



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG

SERVICES DEPARTMENT DOCUMENT

REQUEST FOR PROPOSAL (RFP) – RETAIL TENDER

Reference No.:	Wits Services Tender / 2024:26	
Description:	Renting Retail Shop: Matrix & Peripheral Shops on Campus - Food and Non-Food	
Issue Date:	15 September 2024	
Issued by:	Wits Services Department	
Submission Date and Time:	Date: 07 October 2024	Time: 23h59 (Before Midnight)
Important Information:	There will be two compulsory onsite briefings : Date & Time: 25 September 2024, 09:30am for 10:00am Venue: Hofmeyr House, East Campus, University of the Witwatersrand, Empire Road, Johannesburg, https://www.wits.ac.za/maps/ Date & Time: 26 September 2024, 10.30 for 11.00am Please meet at Sterkfontein Caves https://maps.app.goo.gl/YUJx5GbhbBgCKSRN9?g_st=com.google.maps.preview.copy	

TABLE OF CONTENTS

1	TENDER OUTLINE	3
2	TENDER TIMELINE	5
3	INTENT TO SUBMIT A TENDER SUBMISSION.....	5
4	UNIVERSITY CONTACT INFORMATION	5
5	DEVELOPING YOUR TENDER SUBMISSION.....	5
6	SUBMITTING YOUR TENDER SUBMISSION.....	6
7	EVALUATION METHODOLOGY	6
8	EVALUATION CRITERIA.....	7
9	SCOPE OF WORK.....	11
10	THE SUBMISSION OF RETURNABLE SCHEDULES & DOCUMENTS	11
11	PRICING INSTRUCTIONS	12
12	INSURANCE REQUIREMENTS	12
13	THE CONTRACT	12

ATTACHMENTS:

List of Annexures	Description of Annexures
Annexure A1	Scope of Work - Matrix
Annexure A2	Scope of Work - Peripheral Sites
Annexure B	Returnable Schedule and Documents
Returnable Schedules and Documents	
Schedule 1	Sign Tender Submission
Schedule 2	Tender Checklist
Schedule 3	Pre-Qualification Response Document Pack
Schedule 4	Functionality (Including Technical) Response Document Pack – Food Retail Shops
Schedule 5	Functionality (Including Technical) Response Document Pack – Non-Food Retail Shops
Schedule 6	Contactable Client References
Schedule 7	Contract Deviations
Annexure C	Retail Pricing for Goods and Services
Annexure D	Contract - Draft Lease Agreement



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. The University's graduates occupy many senior positions in government and industry and have thus made a considerable contribution to the economy.

1.2 Tender Background

The Services Department of the University of the Witwatersrand, Johannesburg University operates a retail offering and a variety of retail shops for food and non-food operating in the Matrix building and other peripheral sites across 5 (five) campuses. These shops provide a variety of goods and services to the students and the university community. The variety of these goods and services includes amongst others basic electronics, toiletries, grocery items, beauty, nail bars, optometrists, dentist, bookshops etc.

The University wishes to remain relevant in today's society with regards to retail offerings and retail mix categories on campus and meet the needs of the students and staff in a manner which is current and affordable, hence the request for proposals from operators who can propose to provide a suitable retail mix of services on campus.

The successful bidders will be required to sign a lease with the University on the terms set out in the Lease Agreement.

1.3 Tender Description

Component 1: Matrix

The Services Department within the University requires successful providers who can operate food and non-food retail shops that can offer a variety of goods and services to the Wits community. These goods and services must not only be convenient but must also provide a value for money service whilst maintaining a high standard as described in **Annexure A1: Scope of Work**.

Component 2: Peripheral Sites

The Services Department within the University requires successful providers who can offer food retail shops that can offer a variety meals to the Wits community. These shops must not only be convenient but must also provide value for money meals whilst maintaining a high standard as described in **Annexure A2: Scope of Work**.

The service must be efficient and consistent.

