Supply of coffee, tea for lounges and on-board service.
Supply of coffee machines for lounges.
1. **Scope – All Items**

This specification covers coffee and tea requirements as well as coffee machines for the lounges.

2. **Introduction**

Some of the world’s most distinctive coffees and teas are grown in Africa. These often remarkable coffees are characterized by a variety of striking floral and fruit notes, from the almost perfume-like floral and citrus character of Ethiopia wet-processed coffees through the intensely acidy and berry-toned Kenyas to the soft and fruity Zambias.

South African Airways goal is to promote the consumption of quality coffees produced in Africa, linking very closely to our brand mantra of **“Taking Africa to the World and bringing the World to Africa”**.

SAA strives to make a sustainable difference in the lives of African coffee producers by sourcing quality coffee and tea from the continent.

**Characteristics of excellent Coffee**

1. **Beans**: source and roast. A roaster must decide how to choose the beans to roast, and how to obtain them. Roasters that build direct relationships with farms that are aiming to produce a high quality product (generally called "specialty coffee") tend to also be the ones with the most care and knowledge of coffee and the coffee industry, and thus they tend to be the best roasters.

2. **Freshness.** Coffee should be consumed within two weeks of the day it is roasted, in most cases. So buying from good local roasters, buying a little (e.g. 1 kg), and buying it often is very important. Even more important - it should be ground immediately before use. Grinding should be the last step prior to combining the ground coffee with water. Coffee contains many volatile compounds which distribute flavour into brewing coffee, and one of the more important is CO2 (carbon dioxide). Roasted coffee loses much of its CO2 within the first two weeks post-roast, and once it is ground, it loses the vast majority of whatever CO2 it had within 60 seconds.

3. **Grind.** Coffee (the drink) is not made from whole beans; it's made with ground coffee. Coffee beans must be ground to the appropriate fineness for the type of brewing.

4. **Not bitter:** bitterness often results from over-roasting and burning the beans. This is often done in mass produced coffee to hide sub-par quality.
5- The right amount of flavour extraction: inconsistently ground beans (often the result of using a blade grinder instead of a burr grinder) result in weirdly extracted coffee; the same goes for inconsistent temperature and timing. When you have an inconsistent grind with half grit and half bean chunks, the grit either extracts too fast (resulting in gross over brewed coffee) or the chunks extract too slowly (weak coffee).

6- Complex: freshness is important; stale beans lose a lot of flavor and sometimes have a spoiled taste. In addition, blends made from many different lots thrown together will sort of average out in flavour, while well-picked single origin lots get to show off the unique flavors they were bred for.

3. Items Included in Scope

- Filter Coffee for on-board use: differentiation between Business Class and Economy Class coffees
- Speciality coffees: espresso pods, cappuccino sachets, decaffeinated coffee
- Coffee for use in lounges and suitable for specific machinery
- Tea for on-board use
- Speciality teas
- Coffee making machines for the SAA lounges: bean to cup, cappuccino, latte etc

4. Food safety

All coffee must be labelled in accordance with the requirements of the regulations governing the labelling and advertising of foodstuffs (GN. No. R2034, as amended), promulgated under the Foodstuffs, Cosmetics and Disinfectants Act 1972 (Act No. 54 of 1972), and shall in addition comply with all the requirements.

Vendors/producers have to demonstrate compliance with HACCP regulations throughout the chain of the production of coffee and delivery thereof to SAA.

5. Equipment used on-board SAA aircraft

SAA operates narrow body aircraft: B737-800s, A319s
SAA operates wide body aircraft: A340-300s, A340-600s, A330-200s and A330-300s will be delivered end 2016.

Coffee making equipment differs per aircraft – please refer to addendum:

Equipment and pots used per aircraft type.

The new A330-300s joining the fleet towards the end of 2016 will feature the normal coffee brewer machines in both business and economy class but will additionally have a speciality coffee machines in business class. These machines will be able to make espresso’s and cappuccino’s

The final selection of coffee machine type has not yet been made yet but could be either:
Option 1:

**Essence® Espresso/Cappuccino Machine or Iacobucci Espresso maker, both used with ESE (Easy Serving Espresso) pods**

This machine uses ESE pods:
This stands for ‘Easy Serving Espresso’
ESE pods are discs of coffee made out of paper filter and look like this:

![ESE Pods](image)

**E. S. E. (Easy Serving Espresso) Espresso Pods**

(approx life size)

ESE pods will work in the aircraft compatible dedicated coffee and espresso machines and hold approx. 7 gr of coffee. Each pod to be packaged in suitable packaging to ensure freshness, marked with best before dates. Packaging must be easy to open with tear strip.

