



SANBI
Catering Specifications

KwaZulu-Natal
National Botanical Garden

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SECTION 1 - BACKGROUND

1.1 INTRODUCTION

This document gives a general overview of the KwaZulu-Natal National Botanical Garden's visitor services, particularly regarding food operations. It sets out the requirements and calls for Quotations in respect of the restaurant situated inside the Botanical Garden.

This document is to be read in conjunction with the Request for Bidders.

1.2 TERMINOLOGY & DEFINITIONS

The following terminology has been used throughout this document:

- SANBI: The South African National Biodiversity Institute
- The Garden: The KwaZulu-Natal National Botanical Garden, Pietermaritzburg
- The Operator: Name of registered business, appointed caterer/operator
- Restaurant: Strelitzia Restaurant situated inside the garden

1.3 CATERING OBJECTIVES

The Operator will be required to supply a service that primarily maximises the popularity and usage of the Garden by:

- Developing a concept which has some speciality as a draw-card;
- Creating a pleasant eating ambiance in which Garden visitors can relax and enjoy good service, good quality food and drink under hygienic conditions;
- Where visitors feel that they are getting value for money;
- Creating a pleasant function venue where guests can relax and enjoy good quality hospitality.
- Offering function menus that reflect modern eating habits
- Attractively presenting and merchandising food and local beverages of the area.

1.4 TERMS OF TRADING

The Operator will be offered a 5-year performance based contract commencing in **June 2018** (or earlier or later as agreed between the Operator and the SANBI). The contract may be open for renewal 5 years after the date of commencement, by mutual agreement. The Operator will be subject to an annual review commencing 12-months from the date of commencement to ensure that the service complies with the standards required (see **Section 4.2**).

In return for this opportunity the Operator will:

- Retain income generated;
- Pay a monthly rental either on a percentage of net sales revenue or fixed rate basis (to be indicated in the Forms of Quotation*);
- Present the SANBI with audited accounts at the end of each financial year;
- Be responsible for paying all operational overheads including electricity, water, gas and telephone (electricity and water is metered); and
- Provide the necessary equipment to operate the facilities as indicated in this document (see **Section 2.6 and 2.7**).

The SANBI will provide: (See annexure C for full asset list)

- Staff parking (in main parking area)
- kitchen

- Cold room
- Drinks and food storage room
- Office space
- Staff facility with toilets
- Computer points and sleeves for ADSL connections;
- Telephone points; and
- Garden service for the landscaped areas surrounding the Restaurant.
- Annual maintenance of the building

SECTION 2 – THE GARDEN & ITS FACILITIES

2.1 BACKGROUND

The garden is located at the end of Mayors Walk in Pietermaritzburg, KwaZulu-Natal. Pietermaritzburg is the home of the provincial legislature for the KwaZulu-Natal Province.

This garden was established in 1874, the Garden's Victorian past is evident in its magnificent specimens of northern hemisphere plants, such as the swamp cypress, tulip trees, camphor trees, plane trees, giant figs and magnolias. One of the finest features of the Garden is the avenue of London Plane trees, which has been stunning visitors since 1908.

The KZNNBG property is 47.7 ha of which 12 ha is landscaped area, with the remaining 35.7 ha being either natural or a low-maintenance area. The boundary of the KZNNBG fenced, and it only has two public gates (i.e. Main boom gate and Tatham road resident's gate)

The KZNNBG is open to the public 365 days a year from 8h00 – 17h00 and receives about 110 000 visitors per annum.

Garden facilities and attractions include:

- Environmental Education Centre
- Restaurant
- Visitor Centre and a kiosk
- Clivia hall
- Production and index nursery facilities
- Indigenous Retail nursery
- Parking area (with extra parking)
- 2 x Lapa
- 8 x theme gardens
- KingFisher lake
- Plane tree avenue

2.2 GARDEN ENTRY

Although the Garden is open 365 days a year, the operator may negotiate the days and hours of operation with the Curator.

