



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG

University of the Witwatersrand, Johannesburg

**Request for proposal (RFP)
SERV/2019/01**

**PROVISION OF RESTAURANT AND CATERING KITCHEN AT PROFESSIONAL DEVELOPMENT
HUB**

PROCUREMENT DOCUMENT

FEBRUARY 2019

Issued by:

DIRECTOR: Services

University of the Witwatersrand, Johannesburg

Name of tenderer:



UNIVERSITY OF THE
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University of the Witwatersrand, Johannesburg

SERV/2019/01

**PROVISION OF RESTAURANT AND CATERING
KITCHEN AT PROFESSIONAL DEVELOPMENT HUB**

Contents

Number	Heading
--------	---------

Request for Proposal

Part T1: Tendering procedures

T1.1	Tender notice and invitation to tender
------	--

T1.2	Tender data
------	-------------

T1.3	Supporting Annexures
------	----------------------

Part T2: Returnable documents

T2.1	List of returnable schedules/documents
------	--

T2.2	Proposal requirements
------	-----------------------

THE CONTRACT

Part C1: Retail Contract



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SERV/2019/01

PROVISION OF RESTAURANT AND CATERING KITCHEN AT PROFESSIONAL DEVELOPMENT HUB

T1.1 Tender Notice and Invitation to Tender

Overview of the University

The University of the Witwatersrand, Johannesburg (the *University* or the *Purchaser*) is a leading University in Africa, as reflected by its international standing and the quality of its graduates, many of whom have played a major role in founding industries in South Africa, including sectors such as mining, financial services and information technology. The *University* prepares students for managerial, professional and leadership positions in the public, private and non-governmental sectors. The *University* has about 30000 students and approximately 6500 staff and is one of the biggest sources of skills in Africa. The *University's* graduates occupy many senior positions in government and industry, and have thus made a considerable contribution to the economy.

The *University* has countless opportunities for students and staff to engage with and present solutions that will contribute to our country's knowledge-base and build our future. With its more than 130 000 graduates in its 90-year history, Wits has made and will continue to make its mark nationally and internationally.

Wits is strategically located in Johannesburg, a world class city, and has vast campuses that are spread over 400 hectares in Braamfontein and Parktown.

Invitation to Tender

The Services Management Department of the University of the Witwatersrand, Johannesburg, invites tenders for the operation of **Restaurant and Catering Kitchen services at PDH**

Preferences are offered to Tenderers who are Broad Based Black Economic Empowerment Contributors.

Only suitably qualified Tenderers are eligible to submit tenders.

Documents may be downloaded from the University's website <http://www.wits.ac.za/about-wits/procurement/> from **14:00** on **Monday, 18 March 2019**. **Queries** relating to this RFP can be addressed to Ms Nodumo Buso

Please ensure that you confirm your eligibility to tender prior to the briefing session, by reviewing the criteria stated in the tender documents.

Note the below compulsory clarification meeting / session/ briefing on **Monday, 25 March 2019) strictly** at [10H00] at the Kitchen PDH Building, East Campus, University of the Witwatersrand, Empire Rd, Johannesburg. (Tel 011 – 717 1510) (Refer: <https://www.wits.ac.za/maps/braamfontein-campus-west/>)

Queries relating to the issue of these documents may be addressed to Ms Charmaine Layton, Tel: 011-717-1701, email: Charmaine.Layton@wits.ac.za

The closing date and time for receipt for [SERV/2019/01] is on Tuesday, 02 April 2019 at 12:00 hrs.

Shortlisted Tenderers may be given the opportunity to make presentations to the University and will be advised of the date and time.

The University reserves its right to proceed with this request for information in full, in parts or not at all and call for a new RFP in the event of an unsatisfactory reply to this RFP invitation.

The conditions of tender, tender instructions, detail regarding the compulsory briefing meeting and detail regarding the shortlisted tender presentations are stated in the Tender Data of the Tender Invitation Documents.

Compulsory Site Visit

Note: The Tenderer must inform the *University's* agent (whose details are in F.1.4 below), in a single email their intent to attend the compulsory site visit by COB on 22nd March 2019.

