



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG

PROCUREMENT DOCUMENT

FOR

RFP – Wits Shop

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PART A: TENDER OVERVIEW

1 TENDER 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.

Wits University operates on an academic calendar that includes seasonal fluctuations when students are off campus during the holiday season and sporadically on campus during exam periods. While graduation events and sporting events offer key opportunities for increased sales, there will inevitably be periods of lower activity in retail operations. Managing these seasonal dynamics will be a critical consideration in the partnership. December/January will inevitably be a slow period in the University's calendar.

1.2 Tender Background

The University of the Witwatersrand, Johannesburg (the University) seeks the services of a corporate retail store management company to manage its retail brand outlet known as the Wits Shop. Eligibility criteria are stated in the tender documents. Only respondents who meet the stated criteria are eligible to have their submissions evaluated.

1.3 Tender Description

1.3.1 The primary objective of this tender is to appoint a reputable service provider to manage its retail brand outlet known as the Wits Shop.

1.3.1.1 to appoint a service provider with corporate retail store management experience to manage the Wits Shop in a manner that is fit for the purpose for which WITS requires this type of services and as described herein; and

1.3.1.2 ensure the best possible management of the Wits Shop by optimising awareness of the WITS brand, improving the WITS brand image, building better brand reputation by contributing positively to reputation building and creating an emotional connection to the WITS brand. This includes enhancing customer satisfaction within the University community, promoting new merchandise and products, expanding market reach via in-store and online purchases, and continuously improving the Wits Shop's performance through effective operational management skills.

1.4 Procurement Strategy

1.4.1 This is an open competitive tender process.

1.5 Pre-qualification Criteria

1.5.1 Tenderers who have suitable experience and demonstrated capacity in the required work activities in the corporate retail store management maybe eligible to participate in this Tender.

1.5.2 Only Tenderers who meet the pre-qualification criteria outlined in the table below are eligible to submit a Tender Submission. Failure to meet the pre-qualification criteria will result in disqualification.

No.	Procurement Mandatory Criteria
	It is compulsory that the Tenderer must provide:
1.	a signed Submission which has to be signed by a duly authorised representative of the Tenderer. Refer to Annexure B Schedule 1.
2.	proof of your legal entity's registration documentation (e.g., CIPC) indicating date of registration/incorporation, list of directors, partners, and members.
3.	proof of a valid SARS Tax Pin (Tax Compliance)
4.	proof of their VAT registration details. Provide rationale if not VAT registered. This will be assessed for acceptability.
5.	audited company financial statements for the past 3 (three) years as required by the Companies Act. The audited financials will be assessed to determine the financial stability of the company. This will impact the financial risk assessment and the tenderer's evaluation in terms of assessing financial capacity to deliver to the requirements. Additional information may be required if the tenderer is

	deemed as high risk.
6.	Proof of insurance. Provide a letter of confirmation that the Tenderer will qualify for adequate insurance cover to satisfy the minimum requirements. The Tenderer will have to establish its standard company insurance and details of: o Public liability; and / or o Professional indemnity insurance If no proof of insurance, provide a letter confirming that, if awarded you will have all these insurances in place at time of contracting, with no impact on your submission and pricing proposals.
No.	Functionality (including Technical) Mandatory Criteria
	It is compulsory that the Tenderer must provide:
7.	Proof of UIF registration
8.	Proof of COIDA (Compensation for Occupational Injuries and Diseases Act, 130 of 1993).
9.	have a track record of a minimum of 3 years of experience in managing corporate retail stores that offer branded corporate merchandise of a similar scope. Please provide a summary of your relevant experience, along with your company profile, to substantiate your 3-year track record, including expertise in e-commerce.
10.	provide a minimum of 3 (three) contactable references for the supply of branded corporate merchandise or similar scope is required and should be recent and within the last 3 (three) years or more. Reference letters must substantiate such claims from different clients/customers. References will be assessed for relevancy. At least one reference must be deemed as acceptable.
11.	is a South African entity or have local presence within South Africa. Please provide proof of local presence
12.	have at minimum three (3) years warehousing and distribution experience
13.	must provide example of an online corporate store that you have managed i.e. provide one (1) example of current e-commerce website that you manage.
14.	Salary scales for each category of employee (to ensure that employees are being paid the National Minimum Wage).
15.	must provide evidence of membership of the relevant Bargaining Council if applicable. If not applicable, state your reason which will be assessed for acceptability. If not currently registered, kindly show your commitment to registering with the National Bargaining Council for the textile industry if you are manufacturing apparel.

