

**Important Tender Notice**  
Reference No.:2024:08 Provision of Dining Hall Catering Services

Dear Tenderer,

**SUMMARY DOCUMENT**

1. Kindly note this is a summary document for WITS Tender Reference No: 2024:08 Provision of Dining Hall Catering Services.
2. **TENDERS TO REGISTER ON PURCO SA TENDER WEBSITE PAGE** - <https://purcosa.co.za> in order to receive the MS Teams link for Non-Compulsory Briefing Session and also the link to purchase the tender documents.
3. **NON-COMPULSORY BRIEFING SESSION: ONLINE MICROSOFT TEAMS**  
The Non-Compulsory Online Briefing Session to be held as follows:
  - Date and Time: 24 April 2024 | 10h00 -11h30
  - Microsoft Teams: The link to the session will be made available to all registered tenderers
4. **NON-COMPULSORY SITE VISITS AT WITS (PHYSICAL SITE)**  
The non-compulsory site visits will be held as follows:
  - Date and Time: 26 April 2024 | 11h00 -13h00 \* Tenderers to arrive at least 10 minutes before 11h00 as they will be transported from the below venue to the different catering sites.
  - Venue : PDH: Room G17  
Location link below  
  
<https://maps.app.goo.gl/C5yepwK1uudqSM2j9>
5. **This document provides at a summary level the Scope of Work for the Components and Eligibility and Evaluation Criteria.**
6. Please refer to PURCO SA website for Purchasing of the full Tender Document Pack and also tender submission details and protocols. The below guides you how to register, purchase and submit online.
7. Tender documents can be purchased at a non-refundable fee of R 1,150.00 (VAT included) on the PURCO SA website. To download the tender documents, the steps below should be followed:

<b>PURCO SA Tenders: How to register, purchase and submit online</b>
Read the following guide or visit <a href="https://purcosa.co.za/how-purchase-tender">https://purcosa.co.za/how-purchase-tender</a>
<b>Login or register at <a href="https://purcosa.co.za">purcosa.co.za</a></b>
1. Navigate to <a href="https://purcosa.co.za">https://purcosa.co.za</a>
2. Click on the 'Login or Register' button and select the appropriate option
3. Not registered on the website?
a. Click 'Register here'
b. Complete the form and click 'Create new account'
c. Wait for the Account details email from PURCO SA. Check your spam filter if necessary.
d. Click on the link in the email to login to the PURCO SA website and add a password.
<b>View and purchase the tender</b>
4. Under the Supplier Hub menu click on 'Open Tenders'
5. Select the tender and click on 'View'
6. Click on the 'Buy now' button
7. You will be redirected to our payment gateway (Payfast) to make payment.
8. If you encounter problems on the Payfast pages go to <a href="http://www.payfast.co.za/contact">www.payfast.co.za/contact</a> for help.

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9. When your payment has been processed you will be automatically redirected back the PURCO SA Checkout page where you will find your purchased tender document/s

**View the tender requirements**

10. Read the Tender Document for instructions about submitting your bid documents and all requirements.

11. On the Checkout page there is a link to view a list of all your purchased tenders

12. To view your purchased tenders you can also click on 'My purchased tenders' in the dropdown menu under your username

13. To view the bid requirements click the 'Submit bid' link to access the online submission tender box. Do it as soon as possible to check all the requirements.

**Submit your bid**

14. Log in to [purcosa.co.za](http://purcosa.co.za) as the user who purchased the tender.

15. Click on 'My purchased tenders' and then the 'Submit bid' link

16. Start submitting your bid as early as possible. Do not wait for the deadline.

17. You can save and edit the tender box as often as you like before the submission deadline.

**Help with online submissions**

18. You can watch a detailed video how to upload your bid at [youtu.be/Fwlz0bjKxbl](https://youtu.be/Fwlz0bjKxbl)

19. View the Online submission guide at [purcosa.co.za/online-tender-submissions-guide](http://purcosa.co.za/online-tender-submissions-guide)

**Should you require further assistance regarding purchasing, registering and online submission please contact the PURCO SA Office**