Intent to Respond to Tender

Note: Prior to the submission of any of the below listed Returnable documents and schedules in the Tender Data, the Tenderer must inform the *University's* agent (whose details are in F.1.4 below), in a single email, the following by the time indicated in F.2.15 of the Tender Data below:

- The Tenderer's written statement of intention to offer to tender

Tender Background

The Professional Development Hub also known as PDH is situated in the heart of the premier academic address (Wits University) and a vibrant cosmopolitan city (Johannesburg). This state of the art facility has been in operation since August 2010 offering a range of superbly designed conference rooms, classrooms and a restaurant. It is a perfect venue for learning, teaching, conferences, networking and other business opportunities. The facility has sophisticated infrastructure that is compatible with latest technological devices and systems.

Objectives

The Service Provider will provide:

A quality, diverse and competitively priced food and catering service in exchange for exclusive catering rights in this facility for the stated period.

- The exclusive catering rights are dependent on the ability to deliver on the expected catering service requirements. Non-compliance will affect this contractual privilege such that the services of the alternative caterers will and/or might be enlisted to render the catering service in accordance with the client requirements.
- Good quality yet cost effective restaurant providing breakfast and lunch meals.
- Breakfast, Lunch and Dinner/evening meals on request in the central dining area and in private dining areas, as required, for courses and events.
- Provision of tea and snack service for meetings.
- Take away service which comprises of fast food amongst other offerings.
- Cocktail snacks.
- Cocktail dinners.
- Conference catering in the Atrium and other spaces.
- Convenience items – chocolates, crisps, cool drinks etc.
- Vending machines with light food serving.
- The ability and flexibility to provide catering service for after hour and adhoc functions as and when required.

Project Definition

The University requires the Service Provider to render food and catering services in respect of the following requirements:

- Conferences
- Day to day
- Functions and events
- On-site canteen
- Adhoc requirements



UNIVERSITY OF THE
WITWATERSRAND,
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University of the Witwatersrand, Johannesburg

SERVICES/2019/01

**PROVISION OF RESTAURANT AND CATERING
KITCHEN AT PROFESSIONAL DEVELOPMENT HUB**

T1.2 Tender Data

Standard Conditions of Tender

The standard conditions of tender are the Standard Conditions of Tender as contained in Annexure F of the CIDB Standard for Uniformity in Construction Procurement (May 2010) as published in Government Gazette No 33239, Board Notice 86 of 2010 of 28 May 2010. (See <http://www.cidb.org.za/knowledge/publications/standards/sfuinfo/default.aspx>).

The Standard Conditions of Tender make several references to the Tender Data for details that apply specifically to this tender. The Tender Data shall have precedence in the interpretation of any ambiguity or inconsistency between it and the Standard Conditions of Tender.

Each item of data given below is cross-referenced to the clause in the Standard Conditions of Tender to which it mainly applies.

Clause number	Tender Data
F.1.1	The <i>University</i> is the University of the Witwatersrand, Johannesburg, acting through its Services Management Department. "The <i>Employer</i> " and "the <i>University</i> " have the same meaning and are interchangeably used throughout this tender invitation.
F.1.1	The <i>University</i> reserves the right at any time to: <ul style="list-style-type: none"> • request further information should the tender offer yield insufficient detail and Tenderer differentiation, • contact any Tenderer during the evaluation process, in order to clarify any information, without informing any other Tenderer, • award only a portion of the tender, • award portions of the tender to more than one Tenderer, • withdraw, defer or suspend the tender at any time, and • audit the awarded contract/s from time to time.
F.1.2	The Tender Documents issued by the <i>University</i> comprise the following documents: THE TENDER Part T1: Tendering procedures T1.1 - Tender notice and invitation to tender T1.2 - Tender data T1.3 - Supporting Annexures (A – F) Part T2: Returnable documents T2.1 - List of returnable schedules/documents T2.2 - Proposal requirements THE CONTRACT Part C1: Retail Contract
F.1.2	All tender offers and any accompanying documentation become the property of the <i>University</i> and will not be returned.