Garden hours:

- 8:00 am – 6:00 pm daily

Garden office hours:

- 7:30 am – 4:00 pm weekdays only
- 8:00 am- 5:00 pm Weekends and public holidays

Indigenous plants nursery hours:

- 8:00 am – 4:30pm weekdays
- 8:00 am – 14:00pm weekends

Visitor access to the Restaurant will be via the main entrance gate and through the Garden only. This means that all restaurant customers **will have to pay the Garden entrance fee(or control measures to be put in place and agreed upon by the operator and the garden)**. All visitors attending private functions are regulated by means of a guest list. All entrance fees for private functions are paid over to SANBI separately by the restaurant operator and therefore private function visitors will not pay gate entrance fees as their entrance fees is included on the quoted price.

Gate entry rates for 2017/2018 are:

- Adults: R25
- Students with student cards: R15
- Children under 6 years- Free
- Senior citizens: R15
- Botanical Society members: Free

The KZNNBG hosts weddings, while individuals also use the garden as a venue for different types of gatherings like bridal showers, birthday parties, photoshoots and other big events.

NB. Garden entry prices are revised on an annual basis and subject to change

2.3 GARDEN VISITORS

The number of Garden visitors over the last five years has averaged 110 000 per annum. It is hoped that with this new improved restaurant our visitor figures will increase substantially.

Furthermore, the operator must be able to offer certain food items on a self service basis. Typically such items may include picnic lunches, drinks, snacks etc. It is thus

important for the operator to explore special offers for pensioners when most appropriate to ensure ongoing business especially during the quiet months. Saturdays, Sundays and public holidays are the busiest and these days should be viewed as windows of opportunity around which to arrange special events to draw in visitors from all walks of life.

2.4 THE RESTAURANT

Facilities include:

Dining Hall

Kitchen

Preparation space

Back of the house

Cold room

Toilet

4 plate electric stove

2.5 USE OF CATERING FACILITIES

The Operator will not be able to use the Garden's facilities for any purposes other than those indicated in this document, without prior written consent from the SANBI. Similarly the SANBI will not be able to use any of the Operator's facilities without its prior written consent.

2.6 EQUIPMENT

The Operator will be expected to add whatever equipment, furniture and fittings necessary for it to maximise revenue opportunities and provide a high standard catering service at the Garden.

The restaurant kitchen will be handed over installed with the following used equipment:

- Cold room
- Food store
- Staff room

NB All items (attached or loose) listed and currently found in and outside the restaurant, are the property of the SANBI

2.7 FURNITURE, CUTLERY, CROCKERY & GLASSWARE

These items are not provided by the SANBI and will need to be obtained by the operator.

Please note: Annexure A serves as a guide to furniture, cutlery, crockery and glassware items required to operate the Strelitzia Restaurant. The Operator will be responsible for maintaining stock levels at its own expense

2.8 MAINTENANCE

The Operator will be responsible for the day-to-day maintenance and servicing of its facilities, all surfaces and equipment whether the equipment has been supplied by the Operator or the SANBI. All associated equipment is to be serviced, maintained and/or replaced by the Operator, at its own expense, in order to provide a continuous catering service at the Garden.

Equipment purchased by the SANBI will remain the property of the SANBI and is to be returned in the condition it was originally handed over with fair wear and tear taken into consideration and/or replaced or repaired in cases of breakage, malfunction or theft. Should the SANBI consider it necessary, independent equipment specialists may be called on to inspect and repair or replace any equipment supplied by the SANBI and the cost thereof will be refunded to the SANBI by the Operator.

The SANBI will be responsible for all structural maintenance to the building unless any repairs are required as a result of Operator negligence or guest vandalism.

2.9 CLEANING

The Operator will be responsible for the cleaning of all facilities under its control and any facilities used for catering purposes including outside seating areas and staff toilets. These facilities are to be cleaned not only to a high visual standard but to a standard that ensures that all surfaces, counters, equipment, fridges, freezers, racking, etc stand the test of swabbing by inspection carried out on an ad-hoc basis. The Operator will be

required to use high quality cleaning materials and chemicals (particularly sanitizers) purchased from well-established and reputable chemical companies.