- For both **Component 1 and 2**, the service provider will be required to:
 - Furnish and maintain the proposed retail area to a standard commensurate with the general tone and quality of the surrounding facilities (and subject to the approval by the University).
 - Propose a complement of staff sufficient in number and level of skill.
 - to propose a high-quality service in all matters pertaining to operating standards, (including Food Safety and OHS compliance).
 - Operate convenient trading hours.
 - Have quick turnaround times.
 - Have a variety of products and services.
 - Be willing to adjust offerings to meet the needs of clients.

1.4 Procurement Strategy

- 1.4.1 The strategy is to appoint only one (1) service provider per shop for both **Component 1 and 2**.
- 1.4.2 The service provider will provide either goods, services or both to the University community.
- 1.4.3 The University will consider the submissions, prices of goods and services to select the provider(s).
- 1.4.4 This is an open, competitive tender process.
- 1.4.5 No partnership, joint ventures or subcontracting will be permitted.

1.5 Pre-qualification Criteria

- 1.5.1 Tenderers who have suitable experience and demonstrated capacity in renting leased space for either food retail or other goods and services that may benefit the University community may partake in this Tender.
- 1.5.2 Only Tenderers who satisfy the pre-qualification criteria as set out in the table below should submit a Tender Submission, failure to do so will result in disqualification.
- 1.5.3 The Tenderer must submit all of the information required below for **Component 1 and 2**:

No.	Procurement Mandatory Criteria – Matrix and Peripheral Sites
It is compulsory that the Tenderer Must:	
1.	Provide schedule 1: Signed Submission which must be signed by a duly authorised representative
2.	Certified ID Copies of Owners.
3.	Provide proof of company registration: (Sole proprietary, CC etc.)
4.	Provide proof of current and valid certified copy of SARS Tax Clearance Certificate and PIN.
5.	if applicable , provide a VAT Registration Certificate. Provide rationale if VAT is not applicable.
6.	Provide proof of current and valid confirmation letter from the bank stamped and signed.
7.	Provide a six (6) month bank statement from bank account used for your business (In the Business Name or Owner's Name).
No.	Functionality (including Technical) Mandatory Criteria - Matrix and Peripheral Sites
It is compulsory that the Tenderer Must Provide:	
8.	Proof of UIF registration.
9.	Proof of COIDA (Compensation for Occupational Injuries and Diseases Act, 130 of 1993).
10.	Salary scales for each category of employee (to ensure that employees are being paid the National Minimum Wage).
11.	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: <ul style="list-style-type: none"> o Public liability; and / or o Professional indemnity insurance <p>If no proof of insurance, provide a letter confirming that if awarded you will have all these insurances.</p>

- 1.5.4 The Tenderer's attention is drawn to the pre-qualification criteria which requires the Tenderer to provide the necessary evidence (please refer to **Annexure B: Returnable Schedules and Documents**) to be eligible, failure to do so will result in disqualification.
- 1.5.5 Tenderers who fail to provide the required schedules and documents will not have their Tender Submissions evaluated further.
- 1.5.6 Despite the above, the University reserves the right to request additional information (which must be responded to and/or 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 print media	15 September 2024
2.	Publication of Tender available on the University's Procurement website	16 September 2024
3.	<p>There will be two compulsory onsite briefings:</p> <p>Date & Time: 25 September 2024, 09:30am for 10:00am Venue: Hofmeyr House, East Campus, University of the Witwatersrand, Empire Road, Johannesburg, https://www.wits.ac.za/maps/</p> <p>Date & Time: 26 September 2024, 10.30 for 11.00am Please meet at Sterkfontein Caves https://maps.app.goo.gl/YUJx5GbhbqCKSRN9?q_st=com.google.maps.preview.copy</p>	
4.	Submission Date and Time	07 October 2024 23h59 (Before Midnight)
5.	Intended Shortlisted Presentations, Meal Tasting (Food shops only)	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.