**Davy Ivins – 084 207 8148** [davy@assocworks.co.za](mailto:davy@assocworks.co.za)

**Bongani Machobane – 011 545 0548** [bongani.machobane@purcosa.co.za](mailto:bongani.machobane@purcosa.co.za)

**Gololosegang Legoete – 011 545 0945 –** [Gololosegang.legoete@purcosa.co.za](mailto:Gololosegang.legoete@purcosa.co.za)

**Contact Person at WITS**

Kindly ensure all communication must copy in Dept-Procurement-TendersAdmin [admin.tenders@wits.ac.za](mailto:admin.tenders@wits.ac.za)

**TENDERERS TO NOTE TO PURCHASE AND DOWNLOAD THE FULL TENDER PACK ON PURCO SA WEBSITE.**

**A. HIGH-LEVEL SCOPE OF WORK**

The University of the Witwatersrand, Johannesburg, is a leading University in Africa, as reflected by its international standing and the quality of its graduates, many of whom have played a significant 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. Currently the University has estimated 40 200 students enrolled. Residences have 5758 accommodation spaces available, however there are estimated 4750 catered students registered to-date in 2024. The student catering facilities within the University serves breakfast, lunch, and dinner for approximately 2650 students in catered residences and estimated 1 100 "Oppidani" students.

(Oppidani students are day and self-catered residence students who are on a partial meal plan). The total number of students in residences may vary, year on year. Therefore, the University cannot guarantee the number of meals that may be booked by students. However, based on the last 3 (three) year annual statistics the average annual volumes are 1 660 982 (One million six hundred sixty thousand nine hundred eighty-two).

**1 INTRODUCTION TO SCOPE OF WORK**

- 1.1 This scope of work sets out the nature of the services to be provided under the awarded catering services contract. Where quality standards are set out, they are the minimum acceptable level to be achieved on a consistent basis. The specifications are not exhaustive and are to be taken as indicative of the general standards which are to be achieved.
- 1.2 The current meal option, based on the meal specification attached, is no longer affordable to students and the University seeks to explore new meal options to ensure a quality meal is offered to students at an affordable price. These meal prices for breakfast, lunch and supper can differ based on the options provided.
- 1.3 The current meal specifications and the current price per meal is approximately R50 including VAT.
- 1.4 the quantity of "non-uptake" meals in March 2024 was approximately 10% for all the dining halls.
- 1.5 Where the services required are described, this is to give a broad indication of the type and volume of services currently envisaged. It is expected that the successful service provider will co-operate with the University during the course of the awarded contract to provide such services as are required and to develop and improve the services to meet changing needs.

**2 DEFINITION OF SERVICES**

- 2.1 The University requires the successful service provider to provide the services at the following dining halls **see Appendix 1.1 (A-F)**:
  - 2.1.1 Convocation Dining Hall.

- 2.1.2 Ernest Oppenheimer Dining Hall.
- 2.1.3 Highfield Dining Hall.
- 2.1.4 Jubilee Dining Hall.
- 2.1.5 Knockando Dining Hall and
- 2.1.6 Main Dining Hall (Matrix Building).

