

1 INTRODUCTION

The Parktown Management Campus Retail outlet and Dining Room consist of a VIP Dining Room conference dining area and retail space. This leased area-situated on the Management Campus at the University of the Witwatersrand, Johannesburg ("**University**"), in Parktown should be a dynamic, up market and vibrant centre of social activity for staff and delegates attending training and other events. However, it must simultaneously be able to cater for students with varying budgets.

Wits University is situated in Johannesburg, South Africa - a vibrant, leading commercial city on the African continent. The history of Wits is linked with mining, academic excellence, and with political and civic activism. The Wits Management Campus, situated in Parktown, Johannesburg, hosts Wits Business School as well as the Wits School of Governance.

Wits Business School is the graduate school of business administration of the University, one of the top tertiary institutes in Africa. Their mission is to graduate agile and ethical leaders who are a force for positive change locally and globally. They will achieve this through empowering education, relevant research and impactful public discourse. These will be informed by the principles of critical thinking, innovation and sustainability. Wits Business School offers a wide range of programmes at postgraduate diploma, master's and doctorate level. They offer a rich classroom learning experience with the option of hybrid learning as required.

WITS School of Governance's vision is to be Africa's leading School of Governance that is research-led, globally competitive and a recognised postgraduate institution that seeks to achieve transformative governance in the public, private and non-governmental sector. They strive to be Africa's leading School of Governance by promoting inclusive and transformative governance and contributing to building state capabilities, and offer academic programmes, executive short courses and online courses to address development, policy and economic challenges with expert tuition and supervision.

2 PROJECT DEFINITION

The facility's strategic location, diverse customer base, and surrounding environment present potential to establish a vibrant and dynamic social hub serving the Wits Business School and the Wits School of Governance.

- 2.1 The full potential of the leased premises may be realised through the following:
 - 2.1.1 The provision of a high-quality, versatile catering and dining service that delivers value for money through competitive pricing structures and tailored offerings for training sessions and conference delegate packages.

- 2.1.2 The delivery of consistently high standards of customer service, with a strong focus on responsiveness and sensitivity to the needs of customers across both dining and retail environments.
- 2.1.3 The offering of a diverse range of products, including hot meals, grab-and-go items, healthy meal options, and retail products, catering to the needs of staff and visitors.
- 2.1.4 The design and ongoing enhancement of creative, innovative décor and an inviting ambience, maintained and refreshed on a continuous basis.
- 2.1.5 The creation of a welcoming and adaptable environment, including the capacity to accommodate ad hoc pop-up activations on campus, particularly during student intake periods and to support overflow requirements.
- 2.1.6 On-going dynamic marketing of the facility that raises its profile amongst target markets.

3 GOALS AND OBJECTIVES

- 3.1 The University requires the services of a successful retail vendor to operate the facility, known as the Parktown Management Campus Retail & Catering facility.
- 3.2 The University requires the successful retail vendor to be creative and provide solutions to alleviate challenges associated with large numbers of patrons during lunch time.
- 3.3 The retail vendor should demonstrate their capability to deliver and be flexible in their offering to provide standard catering as well as elevated and high-end catering solutions depending on the requirements of the WITS Management Campus.
- 3.4 The retail vendor must provide a variety of retail options in the Café area that are continuously updated and in line with the requirements of the patrons on site.
- 3.5 The University and the successful Service Provider/retail vendor should in good faith engage in a mutually beneficial business relationship for the duration of the awarded contract. It is therefore crucial that both parties are committed and understand the importance of marketing of the venue and the implications of undesirable service delivery in all aspects. Noting that the calibre of clientele ranges from professional executives to full time post graduate students who wish to enhance their career prospects and accelerate their careers in leadership and executive positions in either the public or private sector.

4 SCOPE OF WORK

- 4.1 The successful vendor must provide a diverse set of catering needs; these include but are not limited to:

4.1.1 Delegate catering options

4.1.1.1 A formal and “sit-down” service for delegates booked onto courses offering meals between 11:30 and 14:30 during weekdays, unless stated otherwise. Spill over will be accommodated in another venue.

4.1.1.2 The daily delegate catering requirement may accommodate up to 700 attendees, subject to the nature, size, and scheduling of programmes offered by the Wits Business School and Wits School of Governance.

4.1.1.3 Teatime offerings upon request and as indicated in the pricing schedule

4.1.2 Retail café area:

4.1.2.1 a fast food, grab and go, healthy meals, confectionary and takeaway service that is served from 07:00 until 19:00 Monday to Friday and Saturdays from 08:00 to 14:00.

