**Retail Tender: Catering on Campus – Functions & Events**

Annexure A - 4

1. BACKGROUND AND PURPOSE

The University of the Witwatersrand, Johannesburg (the University) 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’s graduates occupy many senior positions in government and industry and have thus made a considerable contribution to the economy.

The University wishes to engage with catering service providers who can provide suitable catering and complementary goods and services across all University campuses and any other venue as required by the University. The catering offering should be fit for the purpose and according to the event requirements.

1. Project Definition

The University is inviting proposals from experienced catering service provider to provide catering and related services for a variety of functions and events, both on and off campus. The selected catering service providers should be capable of accommodating diverse event needs and ensuring high-quality service for students, staff, and visitors.

1. Goals AND Objectives

The primary goal of this tender is to engage catering providers that offer convenient, cost-effective, and consistently high-quality services to the University community. These catering service providers should be able to adapt to events of varying sizes, types, and requirements, ensuring that all catering services align with the specific needs of each event while maintaining excellence in service delivery. The University intends to list a panel of catering suppliers, as the one-size-fits-all approach is not effective, and the varying and unique requirements of the University must be taken into consideration. Catering service providers must have proven experience in corporate catering and the ability to provide a diverse and high-quality menu offering.

1. Scope of Work & EXPECTED DELIVERABLES

**4.1 The catering service provider required include but are not limited to the following:**

* A drop-off service in disposable containers and bio-degradable disposable cutlery.
* Set up in the venue and collect equipment after the event
* Set up in the venue, with assisted service
* Set up in the venue, including waiter services.
* Set up the venue, provide catering, waiter, bar services and decor
* Provision of a variety of menu options, including vegetarian, Halaal, Vegan, etc, when requested.
* Morning eats for meetings, conferences, etc.
* Mid-morning and mid-afternoon refreshments and beverages (tea/coffee/ etc)
* Office/meeting catering services
* Cocktail or Canape Service – high-end and budget range
* Buffet offering: breakfast, lunch, or dinner
* Plated Sit-down executive /high-end lunches and dinners
* Working lunches
* Light Lunches, i.e., poke bowls, salad bowls, and wraps (chicken, beef, or vegetarian)
* Catering for student events and meetings
* Packed or boxed lunches
* Budget lunches, i.e., quiche & salad, chicken pie and salad or vegetables
* Platters such as tramezzini, pizza, sandwiches, wraps
* Themed or custom catering that may include a combination of the above

**Complementary or related services as required, including but not limited to the following:**

* Waiters, barmen, barristers
* Tablecloths, overlays, runners, etc
* Cutlery and crockery – as requested, bio-degradable takeaway cutlery and crockery, or cutlery and crockery as required by the event organisers
* Hot and cold holding equipment
* Condiments
* Chaffing dishes and other heating sources
* Other as required

**4.2 Event frequency and scale**

Functions and events will take place as required by the various Faculties, Departments and student bodies on campus. There is no set schedule for functions and events being hosted, and catering service providers will be contacted to provide menu options and relevant quotes as and when requested.

Functions and events can take the form of the following, but is not limited to:

Small – less than 50 people – departmental meetings/workshops

Medium -between 50 – 200 people – Lectures and networking events

Large – more than 200 people - launch events or fundraising

**4.3 Event locations**

Various locations and venues on campus, the below an indication of the size of the venues

* Large venues such as
  + Theatres – Seabrook Music Hall (173 pax), WITS Theatre (360 pax)
  + Origins Centre (120 pax)
  + Wits Anglo American Digital Dome (200 pax)
  + Event catering – DIGS field, Railey Greens West Campus, Library Lawns East Campus, Hall 29, Flower Hall, Exams Hall, etc.
  + Science Stadium (up to 400 pax)
  + Solomon Mahlangu House Senate Room (180 pax)
* Most of these venues do not have kitchens or preparation areas, and the catering service providers must provide the service from their food premises which have been issued with a valid certificate of acceptability
* In certain instances, and depending on the type of event, the catering service provider will have to set up a temporary kitchen. The University will provide the required infrastructure relating to electricity and water, marquee, etc. depending on the requirements. The Caterer will provide the equipment required to provide the services as agreed on.
* Most buildings on campus are linked to the campus generators.

**4.4 Dietary requirements**

Dietary requirements requested by the event organizer could include the following:

* + Vegetarian
  + Vegan
  + Halaal
  + Kosher
  + Gluten-free

**4.5 Leftover food items**

The procedure to follow relating to the leftover food after the function/event must be discussed with the event organiser prior to the event. The Catering service provider must ensure that all food safety requirements are adhered to if leftover food is left at the premises as take away for guests or staff.

* 1. **Performance Evaluation**

A QR code system will be implemented to obtain feedback from users after events. This information will be collated and discussed with the successful catering service providers during scheduled vendor performance meetings.

Event organisers will provide feedback on the service offering, quality of meals and turnaround time on quotations and invoices for each catering service provider used

**4.7 Catering Service Provider Terms and Conditions**

Terms and conditions of each catering service provider must clearly state the lead time for booking and confirming functions and events. Cancellation fees, where applicable, last-minute changes to menu offerings and number of people per event etc. This to minimise the risk of disputes after execution of the function/event.

