**Retail Tender – Solomon Mahlangu House**

Annexure A - 1

# **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 has about 35000 students and approximately 6,500 staff. The University’s graduates occupy many senior positions in government and industry and have thus made a considerable contribution to the economy.

The University needs to remain relevant with the retail offerings and retail mix categories on campus to ensure the needs of the students, staff, and visitors are met in a manner that is trendy and affordable.

The University wishes to engage with operators who can provide suitable offerings at the peripheral Retail shop in Solomon Mahlangu House, Braamfontein Campus East for a period of three years, with an option to renew for an additional two years. This retail area is a dynamic and vibrant centre of social activity for staff and students and a popular place of engagement during lunchtime and in between classes. The retail offering provided at Solomon Mahlangu House should complement and support staff and student activities.

# **2. PROJECT DEFINITION**

This Prime GLA +- 171m² (excluding the common area of 164m²) is located in the Solomon Mahlangu House (SMH), Wits University, Braamfontein Campus East. The Operator will be required to provide a shop-fitted space that is aesthetically pleasing and adds value to the brand of the University of the Witwatersrand, a selection of signature food dishes/beverage items/FMCG, which will enhance the offering and provide added variety on campus. The Operator is also required to service the inhabitant executives, staff, and ad-hoc function catering requests of the SMH staff and students. The coffee offering must be premium.

The Operator will provide services on a full-risk basis, meaning that the Operator is entirely responsible for the success of the service which will be measured based on the outcome of the biannual customer satisfaction surveys, financial statements and vendor performance. This responsibility will be carried out in accordance with the University’s operational requirements, which include ensuring the creation of a safe eating environment and maintaining compliance with food safety (see Appendix 1 – Regulation 638).

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# **3. GOALS AND OBJECTIVES**

Campus retail shops offer several benefits to students and the university community. These shops provide convenient access to goods and services on campus. Promoting healthy living by offering nutritious food options and providing access to wellness resources. These shops also create a vibrant and supportive community atmosphere where students and staff can interact outside academic settings and foster a sense of belonging and community spirit. It needs to contribute to a positive image impression of the University as a dynamic inclusive space. The retail shop must be competitive in quality, price, innovative cuisine offerings and convenience.

# **4. SCOPE OF WORK & EXPECTED DELIVERABLES**

The Operator must understand the value of service excellence in all its forms and able to provide the University community with an offering that reflects the overall objective and includes but is not limited to;

* A multifaceted menu in terms of price, taking into consideration the varied backgrounds and circumstances of the students on campus.
* An aesthetically pleasing and modern shop front that resonates with the preferences and interests of today's student population
* Excellent value for money and service quality
* Convenience
* Flexibility
* Office delivery service

The kitchen has limited food production capabilities, with no frying permitted and restricted on-site cooking allowed. The tenderer must have a compliant production kitchen where the cooked meals required will be provided from and compliant transportation of food equipped with temperature controls in line with the food safety legislation. Baking and limited preparations for breakfast offerings are allowed.

**4.1. Expected Deliverables**

4.1.1 The tenant will be required to install the following, but not limited to, tiling, painting, shopfitting, providing equipment, point of sale, and all other related equipment and furnishings to create an appealing store that is fit for purpose. The tenant will maintain the proposed retail area to a standard equal to the general tone and quality of the surrounding facilities (and subject to the approval of the university). All proposed internal & external works must be approved by the university representative.

4.1.2 The Operator is expected to employ a staff complement sufficient to provide the services required.

4.1.3 To propose a high-quality service with excellent customer service in all matters pertaining to operating standards (including Food Safety (food stores) and OHS compliance.