The Operator will be responsible for cleaning of all public areas attached to its leased premises.

The Operator will be responsible for organising and maintaining records of:

- Deep cleaning of kitchen equipment and ducting;
- Steam cleaning of kitchen floors, walls, stores, fridges, freezers and equipment; and
- Deep cleaning of staff facilities and public toilets.

Deep cleaning of kitchen equipment and ducting is to take place monthly and steam cleaning weekly or as agreed with the SANBI. Deep cleaning of staff facilities and public toilets is to be conducted quarterly.

2.10 SMOKING

No smoking will be allowed in any of the SANBI buildings – only in the outdoor service areas.

The SANBI buildings are strictly NO SMOKING ZONES.

2.11 ADVERTISING

The Operator will not be allowed to advertise anywhere within the Garden without prior written approval of the SANBI.

2.12 MARKETING

The Operator will be required to spend at least 2% of net sales revenue on marketing per annum. Any marketing material will have to be approved by the SANBI.

Where appropriate the SANBI will promote the catering facilities as much as possible and in return the Operator will be expected to promote the Garden.

2.13 SIGNAGE

The SANBI will be responsible for providing and maintaining directional signage to all catering facilities within the Garden and in public areas. The Operator will be responsible for providing signage within its facilities such as the name of the outlet, till points, menu displays, emergency exits, fire extinguishers, toilets no smoking signs and similar. All signage is to be approved by the SANBI.

The Operator will be required to display any wall-mounted pricing and menu information in a form that is attractive, clearly visible and of a permanent design. These signs are to be in keeping with the overall design of the catering facility. Hand-written signs will not be allowed unless in cases of emergency.

Neither notices nor signs are to be displayed by the Operator outside the relevant buildings without the prior written consent of the SANBI.

2.14 REFUSE

The Operator will be expected to remove all refuse from the kitchen and food preparation areas at least daily to its garbage collection areas. Cans, glass, plastic and paper are to be stored separately for re-cycling purposes. The separation of this waste will be the responsibility of the Operator and the ultimate removal and transport of all refuse will be the responsibility of the Operator.

Refuse stored at a temporary storage area at the restaurant is not to smell, attract flies or be visible to Garden visitors and should be suitably stored in sealed containers such as lidded bins with a firm catch lined with plastic bags. The Operator will comply with any reasonable request from the SANBI and will have regard for the SANBI's policies on environmental management.

2.15 SECURITY

The Operator will be responsible for upgrading and paying for any alarm systems and monitoring service. The selection of service providers is to be carried out in consultation with the SANBI taking into account existing service providers.

There is currently 24-hour armed response of the Garden premises. The operator will be required to purchase all remote gate controls.

2.16 EMERGENCY PROCEDURES

The Operator will be expected to familiarise its staff with the SANBI's emergency procedures particularly in respect of fire, suspicious objects and armed robbery. The Operator will be called upon to co-operate in the arrangement of practice drills and emergency procedures.

All staff is to be familiar with instructions on how to use fire appliances. All fire suppressing systems, extinguishers, and any other fire prevention and combatting items needed at the restaurant must be provided by the Operator. The care and long term maintenance and servicing of such items will be the responsibility of the Operator who must on an annual basis provide the necessary certificates of service.

2.17 STAFF FACILITIES

The SANBI will supply an office, staff facility with toilets for the Operator's staff at the restaurant. The Operator will also be responsible for the daily maintenance and regular deep cleaning of these facilities.

2.18 TELEPHONE

The Operator will be supplied with voice (Telephone) and data points (Computer) in the restaurant and kitchen areas. The cost of telephone calls and rental will be for the Operator's account. On ultimate termination of the lease, ownership of the telephone number and equipment will vest with the SANBI.