F.1.4	<p>The <i>University's</i> agents:</p> <p>Name: The Category Manager, Procurement Services, Nodumo Buso Email: Nodumo.buso@wits.ac.za and copied to Ms Charmaine Layton: Charmaine.Layton@wits.ac.za</p>																														
F.1.5.2	This clause does not apply.																														
F.1.6.2	This clause does not apply.																														
F.2.1	Only those tenderers who satisfy the Eligibility Criteria set out in Invitation to Tender above are eligible to submit tenders.																														
F.2.7	Compulsory site visits will be held at the times and places set out in F.2.15. Tenderers must sign the attendance list in the name of the tendering entity at the meeting. Any addenda will be issued to and tenders will be received only from those tendering entities appearing on the attendance list.																														
F.2.13.3	The Tenderer must submit 2 original printed copies of their tender offer together with an electronic copy on memory stick to the address set out in F.2.15. The printed copies and the electronic copy must contain exactly the same information.																														
F.2.13.4	<p>An officer or director of the Tenderer who is legally authorized by the Tenderer to enter into a binding agreement must sign the tender offer. A list of the person(s) authorised to negotiate on the Tenderer's behalf must be submitted with the tender offer.</p> <p>The Tenderer will nominate one representative to act as its single point of contact for all dealings with the University.</p>																														
F.2.13.5	<p>The <i>University's</i> details and address for delivery of tender offers and identification details that are to be shown on each tender offer package are:</p> <table border="1"> <tr> <td>Identification details:</td> <td colspan="2">Tender reference number, Title of Tender and the closing date and time of the tender</td> </tr> <tr> <td>Tender Box Location:</td> <td colspan="2">Foyer of the Procurement Services Offices (Attention: Charmaine Layton)</td> </tr> <tr> <td>Physical address:</td> <td colspan="2">Facilities and Services Building, West Campus, Braamfontein, University of the Witwatersrand, Johannesburg (Tel 011-717-1510) (refer map at: http://www.wits.ac.za/contactwits/maps/westcampus.htm/609/west_campus.html)</td> </tr> </table>			Identification details:	Tender reference number, Title of Tender and the closing date and time of the tender		Tender Box Location:	Foyer of the Procurement Services Offices (Attention: Charmaine Layton)		Physical address:	Facilities and Services Building, West Campus, Braamfontein, University of the Witwatersrand, Johannesburg (Tel 011-717-1510) (refer map at: http://www.wits.ac.za/contactwits/maps/westcampus.htm/609/west_campus.html)																				
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F.2.13.9	Telephonic, telegraphic, telex, facsimile or e-mailed tender offers will not be accepted.																														
F.2.15	<p>The closing time for receipt of tender offers is 12:00 hrs on 02/04/2019. (Tender Offers submitted after this time will be rejected)</p> <table border="1"> <thead> <tr> <th></th> <th>Date</th> <th>Time</th> <th>Venue / Site</th> </tr> </thead> <tbody> <tr> <td>Invitation to Tender notice release & publication</td> <td>18/03/2019</td> <td></td> <td></td> </tr> <tr> <td>Tenderer's compulsory clarification meeting</td> <td>25/03/2019</td> <td>From 10:00</td> <td>The Kitchen PDH Building, East Campus, University of the Witwatersrand, Empire Rd, Johannesburg.</td> </tr> <tr> <td>Tenderer's notice of intent to respond & make an offer</td> <td>22/03/2019</td> <td>12:00</td> <td></td> </tr> <tr> <td>Tenderer's Offer submission (response closing time)</td> <td>02/04/2019</td> <td>12.00</td> <td></td> </tr> <tr> <td>Short-listed Tenderer's presentations</td> <td>11/04/2019 & 12/04/2019</td> <td>Tba</td> <td>Tba</td> </tr> <tr> <td>Intended award date & contract conclusion</td> <td>13/05/2019</td> <td></td> <td></td> </tr> </tbody> </table> <p>Note that the dates in this clause F.2.15 are fixed, unless the <i>University</i>, which reserves its right to do so, alters any of these dates at any time as it deems necessary.</p>				Date	Time	Venue / Site	Invitation to Tender notice release & publication	18/03/2019			Tenderer's compulsory clarification meeting	25/03/2019	From 10:00	The Kitchen PDH Building, East Campus, University of the Witwatersrand, Empire Rd, Johannesburg.	Tenderer's notice of intent to respond & make an offer	22/03/2019	12:00		Tenderer's Offer submission (response closing time)	02/04/2019	12.00		Short-listed Tenderer's presentations	11/04/2019 & 12/04/2019	Tba	Tba	Intended award date & contract conclusion	13/05/2019		
