waste area outside the canteen.
Answering and taking queries over the phone.
addressing complaints and queries by employees in a professional manner.
Have a checklist for all toilets, kitchen, canteen area for housekeeping purposes.

CHEF

The responsibility of the CHEF

Appointment of senior cooks at the canteen.
Develop menu and report it to the onsite Eskom contract manager.
Inspect and supervise all meals prepared e.g., breakfast, dagwoods, healthy packs and chips – checking of quality.
Inspect and checking all food prepared before dishing them out to customers.
Food rotations.
Be available for special functions and VIP visits.

SHEQ OFFICE

The responsibilities of the SHEQ office

Risk assessments done daily.
Toolbox talk with the employees before work commences.
Developing a risk register and controls.
Assist the site manager with the identification of defects/risks.
Assist with the monthly scheduled audits and safety file updates.

ENVIRONMENTAL HEALTH OFFICER

To work with the SHEQ officer daily
Most responsibilities will be developed by our Eskom safety department.

Ordering Process

Eskom employees to place orders on the Mocca system as follows:

By 10:00am in the morning for meal deliveries at 11:30am
By 19:30pm in the evening for meal deliveries at 20:00pm

Ordering of Food & Beverages for meetings, functions, and conferences may take place after the catering request form has been approved and signed by the appointed contract manager. Meal orders for 1 to 9 employees attending meeting or 10 and above number of employees must be placed 48 hours before the meeting, function, or training.

Meal deliveries

Response Times:

The supplier is to ensure that 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 or the reduction o the quoted price for the service.

Meals to be delivered for all Eskom employees from:

08:45am to 09:30am for breakfast daily
11:30 to 12:30 for lunch daily
19:45pm to 20:15pm daily for dinner

Starting with Management and control room/water plant/chemical services

The following standards will apply to all meals that are delivered:

- Serviettes, disposable cutlery, packed seasoning (salt and pepper) and sauce packages (tomato sauce, vinegar and salad dressing) to accompany all meals delivered

It is Camden 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.

1. Administration
2. Order system
3. Point of sale
4. Deliveries
5. Cash top up

Administration

1. 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 which is scanned to gain entrance must be scanned to pay for meals at the canteen.
2. The system must work according to the employee's unique number and be linked to the person's cost center.
3. The system must be able to distinguish between subsidized meals and non-subsidized 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.
4. The system must be to calculate different subsidies on different meals – e.g. an employee must be able to pay R9.00 for a salad worth R36-00, with Eskom subsidizing R17 for the remainder of the salad value, and e.g. For a "meal of the day" value at R48-00 the employees still pay R9-00 for the meal but Eskom subsidizes R39-00 of the remaining value of the meal.
5. The system must be able to limit the number of subsidized meal allowed to one subsidized meal per person per day.
6. 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.
7. The system must deduct the employee portion (e.g., R9.00) from the employee's account, and allocate the subsidy portion to Eskom's account.
8. 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.

9. The system must be able to identify non-subsidized meals or snacks and deduct the full price of the purchase form the employee's personal account, with no subsidy being allocated to Eskom's account.

10. The system must be able to allow a person to take more than one meal a day, but the second and third meals are to be deducted on full price from the employee's account (e.g., the full R48-00 of the meal of the day is to be deducted). Thus, once one subsidized meal had been purchased by an employee, the price of any additional meal taken is to be deducted from the employees, the price of any additional meals taken is to be deducted from the employee's account in full.

11. 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 form the employee's personal account (e.g., R9-00), the subsidized value charged to Eskom's account (e.g., R39.00) and the person's personal account balance.

12. 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.

13. The system must provide a PIN facility for employees to use in case of loss of or damage to the employee's access card.

14. The system must allow for visitor's or departmental cards.

15. The system must be administrated by at least four administrators.

Order system

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

2. The order must be linked to the employee's unique number.

3. The employee must be able to select a subsidized meal from the options available, when placing the order.

4. 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)

5. 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.

6. The system must set cut-off time of 05h00 for the meal of the day (lunch) on the same day.

7. The employee must be allowed must be allowed to cancel orders any time prior for the cut-off time.

Point of sale

1. The transaction at the point of sale must be concluded by scanning the access card at the till point.

2. The system must call up the employee name and surname, unique number, cost center 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).

3. 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.

4. 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.

5. 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 overridden by an authorized person, and also the option should be available on the system to "disable" this limitation functionality on the administration database.

6. 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.

Deliveries

1. Employees that are entitled to order deliveries from the canteen, be pre-defined on the database (i.e., the employees that may order deliveries are to be limited to specific categories such as management and staff from the control room).

2. The location of the employee (workstation) must be pre-defined in the user database.

3. The system must allow the employee to flag the order for delivery at ordering stage and allow the employee to indicate the time at which the delivery is required.

4. The supplier is to indicate how payment for the delivery will be affected – i.e. will amount be deducted upfront when the o9rder is placed and flagged for delivery, will the delivery person carry on mobile system to which the card will be scanned, or will the amount be deducted from the person's account once the delivery is dispatched at the canteen. It must be borne in mind that the person ordering the delivery will not be visiting the canteen and will therefore not be scanning the meal card at the point of sale.

5. The system must eliminate the need for telephonic placement orders by sending delivery notifications to the caterer electronically when the order for delivery is placed.

6. The system should allow for functionally for delivery orders to be managed within the kitchen – e.g for a delivery status to be indicated as 'open" whilst the delivery had not been dispatched the delivery status must change to 'closed".

7. Overdue deliveries must draw attention on the system, e.g. by flickering or turning red.

8. An email or SMS is to be sent to the employee that ordered the delivery, when the delivery is dispatched from the canteen.

Cash Top Up

1. Employees must be able to top up account balance either by paying in cash at the petty cash office, or by topping up their cash by paying into a "kiosk/auto deposit bay".
2. Once the cash had been paid in, the money must be available immediately (no waiting period)
3. The auto deposit bay must be available 7 days a week, 24 hours a day.
4. The auto deposit bay must issue a slip acknowledge the deposit and indicating the employee's new personal account balance.
5. The location of the employee (workstation) must be pre-defined in the user database.
6. The autopay should provide the functionality to an employee to draw a personal account enquiry at any time.

ADDITIONAL INFORMATION TO BE CLEARLY STIPULATED AND COSTED BY SUPPLIER:

1. Hardware, software, and any other IT related requirements.
2. Whether the auto bays for ordering of meals and topping up of cash balances will be combined into one machine ("kiosk") or different machines.
3. Cost of training, licensing fees and maintenance fees (e.g till rolls etc)
4. What type of activities (e.g upgrades) are covered under the licensing fees, and what will have to be paid for additionally.
5. Dependency on existing networks, e.g will the system to able to operate if the Local Area Network or Internet lines are down.

Suppliers to quote for:

1. Stock control module (separately)
2. Data set up to be done by supplier – i.e the initial set up of the data base, loading of the employee details and meal data etc.

Auto bays required for:

1. Canteen
2. Security building (entrance gate)
3. Control room
4. Stores area
5. New building

Contract Manager:

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PETRONELLA MAGAGULA
OFFICER BUSINESS ADMINISTRATOR
SUPPORT SERVICES

19/08/2024
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DATE

Scope of Work Approved By:

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LEON COETZER
MANAGER SUPPORT SERVICES

19-08-2024
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DATE