4.1.4 Trading hours convenient to the users – see no 6

4.1.5 Variety of products and services

4.1.6 Meals served must always be of a high quality, and the specified variety must always be available.

4.1.7 Takeaway meals and beverages must be served in biodegradable or compostable packaging.

4.1.8 A healthy meal option must always be available in food outlets

4.1.9 A budget/value meal offering of less than R35 must be available

4.1.10 Willingness to adjust offerings to meet the needs of clients, which includes but is not limited to:

* WITS University staff and students
* Alumni and Alumni associations
* Donors to the University
* Visitors and guests

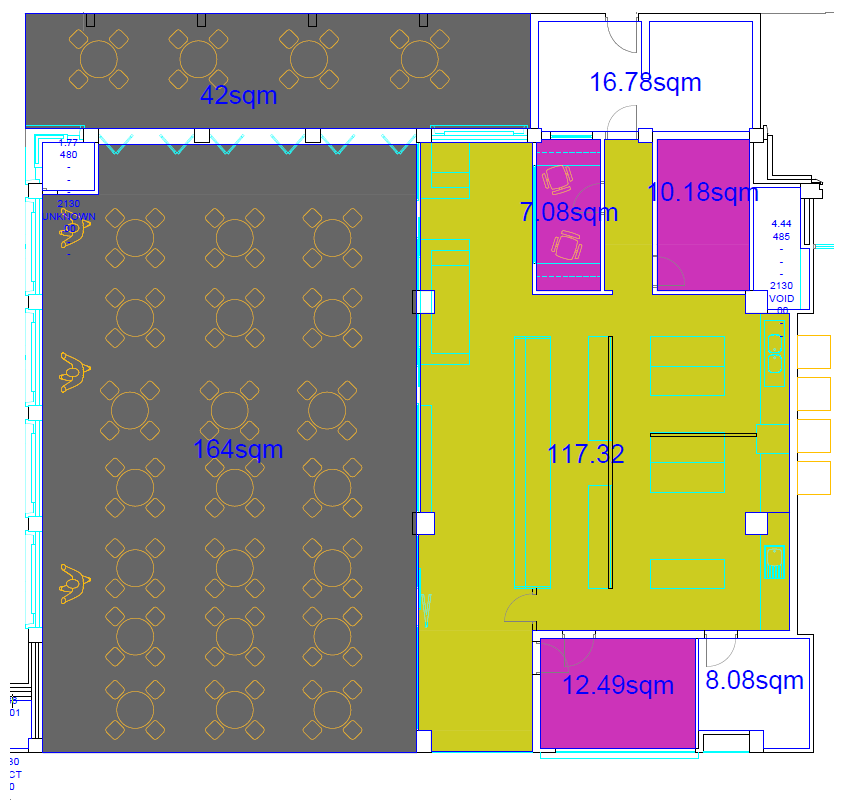
4.1.11 Pricing for resale items (crisps, cold drinks, sweets, etc.), grab and go meals, meal of the day offerings must be presented prior to opening of the site. Adjustments or prices increases must be communicated to and approved by the Operations Manager: Retail before implementation.

Pricing must be market related, and the University can ask for a breakdown of costs and profit margins.

# **5. PREMISES**

The premises comprise the following:

|  |  |
| --- | --- |
| **AREA** | **SIZE (m2)** |
| **Braamfontein Campus East** |  |
| Kitchen & serving area | 171.93 |
|  |  |



These food premises have access to electricity and water. Gas equipment is not allowed in this space. It is the responsibility of the successful retail vendor to ensure that the Occupational Health and Safety requirements of equipment, storage, and facilities are met. The Fixtures in these facilities belong to the University – items such as extractor unit, sinks, and grease trap.

# **6. OPERATING HOURS**

The University’s Retail minimum operating hours are:

Monday to Friday 07h00 to 17h00

Saturday as required

Sundays and public holidays as required

These operating hours are applicable for 12 (twelve) months a year unless determined otherwise.

Full operation is required during study breaks, exams, and University holidays.

Closing of shops and adjusted operating hours during the January and December holidays must be discussed with the Operations Manager: Retail Operations.