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F.2.16	The tender offer validity period is from the closing time specified in F.2.15 for 90 days.
F.2.22 F.2.23	All returnable documents, certificates and schedules must be current and valid and returned with the Tenderer's offer submission.
F.3.1.1	The University will respond to requests for clarification received up to 3 working days before the tender closing time. Queries should be by email only to the Category Manager named above. Additional information supplied to any Tenderer may be provided to other Tenderers via e-mail.
F.3.3	Tender offers submitted after the closing time in F.2.15 will be rejected, including any tender submission that is received by any staff member of the University after the closing time, in which event it will remain unopened (unless already open, or it is necessary to open to obtain Tenderer details) and should be retrieved by the Tenderer within 7 days of the closing time, failing which it will be destroyed.
F.3.4	Submissions are opened in the presence of the University's tender evaluation committee members only.
F.3.8	<p>Tenderer's will be disqualified without the opportunity to make their tender offer responsive if:</p> <ul style="list-style-type: none"> • it is submitted after the closing time specified in F.2.15, • it is delivered to individuals other than Procurement personnel at the address in F.2.13.5, • it is not submitted in duplicate and/or does not include a softcopy, • it is not signed by an authorised signatory as required in F.2.13.4, • the compulsory Returnable documents and schedules are not provided or not completed in full, • they fail to comply with the requested specifications, services and service levels, or • any compulsory requirements as indicated are not complied with. <p>A tender offer may be declared unresponsive and rejected if:</p> <ul style="list-style-type: none"> • it contains any erasure, alteration, text addition or irregularity other than that requested, • it is considered unbalanced, or does not include the required information necessary for proper comparison and evaluation, • it is incomplete, • it does not follow the required sequence of Returnable documents and schedules, • it is not submitted on the forms provided or forms are not completed, • any "must" condition is not met, or • the University reasonably deems it fit to do so for any other cause.
F.3.10	The University may require short-listed Tenderers to make presentations to University management on the date and at the place in F.2.15 of the Tender Data. These are designed to give Tenderers the opportunity to present their business plan and have a question and answer clarifying session.
F.3.11.2 to F.3.11.9 inclusive	<p>These clauses are replaced with the following:</p> <p>The <i>University</i> will apply a unique set of evaluation criteria to the tender offer including:</p> <ul style="list-style-type: none"> • Tenderer experience and financial condition, reputation and competence in the provision of the goods and/or services that the Tenderer is offering to provide, • the ability of the Tenderer to deliver and maintain a reliable long-term capability that effectively and cost efficiently meets the <i>University's</i> requirements, including meeting desired Service Levels, • the qualification, experience and ability of the Tenderer's staff expected to be assigned to the project, • the degree to which the proposed solution addresses the <i>University's</i> requirements (fitness for purpose, business, functionality, financial, quality, preference, etc.), including the effectiveness of implementation, and the reliability and quality of the goods and services, • the ability of the Tenderer to minimise the <i>University's</i> business risks in ensuring business continuity, and • additional differentiators that Tenderer shows are advantages over other similar Tenderers.
F.3.15	This clause does not apply.
F.3.17	The number of paper copies of the signed contract to be provided by the University is two.
F.3.18	The University shall provide upon written request only the outcomes of tender process.

