



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG

PROCUREMENT DOCUMENT

REQUEST FOR INFORMATION (RFI): FOOD SAFETY AND HYGIENE AUDIT SERVICES

Reference No.:	Wits RFI 2021:4	
Description:	Services: Food Safety and Hygiene Audit Services	
Submission Date & Time:	Date: 03 March 2021	Time: 23h59 Midnight

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PART A: RFI OVERVIEW

1 RFI OUTLINE

1.1 University's Background

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 more than 30000 students and approximately 6500 staff and is one of the biggest sources of skills in Africa.

1.2 Purpose of this Request for Information (“RFI”)

The Services Department of the University of the Witwatersrand, Johannesburg, requests information from prospective service providers in relation to food safety and hygiene audits, compliance training and consultancy services.

1.3 Procurement Strategy

1.3.1 The purpose of the RFI is to obtain industry information from prospective solution providers and to identify qualified providers as per Section 8: Scope of work. The University may invite qualified providers to a further process.

1.3.2 Please note that this is an open RFI process.

1.4 Tender Terms and Conditions

1.4.1 The [Tender Terms & Conditions](#) apply to and form an integral part of this document. Words and phrases defined in the Tender Terms & Conditions shall also apply in the interpretation of the same words and phrases in this document, save where specifically otherwise indicated.

Link: <https://www.wits.ac.za/media/wits-university/footer/about-wits/procurement/Tender%20Terms%20%20Conditions%2015.08.2020.pdf>

1.4.2 The [electronic submission protocol](#) is applicable to this process.

Link: <https://www.wits.ac.za/media/wits-university/footer/about-wits/procurement/Electronic%20Submission%20Protocol%2015.08.2020.pdf>

PART B: KEY INFORMATION

2 RFI TIMELINE

2.1 The table below lists key events, dates and periods applicable to this RFI:

No.	Description	Date / Period
1.	RFI notice published in media	14 February 2021
2.	RFI issued to Tenderers	15 February 2021 14h00
3.	Intention to respond, confirmation required by	17 February 2021
4.	Online non-compulsory information	19 February 2021 11h30
4.	Deadline for questions / clarification period	24 February 2021
5.	Submission Date and Time	03 March 2021 23h59 midnight
6.	Presentations	March 2021 (tbc)

2.2 These dates and times do not create an obligation on the part of the University to take any action or create any right for a Tenderer to demand that the University executes a certain action on a specific date at a certain time.

3 UNIVERSITY CONTACT INFORMATION

Queries relating to the issue of this RFI must be addressed to Mpfareleni Muneri via email: to Mpfareleni.muneri@wits.ac.za and to the Tender Administrator at admin.tenders@wits.ac.za by no later than

24 February 2021.

4 RFI EVALUATION PROCESS

4.1 Phase 1: Pre-Qualification Criteria

4.1.1 Tenderers should only submit their proposal if the following essential eligibility criteria are met. Failure to do so will result in disqualification.

4.1.2 The University reserves the right to request additional information (to be responded to within a particular timeframe) related to these items below if insufficient information is provided.

No.	Prequalification Criteria (Procurement)
1	The Respondent must submit Annexure A: Schedule 1 which must be signed and approved by an authorised signatory of the Tenderer.
2	The Respondent must submit its South African company registration documentation (CIPC)
3	The Respondent must provide a current and valid Tax Clearance certificate/PIN and Vat registration details.
4	The Respondent must submit a valid B-BEE certificate for South African entities or Affidavit if applicable
5	The Respondent must submit a valid COIDA
No.	Prequalification Criteria (Technical) for Components: Food Safety and Hygiene Audits and related Consultancy. The Respondent must:
6	Provide evidence of having implemented SANS 10330 and SANS 10049 – HACCP (Hazard Analysis Critical Control Point) and PRPs (Prerequisite Programmes) or ISO 22000 / FSSC 22000 Food safety management systems. Reference letter and/or compliance certificate to be provided to show evidence of the implementation. Reference must be within the last 5 years.
7	Indicate that you are familiar and have implemented food safety and hygiene audits in line with R638 of 2018 at any hospitality outlet. Provide evidence by showing an audit plan detail that was utilised at a client site / an audit report within the last 3 years
8	Show evidence of formulated SOPs related to Food Safety Management systems
9	Minimum 5(five) years' experience and track record in internal and external Auditing services for Food Safety and Hygiene Management System is required i.e. a minimum of 5 (five) years in providing services, preferably for a similar size and complexity entity..
10	Provide the respondent's SAATCA Registration: Sector 23 Competence : Hospitality and Catering / sector competence in food manufacturing / food processing
No.	Prequalification Criteria (Technical) for Food Safety Training. The Respondent must:
14	Provide evidence of having trained employees on SANS 10330 and SANS 10049 – HACCP (Hazard Analysis Critical Control Point) and PRPs (Prerequisite Programmes) or ISO 22000 / FSSC 22000 Food safety management systems. Reference letter to be provided to show evidence of the implementation. Reference must be within the last 5 years.
15	Provide evidence of training on R638 of 2018 at any hospitality outlet. Training reference must be within the last 3 years.
16	Experience in formulating Food Safety Management related SOPs. Provide a sample of SOPs formulated
17	Show evidence of a Minimum of 3 years on-the-job training on Regulation R638 / PRPs. Experience and track record of a minimum of 3 (three) years in providing services, preferably for a similar size and complexity entity.
18	Provide their SAATCA Registration: Sector 23 Competence: Hospitality and Catering / sector competence in food manufacturing / food processing an advantage