4.1.2.2 Meal of the day served daily in the retail café area for staff and visitors – this must be affordable and at least two options available

4.1.2.3 Strictly vegan options

4.1.2.4 Healthy meal options must always be available.

4.1.2.5 Hot beverage options, including a good quality coffee offering

4.1.2.6 Selling retail convenience items – such as chocolates, crisps, cool drinks.

4.1.2.7 All meals and food items must be served/delivered in bio-degradable or compostable packaging.

4.1.3 Conference and Function catering

4.1.3.1 Providing a variety of function catering options based on the requirements of the client

4.1.3.2 The catering can range from standard offering to a high-end VIP type offering

4.1.3.3 Hiring charges for upmarket crockery cutlery, glassware, flowers and related décor items must be discussed with the co-ordinator. Pricing must be flexible to ensure affordability.

4.1.4 The supply of a vending machine with resale items is required. (This to be filled up daily).

5 EXPECTED DELIVERABLES

5.1 The successful retail vendor must:

5.1.1 offer a diverse high quality yet competitively priced menu.

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- 5.1.2 offer delegate catering in support of courses and events offered by the Business School and School of Governance.
- 5.1.3 ensure that all meals are prepared on site.
- 5.1.4 provide a café and retail offering
- 5.1.5 Implement eco-friendly practices, by using bio-degradable or compostable take away packing, and related eco-friendly cutlery. Include energy efficiency relating to equipment and operating procedures, as well as any other related efforts to minimise the impact on the environment.
- 5.1.6 provide training/conference meals, which includes but is not limited to tea breaks and lunch at times as communicated by the course coordinators.
- 5.1.7 Teatime/break offerings will be served in various locations on campus, and the retail vendor must ensure enough serving equipment and staff, are available to serve all stations to the required standard.
- 5.1.8 The successful retail vendor needs to ensure that all teas and meals are served on the specified time to ensure classes are not delayed.
- 5.1.9 The dining room must be set up according to the different courses with signage on each table.
- 5.1.10 The tables must be cleared and cleaned after each delegate has left the table.
- 5.1.11 Meals served must always be of a high standard and the specified variety must always be available.
- 5.2 The training and conference package requirements are listed below:
- 5.2.1 Portion sizes must be always adhered to. Course coordinators will confirm the number of delegates attending and catering must be adjusted accordingly
- 5.2.2 Teas and Coffees:
- This service is required at various venues and times as stipulated by the training coordinator and need to be served timeously in all instances.*
- 5.2.2.1 Requirements include, but not limited to the below and will be served at the various venues on campus:
- Tea/Coffee – filter coffee, instant coffee, rooibos tea, Ceylon tea, sugar, milk
 - Tea/Coffee/Biscuits: (2 per person)
 - Tea/Coffee/Biscotti (2 per person)
 - Tea/Coffee/Rusks (2 per person)

- Tea/Coffee/Sandwiches (1 full sandwich per person)
- Tea/Coffee/Rusks (2 per person)
- Tea/Coffee/Warm snacks e.g. mini tartlets, mini sausage rolls, etc. (2 per person)

5.2.3 These meals will be served in the Dining Room during lunch time:

5.2.3.1 Executive meals:

Price is inclusive of all items below:

- Choice of two salads daily – 120 – 130g
- Choice of two starches daily
 - o Rice 220
 - o Potato 220g
- A chicken and/or meat dish, i.e.
 - o Bone in chicken 190 – 200g
 - o Chicken fillet 180g
 - o Red meat 200 – 220g
 - o Stewing meat portion – 180g
- A fish dish – 6-8oz
- Vegetarian option (220g)
- Vegan option (250g)
- Vegetables – 130 – 140g
- Dessert of the day – 1 per person
- Soda/Mineral water – 1 per person
- Tea/Coffee: 1 serving per person

5.2.3.2 Standard meal offering

- One salad daily (120g)
- Choice of two starched daily (cooked weight)
 - o Rice, potato, pap (220g)
- A Chicken or Meat dish (raw weight) choice available
 - o Bone in chicken (190g to 210g)
 - o Chicken fillet (180g)
 - o Red meat (200 – 220g)
 - o Stewing meat portion (180g)
- Vegetarian option (220g)

- Vegetables (130g – 140g) cooked
- Vegan option (250g)
- Soda/Mineral water 1 per person (330ml/500ml)

5.2.3.3 All other options are quoted on request:

- Sweet options
- Halaal
- Kosher
- Strictly Vegan options
- Finger lunches for functions
- Platters for functions

5.2.4 Take away options will in some instances be required and the tenant need to quote on this separately, as indicated in the pricing schedule

5.3 The successful retail vendor is given exclusive catering rights for the facility for the duration of the contract but is not given exclusive rights for the provision of tea and coffee served in offices and teaching venues, as these may be provided by the course co-ordinator directly.