1.5.3 Tenderers who fail to provide the required schedules and documents will not have their Tender Submissions evaluated further.

1.5.4 Despite the above, the University reserves the right to request additional information (which request must be provided to the University within the period as determined and communicated by the University) where the information provided yields insufficient detail and Tenderer differentiation.

1.6 Tender Terms and Conditions

1.6.1 The [Tender Terms & Conditions](#) apply to and form an integral part of this Tender.

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

1.6.2 Words and phrases defined in the Tender Terms & Conditions shall also apply in the interpretation of the same words and phrases in this Tender, save where specifically otherwise indicated.

PART B: KEY INFORMATION

2 TENDER TIMELINE

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

No.	Description	Date / Period
1.	Invitation to Tender notice release via newspaper	27 October 2024

2.	Briefing session Non-Compulsory Briefing Online/Digital Date and time: 5 November 2024 11h00 Microsoft Teams: The link to the session will be made available to all Tenderers that register their interest or intent to submit a Tender Submission. This should be done by the 4 th November 14h00 to enable the link to be sent timeously.
3.	Non-Compulsory Site Visit to the University Shop, An On-Site/Physical Session Date and time: 6 November 2024 12h00
5.	Submission Date and Time 18 November 2024

2.2 The dates and times described above do not create a binding obligation on the part of the University to take any action nor does it create any right for a Tenderer to demand that the University executes a certain action on a specific date at a certain time.

2.3 In in accordance with section 6 of the Tender Terms and Conditions, the University may issue amendments up to 3 (three) Business Days before the Submission Date and Time.

3 INTENT TO SUBMIT A TENDER SUBMISSION (WHERE APPLICABLE)

Prior to the submission of any returnable schedules, documents or other information as set out in the Tender Documents, the Tenderer must notify the University's Procurement Representative (see section 4) in writing in a single email, on or before the time indicated in section 2.1, its intention to participate in the Tender.

4 UNIVERSITY CONTACT INFORMATION

Queries relating to the issue of the Tender Documents must be addressed to the Tender Administrator at admin.tenders@wits.ac.za and Bonolo Mpshe (**Procurement Representative**) via e-mail: to bonolo.mpshe@wits.ac.za.

5 DEVELOPING YOUR TENDER SUBMISSION

5.1 The Tender Documents set out the step-by-step process and conditions that apply.

5.2 Tenderers should take time to read and understand the Tender Documents, in particular:

5.2.1 the Tender Terms & Conditions;

5.2.2 the Tender Submission protocol (please refer to section 6);

5.2.3 develop a strong understanding of the University's Scope of Work detailed Annexure A;

5.2.4 in structuring your Tender Submission consider how it will be evaluated, Part C: The Evaluation Process of this document describes the evaluation approach;

5.2.5 important checklists are included in Annexure B: Returnable Schedules and Documents to assist Tenderers with the completion of their Tender Submission. Tenderers are required to tick the relevant boxes for verification purposes. Where information is not applicable, the symbols N/A must be inserted in the space provided.

5.3 Tenderers are advised to check the number of pages. Should any pages be missing or duplicated, or the reproduction indistinct, or any descriptions ambiguous, or contains any obvious errors they shall as soon as possible inform admin.tenders@wits.ac.za and to bonolo.mpshe@wits.ac.za with a request to have the it rectified.

5.4 Queries and requests for clarification should be submitted by email to admin.tenders@wits.ac.za and to bonolo.mpshe@wits.ac.za. The University will respond to queries and requests for clarification received up to 5 (five) Business Days before the Submission Date and Time. Please note that additional information supplied to any one Tenderer may also be provided to other Tenderers via e-mail.

5.5 The University shall under no circumstance be held liable for any loss or damage incurred to the Tenderer should the Tenderer fail to fulfil the requirements of the Tender.