4.2 Phase 2: Presentations

4.2.1 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 RFI in the event of an unsatisfactory reply to this RFI invitation.

5 PARTICIPATION IN RFI



- 5.1 Tenderers willing to participate should confirm to the University by Wednesday, **17 February 2021** - their intent to respond. The link to the information session will be shared with Tenderers and further communication will be sent to the registered Tenderers.
- 5.2 This RFI is both confidential and proprietary to the University, and the University reserves the right to recall the RFI in its entirety or in part.

6 RFI SUBMISSION

An electronic copy (PDF format) of the RFI submission must be sent on or before **23h59 (midnight) on Wednesday 03 March 2020**. All submissions must be emailed to Mpfareleni Muneri via email: to Mpfareleni.muneri@wits.ac.za and to the Tender Administrator at admin.tenders@wits.ac.za.

LATE SUBMISSIONS WILL NOT BE CONSIDERED.

PART C: GENERAL RFI REQUIREMENTS

7 TENDERERS INFORMATION

- 7.1 All respondents will be referred to as Tenderer(s) or Respondents in this document pack.
- 7.2 All Tenderers must submit the following information and label the document as indicated in Annexure A: Returnable Schedules. Please take note of the requirement in **Annexure A: Schedule 4: Industry Information response related to Food Safety Services.**
- 7.3 **Tenders Undertaking & Acknowledgement**
- 7.3.1 Any response, including all attachments and supporting documentation, should be written in English.
- 7.3.2 All enquiries regarding this RFI must be submitted to the contact persons as set out under section 3.
- 7.3.3 Tenderers are requested to ensure that the information provided is accurate, complete and current.
- 7.3.4 Tenderers must ensure that they:
- 7.3.4.1 carefully review all documentation;
- 7.3.4.2 complete fully and submit the documentation as requested;
- 7.3.4.3 email or submission to the University representative (see details in section 3);
- 7.3.5 Note that the onus is on the Tenderer to ensure that its Tender Submissions is sent on or before the Submission Date and Time.
- 7.3.6 The University accepts no responsibility for unsent or undelivered emails for any reason whatsoever.

8 SCOPE OF WORK

- 8.1 Hospitality Services Section:
- 8.1.1 The Services Department provides support services on the side of operations. Hospitality services and retail business unit are some of the sections that form part of Services Department which assist the University in achieving its goals.
- 8.1.2 The hospitality services section consists of the following business units:
- 8.1.2.1 Dining Hall Catering (In the process of being HACCP Certified)
- 8.1.2.2 Executive Kitchen
- 8.1.2.3 Savernake
- 8.1.2.4 Professional Development Hub and
- 8.1.2.5 Wits Rural Campus
- 8.1.3 In each of the hospitality services business units, the University provides catering services for the University community and visitors from all over the world.
- 8.1.4 Retail Food Outlets:
- 8.1.4.1 The University has 21 (twenty-one) food outlets across three campuses, which are managed by

retail business unit. These are all owner operated. The food outlets are responsible for their own food safety process implementation. The retail unit conducts quarterly and/or bi-annual risk audits and/or hygiene audits to monitor compliance with food safety regulations and standards.

8.1.4.2 Information sessions are held to update the owners concerning changes in legislation and other related matters.

8.2 Audits & Inspections:

8.2.1 The Dining Halls, Wits Rural Campus and Executive Kitchen have implemented a comprehensive Food Safety Management system. Quarterly third party audits are conducted in all areas, as well as regular internal inspections.

8.2.2 External audits also include microbiology food testing – cooked food, raw food samples, swabs and water samples.

8.3 Compliance Training for Staff:

8.3.1 Compliance related trainings are conducted with all staff on site according to a training calendar.

8.3.2 The hospitality services section currently has 236 (two-hundred and thirty-six) staff numbers in total. The number comprises of kitchen supervisors, cooks, food service assistants, and general kitchen workers and operations management team.