5.4 If the course co-ordinator provides such teas and coffees, the successful retail vendor will have no responsibility towards the service e.g. staff, crockery, tablecloths etc.

5.5 Loyalty program must be implemented to encourage staff on site to utilise the café on a more regular basis.

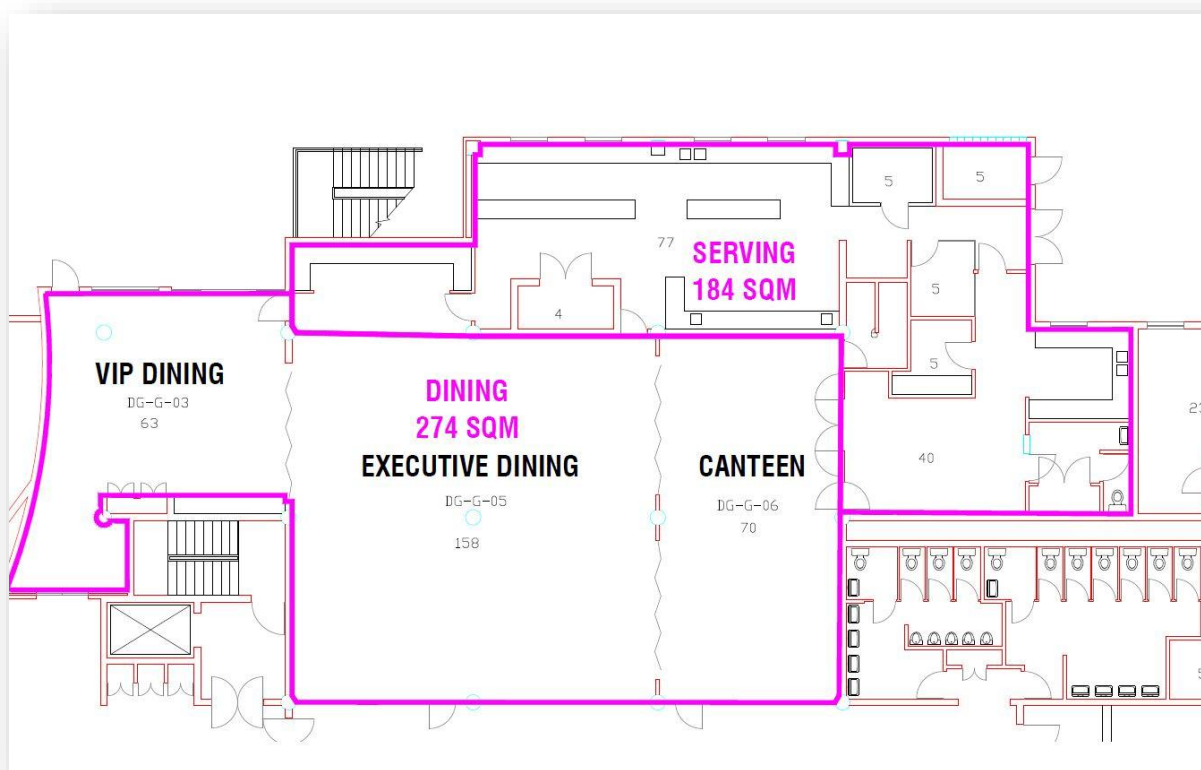
5.6 Initiatives to support environmental sustainability must implemented such as discount when bringing your own cup for hot beverages, etc.

6 PREMISES

6.1 The premises comprise of the following:

AREA	SIZE (m ²)
Kitchen, storage, freezer, cold room	184m ²
Dining area	274m ²
TOTAL	458m²

6.2 **Diagram:**



6.3 The Management Campus Catering and Retail outlet premises has a significant shortage of storage space. The successful service provider/retail vendor should provide a workable solution to this problem as part of the submission.

6.4 The premises has access to both electricity and liquefied petroleum gas (LPG) for cooking purposes (LPG must be supplied by the successful service provider/retail vendor). The onus is on the successful retail vendor to ensure that Occupational Health and Safety requirements of equipment, storage and facilities are met.