OR
Option 2:

*Nespresso* Machine by B/E Aerospace used with Nespresso pods

Pods are tailor made for use in this machine. A variety of coffee strengths can be offered.

The final selection of machine has not yet been made so quotes must be for both options.

A. Coffee and tea specifications on-board SAA flights

**Business Class:**

SAA is looking to refine the coffee offer for its passengers traveling in business class. Most of the aircraft have limited coffee making equipment available but the newer A330-300 aircraft will have speciality coffee machines installed. Other options such as individual portioned drip coffee may be proposed.

Invitations to bid for following products:

1. Filter coffee:
   - Ground filter coffee pillow packs of approximately 70 gr of ground coffee to brew a 1L brewer pot or coffee flask.
   - Suitable for use in the airline environment
   - Must be a proven brand in the African context, to be demonstrated by facts and figures
   - African origin coffee
   - Single origin, unblended coffee beans from one country and region in Africa, is preferred
- 100% Arabica
- Medium roast to appeal to most tastes
- Coffee must not have harsh and bitter aftertastes
- Ground coffee must be packed in good quality pillow pack filter bags that will not tear easily. Each pillow pack to be packed in foil packaging ensuring the freshness of the coffee. Each foil pack to be marked with best before date and brewing instructions (refer images below).
- Quality of packaging will be tested.
- Brewing directions to be advised

Front of pillow pack filter bag

Back of pillow pack filter bag

Each pillow pack to be individually packed in foil to ensure freshness, Best before date to be added + brewing directions.
2. **Speciality coffee** to be served from **specialised coffee machine equipment** installed in the galley of the aircraft (timeframe of implementation is dependent on the entry into service of the new aircraft and will only be for use on these new aircraft), detailed in the equipment explanation above.

- Nespresso pods
  or
- ESE pods
- Above to be 4 varieties of differing intensities as well as decaffeinated: strong, medium and mild + decaffeinated

**Single portion coffee solution for Business and Economy Class service:**

a. One portion sachets for instant coffee and decaffeinated instant coffee. Must be a premium recognized brand.

b. Option of coffee solution that can offer a high quality one portion cup of soluble coffee.

c. Marking on the packaging of the sachets needs to include but not be limited to: ingredients, best before dates, storage conditions.

3. **Speciality coffee to be served in single portion for Business Class service:**

- Cappuccino
- Espresso
- Latte
- Hot Chocolate
- Must be a premium recognized brand.
- Marking on the packaging of the sachets needs to include: ingredients, best before dates, storage conditions.

**Economy Class coffee selection:**

Options to be considered for serving of coffee in economy class are:

**Filter Coffee Bag**

- Good quality coffee for brewing coffee in brewer pots and in large volumes.
- Ground filter coffee bags for a 1L brewer pot or coffee flask.
- Suitable use and packaging in the airline environment
- Must be a proven brand in the African context, to be demonstrated by facts and figures
- African origin coffee
- Single origin, unblended coffee beans from one country and region in Africa, is preferred
- 100% Arabica
- Medium roast to appeal to most tastes
- Coffee must not have harsh and bitter aftertastes
- Packed in filter bags that will not tear easily. This will be tested.
- Brewing directions to be advised

OR
Freeze dry coffee in suitable packaging
- Good quality coffee for brewing coffee in brewer pots and in large volumes.
- Freeze dry coffee for a 1L brewer pot or coffee flask.
- Suitable use and packaging in the airline environment
- Must be a proven brand in the African context, to be demonstrated by facts and figures
- African origin coffee
- Single origin, unblended coffee beans from one country and region in Africa, is preferred
- 100% Arabica
- Medium roast to appeal to most tastes
- Coffee must not have harsh and bitter aftertastes
- Packed in a suitable package that is easy to tear by crew onboard. This will be tested.
- Brewing directions to be advised

Coffee specifications for use in SAA offices
- Freeze dry coffee in 750grms tin jars
- Must be a recognised brand

4. Tea specifications

Economy and Business Class
- Must be a recognised brand, to be demonstrated by facts and figures
- High quality tea
- The blend type should be Ceylon
- Approximately 2gr of tea leaves per tea bag.
- Tea bags MUST BE TAGGED
- Packaging 25 tagged tea bags in a foil for freshness