6 SUBMITTING YOUR TENDER SUBMISSION

6.1 The mode of delivery for submission is set out below and will apply to this Tender:

6.2 Electronic Submissions:

6.2.1 The [Electronic Submission Protocol](#) will apply to this Tender.

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

6.2.2 Tenderers must submit Annexure C: Pricing in an editable xls - Microsoft Excel file and a .pdf - PDF file.

Tenderers are urged to contact the University's Procurement Representative if unsure which mode of delivery applies to the Tender. The University will not be held responsible where the Tenderer incorrectly interprets the mode of delivery. The Tenderer acknowledges and accepts that telegraphic, telephonic, telex, facsimile, physical submissions, and late submissions will not be accepted by the University.

PART C: THE EVALUATION PROCESS

7 EVALUATION METHODOLOGY

7.1 The University will apply a multi-criteria approach in evaluating the Tender Submissions. It is envisaged that the following core criteria (which includes but is not limited to and in order of preference) will amongst others form the basis of the tender evaluation:

7.1.1 The financial offer.

7.1.2 The Tenderer's ability to match service requirements as set out in Annexure A: Scope of Work;

7.1.3 The type of organisation and the number of years in operation in the industry;

7.1.4 The track record and experience of the Tenderer;

7.1.5 The Tenderer's contactable client references;

7.1.6 The competence of the proposed management, project managers and staff of the Tenderer;

7.1.7 The product offering, the variety thereof and the appropriateness of the offerings for the Wits customer base;

7.1.8 Accuracy and presentation of the calculations which must be sufficient for comparison purposes;

7.1.9 Financial ability of the Tenderer to provide the goods and/or services and to meet its contractual obligations;

7.1.10 Adequate insurance coverage with regard to the goods and/or services.

7.2 **Evaluation Procedure:**

7.2.1 The University may in writing request additional information, clarification or verification in respect of any information contained in or omitted from a Tenderer's Tender Submission.

7.2.2 The University may enforce whatever measures it considers necessary to ensure the confidentiality and integrity of the contents of the Tender.

7.2.3 The University will evaluate the proposals with reference to the University's set and approved evaluation criteria as indicated in these Tender Documents.

8 EVALUATION CRITERIA

8.1 **Stage 1: Pre-qualification Stage (Procurement Mandatory Criteria & Functionality Criteria)**

8.1.1 The University has a defined minimum pre-qualification criterion listed in the table under section 1.5 that must be met by the Tenderer in order for the University to accept the Tender Submission for evaluation.

8.1.2 The pre-qualification evaluation will be carried out by the University's tender evaluation committee members to determine which Tender Submissions are compliant or non-compliant with the requirements issued by the University as part of this tender process.

8.1.3 Where there is failure to comply with the pre-qualification criteria as set out in section 1.5 or the University is for any reason unable to verify whether the pre-qualification criteria are fully complied with, the University may disqualify the Tender Submission;

- 8.1.4 Tenderers that do not meet the pre-qualification criteria may not advance to the next stage of evaluation.
- 8.1.5 Please note that no points are allocated at this stage.
- 8.1.6 **Note:** The Tenderer acknowledges and accepts that only documents related to the Tenderer's entity must be submitted in support of this Tender. The University will not accept documents relating to different companies or business units within a group of companies.

8.2 Stage 2: Functional including Technical Evaluation

- 8.2.1 In this stage, the Tenderer must get a minimum of 80%, in order to move on to the next stage of evaluation.
- 8.2.2 The Functionality Criteria of the Tender Submission are used to evaluate Tenderers on various aspects to establish if the Tenderers have the capabilities to provide the goods/services or not and will be based on the following criteria:

No.	Criteria	Weight
1.	<u>Company Experience/Track record: Years of experience providing Corporate Retail Management Services</u>	20 Points
	The supplier should possess a track record spanning 3 years or more, experience providing Corporate Retail Management Services.	
2.	<u>Corporate turnaround capability:</u>	10 Points
	Submit evidence of one case study where you successfully turned around and operated a corporate retail store business or where you have shown success in a start-up business related to the corporate retail environment.	
	The related evidence will be considered to determine if it meets the turnaround/start-up assessment requirement (e.g. increased profit margin year on year). In particular the profit margin increase will be assessed.	
3.	<u>References:</u>	10 Points
	Provide a minimum of three (3) acceptable references for the branded corporate merchandise or similar scope. References will be assessed for relevancy and acceptability.	
4.	<u>Risk:</u>	10 Points
	Provide Risks, backup, contingencies during for example absences, strikes and unrests or national disaster that limits operations and include the goods/services and resource contingency plan and indicate other risks and the mitigations/contingencies in place to address those risks. Risks and mitigations will be assessed. Dependencies, assumptions and exclusions will be considered.	
5.	<u>Business Plan/Project Plan:</u>	30 Points
	Provide a comprehensive business plan for both the physical and online store encompassing at minimum the funding and financial elements, the product offerings, marketing, staffing, store layout and design, supply chains, assumptions made. The plan should show that the business offering will be a sustainable offering that meets the scope of work.	
6.	<u>Implementation Plan:</u>	20 Points
	The proposed implementation plan will be assessed. Ensure that you provide the set-up time frames and expected opening dates for service if you are notified of the award by 1 March 2025 and aspects leading into the launching and first month of operation. The appropriateness and comprehensiveness of the plan will be assessed.	
	Total	100%
	Threshold	80%