# No operation is required during the week between Christmas and New Year as the University is closed for this period.

# **7. MENUS**

The University community is diverse, and as a result, there is an opportunity to cater for, amongst others, traditional African, vegetarian, Kosher and Halal options. Such items can be sourced/produced elsewhere, depending on the nature of the food and the facilities available in the unit. Items on offer may be adjusted according to demand if adjustments have been approved by the Operations and Facilities Management Department – Retail Operations Manager. Menus *must* include one or more under R35 meal (food) offerings and must consist of but not be limited to any of the following categories:

* Hot beverages
* Cold beverages
* Ice cream
* Smoothies
* Biscuit/pastry options
* Toasted varieties
* Pretzel & condiments
* Vetkoek
* Hotdogs
* Boerewors roll
* Soup of the day – “*soupe du jour*”
* Roti’s
* Hot meal (Starch, protein and vegan)
* Waffles / Crepes
* Doughnuts

The tenderer must provide a detailed proposed menu for a variety of meal options, resale, and beverages.

Menus must include pricing and portion sizes, cooking methods and serving styles. Packaging options should be biodegradable or compostable, and consideration should be given to the university’s environmental sustainability objectives.

Healthy meal options and budget/value meals must always be available.

# **8. LICENSES**

The successful retail vendor will be required to ensure that all relevant legal requirements are met, These include but are not limited to the food premises (Certificate of Acceptability), television and radio licensing, where applicable.

# **9. PAYMENT OPTIONS**

All payment options must be available to patrons. The University is promoting a cashless campus and encourages tenants to implement and promote this.

# **10. SECURITY, ACCESS, AND PARKING**

The successful retail vendor will be required to adhere to university policies and procedures for securing the premises, including parking and access regulations. The successful retail vendor must install CCTV and alarm systems at the point of sale and the back of house if required by the retail vendor for their account. The CCTV data will belong to the tenant as part of their security controls.

The successful retail vendor must apply for ICAM access cards at the University at their own cost. All staff must have access cards within the first week of trading. When a staff member leaves, the ICAM card must be returned to the University and access will be cancelled. Cards will be renewed on an annual basis.

The successful retail vendor must purchase parking permits in line with the University policies and procedures for each vehicle that needs access to the campus. Parking on campus is on a hunting basis and parking bays are not allocated to retailers.

# **11. CLEANING AND HYGIENE**

The successful retail vendor is responsible for cleaning requirements and related costs for all internal and external areas relating to their leased area, including but not limited to refuse area sanitation, antibacterial soaps, and hand paper towels.

The successful retail vendor will be required to employ a cleaner/s for all areas of their allocated premises and will be responsible for all costs associated with such cleaning service. Cleaning of the tables outside the retail shop is the responsibility of the successful retail vendor. Any spills during the day must be cleaned up. The university cleaners will clean the area after hours.

The successful retail vendor is responsible for all pest control requirements and related costs for all areas falling within their allocated premises, including but not limited to treatment for cockroaches, flies, bees, ants, termites and rodents, as well as installation of flycatchers. All pest control documentation shall be retained within the premises, i.e. Pest control file including compliance certificates and treatment reports etc

The University has the right to arrange deep cleaning of waste areas if the tenant does not maintain the area. The cost of this cleaning will be recovered from the tenant.

11.1. Electricity

The successful retail vendor will be charged for electricity consumption within the leased area as per the meter installed inside the premises. Electricity will be charged at COJ rates as reflected by the installed meter.

11.2. Water

The University charges for water consumed, as per meter reading, per month at the same rate at which it is charged by the COJ at any time, plus any other fees or levies charged by the COJ, and any other charges incurred by the University that are directly related to the measurement of the successful retail vendor’s water consumption. Any adjustment in rates by the COJ will be passed on to the successful retail vendor. Sewer charges will apply in relation to the water usage.

11.3. Grease trap cleaning

Grease trap cleaning is performed by a third-party service provider to the University, and the successful retail vendor will be charged per month according to the rate charged to the University by such third party. The third-party charges are based on the type of operation the successful retail vendor has on the premises.

11.4. Telephone / Internet

An internal telephone line is available for use by the successful retail vendor and the costs relating to the service line rental and calls will be recovered from the retailer. Internet services are not provided through the University systems. Internet services must be installed by the tenant’s service provider after approval by the University’s Operations and Facilities Management Department and ICT.

11.5. Waste

Waste generated by the retail tenant's operations 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 wheelie bins inside the refuse area. Wet waste (food waste) must not be mixed with dry waste. All waste must be taken to the allocated refuse area. Boxes must be flattened and placed in the allocated area for boxes. The University manages all waste on campus, and requirements for special waste removal must be arranged with the responsible Retail Operations Manager. All the waste must be disposed of hygienically and at no risk in terms of current legislation.