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

3 INTENT TO SUBMIT A TENDER SUBMISSION

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

4 UNIVERSITY CONTACT INFORMATION

Queries relating to the issue of the tender documents must be addressed to the Operations officer Doris Manyamalala via e-mail via email: services.admin@wits.ac.za and copy in admin.tenders@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 in 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, and should any be missing or duplicated, or the reproduction indistinct, or any descriptions ambiguous, or this document contain any obvious errors they shall inform the parties indicated in section 4 above.
- 5.4 The University will respond to requests for clarification received up to 5 (five) Business Days before the Submission Date and Time. Queries should be by email to the parties indicated in section 4 above. Please note that additional information supplied to anyone Tenderer may also be provided to other Tenderers via e-mail.
- 5.5 It must be noted that the University shall not 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>

- 6.3 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.
- 6.4 For the avoidance of don't, please note 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 prospective Tender Submissions. It is envisaged that the following core criteria (not complete 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.1 and A.2: Scope of Work** and adequate client liaison,
- 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 Accuracy and presentation of the calculations which must be sufficient for comparison purposes,
- 7.1.8 Financial ability of the Tenderer to provide the goods and/or services and to meet its contractual obligations,
- 7.1.9 Adequate insurance coverage regarding the goods and/or services.
- 7.2 **Evaluation Procedure:**
- 7.2.1 The University may request additional information, clarification, or verification in respect of any information contained in or omitted from a Tenderer's Tender Submission and this information will be requested in writing.
- 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 listed in the table under section 1.5 that must be met by the Tenderer 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:** Documents submitted in support of this Tender must be documents of the Tenderer's entity. It is not permitted that documents submitted pertain to different companies or business units within a group.

8.2 Stage 2: Functional including Technical Evaluation

- 8.2.1 In this stage, the Tenderer must get a minimum of **70%**, to move on to the next stage of evaluation.
- 8.2.2 The evaluation of the Functionality Criteria of the Tender Submission will be based on the following criteria which tenderers should provide supporting information for:

FUNCTIONALITY CRITERIA - FOOD SHOPS	WEIGHT
1. COMPANY EXPERIENCE / TRACK RECORD	10 POINTS
<ul style="list-style-type: none"> • Provide contactable references and proven track record where similar service was provided with at least one (1) of the references showing evidence of a continuous service offering at a single client for a minimum period of a year. • Three (3) contactable references provided at least one of the three meeting the continuous service offering service offering at a single client for a minimum period of 1 year. = 10 points. • Two (2) contactable references provided at least one of the two meeting the continuous service offering service offering at a single client for a minimum period of 9 months. = 7 points. • One (1) contactable reference provided with that reference meeting continuous service offering at a single client for a minimum period of 6 months = 5 points. • Zero (0) Contactable reference sites provided = 0 points. <p>Provide your information in Annexure B Retainable Schedule, Schedule 4A</p>	
2. BUSINESS PLAN	
Proposed business plan with realistic time frames and vision of the site.	40 POINTS
<ul style="list-style-type: none"> • Intended method of <ul style="list-style-type: none"> ○ funding capital outlay and projected income including the funding source, ○ funding plan, ○ equipment provision plan, and ○ cashflow plan If you submit plans for all of the above= 10 points 	