### 3 OBJECTIVES AND REQUIREMENTS

3.1 The successful service provider must:

- 3.1.1 Where applicable in terms of the tender documentation, provide the University with proof of the training of its staff, suppliers and/or its vendors, the purpose of which is to transfer the know-how of the successful service provider used to perform the services. The knowledge transfer must be sufficient to enable the University, its staff, service providers, suppliers and/or its vendors to perform the services in the event of termination of the awarded contract, or any other event as deemed appropriate by the University. The knowledge transfer shall take place over and above the contract period; Submission of detailed trained staff e.g. CV submission of management, qualifications. Suppliers – compliance on food safety requirements, audits results. Information to be available at unit level.
- 3.1.2 Provide consistent variety of quality nutritious meals. Review of cycle menu must be signed off by the client after verifying with the student's house committees.
- 3.1.3 All main meal components - proteins, vegetables, and starches - must be readily available throughout the entire service period within the cycle menu. The successful service provider to ensure this component of the menu never runs out. Provide vegetarian offerings that are appetising, substantial, and comparable in value to other dishes. Submission of planned four-week cycle vegetarian and fast-food menu to be shared separately.
- 3.1.4 Ensure reduced fat, sodium and sugar intake and the promotion of healthy eating habits.
- 3.1.5 Provide a high level of customer service and sensitivity to customers' needs by offering a variety of quality menu options, by preparing certain menu options to order, and by encouraging front of house spontaneous interaction between students and the catering staff; this should include all the successful service provider's staff.
- 3.1.6 Provide a versatile catering service that offers students good value for their money.
- 3.1.7 Provide supplementary luxury foods as part of a separate or alternative offering. Fast food options will only be offered during lunch service.
- 3.1.8 At all times strictly support, maintain, and ensure an "EAT SAFE CAMPUS" with Hazard Analysis Critical Control Point ("HACCP") compliance or higher food safety quality management, and compliance systems that are aligned to HACCP. The service provider must ensure conformance on behalf of the University and ensure that the certification is in the name of the University.

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- 3.1.9 A proposal of halal food solution to be presented for the University's consideration for implementation.
- 3.1.10 At all times promote an eco-friendly, environmentally sustainable catering initiatives including eco-friendly sustainable packaging, reduction in the carbon footprint with specific reference to supplier transportation from source, waste management, including the reduction, separation, and recycling of dining hall waste. Segregation of waste in the kitchen, different colour coding of equipment e.g. waste bin. (white bin for food)
- 3.1.11 Ensure that it has fit for purpose equipment which includes but is not limited to the appropriate refurbishment of the above-catering facilities creating a pleasing ambience and student-friendly dining environment.
- 3.1.12 Ensure the establishment of the required resources, the search for possible sources of supply, the negotiation with and choice of suitable suppliers, the placing and following up orders, the receiving and inspection of purchased items as well as warehousing and control ensuring the suppliers used are vetted and compliance to all food regulations is guaranteed; the successful service provider will have records of all supplier compliance documents and must be readily available for spot checks.
- 3.1.13 Successfully implement University's sustainability initiatives; this includes and not limited to biodegradable packaging and cutlery for events and functions.
- 3.1.14 Provide a detailed contingency plan for any and all unforeseen events to ensure business continuity – strikes, load shedding, water crisis or any other disastrous events.
- 3.1.15 Be able to provide any related additional services that may be required in cases of an emergency student intake over and above capacity. E.g. 5L water bottles and energy drinks.
- 3.1.16 Be able to cater for functions, conferences, and events within or outside the University premises, when requested by the University.
- 3.2 The University will conduct a bi-annual performance review on the successful service provider(s) for the respective components as set out in the tender documentation, and the University reserves the right to appoint other service providers to perform specific services in the area of the Service Provider's operations and it is expected of the Service Provider to co-operate with such other Service Provider(s). e.g. Private function for the VC catered for by external service providers.

#### 4 PRICING REQUIREMENTS

To ensure the accuracy of your Tender Submission for this Tender, it is imperative that the Tenderers price in accordance with the Tender Documentation. Please note that the pricing sheets must be completed in full. Therefore, Tenderers must kindly refrain from providing consolidated pricing and note each site must be priced separately as the University reserves the right to split the awarding of the sites. It is advisable for Tenderers to carefully review the tender documentation and consult with financial experts before submitting pricing.



UNIVERSITY OF THE  
WITWATERSRAND,  
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**5 PRE-QUALIFICATION CRITERIA**

Tenderers who have suitable experience and demonstrated capacity in the required work activities for dining hall catering services may be eligible to partake in this Tender.

Only Tenderers who satisfy the pre-qualification criteria as set out in the tables below should submit a Tender Submission, failure to do so will result in disqualification.

