**Retail Tender – Professional Development Hub 2025**

Annexure A-2

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 Professional Development Hub for a period of three years, with an option to renew for an additional two years. This retail and training/conference facility is a dynamic and vibrant centre of social activity for staff and students and the services provided should complement and support staff and student activities.

1. Project Definition

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 retail café.

It is a perfect venue for learning, teaching, conferences, networking and other business opportunities. The facility has a sophisticated infrastructure that is compatible with the latest technological devices and systems. This tender involves seeking proposals and selecting a retail partner to operate the retail café and conference/training venues at PDH. The University requires the Service Provider to render retail Café and catering services with the following requirements:

**Conferences**

Day-to-day meals for delegates attending training and meetings

Functions and events

On-site retail café service

Ad hoc requirements

1. Goals AND Objectives

The Service Provider will provide a quality, diverse, and competitively priced retail café and catering service with the ability and flexibility to provide a catering service for after-hours and ad hoc functions.

The service provider will have exclusive catering rights at this site which 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 as requested by the client.

The Retail Café should promote healthy living by offering nutritious food options as well as a variety of meal options that will complement the diverse culture of the complex. The café should be vibrant space 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 of the University as a dynamic inclusive space.

The University intends to receive proposals from Retail and Catering Operators to provide products and services to the University community that are not only convenient, but also provide on-going value for money, and efficient and consistent services while maintaining a high-quality standard.

1. Scope of Work & EXPECTED DELIVERABLES

The service provider must provide the following:

4.1.2 A complement of staff sufficient in number and skill level, and appropriate to the service offering

4.1.3 A high-quality service withs exceptional customer service in all matters pertaining to operating standards (including Food Safety and OHS compliance.)

4.1.4 **Trading hours convenient to the users and as stipulated by the landlord.**

* Monday to Friday
  + Day Students 07:00 – 17:00
  + Evening Students 18:00 to 21:00
  + Saturdays 07:00 to 14:00

4.1.5 **The potential daily capacity of the PDH is as the following**

The PDH can accommodate 592 delegates at full capacity

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

Users of the facility can include the following:

* Internal departmental meetings
* Academic and professional course presenters
* Visitors, VIP guests and dignitaries
* Visitors, staff and students as walk in patrons and for events
* HRDU
* Wits Plus students ranging from approximately 44 daily during the week to approximately 60 on Saturdays
* The facility can also be used by external users.
* Staff whose permanent place of work is in the PDH:
  + - Wits Enterprise Staff: 30
    - Wits Plus LTD(PTY): 22 *(excluding teachers who are in and out depending on the course)*
    - DMSA: 5
    - PDH facility staff: 15

4.1.6 Variety of products and services including but not limited to the following:

**Required Service Offering, including but not limited to:**

* 1. Good quality and cost-effective café providing breakfast and lunch meals to staff and students on site.
  2. Breakfast, Lunch, and Dinner/evening meals on request in the central dining area and private dining areas, as required, for courses and events.
  3. Provision of beverage and snack services for meetings and course attendees.
  4. Take away service which comprises fast food and healthy grab-and-go options amongst other offerings.
  5. Cocktail snacks.
  6. Cocktail dinners.
  7. Conference catering in the Atrium and other spaces.
  8. Coffee bar providing hot beverage options (good quality coffee)
  9. Convenience resale items – variety of chocolates, crisps, cool drinks etc.

Vending machine with resale items for after-hours (From 2026)

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

4.1.8 Takeaway meals and beverages must be served in biodegradable or compostable packaging consideration should be given to the university’s environmental sustainability objectives.

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 (conferences, training)

4.1.11. The university will manage above requirements in line with its vendor performance policies and procedures.

1. Menus

**Café Menu**

The successful Service Provider is required to provide detailed proposed menus for the various meal options, resale, and beverages. Special consideration must be given to the diverse nature of the University community.

* Fast food
* Grab and go
* Meal of the day
* Healthy meal options
* Pre-packed light meals
* Assortment of cakes and confectionery
* Coffee shop offering – good quality coffee
* Convenience items – chocolates, crisps, cool drinks, etc.

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

**Menus for conferences, functions, and training packages**

It should be noted that many courses run over 5 or more days, a menu cycle 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 proposed, that may be required by the University, will be discussed prior to booking or if and when required, as will the need for Kosher or Halaal options.

Requirements, include but is not limited to the below:

* **Conference catering**:
* Executive package
* Standard package
* Budget package
* **Function catering:**

o A buffet style offering for breakfast, lunch and dinner

o A high tea and light refreshment service

o A formal and plated service

o Cocktail snacks/finger foods/bowls

o An outdoor braai service

The Service Provider must submit menus and pricing annually in July, for the next financial year for budget purposes.

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.