7 OPERATING HOURS

7.1 The University minimum operating hours to be 07h00 to 19h00, Monday to Friday and 08h00 to 14:00 on Saturdays. This is for 12 (twelve) months a year, including public holidays, unless determined otherwise by bookings/events.

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

8 MENUS

8.1 The successful retail vendor is required to provide detailed proposed menus with specific reference to sections 4 and 5.

- 8.2 Special consideration must be given to the diverse nature of the University community, and vegetarian, Vegan, Kosher and Halaal options should be included on the menus, irrespective of whether these items are produced on site or sourced elsewhere. Items may be adjusted by the University and according to demand once operations have begun.
- 8.3 Menus are to include pricing as well as proposed style of service for the various operational areas, i.e. buffet, self-service, call order system, etc.

9 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), selling of alcoholic beverages (Liquor License), television and radio licensing.

10 PAYMENT OPTIONS

- 10.1 The successful retail vendor is required to make available, systems to facilitate all methods of payment such as credit cards, debit cards, EFT transfers, cash etc.
- 10.2 The University's payment for services delivered by the successful retail vendor, such as catering for functions, events and training courses, are payable 30 (thirty) days after date of invoice. The process includes submission of a quotation after which the retailer tenant will receive a purchase order as confirmation of the service to be provided.

11 SECURITY AND PARKING

- 11.1 The successful retail vendor will be required to adhere to University policies and procedures in terms of cash handling, securing of the premises as well as parking and access regulations.
- 11.2 The successful retail vendor must install CCTV and alarms systems for their own account.
- 11.3 The successful retail vendor is required to purchase parking permits in line with the University policies and procedures for each vehicle that needs access to the campus. The successful retail vendor must arrange, at their own cost, for their staff ICAM cards for access at the University.

12 CLEANING AND HYGIENE

- 12.1 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, hand paper towels, SABS, food safe approved chemicals for use in the kitchen, etc.
- 12.2 The successful retail tenant will also be responsible to clean up all serving areas where lunch, tea times or functions were hosted.

- 12.3 The successful retail vendor is responsible for all pest control requirements and related costs for all areas falling within the premises, including but not limited to treatment for cockroaches, flies, bees, ants, termites, rodents, etc.

13 UTILITY AND OTHER CHARGES

The successful retail vendor is responsible for additional charges, including but not limited to electricity, water, sewerage services, gas, fat trap cleaning, sani-services, telephones, telephone calls, provision of telephone services, security, internet access, alarms, additional security staff, etc.

13.1 Electricity

The successful retail vendor will be charged for electricity consumption within the leased area as per meters installed inside the premises. Electricity will be charged at City of Joburg (COJ) rates 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. The electricity charges include the recovery of kVa – maximum demand.

13.2 Water & Sewer charges

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 are aligned with the water meter readings and will be charged accordingly

13.3 Grease traps

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.

13.4 Telephone / Internet

Telephone services are provided through the University systems. Internet services must be arranged by the tenant with an external party. This must be approved by the University OFMD and ICT departments.

Charges for telephone services line rental and calls will be for the successful retail vendor's account. Invoices for such services will be issued to the successful retail vendor by the University.

14 RENTAL STRUCTURE AND PAYMENT TERMS

14.1 Rent Payable

The successful retail vendor shall pay rent for the use of the catering, dining, and retail facilities located at the Management Campus. The rental amount and structure shall be determined by the University and may comprise one of the following models:

- Fixed monthly rental, or
- A percentage of monthly turnover, or
- A hybrid model combining fixed rent and turnover-based rent.

14.2 Annual Adjustments

All rental amounts shall be subject to annual escalation at a rate determined by the University and communicated prior to implementation.

14.3 Payment Terms

Rental payments are due monthly in advance and must be settled within **7 days** of invoice. Point of Sale reports must be submitted by the 7th of each month and payment as soon as an invoice is received. Late payments may attract interest as per the University's financial policies.

14.4 Audit Verification

The University reserves the right to audit turnover figures, financial records, and point-of-sale data to verify the accuracy of rental payments.

14.5 Failure to Pay

Failure to pay rent on time may result in penalties, suspension of services, or termination of contract in accordance with University policies.

15 SURROUNDING AREA

- 15.1 The surrounding gardens, fishpond and parking facilities will be maintained by the University. However, cognisance needs to be taken of the caterers influence on waste disposal including the disposal of food related waste including fat and used packaging. All waste to be disposed of hygienically at no risk in terms of current legislation.
- 15.2 The successful retail vendor is required to take cognisance of the fact that the Management Campus Retail unit is in very close proximity to the academic and administration buildings,

who operate during normal working hours and would be affected by any activities in the venue
i.e. noise, excessive number of visitors etc.