8.3 Stage 3: Sampling / Site Visit / Presentation

- 8.4** Only successful Tenders that have met the minimum requirements of 80% in the previous stage will be considered further. Shortlisted tenderers will be requested to provide samples of their proposed product range. At minimum this relates to the products listed in the pricing schedule and will be related to an assessment of the proposed apparel and promotional items. If any of the samples (1 or more items) is deemed as unacceptable, then the tenderer's bid will be disqualified. All samples must be deemed as acceptable and meet the minimum specification and must be assessed as a good value fit to the brand and the related customer base.
- 8.5** Shortlisted tenderers from the sampling phase will be invited to the next stages which includes a possible site visit to current outlets they manage and/or a presentation phase. A threshold may be applicable at these stages.

8.6 Final Stage: Price, Preference (B-BBEE) Evaluation and where applicable Consideration of Previous stages.

- 8.6.1** A B-BBEE certificate should be submitted as a non-mandatory procurement document. This will be considered as part of the final stages of the evaluation.
- 8.6.2** Tenderers who pass the sampling phase and meets the thresholds (if applicable) in stage 3, will be considered for a final stage.
- 8.6.3** In these final stages the two models and related criteria below will be considered. Model 1 relates to the business proposal and technical assessment and Model 2 includes the pricing and B-BBEE elements, in addition to the model 1 elements. Therefore, a Tenderer's Tender Submission will be evaluated based on the weightings set out below and both models and a risk assessment will inform the recommendation.
- 8.6.4** Model 1 (business proposal and technical assessment):

Consideration of Stages	Weighting %
Functionality	60%
Presentation with sampling stage being passed	40%
Total	100%

- 8.6.5** Model 2 (Price, B-BBEE, Functionality and Presentation):

The price criteria relates to the elements in Annexure C which includes the pricing for apparel (bulk and other), the related margin % for apparel and promotional items (bulk and other). The lower the price and the lower the margin, the higher the score.

Consideration of Stages	Weighting %
Price	60%
B-BBEE 10% Level	10%
Functionality	15%
Presentation with sampling stage being passed	15%
Total	100%

8.6.6 *B-BBEE Score Card*

B-BBEE Status Level Contributor	Number of Points (10% B-BBEE)
Level 1 contributor	10
Level 2 contributor	9
Level 3 contributor	8
Level 4 contributor	5
Level 5 contributor	4
Level 6 contributor	3
Level 7 contributor	2
Level 8 contributor	1
Non-Compliant contributor	0

Note: Non-compliant contributors or failure to provide certification substantiating the B-BBEE status level of contribution will result in the Tenderer being awarded zero (0) points for the preference point system.

8.6.7 *Price Points Calculation*

A maximum of 60 = X points is allocated for price on the following basis for the respective pricing elements and combining their related scores:

$$PS = X \left\{ \frac{1 - \frac{Pt - Pmin}{Pmin}}{Pmin} \right\}$$

Where:

- Ps = Points scored for the comparative price of Tender Submission under consideration;
X = Ratio allocated to pricing for scoring purposes;
Pt = Comparative price of the Tender Submission under consideration; and
Pmin = Comparative price of the lowest acceptable Tender Submission.

8.7 Other Information

- 8.7.1 After completion of the evaluation process, all Tenderers will be formally notified of the University's decision to award or not and Tenderers are requested not to contact the University in this regard.
- 8.7.2 The detailed evaluation results and Tenderer ratings will not be published or made available to anyone.