2.19 LICENCES

All trading and liquor licences including certificates for food services etc. must be obtained and maintained by the Operator.

2.20 PARKING

Staff parking will be available in the main car parking. The exact number of bays is to be negotiated with the SANBI.

2.21 SAFETY

The SANBI requires full compliance with the Occupational Health and Safety Act (OHASA) and in particular Section 37 that deals with the responsibilities incumbent with mandatories.

The provision of First Aid boxes and the training of staff in basic First Aid will be the responsibility of the Operator.

All accidents and injuries are to be reported to the SANBI and recorded in the Operator's Accidents and Injuries book for immediate action.

SECTION 3 – THE REQUIRED CATERING SERVICE

3.1 THE RESTAURANT

The restaurant will be utilised as a venue for light meals, snacks, and drinks mainly but should also offer main meals for garden visitors wanting to spend more. The restaurant is to offer a service that coincides with the opening times of the Garden unless otherwise agreed with the SANBI. Past experience indicates that there is insufficient demand for a dinner-venue unless function-orientated or a specific day/s is allocated to provide for this. For example corporate dinners, a Friday night dinner special, etc.

Bidders are to submit within the Forms of Quotation full details on how they propose developing and operating this venue including menus, selling prices, marketing plan, sketches, photos, sample boards, etc.

The restaurant concept is to appeal to families, business people, tourists and locals. The food is to be moderately priced, stylish and of a quality befitting a prestigious venue as this Garden.

The SANBI will only consider proposals that comply with its mission to preserve and promote the biodiversity of South Africa.

3.2 METHOD OF PAYMENT

The Operator is to accept all major credit cards and cash.

3.3 FUNCTIONS

The Operator will be required to abide by the SANBI's policy on noise levels and will have to seek the SANBI's approval prior to any event involving music, public address systems and similar. Fireworks are not permitted.

Any food transported around the Garden is to be placed in suitable, lidded or covered containers. Temperature of hot food is to be maintained at 65°C or above and cold food at 4°C or below until time of consumption.

The Operator is to provide the SANBI with a list of forthcoming functions by the last weekday of each month. Guest lists for the entrance passes are to be provided to the SANBI at least 48 hours prior to the function.

3.4 CATERER EXCLUSIVITY

The Operator will not have exclusive rights to cater for functions/events catering held at the Garden. For example Winter Concerts may have snacks served by another caterer. However the SANBI undertakes to inform the Operator of forthcoming events.

3.5 SELLING PRICES

Menu selling prices submitted with the Forms of Quotation are to remain valid for a period of 6 months from the date of submission of the Quotation unless otherwise agreed with the SANBI.

Selling prices are to represent good value for money and be market-related. All selling prices are to be clearly displayed by the Operator and are to include VAT.

3.6 PACKAGING/DISPOSABLES

Take-away items are to be presented in packaging that is hygienic, attractive, preserves product quality and enables the food item to be easily eaten. All packaging should be recyclable or biodegradable. At the discretion of the Operator, all take-away items may be accompanied by information on environmentally friendly practices to be in keeping with the SANBI's mandate

3.7 LAUNDRY

The Operator will be responsible for its own laundry including any function linen. Its staff will be expected to change their uniforms daily.

SECTION 4 – MANAGEMENT & STAFFING

4.1 ADMINISTRATION

The Operator is to nominate a representative who will be primarily responsible for liaison, co-ordination and communication with the SANBI. Frequency of formal meetings will be agreed at commencement of the Operator's contract.

4.2 STANDARDS MONITORING

The SANBI will inspect either directly or through appointed food service consultants the catering facilities on a three-monthly basis (or as required) to ensure that the specifications set down in this document are being adhered to. The Operator will be required to contribute to these costs – the amount to be agreed with the SANBI in advance of any visits.