<ul style="list-style-type: none"> • Intended method of <ul style="list-style-type: none"> ○ funding capital outlay and projected income including the funding source, ○ funding plan, ○ equipment provision plan, and ○ cashflow plan <p>if you submit 3 and below of the above items = 7 points</p>	
<p>Sample menus for what you are offering.</p> <p>It can be any of your offering for example snack items/Grab & Go/ Home Cooked meal, budget meals, healthy meal options, including price estimates and portion sizes = 10 points</p>	
<p>Suitability of Bio-degradable containers and implements/recycle materials to address environmental sustainability.</p> <ul style="list-style-type: none"> • Provide a photograph and the specifications and related standards for the proposed biodegradable/recycling containers and implements. This will be assessed in terms of acceptability. = 10 points 	
<p>Food preparation methods (Traditional as well as innovative) the diversity of cooking methods will be assessed for suitability. Indicate the different cooking methods to be used daily to cater for the diverse client base = 10 points</p>	
<p>3. IMPLEMENTATION PLAN</p>	15 POINTS
<ul style="list-style-type: none"> • Proposed implementation plan will be assessed according to the indicators below: • Set up time frames and expected opening dates for service. This will be assessed for completeness and comprehensiveness. • Project plan should include floor plan / setting up plan, equipment procurement plan, staffing, uniforms, insurance, food safety and OHS implementation. • Point of Sale setup, training of staff, marketing / advertising, installation plan. Operational plan including food, Points will be given for other relevant information. = 15 points <ul style="list-style-type: none"> • Proposed implementation plan will be assessed according to the indicators below: • Set up time frames and expected opening dates for service. This will be assessed for completeness and comprehensiveness. • Project plan should include floor plan / setting up plan, equipment procurement plan, staffing, uniforms, insurance, food safety and OHS implementation. • Point of Sale setup, training of staff. = 10.5 points 	
<p>4. FOOD HANDLING POLICY</p>	20 POINTS
<ul style="list-style-type: none"> • Well documented and comprehensive policy / procedure / SOP / food safety policy for handling food, food regulations and the implementation thereof (e.g.: R 638, R146 etc). <ul style="list-style-type: none"> ○ Submit an implementation plan, listing all SOP's which will be implemented. ○ Submit the procedure to follow in the event of an alleged food illness incident. ○ Provide information on training for staff members for food safety. <p>Submitting all the above = 20 points</p> <ul style="list-style-type: none"> • Well documented and comprehensive policy / procedure / SOP / food safety policy for handling food, food regulations and the implementation thereof (e.g.: R 638, R146 etc). <ul style="list-style-type: none"> ○ Submit an implementation plan, listing all SOP's which will be implemented. 	

<ul style="list-style-type: none"> ○ Provide information on training for staff members for food safety. <p>Submitting only 2 of the above = 14 points</p>	
5. OPERATIONAL HEALTH & SAFETY POLICY (SUBMIT A HEALTH & SAFETY PLAN)	5 POINTS
<ul style="list-style-type: none"> • OHS Procedures relating to the business that will be operated at Wits University. Provide all information in the plan. Training for all staff members on Standard Operating Procedures and protocols in line with OHS&E regulations = 5 points • The score will be pro-rated 	
6. STAFF ORGANOGRAM & TRAINING & DEVELOPMENT PLANNING FOR STAFF	5 POINTS
<ul style="list-style-type: none"> • Provide an organogram of the proposed team, including an indication of permanent onsite personnel and ad hoc personnel. Include your training plan for your personnel, the proposed key staff CVs detailing their relevant experience, years of experience and key responsibilities for this requirement. = 5 points • The score will be pro-rated 	
7. RISK / ASSUMPTIONS / CONTINGENCY PLAN	5 POINTS
<ul style="list-style-type: none"> • Backup and contingencies plan should there be strikes and interruptions to the operational requirements be taken to ensure continuity of service. = 5 points • The score will be pro-rated 	
TOTAL POINTS	100 POINTS
Threshold	70%

FUNCTIONALITY CRITERIA NON-FOOD SHOPS	WEIGHT
1. COMPANY EXPERIENCE / TRACK RECORD	10 POINTS
<ul style="list-style-type: none"> • Provide contactable references and proven track record where similar service was provided with at least one (1) of the references showing evidence of a continuous service offering at a single client for a minimum period of a year. • Three (3) contactable references provided at least one of the three meeting the continuous service offering service offering at a single client for a minimum period of 1 year. = 10 points. • Two (2) contactable references provided at least one of the two meeting the continuous service offering service offering at a single client for a minimum period of 9 months. = 7 points. • One (1) contactable reference provided with that reference meeting continuous service offering at a single client for a minimum period of 6 months = 5 points. • Zero (0) Contactable reference sites provided = 0 points. <p>Provide your information in Annexure B Retainable Schedule, Schedule 4A</p>	
2. BUSINESS PLAN	
Proposed business plan with realistic time frames and vision of the site.	40 POINTS
<ul style="list-style-type: none"> • Intended method of <ul style="list-style-type: none"> ○ funding capital outlay and projected income including the funding source, ○ funding plan, 	