Speciality Tea for Business Class and SAA Lounges
- Tagged tea bag in an individually wrapped envelope (envelopes must retain freshness)
- Envelope must be easy to open
- Marking on the packaging needs to include but not be limited to: ingredients, best before dates, storage conditions.
- Must be a premium recognised premium brand such as:
  - Earl Grey Tea
  - English Breakfast
  - Rooibos Tea
  - Camomile Tea
  - Green Tea with Mint

Tea presentation (display) boxes must be provided for display in all lounges. The supplier is to ensure that all costs associated to the display boxes will be for its own account. The requirements for the boxes will be as follows:
- Tea display boxes to be offered
- Tea display boxes to be changed every six months if worn/damaged
• Tea display boxes to changed if damaged before the six months period have elapsed

B. Coffee and tea specifications for lounges

SAA is looking for bids for a total coffee solution for all relevant lounges (1. Domestic: ORTIA, Cape Town, Port Elizabeth, East London and Durban 2. Regional: Lusaka, Harare and Lagos) which includes hot beverage vending machines as well as two group espresso machine and grinder

Total Coffee Solution:
The supply of coffee and coffee machines (hot beverage vending machines and Two group espresso machine and grinder) to the SAA lounges. The schedule must refer to brand new equipment not pre-owned or pre-used. Please include lead time for equipment in the schedule. One company to handle both the machine installations as well as servicing and the delivery of the coffee.

• Site inspection is required

• The successful company needs to secure ACSA permits to access the lounges country wide at their own cost.

• Price per cup (250ml) for the following:
  - Instant Solution (Self Service – Bean to Cup):
    - Black coffee
    - White coffee
    - Cappuccino
    - Hot chocolate
    - Moccachino
    - Latte
  - Bean to cup:
    - Espresso
    - Coffee
    - Cappuccino
    - Latte
    - Moccachino
    - Hot chocolate
  - Two group espresso machine and grinder – costs of the ground coffee per cup

Equipment currently used in the lounges
(NB: the images provided are examples, all machines are bean to cup)
Branding of the Self Service and Bar Areas:
- Offer an option to brand the lounge self service and bar areas, indicate the cost benefits for SAA
- Show visuals of proposed branding, to include cups, stirrers, visual images on the front of the machines or in the area. Please use photographs.
Service to include:
- Back up equipment to be available for the relevant Domestic and Regional Lounges.
- 24 hour coffee machine service with a minimum 3 hour turn around time
- Coffee machine cleaning schedule to be provided
- Representation at each Domestic and Regional Lounges are required for the servicing of coffee machines at the supplier’s own cost.
- Advise which other products are required and what accessories and correction requirements are required with the equipment, these to be included in the price where relevant.
- Show frequency of maintenance and include a maintenance plan with costs per station.
- Please indicate the origin of the coffee machine.
- SAA requires standard coffee in all its lounges.
- All inclusive offer including cleaning, servicing, training etc
- The specification of the machine in the bid MUST be the machine that will be installed
- Plumbing detail of each lounge has been provided as per attachment. Please propose machinery accordingly to fit the plumbing specifications.
- **Coffee Barista Training**
  - Bids to include coffee barista training as well as full training on use of the coffee machines. Coffee Barista training can include the presentation of coffee barista badges and certificates after completion of training. Annual refresher training is preferred, at cost of the bidder.
  - Training to be conducted off site at the bidders premises where possible and transport to be offered by the bidder.
  - Six monthly training for new employees in the lounge.
**General**

**Delivery & Price**

- The price per item must be DAP Johannesburg  SAA Warehouse
- The supplier must provide the FDA number
- Supplier to indicate the full shelf life of each item
- Stock must be delivered on treated 4 way entry pallets dimensions 1.2m x 1.0m (As per the Government Gazette 5 March 2004 notice 319 of 2004 as amended...)
- Products need to be packed properly so as to reach SAA warehouse in a condition that is free from defects and allows for storage in SAA stores.
- Each pallet shall be strengthened on all four corners to ensure safe transportation of products
- Products Case Packing details( label on top and side of the case) with below info:
  - SAA Code *(consist of SA & 4 digit to be advise on award)*
  - Description of the content
  - Manufacturing & Expiry date
  - Case qty
  - PO number

**Ordering of Stock**

- The ordering of the annual estimated quantities indicated above is driven by the usage rate. A rolling schedule based on usage rate is therefore used for the ordering of stock, which may vary from month to month with the scale of operations.
- The supplier is required to keep minimum buffer stock of the lesser of 15% or 4wks of the annual forecasted qty.