PART D: SCOPE OF WORK

9 SCOPE OF WORK

- 9.1 The detailed scope of work is attached to the Tender Documents and marked as Annexure A: Scope of Work.
- 9.2 Tenderers must ensure that before submitting a Tender Submission that they are able to meet the requirements as set out in Annexure A: Scope of Work.
- 9.3 **Note:** The University will not accept any material variation to Annexure A: Scope of Work (which may include but not is not limited to the products, services and service levels).

PART E: RETURNABLE SCHEDULES & DOCUMENTS

10 THE SUBMISSION OF RETURNABLE SCHEDULES & DOCUMENTS

- 10.1 The Tender Submission will be evaluated based on the information submitted as set out in Annexure B: Returnable Schedules and Documents. The Tenderer's Tender Submission must be composed according to, and in the sequence as set out in Annexure B: Returnable Schedules and Documents. Additional instructions are contained under the applicable sections per Annexure B: Returnable Schedules and Documents.
- 10.2 Tenderers must complete the returnable schedules in type-written format and submit them in PDF and/or Excel compatible (.xls) (where indicated).
- 10.3 Tenderers must ensure that all returnable schedules, documents, and certificates are legible, current, legally compliant and valid.

PART F: PRICING

11 PRICING INSTRUCTIONS

- 11.1 The Excel spreadsheet Annexure C: Pricing must be used to submit the pricing information as indicated in these Tender Documents. The pricing information that the Tenderer submits will be considered to be the Tenderer's final pricing which will be included in the Contract.
- 11.2 Pricing must be submitted in editable and printable softcopy in both the original Excel compatible (.xls) and .pdf formats.
- 11.3 Tenderers acknowledge that an item against which no rate or price is entered by the Tenderer shall be considered to be a material omission and accept that this may adversely impact on its scoring in this section.
- 11.4 Margin percentages are included in the pricing schedule for Tenderers to provide. This relates to the different products. Margins will be assessed for marketability and acceptability and may be subject to

negotiation if deemed to be above market/sector expectations. Margins are capped for the duration of the contract.

PART G: INSURANCE

12 INSURANCE REQUIREMENTS

Proof of insurance. Provide a letter of confirmation that the Tenderer will qualify for adequate insurance cover to satisfy the minimum requirements. The Tenderer will have to establish its standard company insurance and details of:

- o Public liability; and / or
- o Professional indemnity insurance

If no proof of insurance, provide a letter confirming that if awarded you will have all these insurances in place at the time of award with no impact on your proposal and pricing that has been submitted.

PART H: THE CONTRACT

13 THE CONTRACT

13.1 Tenderers must please take note of the following important contractual terms:

Indicative Contract Dates:	1 March 2025– 28 February 2030
Indicative Contract Duration:	(5) Five years
Classification and Type of Contract:	Contract will be circulated

13.2 Any award made as a result of this Tender process will be governed by the terms and conditions of the Contract.

13.3 In the event that a Contract has been included in the Tender Documents (see Annexure D: Draft Contract) and if a Tenderer wishes to propose a deviation to any term or condition in the Contract, it must be done clearly and concisely clearly by referencing the specific clause number, or the term, or condition, and by describing the deviation in the Annexure B under the Contract Deviation Schedule. If a Tenderer does not clearly and concisely propose a deviation to a specific term or condition, the Tenderer acknowledges that it will be bound by the terms and conditions of the Contract in the event that an award is made to it. The University reserves the right, in its sole discretion to:

13.3.1 Accept the deviations; or

13.3.2 Negotiate the deviations; or

13.3.3 Reject deviations deemed to be unacceptable by the University of.

13.4 The rejection or amendment by the Tenderer of any terms and conditions contained in the Contract may increase the risk to the University and will thus be taken into consideration when assessing the Tenderer's Tender Submission.

13.5 Tenderers acknowledge and accept that they may not provide or include their own contract, service level agreement, or include the following statement "*reserve the right to negotiate if the Tenderer is selected as the preferred service provider*" (this will not be considered by the University). Tenderers must ensure that they follow the protocol as set out in section 13.3.

13.6 The Tender awarded will be conditional and subject to successful negotiations and signing of the attached Contract, within 4 (four) weeks of the tender award. Should final contract negotiations with the preferred Tenderer not be concluded within this time, the University reserves the right to withdraw the Tender and select an alternative Tenderer without the need to repeat the same Tender process.