<ul style="list-style-type: none"> o equipment provision plan, and o cashflow plan <p>If you submit plans for all of the above= 10 points</p> <ul style="list-style-type: none"> • Intended method of <ul style="list-style-type: none"> o funding capital outlay and projected income including the funding source, o funding plan, o equipment provision plan, and o cashflow plan <p>if you submit 3 and below of the above items = 7 points</p>	
Proposal on service and/product offering = 10 points	
Proposed décor, shop fitting and layout of the premises, signage, staff uniforms = 10 points	
<ul style="list-style-type: none"> • Sustainability Initiatives such as no plastic, sustainable procurement initiatives, suitability of Bio-degradable packaging, and recycled materials to address environmental sustainability Provide the specifications and related standards for the proposed bio-degradable/recycling bags. This will be assessed in terms of acceptability. = 10 points 	
3. IMPLEMENTATION PLAN	35 POINTS
<p>The proposed implementation plan will be assessed according to the indicators below:</p> <ul style="list-style-type: none"> • Set up time frames and expected opening dates for service. This will be assessed for completeness and comprehensiveness = 10 points. • Project plan should include the floor plan, setting up plan, equipment procurement plan, staffing, uniforms, insurance, OHS implementation. POS setup, training of staff, marketing/advertising, and installation plan. Operational plan = 15 points. • Points will be given for other relevant information = 10 points 	
4. OPERATIONAL HEALTH & SAFETY POLICY (SUBMIT A HEALTH & SAFETY PLAN)	5 POINTS
<ul style="list-style-type: none"> • OHS Procedures relating to the business that will be operated at Wits University • Provide all information in the plan. Training for all staff members on Standard Operating Procedures and protocols in line with OHS&E regulations. <p>= 5 points</p>	
5. STAFF ORGANOGRAM & TRAINING & DEVELOPMENT PLANNING FOR STAFF	5 POINTS
<ul style="list-style-type: none"> • Provide an organogram of the proposed team, including an indication of permanent onsite personnel and ad hoc personnel. • Include your training plan for your personnel, the proposed key staff CVs detailing their relevant experience, years of experience, and key responsibilities for this requirement. <p>= 5 points</p>	
6. RISK / ASSUMPTIONS / CONTINGENCY PLAN	5 POINTS
<ul style="list-style-type: none"> • Backup and contingencies plan should there be strikes and interruptions to the operational requirements be taken to ensure continuity of service = 5 points • The score will be pro-rated. • 	
TOTAL POINTS	100 POINTS
Threshold	70%



8.3 **Stage 3: Presentation, Meal Tasting, Demonstrations, or other due diligence**

8.3.1 This phase of assessment is the final stage in the evaluation process and only successful Tenders that have met the minimum requirements of **70%** in the technical/functionality stage for Matrix and Peripheral sites will be considered.

8.3.2 **Presentations:**

8.3.2.1 The University will require short-listed Tenderers for Matrix and Peripheral sites to make presentations to the University's evaluation team on the date and at the place in section 2.1.

8.3.2.2 Presentations are designed to allow Tenderers to present their solution and various aspects as identified by the University. A question-and-answer session is part of the presentation phase. A threshold of **70%** will apply to the presentation phase. Meal tasting will be required for component 1 only as part of the process.

8.4 **Stage 4: Price, Preference (B-BBEE) Evaluation and where applicable Consideration of Previous Stages**

8.4.1 A B-BBEE certificate must be submitted as a non-mandatory procurement document, however when being evaluated preference and allocation of retail shops can be given to retailers with a higher B-BBEE level.

8.5 **Other Information**

8.5.1 All Tenderers will be formally notified (successful or not) after the evaluation process has been completed and are requested not to contact the University in this regard.

8.5.2 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 A1 and A2 Scope of Work**.

9.2 Tenderers must carefully review **Annexure A1 and A2: Scope of Work** and confirm their ability to meet all the requirements outlined therein before submitting a Tender Submission.