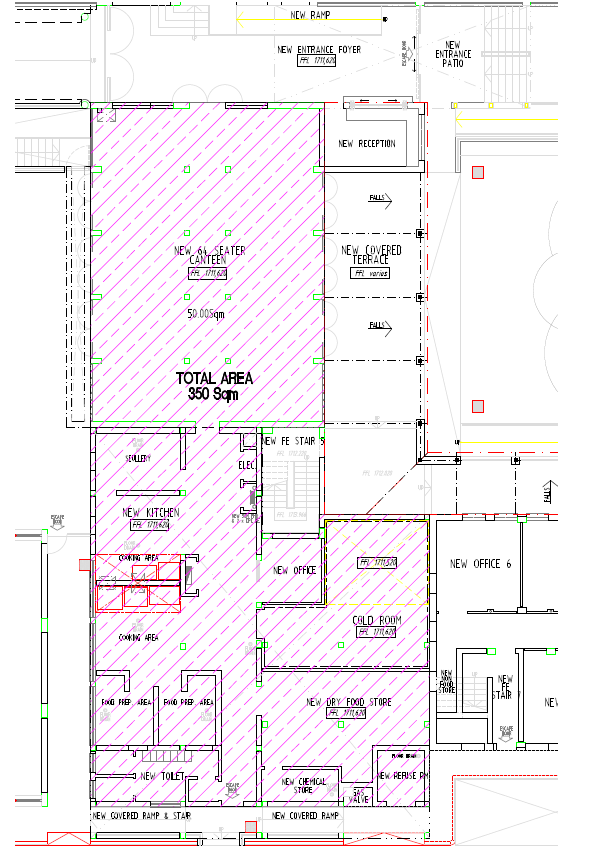
Pricing must be market related, and the University can ask for a breakdown of costs and profit margins.

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| --- | --- |
| **Catering Expenditure Paid Annually** | **Amount** |
| 2021 | R 136 639 |
| 2022 | R 824 132 |
| 2023 | R1 341 603 |
| 2024 | R 782 064 |
|  |  |

1. PREMISES

The premises comprise the following:

|  |  |
| --- | --- |
| **AREA** | **SIZE (m2)** |
| **Braamfontein Campus East - PDH** | **350m²** |
| **Lettable area** |  |
| Kitchen, refuse area | 267m² |
| Servery area and seating area | 131m² |

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The premises have access to electricity, water, and Egoli gas for cooking purposes. It is the responsibility of the successful retail vendor to ensure that Occupational Health and Safety requirements of equipment, storage, and facilities are met, and a certificate of compliance is provided to the University for the gas connection to equipment.

The premises is fully equipped and the operator has the option to use the University equipment as detailed in the PDH Asset list.The university will conduct quarterly asset verification. The Tenant will be required to install the following, but not limited to, tiling, painting, shopfitting, providing additional 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

1. Operating hours

The PDH’s minimum operating hours are:

Monday to Friday 07h00 to 17h00,

Saturdays (Wits Plus) 07h00 to 13h00,

Evenings as required

Sundays and public holidays as required -trading hours will be confirmed upfront

These hours can be amended based on student intake for after-hour classes, and as and when the operations require changes

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 applicable contact person for Operations at PDH (PDH Supervisor).

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

1. **CUSTOMER FEEDBACK AND BRANDING REQUIREMENTS**

The successful retail vendors must adhere to the universities customer feedback requirements relating to customer surveys, compliments and complaints system which will be communicated once appointed. The successful retail vendors must ensure that their employees are provided with suitable uniform with clear identification and personal protective equipment in line with their operational requirements. The successful retail vendor must adhere to the Wits university’s brand manual and social media guidelines. Any use of the university logo must be approved by the university.

1. **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, liquor license for events, where applicable.

1. 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.

1. Security, ACCESS and Parking

The successful retail vendor will be required to adhere to university policies and procedures for securing the premises as well as parking and access regulations. The successful retail vendor must install CCTV and alarm systems for their account.

The successful retail vendor must apply for ICAM cards for access to the University at their 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 service provider 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. Parking is allocated for deliveries to the building and should not be used as permanent parking for staff.

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1. Cleaning and Hygiene

The successful service provider 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.

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 fly catchers. All pest control documentation shall be retained within the premises, i.e. Pest control file including compliance certificates and treatment reports etc

The successful retail vendor is responsible for additional charges. 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.

1. **UTILITIES**

**Electricity**

The University charges for electricity 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 electricity consumption. Any adjustment in rates by the COJ will be passed on to the successful retail vendor.

**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. Sewer charges are billed based on the water usage at the time. Any adjustment in rates by the COJ will be passed on to the successful retail vendor.

**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.

**Telephone / Internet**

Some telephone and internet services are provided through the University systems.

Costs relating to telephone services, including installation, line rental, and calls, will be for the successful retail vendor’s account.

Internet services will be installed by the tenant’s service provider after approval by the University’s Services, ICT, and Operations and Facilities department.

**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.

1. Surrounding area

The surrounding gardens and parking 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 or adjacent to academic and administration buildings, which operate 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.

1. Competencies and Expertise Required

The successful retail tenant 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. Training plan related to OHS and Food safety must be available. The successful retail tenant is responsible for arranging trainings and cover any related cost of the training.

1. **COMPLIANCE**

All tenants 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 need 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. 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.

Staff must be suitably skilled and trained for the specific position they hold. All staff must be issued with branded uniforms and the related PPE (personal protective equipment) for the area.

Legal compliance documents are requested from tenants on an annual basis, these include, but is not limited to 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.

1. Reporting

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

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

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

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

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

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

1. 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 and those belonging to the university. *It is the tenant’s responsibility to maintain the leased premises as stipulated in the lease agreement.*

Figure indicated below contains the Maintenance Responsibility Assignment Matrix (RACI):

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

18 RENTAL PAYMENTS

The potential retail vendor should indicate the proposed rent structure for the specific operation. The rent structure is negotiable and could be per square meter or based on a % of turnover. Rent is payable for 10 months of the year. (January and December) and escalates annually on the anniversary of the agreement based on CPI.