# **12. SURROUNDING AREA**

The surrounding gardens and facilities will be maintained by the University.

The successful retail tenant is required to take cognizance of the fact that the retail operations unit is inside a building hosting academic venues and administration offices, which operates during normal working hours and would be affected by any activities in the venue i.e., noise, and an excessive number of visitors. Music played inside a shop should be soft and not disruptive.

# **13. COMPETENCIES AND EXPERTISE REQUIRED**

The successful retail vendor is expected to employ suitably qualified staff with relevant experience in a similar operation for the facility. All staff must be trained on Regulations Governing General Hygiene Requirements for Food Premises, the Transport of Food, and Related Matters R638 of 2018.and best practices and must attend regular training sessions related to their area of work, including but not limited to OHS&E training, food safety training, customer service training etc. The staff must be suitably qualified with relevant experience and expertise in a similar environment.

Sectoral determination must be applied to all staff in terms of salaries, working hours and other labour related issues.

Staff are required to wear a uniform - which identifies the operation for which they work – while on duty

# **14. COMPLIANCE**

Successful retail vendors must comply with the requirements stipulated in the Occupational Health and Safety Act 85 of 1993. Staff must be trained as indicated in the act, and all relevant appointments must be in place within the 1st month of operating on campus. Non-compliance to the act will not be tolerated and will be regarded as contravention.

Retail vendors must conduct monthly OHS inspections and retain all records in their OHS filing system in line with annexure B. The university will conduct biannual OHS inspections.

The successful service provider will be required to submit OHS&E for approval by the OHS&E Department. Implementation of a Food Safety Management System is required and needs to be in place from the start of the awarded contract. 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. Staff must be trained at the cost to the successful retail vendor, and the applicable certificates must be on file. Retail vendors must conduct daily monitoring checks and monthly food safety internal inspections to monitor compliance with food safety requirements. All records must be retained daily and monthly as part of their food safety management system. The university will conduct ad hoc unannounced inspections and biannual food safety inspections.

Legal compliance documents are requested from tenants 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, applicable licenses, etc.

Successful retail vendors must comply with the commercial protocol for retailers operating on the university premises.

# **15. REPORTING**

The successful retail vendor will be required to provide the following reports:

13.1 Clients Satisfaction survey reports completed by clients utilising these Facilities to monitor service delivery

13.2 Attendance and reporting at the bi-annual Retail Tenants meeting. (Agenda can include the following:

13.3. Feedback on functions, events, and other catering done in the period, as well as comments and complaints, Food Safety & OHS&E audit feedback).

13.4 Consolidated monthly report detailing statistics relating to daily sales, patronage, compliments or complaints, and difficulties (if any) experienced with students or other patrons.

13.5 Any other reports that may be requested by the University from time to time

# **14 16. ADDITIONAL REQUIREMENTS & MAINTENANCE**

The successful retail vendor must report all maintenance requirements, i.e., malfunctions, and damage to property to the University in the format and manner prescribed by the University.  The tenant is responsible for maintaining the equipment belonging to the tenant. *It is the tenant’s responsibility to maintain the leased premises as stipulated in the lease agreement.*

| **Maintenance Activity** | **Operator** | **OFMD** | **Procurement** | **CPS** |
| --- | --- | --- | --- | --- |
| Routine cleaning of kitchen equipment | AR | I |  |  |
| Preventative maintenance (e.g., filters) | AR | C |  |  |
| Repairs to university-owned equipment | AR | C |  |  |
| Reporting equipment faults | AR | C |  |  |
| Asset verification (quarterly) | R | A |  |  |
| Upgrades to university-owned equipment | C | A |  |  |
| Emergency repairs (e.g., safety hazards) | R | C |  | I |

**Key:**

* **R** = Responsible: Performs the task.
* **A** = Accountable: Ultimately answerable for the task's completion.
* **C** = Consulted: Provides input before the task is performed.
* **I** = Informed: Notified after the task is completed.