By signing below, the Tenderer agrees with all of the conditions, statements and terms of this tender. (Mandatory)

Authorised Signature of Tenderer		
Name of signing person		
Capacity		
Date		
Telephone Number		
Fax Number		
Cell Number		
Name of Tenderer [company name]		
Postal address (in block letters)		
Full street address (Domicilium citandi et executandi in the RSA)		



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University of the Witwatersrand, Johannesburg

SERVICES/2019/01

**PROVISION OF RESTAURANT AND CATERING KITCHEN
AT PROFESSIONAL DEVELOPMENT HUB**

T.2.1 List of returnable schedules/documents

Returnable schedules/documents required for tender evaluation purposes

The Tenderer's offer must be composed according to, and in the sequence of the below list of required documents. The Tenderer must submit all of the following returnable schedules.

Schedule A: Company Profile (Compulsory documents)

- Description & brief history of Tenderer's company
- Company financial results (including last 3 financial years' audited financial results or statements prepared in accordance with Generally Accepted Accounting Practice (GAAP) for the preceding financial year)
- Company and tax certificates including:
- South African registration documents if a registered company (CIPRO registration & directors, VAT registration, Memorandum of Association, Certificate of Incorporation)
- Tax Clearance Certificate for Tenders issued by the South African Revenue Services
- Letter of Good Standing from Tenderer's bankers which indicates the Tenderer Company's financial health and liquidity. This letter must state at minimum about the Tenderer:
 - Tenderer's registered name and length of time as the bank's client,
 - The Tenderer's account name and details at the bank, and
 - The Tenderer has access to lines of credit with the bank, they have the resources to meet their commitments, and that the bank considers the Tenderer a counterparty of good risk and good for business.
- Proof of Good Standing with the Relevant Industry Legislative Bodies E.g. UIF, COIDA, Bargaining Council (Or undertaking to register upon appointment) Etc.
- Company Standard Conditions of Employment
- Company Disciplinary and Grievance Procedures
- Salary scales for each category of employee
- Public Liability – Proof of insurance

Schedule B: Preference Documents

- Valid SANAS approved BBBEE certificate (Verification certificate from a verification agency accredited by SANAS and recognized as an Accredited B-BBEE Verification Agencies (see www.sanas.co.za/directory/bbee_default.php)
- Attach a written declaration on company letterhead, which has been duly signed by the Tenderer's authorised signatory, with the following content:

I/we declare that the <<Tenderer Name>> enterprise is a Level contributor as at the closing date of this tender and our financial year ends on

Schedule C: Customer References and Experience of Tenderer

- The Tenderer will provide a list (minimum 3) of reference sites where they have provided goods and services of a broadly similar nature as is being requested in this tender for a period longer than 2 years or provide proof of formal training related to a food retail operation (Diploma/Certificates and 2 letters of reference from lecturers at the institution where training was received to be attached to Schedule C).
- If, in the University's opinion, the reference customers do not meet the University's requirements, additional references will be requested, and visits to the reference sites will be required. Interviews at reference sites will be confidential.
- The following is a statement of similar work successfully completed by ourselves over the last two years (use a separate page of necessary):

Customer/Client, contact person and telephone number	Description of contract indicating delivery time from placement of order and volumes	Value of supplies inclusive of VAT (Rand)	Date completed

Signed

Date

Name

Position

Tenderer

Phase 1 Functionality Criteria

Note: *Only Tenderers that attain a minimum of 70% threshold for functionality indicated below shall be evaluated further.*

The process will result in finalizing the shortlisted Service Providers that will be considered for Presentation. Only Service Providers that maintain a minimum of 80% threshold for Presentation will be considered for final stage.

FUNCTIONALITY CRITERIA	WEIGHTS
1. Provide three (3) contactable references and proven track record where similar service was provided for the past three (3) years; At least one reference to be related to rendering a restaurant service in a tertiary education environment (Attach Company Profile and indicate when company started providing this service)	30 POINTS
<ul style="list-style-type: none"> 3 Confirmed acceptable reference sites provided = 30 points 	
<ul style="list-style-type: none"> 2 Confirmed acceptable reference sites provided = 20 points 	
2. Proposed business plan with realistic time frames and vision of the site	35 POINTS
<ul style="list-style-type: none"> Intended method of funding capital outlay and projected income = 6 points 	
<ul style="list-style-type: none"> 14 day sample menu with price estimates and weighed options estimates = 8 points 	
<ul style="list-style-type: none"> Use of Bio-degradable = 5 points 	
<ul style="list-style-type: none"> Food preparation methods = 8 points 	
<ul style="list-style-type: none"> Takeover set up time frames and expected opening dates = 8 points 	
3. Food Handling policy	20 POINTS
<ul style="list-style-type: none"> Well documented and comprehensive policy/procedure for handling food = 20 points, as well as a comprehensive understanding around food regulations and the implementation of those. (E.g. R638; Food & cosmetics act) 	
<ul style="list-style-type: none"> Minimal information = 10 points 	
4. Operational Health & Safety policy	5 POINTS
<ul style="list-style-type: none"> Supplier to provide a detailed policy 	
5. Staff organogram and training and development plan of staff	5 POINTS
<ul style="list-style-type: none"> Supplier's ability to provide training to their staff, CV's and key responsibilities 	
6. Risk/Assumptions/Contingency plan.	5 POINTS
<ul style="list-style-type: none"> Backup and contingencies plan should there be strikes and interruptions to the operational requirements be taken to ensure continuity of service = 5 Points 	
TOTAL POINTS FOR FUNCTIONALITY	100 POINTS