The Tenderer must submit all of the information required in the Schedules below:

<b>Procurement Eligibility/Mandatory Criteria</b>	
It is compulsory that the Tenderer:	
1.	Provide Schedule 1: Submit a signed submission by an authorised employee of the company.
2.	Submit South African registration documents if a registered company. Only South African entities are eligible to participate (including but not limited to CIPC registration and directors, VAT registration, Memorandum of Association, Certificate of Incorporation).
3.	Provide a valid, current tax clearance certificate, and tax pin for tenders issued by the South African Revenue Services.
4.	Provides proof of bank confirmation letter and/or letter of good standing. The letter should include: <ul style="list-style-type: none"> <li>• The Tenderer's bank account name and number;</li> <li>• A statement that engagements and accounts with the bank have always been properly and satisfactorily conducted; and</li> <li>• The Tenderer has access to lines of credit with the bank, they have the resources to meet their commitments, and the bank considers the Tenderer a counterparty of good risk and good for business.</li> </ul>
5.	Provide VAT registration details. Provide rationale if your entity is not VAT registered. This rationale will be considered for acceptability.
6.	Provide proof that it is in possession of a letter of good standing from the Compensation Fund or a licensed compensation insurer as contemplated in the Compensation for Occupational Injuries and Disease Act No. 130 of 1993 (COIDA). The proof must be valid at the time of the close of the Tender and a valid certificate must be produced at the time of award if the certificate expires between the close of the Tender and the award.
7.	provide proof of the following insurance coverage: Tenderers must submit proof that it has adequate Public Liability insurance cover to meet the minimum requirements as set out in the Scope of Work and may be requested to obtain a letter of confirmation from its insurers indicating that the Tenderer will meet the minimum insurance requirements. The Insurance coverage must satisfy the University's insurers. <p style="text-align: center;">Or</p> The Tenderer must provide their current Public Liability insurance cover information. If Insurance covers at the minimum indicated requirement is not met as yet, the Tenderer must provide a letter of intent or assurance that the minimum insurance requirements specified above will be in place if they are awarded and prior to contract conclusion.
8.	Submit all compulsory schedules, documents and annexures indicated in Annexure B including the pricing schedule(s)

<b>Technical Eligibility/Mandatory Criteria</b>	
It is compulsory that the Tenderer must:	
9.	a. Provide at least two (2) local accredited sites of a similar size (1000 meals per sitting in a high-volume canteen environment) that are currently being managed by the service provider. b. Service provider to attach proof of the below audit results for the proposed reference sites: <ol style="list-style-type: none"> <li>1) Submit that the site conforms to the Food Safety Management System</li> <li>2) Submit proof of Certificate of Acceptability (COA) for each of the reference sites.</li> </ol>
10.	Submit the company's Food Safety Management Policy.

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11.	Submit the company's policy relating to the Occupational Health & Safety Act.
12.	Provide a track record for the last three (3) years where a similar service has been conducted in a high volume canteen environment daily providing meals for at least 1000 students per meal sitting. (Complete Annexure B-Schedule 5.2)
13.	Provide at minimum three (3) acceptable client references. At minimum one of the reference sites where the tenderer provided at least 2500 meals in a day. (Complete Annexure B)
14.	Submit proof of SETA ACCREDITED or equivalent qualification for the proposed Executive Chef that will be placed for the WITS contract who is currently employed <b>OR</b> Submit their proposed Executive Chef with a minimum of experience in a canteen environment of 10 years.
15.	Provide proof of having access to an HPCSA-registered dietician who is also registered with the Association for Dietetics in South Africa (ADSA) and attach a relevant CV.
16.	Submit proof of a valid written contract with an external independent food safety auditing company.
17.	Provide proof of sufficient credit facility or letter of intent for a credit facility from a financial institution, as confirmation that it is financially viable to manage the initial start-up cost and cash flow for daily operations for the initial period (at least 3 months) taking into account the University payment terms.
18.	<ul style="list-style-type: none"> <li>• Non-EME's to submit annual financial statements for the last three (3) financial years, in compliance with the requirements of the Companies Act; and submit confirmation of Public Interest Score if AFS is not audited.</li> <li>• EMEs to submit annual financial statements for the last two (2) financial years, in compliance with the requirements of the Companies Act; and submit confirmation of Public Interest Score if AFS are not audited.</li> </ul>
19.	Service providers to fully agree and confirm compliance with Annexure E (Food & Safety Related Standards and Regulations).