



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG

University of the Witwatersrand, Johannesburg Scope of Work for Masidleni Daily Meal Project

1. Overview

The Wits Citizenship and Community Outreach (WCCO) office, in the Centre for Student Development within the Division of Student Affairs at the University of the Witwatersrand, Johannesburg, (WITS University) is seeking proposals from qualified food service providers, catering companies, and other entities such as humanitarian, relief/aid organisations specialising in large-scale meal preparation and delivery.

2. The University's Objectives

The objective is to identify a capable service provider (i.e. the successful tenderer as part of the tender University's process) to supply and deliver a minimum of 200 and a maximum of 1,000 hot meals per term day to Wits University to support students experiencing hunger on campus. The required volumes of meals may reduce or increase over the contract period. A term day is a teaching and learning day when students are on campus.

3. Scope of the Services

3.1 The scope and description of the services are as follows:

- 3.1.1 The provision of a minimum of 200 meals up to a maximum of 1000 individually packaged hot meals that are nutritious, tasty, well presented, cost-effective and delivered on time on every term day or as stipulated by the University's representative.
- 3.1.2 The service provider must comply with all applicable legislation in connection with the services and put in place such measures as may be prescribed in terms of legislation to ensure that food is safe for consumption
- 3.1.3 The service provider must hold a valid Certificate of Acceptability (COA) from the Department of Health for the entire duration of the awarded contract
- 3.1.4 In addition to section above, the service provider must comply with all relevant food safety considerations, including but not limited to the Food, Cosmetics and Disinfectants Act of 1972, Regulation R638 and the Occupational Health and Safety Act no 85 of 1993.
- 3.1.5 The service provider must immediately inform the University and its duly authorised representative if there are any unforeseen changes in circumstances, or problems which are likely to impact on the provision of the meals.
- 3.1.6 The service provider must assign a staff complement sufficient both in numbers and skill to ensure due and proper performance of its obligations if successful as a service provider.

- 3.1.7 The service provider must always keep the channels of communication open.
- 3.1.8 The service provider must respond to WITS' request for meals by submitting a written response describing the meals to be provided and the price.
- 3.1.9 The service provider agrees if it is not able to provide a maximum of 1000 packaged hot meals per term day; within the prescribed time as set out in the request, WITS has the right to appoint another service provider to provide the meals. The service provider agrees that WITS will not be held liable for any damages, costs or any other repercussions directly or indirectly incurred by the successful service provider.

4. Food service requirements

- 4.1 The service provider is expected to collaborate with the University throughout the duration of the awarded contract. This includes the provision of required meals and the continuous development and improvement of services to meet the evolving needs of students.
- 4.2 The service provider must provide a menu with a variety of meals, and this must be reviewed quarterly.
- 4.3 The service provider is responsible for delivering a consistent variety of quality, nutritious meals. The cycle menu must be reviewed and approved by a university representative at the beginning of each quarter.
- 4.4 The service provider must develop and maintain a contingency plan for all unforeseen events to ensure business continuity – strikes, load shedding, water crisis, religious holidays or any other disastrous events, and the mitigations/contingencies in place to address those risks.
- 4.5 The University will conduct a quarterly performance review on the service provider assessing areas such as compliance to delivery times, meal quality and nutritional value, and student satisfaction.
- 4.6 The service provider must provide meal portions as follows: a) 500g meal, b) at least 120g-150g protein, c) 50g vegetables, and d) starch
- 4.7 The service provider must use reputable suppliers for all food items.
- 4.8 The service provider shall maintain a current list of suppliers that meet food safety requirements. This list must always be kept on-site and provided to the University upon request.
- 4.9 The service provider must identify potential hazards associated with purchased items and their use and the possibility of cross- contamination must be identified by the service provider, as well as all verification procedures established and directed at the prevention or reduction of cross-contamination to an appropriate level.

5. Audits and Inspections

- 5.1. The University reserves the right to conduct inspections and audits of the production kitchens of the service provider as needed.
- 5.2. The service provider must provide evidence that audits are being conducted by providing the most recent food safety audit that was conducted by an independent third-party entity to Wits University upon request. The rationale and timing of the audit will be assessed if not within the last six months

and this will be analysed to determine if the criteria is met or not. The audit response will be assessed for acceptability

- 5.3. The University will conduct quarterly audits by both internal and external auditors at its discretion. These audits aim to mitigate risks of foodborne illnesses and will include the suppliers, vendors, and any subcontractors utilised by the service provider.
- 5.4. The service provider in consultation with the university will be responsible for investigating food borne illnesses/incidents.

6. Transportation of meals

- 6.1. The service provider must provide evidence of their ability to transport food to WITS ensuring the prevention of cross-contamination, temperature deviations (e.g. hot boxes/cold storage etc.), and addressing other potential risks.
- 6.2. The service provider must describe and provide details about the transportation to be used for delivering meals. These include the type of vehicle, for example if it is a bakkie, a van, whether it is a temperature-controlled vehicle etc.
- 6.3. The service provider's ability to deliver and distribute meals efficiently, effectively and on time will be assessed.
- 6.4. The service provider must indicate the type of packaging to be used. They should consider the sustainability of the type of packaging such as biodegradable or ecofriendly packaging and cutlery.

7. UNIVERSITY RESPONSIBILITIES

7.1. The University will subject to its rules, regulations, policies and procedures:

- 7.1.1. Provide the service provider with such access as may be necessary to deliver meals and to enable the service provider to perform the services required of the service provider,

8. Delivery and Documentation

- 8.1 The service provider's obligation is to deliver individually packaged meals on every term date or as advised by the university. The service provider must:

- 8.1.1 Securely package individual meals in a manner or form to adequately protect the meals when being transported.

- 8.1.2 Provide a delivery note specifying the number of meals delivered, type of meals, when the meals were prepared and the date of delivery.

- 8.1.3 The service provider must ensure that the meals are delivered Monday to Friday or as advised by the University to the university precincts as follows:

- 8.1.3.1 Wits Education Campus, Wozani Block, 27 St Andrews Rd, Parktown, Johannesburg, 2193 by no later than 12h15; and

- 8.1.3.2 Wits Citizenship and Community Outreach office, Sanctuary Building, Hostel Drive, East campus, University of Witwatersrand, Johannesburg by no later than 12h45.

- 8.1.4 The service provider must ensure that the deliveries are accepted and signed for at both sites by the University.

9. Risks, Assumptions, Dependencies & Exclusions (RADE)

The following risks, assumptions, dependencies and exclusions have been identified by the University.

The service provider acknowledges and fully understands the potential risks outlined below. The service provider shall develop and implement a comprehensive risk mitigation plan to effectively address and manage these risks.

9.1 THE RISK REGISTER

Risk (R) / Assumption (A) / Dependency (D) / Exclusion (E)	Effect on the Project
No Delivery	Students will be hungry Students could get ill Students could protest
Delay in delivery of meals	Student will be hungry Lunch is between 12h45 and 14h00 on the campus – students would miss their meal Food would be wasted
Delay in informing us of late or no delivery	Students will be hungry and could protest
Poor quality of food	Students will get ill and need medical intervention Students could reject service (dissatisfaction among students with possible protests as a consequence)

10. General

10.1.1 The annexures referenced below and attached hereto form an integral part of the Scope of Work and are binding upon the service provider. The service provider agrees to comply with all terms, conditions, and obligations set forth in the annexures as if they were fully stated within this Scope of Work:

Annexure 1: Wits Services Requirements for Food Handling