16 COMPETENCIES, EXPERTISE AND COMPLIANCE

- 16.1 The successful retail vendor is expected to employ suitably qualified staff with relevant experience in a similar operation for the facility as well as suitably qualified staff with relevant experience in conference coordination to manage the conference facility, this includes permanent waitron staff for setup of teatime and lunch offerings relating to delegate caterings as well as deliveries on Parktown Management Campus.
- 16.2 Staff must always wear branded uniforms and the appropriate personal protective equipment (PPE) for their roles

All staff must receive training in the following areas, as applicable to their role:

- Occupational health & safety (OHS)
- Food safety & hygiene (for food outlets)
- Customer service
- University-specific operational protocols, where relevant
- Any other relevant and related training
- Records of all training must be available for inspection and submitted to the university upon request.

15.2 LEGAL COMPLIANCE & DOCUMENTATION

The following documents must be submitted annually or as requested:

- Company registration (CIPC)
- Valid SARS tax clearance certificate
- COIDA registration (the Compensation for Occupational Injuries and Diseases Act)
- Certificate of acceptability (for food premises)
- Public liability insurance, as well as insurance cover for damage to property, theft etc.
- Proof of registration with the relevant bargaining council
- B-BBEE certificate or affidavit
- Staff salary scales, contract of employment, etc.
- Applicable trading licenses
- Licenses to play music on site
- Liquor license

16.3 Implementation of a Food Safety Management System is compulsory and needs to be in place from the start of the awarded contract. (Compliance with the regulations and standard for the industry, included but not limited to Foodstuffs Cosmetics and Disinfectants act, 1972 (R638, R146, R908, etc.) as well as SANS 10049:2019)

16.3.1 The retail tenant must have an established procedure in place to deal with alleged food illness instances.

17 REPORTING

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

- 17.1.1 Monthly turnover reports for all income generated via the Point-of-sale system.
- 17.1.2 Compilation of comments/questionnaires completed by clients utilising these Facilities - on request from the University - to monitor service delivery.
- 17.1.3 Attendance and reporting at the quarterly Operations meeting. (Agenda can include the following: Feedback on functions, events and other catering done in the period, as well as comments and complaints, Food Safety & OHS audit feedback etc.)
- 17.1.4 Any other reports that may be requested by the University from time to time.

18 ADDITIONAL REQUIREMENTS

The successful retail vendor is required to report all maintenance requirements, i.e. malfunctions, damage to property, etc. to the University in the format and manner as prescribed by the University.

19 SERVICE LEVEL AGREEMENT

A comprehensive Service Level Agreement (SLA) will be established to define and monitor expected service levels, performance metrics, responsibilities, and corrective measures in the event of non-compliance. The SLA will ensure clear alignment of expectations, provide measurable performance standards, and outline compensation or remedial actions where agreed service levels are not achieved. Key operational performance indicators will include, but will not be limited to, meal service punctuality, queue management efficiency, dining room turnaround times, and table reset readiness between service periods.

20 CAPITAL INVESTMENT AND BUSINESS PLAN

- 20.1 The successful retail vendor is required to provide all furniture, soft furnishings, light fittings in the dining and café area, kitchen and serving equipment, shop fitting, small equipment, cutlery and crockery to a standard deemed appropriate by the University. This proposal must be submitted in a format that will provide the University with a clear understanding of the proposed setup.
- 20.2 Overall consideration must be given to this up market venue with specific reference to creating the desired atmosphere, colour schemes, versatility of furniture to accommodate various setup requirements, etc.
- 20.3 The successful retail vendor is required to maintain a detailed business plan during the lifecycle of the awarded contract that provides evidence of ability to meet the various financial obligations associated with furnishing and equipping the dining venue, kitchen and storage areas effecting proposed changes and the necessary capital investment, anticipated monthly operational expenditure, including staffing costs, as well as projected income. The business plan will be used as a basis to monitor rent that will ensure sustainability of the operation, whilst still being financially attractive to the University.
 - 20.3.1 In addition, the business plan must detail the changes, associated costs and timeframes for completion in the following areas:
 - 20.3.1.1 VIP dining room
 - 20.3.1.2 Dining room for delegate meals

20.3.1.3 Retail Café

20.3.1.4 Kitchen and back of house areas.

20.4 A detailed GANTT chart/project plan should accompany the business plan.