

1. BACKGROUND & PURPOSE

- 1.1 The University of the Witwatersrand, Johannesburg requests proposals from shortlisted providers related to the supply and delivery of fast-moving consumer goods (FMCG) as described below. Delivery of the goods is to the offices within the University's precincts for a period of 3 (three) years, with a possibility of extending for a further two years. This includes the supply and delivery of the following components:

Component	Description of the Component
Component 1	Groceries – Perishables (fresh fruit and vegetables, eggs etc.), Non-Perishables, Office groceries (such as tea, coffee, milk), frozen products (including vegetables, various types of frozen products-fish/chicken/pastries etc.) and non-alcoholic beverages (soft drinks, fruit juices etc.)
Component 2	Specialised Fresh fruit, vegetables, nuts, spices and deli items
Component 3	Water related beverages (still, sparkling)
Component 4	Water dispensers / coolers – delivery and replenishment/refill of containers/bottles
Component 5	Glass bottled water (still, sparkling)
Component 6	Alcoholic beverages
Component 7	Meat supply (Chicken, Beef, Mutton) - Halaal Butcheries
Component 8	Meat supply (Chicken, Beef, Mutton) - Non Halaal Butcheries
Component 9	Kitchen / Small appliances including but not limited to microwaves, refrigerators/freezers, kettles, toasters, fans
Component 10	Household/kitchen/electrical consumables including but not limited to detergents, toiletries, extension cords, plugs, batteries, packaging, disposables, crockery, kitchen smalls, packaging

2 THE UNIVERSITY'S OBJECTIVES

- 2.1 The University's objective is to ensure that the required fast-moving consumer goods are available when needed. This supports the success imperatives related to the University's academic programme.

3 SCOPE OF WORK

- 3.1 The successful service provider must :
- 3.1.1 supply and deliver required items. Delivery is within the specified timeframes as indicated in the order or email request and made to the respective location as specified in the University's order document and as agreed with the service provider. However note, any order received by the successful service provider before 12H00 noon on the day before its scheduled delivery must be included in that scheduled delivery.
 - 3.1.2 The delivery is to the desk or offices located within the University's Braamfontein and Parktown precincts and may also be located within public or teaching hospitals within the Johannesburg region. Refer to <https://www.wits.ac.za/maps/> for the University's Braamfontein and Parktown precincts.
 - 3.1.3 provide to the University its tax invoices each week with the applicable matching orders referenced. The University will not pay for goods supplied without the applicable matching authorised University purchase order.
 - 3.1.4 swap out defective, damaged or expired items at no additional cost. Goods must not be expired when delivered and should have a reasonable lifespan when delivered for example items such as milk, soft drinks, water, biscuits, and tinned/canned foods should not expire within the next three months. However, it is reasonable to expect items such as fresh fruit and vegetables will have a shorter lifespan (days) and may thus have a shorter delivery timeline. The quality and lifespan of the respective product needs to be reasonable as described above.
 - 3.1.5 acknowledge and accept that there is no minimum order requirement.
 - 3.1.6 Allow for the delivery of low volume or single unit request i.e. no minimum order quantity required for any of the items required
 - 3.1.7 .For Appliances, the items under warranty are to be replaced (specifically small appliances) or repaired or refunded if defective if within the warranty period at no additional cost to the University. Appliances must be fit for purpose post-delivery and during the expected useful life of the appliance.
 - 3.1.8 only supply and deliver the required items as specified in the authorised University purchase order.

4 COMPLIANCE & LEGISLATIVE REQUIREMENTS

- 4.1 Ensure that the service provider complies at all times with relevant legislation and regulations in South Africa including but not limited to maintaining the validity of respective certifications such as Tax clearance, Labour relations Act, COIDA, Certificate of Acceptability for the provision of food-related items and Liquor licenses for the provision of alcoholic beverages where required.
- 4.2 Where a successful service provider has been appointed for components 1,2,3,4,5,7 or 8, the successful service provider must ensure that it has a valid certificate of acceptability for its premises during the duration of the agreement. This includes the CoA for the storage area. To note an applicable CoA for transportation for food products must be included where relevant for Component 1,2,3,4,5,7 and 8.
- 4.3 Where a successful service provider has been appointed for component 6, the successful service provider must ensure that it has a valid liquor license for the duration of the awarded contract.
- 4.4 Where a successful service provider has been appointed for component 1,2,3,4,5,7 or 8 the successful service provider must ensure that they are fully compliant with Regulation

638 of 2018 for the duration of the contract. The University reserves the right to conduct food safety audits and document review.

5 DELIVERY AND DELIVERY SCHEDULE

5.1 The delivery time frames are indicated below for all components:

5.1.1 The successful service provider must deliver the goods at minimum twice a week to the specified delivery location within the University precincts on the date/s specified by the University, in accordance with the instructions set out in each order unless agreed otherwise by the University's representative. Weekly delivery may be considered only for low-volume orders. This must be communicated with the respective Buyer.

5.1.2 Any order received by the successful service provider before 12H00 noon on the day before its scheduled delivery must be included in that scheduled delivery.

5.1.3 Emergency orders will be handled on a case-by-case basis if the weekly delivery time will not meet the University delivery timeframes and this will be for exceptional circumstances. In-store collection protocol may then be considered.

5.1.4 Additional delivery requirement for Component 2 Fresh food items such as fruit and vegetables must be delivered within 24 hours of placing an order, and daily deliveries must be accommodated if required.

5.2 In-store collection will only be allowed on condition that the following protocol is complied with and is discouraged and is treated as an exception requiring special consideration:

5.2.1 The duly authorised University buyer has permitted and confirmed in writing the i) purchase order details, ii) the University staff member's details including staff number and identification information to the successful service provider's representative and iii) where there is agreement to do so by the contract administrator and with the Service provider to allow for this transaction. In-store collections must match the authorised order fully and no additions allowed. The only amendments that will be allowed upon collection is a reduction of the volume required related to the order line item..

5.3 The goods will be considered received by the University only when a duly authorised University representative confirms and signs the successful service provider's delivery note.

6 CONTRACTUAL MANAGEMENT

Formal meetings may be called during the course of the year. Reports may be requested from the successful service provider(s) to enable a better understanding of pricing and volumes related to the range of products purchased. The successful service provider(s) performance will be assessed on an annual basis with monitoring occurring during the awarded contract period. The related discounts/rebates will be effective for the contract period. Pricing will be monitored for market acceptability.

7 ACCEPTANCE, ACCEPTANCE CRITERIA & ACCEPTANCE TESTING

- 7.1 The goods must conform to the related specifications or other related requirements outlined in the University's purchase order request.
- 7.2 The successful service provider's goods and/or services will be considered accepted by the University when:
 - 7.2.1 The goods and/or services provided by the successful service provider are fit for purpose.
 - 7.2.2 All goods and/or services have been formally accepted in writing and signed off by the University.

8 SERVICE LEVELS

- 8.1 Request for quotation must be responded to within 2 (two) business days.
- 8.2 The successful service provider must adhere to delivery requirements as set out in section 5

9 PAYMENT

- 9.1 Prices of goods will be as specified in the quotation and order. The prices charged to the University must not exceed the in-store price of the respective Goods.
- 9.2 The Supplier will identify any opportunities for cost savings for the University including allowing the University to benefit from any discounts that the Supplier has received.
- 9.3 The University will benefit from any rebate programmes that the Supplier has proposed.
- 9.4 Scheduled delivery as per contract is at no cost to the University unless the University has agreed to a particular delivery fee.
- 9.5 Payments are generally made weekly.