9.3 The University strictly prohibits any material variation to **Annexure A1 and A2: Scope of Work**. This prohibition encompasses but is not limited to changes in the products, services, and service levels specified in the scope of work. Any Tender Submission that deviates materially from the requirements stated in **Annexure A1 and A2: Scope of Work** will not be accepted by the University.

9.4 Tenderers explicitly and unequivocally confirm that the pricing submitted encompasses all activities outlined within **Annexure A1 and A2: Scope of Work**, and includes any associated costs, materials, and services required for the successful completion of the Contract. The Tenderer acknowledges and agrees that the pricing provided is comprehensive and accounts for all foreseeable expenses related to the specified activities. Any additional costs incurred due to incomplete or inaccurate pricing will be the sole responsibility of the Tenderer, and no claims for reimbursement will be entertained by the University.

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 instructed through the returnable schedules and documents.

10.2 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.

10.3 Tenderers must complete the returnable schedules in type-written format and submit them in PDF and/or Excel compatible (where indicated).

10.4 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 pricing that the Tenderer submits will be considered the Tenderer's final pricing for the service offering.
- 11.2 The Tenderer must honour the submitted prices for the budget meal offerings for a minimum of 6 months from the date of occupation, after which the price increases must be communicated with the University in writing and approved before they can be implemented.
- 11.3 Tenderers must submit their pricing information as Annexure C: Retail Pricing for Goods and Services.
- 11.4 Pricing must be submitted in editable and printable softcopy.

PART G: INSURANCE

12 INSURANCE REQUIREMENTS

- 12.1 A Tenderer must demonstrate that it has an adequate insurance cover to meet the minimum requirements as set out in the Scope of Work or obtain a letter of confirmation from its insurers indicating that the Tenderer will qualify for adequate insurance cover to satisfy the minimum requirements. The Tenderer will have to establish its standard company insurance (please refer to Annexure B: Returnable Schedules and Documents)
- 12.2 Tenderers agree that should it be awarded as a successful service provider that it shall always maintain insurance cover satisfactory to the University's insurance brokers. Proof of payment of premium for the respective policy shall be furnished annually to the University in the event the Tenderer is the successful service provider. This should not have an impact on the Tenderer's submitted pricing.

PART H: THE CONTRACT

13 THE CONTRACT – LEASE AGREEMENT

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

Indicative Contract Dates:	1 January 2025
Indicative Contract Duration:	(5) years
Classification and Type of Contract:	Lease Agreement: THIS DRAFT AGREEMENT WILL BE AMENDED ACCORDINGLY TO REFLECT THE SERVICE COMPONENT (AS SET OUT IN THE SCOPE OF WORK DOCUMENT INCLUDED IN THE PUBLISHED TENDER PACK) ONCE AN AWARD HAS BEEN MADE TO A SUCCESSFUL TENDERER.

- 13.2 Any award made because of this Tender process will be governed by the regents 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 takes exception or wishes to propose a deviation to any term or condition in the Contract, it must be done clearly and conspicuously by referencing the specific clause number or the term or condition and by describing the exception or deviation in Annexure B under the Contract Deviation Schedule. If a Tenderer does not clearly and conspicuously take an exception or propose a deviation to a specific term or condition, the Tenderer shall be bound by such term or condition in the event the award is made to it. The University reserves the right to in each instance:
 - 13.3.1 Accept the deviations or exceptions; or
 - 13.3.2 Negotiate the deviations or exceptions; or
 - 13.3.3 Reject a proposal with deviations or exceptions deemed unacceptable by the University at its option and in the exercise of its sole discretion.
- 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 should not provide or include their own contract, service level agreement or '*reserve the right to negotiate if the Tenderer is selected as the preferred service provider*' statement (the University will not consider this type of documentation). 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 the signing of a written contract, failing which the University reserves the right to withdraw the Tender and to award another



Tenderer without the need to repeat the same Tender process.

- 13.7 Should a final contract negotiation with the preferred Tenderer not be concluded within 4 (four) weeks of the tender award or the preferred Tenderer takes exception to certain terms in the Contract that the parties cannot agree to, the University reserves the right to cancel the award and select an alternative Tenderer.