T.2.2 Proposal requirements

Information that will be used for tender evaluation purposes and may be incorporated into the contract

The Tenderer must comply with the scope of work and specifications as set out

1. Tenderer's offer

The Tenderer's offer should include the following:

- General Requirements
 - Cover Letter
 - Executive Summary
 - Tenderer's Proposal
- Submission Requirements
- Presentation Requirements

2. Presentation Requirements

Potential Service Providers will be required to do a 30 minutes presentation based on the information submitted to the selection committee. This will be followed by fifteen minutes of presentation specific questions by panel members.

The Service Provider will be required to provide a sample plate, using the proposed crockery and cutlery when doing their presentation for the following menus:

- Course luncheon meal and tea service for 1 person
 - Budget meal for training and conference bookings
 - Standard meal for training and conference bookings
 - Executive meal option for training & conference bookings
- A Vegetarian meal option service for 2 people
- Cocktail snacks for 2 people
- Sample selection of items that will be sold in the retail operation:
 - Healthy food option
 - Pre-packed snack / light meal
 - Confectionary item

3. PROFESSIONAL DEVELOPMENT HUB

Scope of Work

1. Project Definition

The University requires the Service Provider to render food and catering services in respect of the following requirements:

- Conferences
- Day to day
- Functions and events
- On-site canteen
- Adhoc requirements

2. Submission requirements

All submissions are to include the following information:

- Proposed operation and vision for the site.
- Staff compliment sufficient to provide the required service.
- Brief job description for each category of employee.
- CV for the owner / manager and Chef of the operation and a company profile.
- Salary scales for each category of employee.
- Business plan outlining the proposed methodology clearly outlining timeframes

- Intended method of funding capital outlays and purchasing of additional equipment.
- Projected income and overhead costs.
- Current rental is R15 835.07 Excluding VAT per month for 10 months per annum
- Project implementation plan showing expected opening dates for each unit.
- 14 day sample menus for each service area including lunch, mid-morning and afternoon snacks which relates to the scope of work.
- Offer estimates of a weighed food option category.
- Prices for all menu items.
- Preparation methods for menu items.
- Provide references not older than 3 years where conference / cocktail event catering was provided on weekly basis.

Business Plan

The Service Provider is required to provide a detailed Business Plan which outlines:

- Method of serving, including displays, e.g. positioning of cool drink fridges, self-service area, if applicable.
- Conference packages and menus and day to day offering which include prices.
- Layout of the service area i.e. Table cloths.
- Staffing structure.
- Evidence of Food safety management system.
- Anticipated monthly operational expenditure, including staffing costs.
- Projected income.
- Proposed capital investment.
- Takeover/setup timeframes.

Menu and Pricing

Menus have to reflect current trends in terms of cooking methods, garnishes, eco-friendly packaging etc.

They should also make provision for a variety of lifestyles e.g. health food, vegetarian meals, low fat/sodium etc.

The use of polystyrene cups and fomo trays or containers or plastic cutlery is strictly prohibited. An alternative eco-friendly packaging option is to be sought.

Menus and pricing must be submitted by the Service Provider on an annual basis by October for the next financial year to the University for input and approval.

It should be noted that many courses run over 5 or more days, and as such, variations should be provided in each price range to prevent menu fatigue.

An indication is to be given of the proposed method of service i.e. plated, buffet etc.

Variations or options not provided, that may be required by the University will be negotiated on booking or if and when required, as will the need for kosher or halaal options.