8.4 Consulting Services:

8.4.1 The University makes use of a consultant to assist in updating the Food Safety Management System whenever there are changes in regulation or when new procedures need to be drafted, e.g., COVID-19 related SOP's. The consultant also assists with investigations into alleged food illness claims from students or visitors to the university precincts that consumed food in any of the Dining Halls or other food outlets.

8.4.2 Currently, the University does not have contracted or enough listed service providers to render the related services namely:

8.4.2.1 Food Safety Management System Auditing;

8.4.2.2 Food safety and compliance training programs to empower our employees with the specific knowledge and skills they need to improve quality and safety in all areas of our business; and

8.4.2.3 Consulting services.

8.4.3 Both hospitality services section and retail business Unit seek credible service providers that specialise in food safety and related quality management systems to assist with the above mentioned services.

8.5 The scope of work will at minimum include the following categories:

8.5.1 *Food Safety Management System Auditing:*

8.5.1.1 Food Safety and Hygiene Audits – R638 & SANS10049:2019

8.5.1.2 Microbiological testing – cooked food, raw food, surface swabs, water (in a SANAS accredited laboratory)

8.5.1.3 Risk based Audits (R638, GFSI, SANS10330:2020; R908, FSSC22000, ISO 22000:2018, ISO 9001 and related standards and guidelines) as and when required and in line with the changes and developments in legislations

8.5.2 Supplier audits including butcheries, fresh produce, dry goods and other, including other catering companies.

8.5.3 External or third party audits as an integral part of our Food safety management system (monthly or quarterly) to:

8.5.3.1 Evaluate and monitor current food safety management systems

8.5.3.2 Obtain certifications to certain food safety and quality standards and regulations when required

8.5.3.3 Evaluate the condition of our premises and products,

8.5.3.4 Check legal compliance of food safety standards

- 8.5.3.5 Provide detailed food safety audit reports
- 8.5.3.6 Incident management and mitigation plans
- 8.5.3.7 Recommendations
- 8.6 Compliance Training:
 - 8.6.1 Basic Food Safety (R638), on-the-job practical training
 - 8.6.2 HACCP related – SANS 10330:2020 Transition
 - 8.6.3 Any training related to changes in regulations
 - 8.6.4 HACCP Implementation
 - 8.6.5 Advance HACCP
 - 8.6.6 ISO 22000:2018 Implementation (Managers and food safety representatives)
 - 8.6.7 FSSC 22000 Version 5 Implementation (Managers and food safety representatives)
 - 8.6.8 Internal Auditing for Food Safety Management Systems (Managers and food safety representatives)
 - 8.6.9 Training related to audit results interpretations
 - 8.6.10 GMPs & PRP Training
 - 8.6.11 SOPs related to the implemented Food Safety Management System
- 8.7 Consulting Services:
 - 8.7.1 Consulting with the Services department on changes in regulations and standards pertaining to the food industry as well as SHE&Q.
 - 8.7.2 Investigations of alleged food illness cases, reporting and recommendations.
 - 8.7.3 Updating the current FSMS with the changes in regulations and food safety standards:
 - 8.7.3.1 Draw up related SOPs and QA check sheets as per changes in operational the environment.
 - 8.7.4 *Ad hoc services:*
 - 8.7.4.1 Relating to Food Safety compliance for large high profile events
 - 8.7.4.2 Supplier Evaluations
 - 8.7.4.2.1 Full Supply chain audits
 - 8.7.4.2.2 COA verification and
 - 8.7.4.2.3 Supplier Background checks: Verify certification status, compliance and or business ethics
 - 8.7.4.3 Ingredient Verification
 - 8.7.4.3.1 Origin verification
 - 8.7.4.3.1.1 Verification through testing – food samples
 - 8.7.4.3.1.2 Evaluation of testing accuracy (test method verification)
 - 8.7.4.3.2 Review of ingredients based on:
 - 8.7.4.3.2.1 Physical forms
 - 8.7.4.3.2.2 Availability of alternatives
 - 8.7.4.3.2.3 Allergens
 - 8.7.4.3.2.4 Labelling
 - 8.7.4.3.2.5 Packaging
 - 8.7.4.3.2.6 Certificates of analysis
 - 8.7.4.3.2.7 Full traceability
 - 8.7.4.4 Conduct Risk Assessments based on the above and any other information that may be provided
 - 8.7.4.5 Develop a control / mitigation plans

- 8.7.4.6 Oversight and ad hoc food safety audits
- 8.7.4.7 Make recommendations
- 8.7.4.8 Perform an annual review related to HACCP