A delivery note for small or office functions/drop off service must accompany the delivery, and the relevant WITS employee/organiser must sign that food was delivered according to the requirements.

A debriefing session will be conducted for large events and all shortfalls, and areas for improvement will be listed and discussed.

A function booking system must be implemented and signed off by both parties prior to the execution of the event, to avoid any discrepancies after delivery of the meals/service.

1. LICENSES

The University will obtain the necessary licenses as stipulated below. The catering service provider must have a Liquor License when required to serve and sell alcohol at events or functions.

* **Occasional Liquor License:** This type of license is granted for specific events that cannot be covered by other license types.
* **Event's License:** This license facilitates the legal sale and consumption of alcohol at specific venues for temporary gatherings or functions.

1. Payment options TO PATRONS DURING EVENTS

All payment options including but not limited to cash, debit and credit cards, and mobile payment solutions (mobile wallets) must be available to patrons attending events or functions, when required. The University is promoting a cashless campus and encourages catering service provider to implement and promote this.

1. Security, ACCESS, and Parking

The successful catering service provider are required to follow university policies and procedures related to access and parking on campus. The successful catering suppliers must apply for ICAM cards for vehicle and staff access to the university at their own expense. ICAM cards for staff members no longer in the employ of the catering service providers must be returned to the university, and access will be cancelled. Active ICAM cards will be renewed annually.

The successful catering service provider must obtain parking permits according to university policies and procedures for each vehicle that requires access to the campus.

1. Cleaning and Hygiene AND WASTE

The successful catering service provider is responsible for clearing their area after any event. Waste generated by the catering service provider must be disposed of in a responsible manner that aligns with the University's environmental sustainability goals. Waste must be separated into clear refuse bags and placed in the marked wheely bins inside the allocated refuse area. Wet waste (food waste) must not be mixed with dry waste. Boxes must be flattened and placed in the allocated area for boxes.

1. Competencies and Expertise Required

The catering service provider is expected to employ suitably qualified staff with relevant experience. All food handlers and the person in charge must be trained by a competent person on food safety.

Detailed contact information must be supplied to ensure communication relating to requirements for functions and events, are received and responded to timeously.

1. COMPLIANCE
   1. Occupational health, safety & environmental

All catering service providers must comply with the requirements stipulated in the Occupational Health and Safety Act 85 of 1993.

* 1. Food Safety

Compliance with the regulations and standards for the industry, including but not limited to the Foodstuffs. Cosmetics and Disinfectants Act 54 of 1972 (R638, R146, R908 etc.) and the SANS 10049:2019.

Certificate of Acceptability for the production kitchen where catering will be dispatched from

Certificate of acceptability (COA) for all delivery vehicles

Catering service provider must have an established Food Safety Management System implemented at their production kitchen, and relevant documentation must be kept, ensuring compliance to the R638 of 2018 General Hygiene Requirements for Food Premises, The Transport of Food and Related Matters.

In the event of alleged food illness reported after an event/function, the caterer must provide all relevant documentation relating to the food items served. Traceability exercise will be done, and food samples must be available for testing.

Bi-annual food safety compliance will be done at the premises of the catering service provider.

The following documentation must be available on request for events on campus:

* Valid vehicle and food premises certificate of acceptability
* Chef & cooks food safety training certificates and records
* Requirements per event:
  + Temperature control sheets as stipulated by R638 of 2018 General Hygiene Requirements for Food Premises, The Transport of Food and Related Matters: Food Temperatures Annexure E
  + Dispatch documents
  + Food samples (100g) kept for 7 days at the premises of the catering service provider.
  + Hygiene regulations which shall be signed by the persons in charge and food handlers.
* The University will conduct ad hoc food safety inspections (announced or unannounced) at the production premises of the catering service provider. Food samples and surface swabs, etc. will be taken during the audit.

Staff

Catering service provider must employ suitable trained staff and the applicable certificates, attendance registers and training records/presentations must be available on request. Training relates to food safety, OHS&E, customer service, etc. Waiter staff must have relevant experience for the type of event service required.

All staff must be issued with branded uniforms and the related Personal Protective Equipment (PPE).

* 1. Legal

Legal compliance documents will be requested on an annual basis. These include the following: CIPC, SARS TAX clearance, COIDA, COA, applicable licenses, staff salary scales, registration with the relevant Bargaining council, BBBEE certificate or affidavit, public liability insurance, etc.

1. PROCURE TO PAY PROCESS

* Purchase orders are raised, as confirmation of a quotation submitted, by the University to the Service Provider
* Invoice submitted by Service Provider after delivery of goods/services, execution of the function or the event
* Payment processed as per contract payment terms – 30 days from date of invoice

1. PRICING

Pricing structure will be as per function or event request and can include, but not be limited to the following:

* **Per-Person Pricing**: A fixed price per guest, suitable for standard menu offerings and buffet-style services.
* **Tiered Pricing**: Different service tiers at various price points to cater to different budgets and preferences.
* **Custom Quotes**: Flexible pricing for events that do not fit standard models, allowing for bespoke packages based on specific client needs.
* **Minimum Spend** and delivery charges