- Conference catering:
 - Executive
 - Standard
 - Budget
- Day to day catering:
 - Fast food
 - Grab and go
 - Meal of the day
 - Pre-packed light meals
 - Assortment of cakes and confectionary
 - Convenience items – chocolates, crisps, cool drinks, etc.
- Function catering:
 - A buffet style breakfast, lunch and dinner service
 - A high tea and light refreshment service
 - A formal and “sit-down” service
 - Cocktail snacks
 - An outdoor braai service

3. Mandatory Documents

1 (one) electronic and 2 (two) printed copies of the proposal is to be submitted.
All submissions must include the following documents and/or information:

- SARS Tax Clearance Certificate showing clearance on vat, income tax, UIF, SDL & PAYE
- BBBEE Certificate / Status
- Company registration documents
- Bargaining Council Membership (or undertaking to register upon appointment)
- Public liability
- Proof of good standing with the relevant industry legislative bodies e.g. UIF, COIDA, etc.

The Service Provider is required to further comply with the following criteria:

- Have a valid Certificate of Acceptability from the Department of Health or an application for this needs to happen within the first month of operation.
- Have a valid trading license
- Be aesthetically pleasing and neat and tidy at all times

All food safety considerations must be adhered to, including the *Food, Cosmetics and Disinfectants Act of 1972, Regulation R638* and the *Occupational Health and Safety Act no85 of 1993*.

4. Presentation Requirements

Potential Service Providers will be required to do a 30 minutes presentation based on the information submitted to the selection committee. This will be followed by fifteen minutes of presentation specific questions by panel members. The Service Provider will be required to provide a sample plate, using the proposed crockery and cutlery when doing their presentation for the following menus:

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- Sample selection of items that will be sold in the retail operation:
 - Healthy food option
 - Pre-packed snack / light meal
 - Confectionary item

5. Diversity of clientele

The following statistical data has been attached to the document for ease of reference:

- Catering services provided in 2017 and 2018 (Annexure E1)
- Confirmed bookings for 2019 (Annexure E2)

Potential clients are made up of the following:

- Course/conference delegates from many industries and professions
- Academic and professional course presenters
- Visitors, VIP guests and dignitaries
- Visitors, staff and students as walk in patrons and for events
- Wits business school, HRDU and Wits school of Governance, Wits Language school

The potential daily capacity of the PDH is as follows:

Staff whose permanent place of work is in the PDH:

Wits Enterprise Staff: 35

Wits Language School Staff: 31 (*excluding teachers who are in and out depending on the course*)

DMSA: 5

PDH: 4

CLEANERS AND SECURITY: 12

Wits Enterprise Course Delegates:

Per session. (Morning/Afternoon/Evening plus Saturday):

Saturdays are fully booked

The atrium can only accommodate 150 delegates per seating for meals, so when the facility is booked to capacity, staggered server times will be required

Wits language school students:

Monday to Friday

Day students 08h30 to 17h00: 300

Evening students 18h00 to 21h00

o **PDH Operating Hours**

Minimum operating hours are to be:

- 07h00 to 17h00, Monday to Friday
- 07h00 to 13h00, Saturdays (Wits language school)

Facility Specs

- Premises

The PDH Restaurant comprises of the following areas:

Rentable areas as indicated on ANNEXURE A are in yellow:

- Kitchen,
- Refuse area,
- Served area

Non rentable areas:

- External seating area, both covered and uncovered
- Atrium

6. Capital Investment

The Service Provider is required to ensure that the rentable areas are fully equipped in a style commensurate with the general tone and style of the building, and in support of the needs of the operation.

Some equipment and furniture have been procured by the University; the Service Provider has to maintain the equipment at their own cost and details of repairs or maintenance should be forwarded to the University. The list of furniture and equipment is provided on **Annexure B**.

7. Cleaning

The Service Provider must ensure compliance with all applicable cleaning regulatory requirements, and as such is responsible for cleaning requirements and related costs associated with all rentable space including but not limited to the provision of consumables, cleaning materials, pest control and related costs, sanitation services. The outside sitting area and bathrooms will be cleaned by Wits cleaners in the morning. Tables and chairs outside are the responsibility of the Service Provider.

8. Licenses

The Service Provider will be required to ensure that all relevant legal requirements are met in accordance with, but not limited to, the food premises, selling of alcoholic beverages and COA.

9. Customer Payment Options

The Service Provider is required to make available, systems to facilitate all methods of payment such as credit cards, debit cards, EFT transfers, internal requisition payment, cash etc.