The inspections will include but not be limited to:

- standards and speed of service (see **Section 4.2.1**);
- cleanliness, hygiene and general housekeeping (as per **Sections 2.9 and 4.8**);
- food quality - as per information supplied in the Forms of Quotation and assessed on degree of cooking, general appearance and presentation as well as compliance with menu description; and

In the event of contract anomalies and “Mystery Dining” reports indicating results below-pre-determined and agreed standards, the Operator will be given a written warning and two weeks to take the necessary action (or as agreed between both parties). Should the Operator fail to reach levels of acceptability after a second assessment carried out within one month of the previous visit, a second warning will be issued and a further 2 weeks given (or otherwise agreed by both parties) to rectify the problem. If after a third assessment, standards are still below levels of acceptability, the Operator may be served notice in terms of the contract.

4.2.1 Standards of Service:

In particular the Operator's staff will be assessed on:

- how they greet and thank customers;
- friendliness and general attitude;
- efficiency;
- food handling techniques;
- evidence of teamwork;
- correct uniforms (as indicated in the Forms of Quotation)
- cleanliness of uniforms;
- personal hygiene (as laid down in the Health Act and general food-handling best practices);
- menu and ingredient knowledge; and
- speed of service.

4.3 INSURANCE

The Operator will be responsible for his/her own insurance and on request will provide SANBI proof of insurance against:

- UIF, WCA;
- employer's liability;
- public liability relating to the service being offered and during any shop-fitting; and
- any loss or damage to cash, its own equipment, stock and property.

The SANBI will be responsible for insurance against its own public liability and any loss or damage to its equipment by fire or theft.

4.4 COMPLAINTS, COMMENTS & COMPLIMENTS

All complaints, comments or compliments regarding the catering must be forwarded to the SANBI.

In circumstances of legitimate complaints concerning the standards of food service, the guest should be offered either a refund or the opportunity of another meal with the compliments of the Operator.

4.5 MANAGEMENT REPORTING

The SANBI requires the following monthly reports from the Operator:

- daily number of transactions/customers;
- typical average spend;
- number, size and average spend of any functions; and
- daily net sales revenue under the headings: *Functions and restaurant*.
- Monthly turnover for purposes of calculating rental

Other reports may be requested from time to time.

At the end of each financial year, the Operator will be required to present the SANBI with audited accounts.

4.6 PURCHASING & STOCK

The Operator will be expected to monitor the standard of goods received. In particular the SANBI requires the Operator to:

- randomly weigh products;
- check temperatures of chilled and frozen foods (chilled food must be no higher than 4°C and frozen food not higher than –18°C);
- inspect for damaged goods and packaging; and
- check the hygiene of containers, baskets and other receptacles used in the delivery process.

Food is to be moved to suitable storage areas within 10 minutes of arrival at the destination i.e. all chilled food is to be placed in refrigerators, frozen food into freezers and hot food into warmers, etc.

4.7 STAFFING

The Operator will be entirely responsible for the employment and conditions of service of its own employees and will only employ such persons who are in good health and have a high standard of personal hygiene.

Any member of staff who reports to duty suffering from any illness likely to put colleagues and customers at risk, should report to their supervisor who will discharge them from duty until such a time as they are fit to resume normal duties.

The Operator's staff and management are to be smart in appearance at all times. The provision of uniforms is the responsibility of the Operator, although the style, fabric and design are to be submitted for approval at the Quotation process. Any changes to uniforms thereafter are to be approved by the SANBI.

All staff members (including temporary employees) in contact with the public are to wear name badges.

The Operator's staff must behave in a quiet, courteous and professional manner at all times and should not consume food and drink whilst serving visitors. The consumption of alcoholic drinks and smoking of harmful substances is not permitted during working hours. Should staff wish to smoke tobacco, they are to do so outside the SANBI building and out of sight of restaurant customers.

The Operator's staff members are to be adequately trained in the tasks they are expected to perform. If necessary, the SANBI will request to see training certificates, proof of training courses and qualifications from time to time during the term of the contract.