10. Security and Parking

The Service Provider will be required to adhere to University policies and procedures in terms of parking, cash handling and securing of their premises.

Parking permits are to be purchased in line with the University policies and procedures if required.

The Service Provider must arrange for their staff ICAM cards for access and parking requirements, and the Service Provider will be responsible for their own internet access.

11. Additional Requirements

The Service Provider is required to report all maintenance requirements, i.e. malfunctions, equipment faults, damage to property, etc. to the University in the format and manner as prescribed by the University. The University needs to service

the equipment prior to handover to new tenant. There after the tenant will maintain and give proof of preventative maintenance done quarterly. On occupation of the facility the Service Provider becomes responsible and liable for all maintenance and repair costs resulting in their negligence. The Service Provider will be required to use Wits vetted service providers for repairs.

All other maintenance i.e. replacement of globes, faulty plugs etc. needs to be reported to the Ops/facilities manager and costs related to that is for PDH.

It should also be noted that the full risk associated with the setting up and running of the facility will be borne by the Service Provider

A. Rental and Utility Charges

The Service Provider will pay a monthly rental to the University in return for the Kitchen and Restaurant space utilised.

The Service Provider is responsible for charges including, but not limited to,

- telephones, telephone calls, provision of telephone services,
- Fat trap cleaning.
- Utilities i.e. gas, electricity, water which will be charged according to meter readings

See **Annexure C** – Utility and Security Related Charges

B. Competencies and Expertise Required

The Service Provider is expected to employ a staff complement sufficient to provide the services required.

All staff must be familiar with food handling legislation and best practice, and are to be regularly trained or retrained by the Service Provider to ensure compliance.

C. Reporting

The Service Provider will be required to attend and report at PDH requested meetings from time to time. Reports required are as follows:

- All maintenance requirements that are the University's responsibility, i.e. malfunctions, damage to property, etc.
- Consolidated monthly schedules of all bookings in order to monitor utilization.
- Compilation of comments/questionnaires completed by clients utilizing these Facilities - on request from the University - in order to monitor service delivery.
- Any other reports that may be requested by the University from time to time.
- Point of sale as and when requested
- Monthly income statement report (cash revenue and function revenue breakdown)

The manager on site must be able to liaise with the various clients, including but not limited to the Venue Liaison Officer, PDH Building Coordinator, University Services Department, etc. in a professional manner. This person needs to be accessible at all times.

D. Contract Period and Agreement

The contract period will come into operation on 1 July 2019 and will continue for a period of 1 year and six months with an option to renew for 1 year and 11 months based on performance review by the university representative.

The Agreement will be based on standard agreement with certain site specific clauses added.

E. Proposal Conditions and Instructions

Proposal Conditions

All costs of any nature whatsoever related to the preparation and submission of this proposal is for the account of the Service Provider.

The University reserves the right not to proceed with this matter at any time, and is not liable for any costs or other expenses incurred by Service Providers as a result thereof.

The University reserves the right at its discretion to share all information and findings with any other higher education entities worldwide, provided such information has not been marked as confidential. This will be done for benchmarking purposes.

The acceptance of any proposal is at the sole discretion of the University, and the University will not necessarily accept the lowest and/or any proposal and is not obliged to give any reason for its decision. Information regarding the proposal evaluations will not be published or discussed with any of the Service Providers.

The University's decision will be final.

Prospective Service Providers' attention is drawn to the fact that no contact in any form whatsoever is permitted with any member of the evaluation team regarding this proposal, apart from the RFP coordinator specified above. If any Service Provider fails to comply with this regulation, the University may elect to disqualify its proposal with immediate effect.

The contract terms that will apply are contained in **ANNEXURE D**. The University reserves the right to revise these contract terms to accommodate the requirements of the RFP invitation and RFP offer information that applies.

F. Proposer Insurances

The Proposer must provide proof that it has adequate cover of the following insurances:

- General and Public Liability Insurance, including cover for bodily injury and death, and property damage. SASRIA insurance is also strongly recommended but it is not a requirement for the contract.

Access to the University Precincts

These terms, provided by the University in **Annexure F**, will govern the successful service provider's access to and where and how the works, goods and services on the University's precincts are delivered/performed.