The Operator will be expected to provide refresher courses on a regular basis particularly with regard to food safety and hygiene and customer service.

It will be the Operator's responsibility to ensure that all labour legislation is complied with, including the Employment Equity, Skills Development, Labour Relations and Basic Conditions of Employment Acts. The Operator will be expected to familiarise itself with the SANBI's relationship with the State and its employment equity philosophy. The Operator must not do anything that causes industrial unrest within the SANBI staff.

The SANBI reserves the right to veto the employment of any member of the Operator's staff, in order to ensure that the best interests and security of the Garden are maintained.

The Operator's staff will be expected to be knowledgeable about the Garden. To assist in this regard, the SANBI may hold short briefing sessions as necessary. New staff will be expected to attend as well as those requiring an up-date.

4.8 HEALTH SAFETY & HYGIENE

The Operator's responsibilities will be:

- ensuring that all catering and related areas as well as production methods comply with food handling and safety regulations, by-laws and Hazard Analysis Critical Control Point legislation (should the latter become law);
- ensuring that any off-site preparation facilities and production methods comply with all local food handling regulations and by-laws; and
- carrying-out thorough and on-going training of catering staff in all aspects of health, safety and hygiene.

The Operator may be subject to quarterly health and safety as well as food safety and hygiene audits. Independent food safety auditors will carry out the latter. The Operator will be provided with a copy of any reports and will be expected to contribute towards the cost of the hygiene audits.

The Operator will be responsible for preventing pest infestation and for appointing and paying a pest control company to undertake regular inspections. Records of visits as

well as the inspection results are to be kept and will be inspected by the SANBI on an *ad hoc* basis.

4.9 TERMINATION OF CONTRACT

Should standards of service, food hygiene and safety, quality of produce, continuity of operation, default on agreed rental payments and other operational aspects lapse and continue to do so after written warning from the SANBI it will have the authority to issue a termination of contract in terms of the lease.

4.10 DISPUTES

If any dispute or difference of opinion arises between the SANBI and the Operator in connection with the contract or the carrying out of duties under the contract, agreement is to be reached by amicable discussions. Failing such agreement the dispute shall be referred to an independent person of good repute and standing agreed by both parties. If the parties are still not able to agree, the arbitration clauses in the lease will apply.

4.11 INCONSISTENCIES

If there are any inconsistencies in these documents or in explanations given to Bidders including inconsistencies between this documentation and the signed lease, then the lease will apply.

5. RESTAURANT NAME

The Restaurant is called “**Strelitzia Restaurant**”

ANNEXURE A

Guide to recommended items needed - for the Operator's account

Square Tables	Glass jugs
Large tables with wheels	Cups
Computer	Saucers
Printer	Milk jars
Safe	Tea pots
Router	Glass mugs
Chairs	carafes
Cash Register	Shot glasses
Oval s/s trays	Tumblers
Round s/s trays	Long glasses
Vases	Cocktail glasses
Round table	Wine glasses
Dust bins (toilets)	Beer glasses
Black boards	Beer glasses with stem
Soup plates	Side plates
Coffee mugs	round trays
white salt & pepper pots	pots
Salt & pepper sets	sandwich makers
wooden pepper grinders	saucepans
salad dressing bottles	strainers
Ash trays	mixing bowls
Small sauce buckets	woks
Place mats	oven pans
Baskets	Assorted utensils
Cutlery trays	Assorted Cutlery
small ice buckets	assorted placemats
small bowls	assorted table cloths and overlays
large plates	Fruit basketMedium plates Assorted
picture/paintings (framed)	
Oval bowls	Air fresheners
Scale	Behind counter display cabinet
Urn	Espresso Machine
frying pans	Coffee Machine/milk steamer
Coffee flasks	gas heaters (outdoors)
19kg Gas Cylinder	dish/cutlery/crockery trolleys
Ice Buckets	industrial cake mixer
step ladder	portable nedlink card machine
Mini hi-fi	

Note: All items above are absent from the restaurant