

Catering Specifications

Lowveld National Botanical Garden

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SECTION 1 - BACKGROUND

1.1 INTRODUCTION

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

The restaurant has an area of 361 m² which can accommodate 140 seated customers. The outside deck can accommodate further 100 customers.

This document is to be read in conjunction with the General terms and Instructions.

1.2 TERMINOLOGY & DEFINITIONS

The following terminology has been used throughout this document:

SANBI	The South African National Biodiversity Institute
The Garden	The Lowveld National Botanical Garden, Mbombela
The Operator	Name of registered business
Restaurant	Former Kuzuri 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 dining habits

- Attractively presenting and merchandising food and local beverages of the area.

1.4 TERMS OF TRADING

The Operator will be offered a five (5) year performance based contract. The contract may be open for renewal five (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 Tender);
- Present SANBI with audited accounts at the end of each financial year;
- Be responsible for paying all operational overheads including electricity, water, armed response security, gas and telephone (electricity and water is metered); as well as cleaning of fat traps.
- Provide the necessary equipment to operate the facilities as indicated in this document (see **Section 2.6 and 2.7**).

SANBI will provide:

- Staff parking (limited number of parking bays are at the back of the restaurant)
- Kitchen
- Cold room
- Drinks and food storage room
- Office space
- Telephone points; and

- Garden service for the landscaped areas surrounding the Restaurant.
- Annual maintenance of the exterior of the building

SECTION 2 – THE GARDEN & ITS FACILITIES

2.1 BACKGROUND

The Garden was established in 1971 and occupies 165 ha just outside Nelspruit in Mpumalanga Province. The Garden is situated in Riverside along White River Road and the entrance is along Value Mart Entrance Road. Surrounding attractions are Riverside Mall, The Groove Shopping Complex, Government Complex, the Emnotweni Casino and Hotel, The Crocodile River, newly developed Motor Car Retail Park, and expanding new Shopping Centres all around the Garden. All these are within a walking distance.

Garden facilities include:

- The Tea Garden
- The Guest house
- A Restaurant and visitor's centre
- Biodiversity Education Centre
- Conference Halls (Biodiversity Education Centre and Visitor's Centre)
- Marquee Tent Area
- Walking trails
- Guided tours
- Plant sales nursery
- Children's play-area next to Tea Garden
- Public toilets
- Concert stage

The Biodiversity Education Centre has a Conference Hall available for day-time conferences, meetings and workshops. This hall can accommodate 120 guests in cinema style and 60 people if tables are required. A pull-down screen for a projector is available. Guests have to arrange their own refreshments for functions. Another conference hall in the visitor's centre is being renovated and this will also be able to accommodate about 120 people seated cinema style.

The concert stage is situated next to the Tea Garden and can accommodate 4500 people seated on the lawn or camping chairs. The big events and functions are mainly organised by Innibos, Sappi, and private promoters.

2.2 GARDEN ENTRY

The Garden is open 365 days a year at the following times:

- 1 September – 31 March 08:00 – 18:00
- 1 April – 31 August: 08:00 – 17:15

Access is via the main entrance at the Visitor's Centre. Please note that all visitors will be required to pay an entrance fee in order to enter the Garden however visitors can use the Restaurant without paying. Arrangements can be made with the Curator to include the entry fee within any function pricing, but that amount will be payable to the Garden.

The gate fee is not applicable outside Garden opening times.

Gate entry rates are currently as follows:

Adults:	R35
Students	R20
Scholars:	R16
Senior citizens:	R35 pp (and Free only on Tuesdays)
Children:	Under 6 free
Botanical Society:	Free

Gate charges for concerts and events vary according to the event being organised.

Car parks are located at two central points, immediately adjacent to the old (main) entrance and the new visitor's centre. Approximately 200 cars can be accommodated. Coaches can also be accommodated.

GARDEN VISITORS

The table below shows the total number of visitors as at 31 of January 2018 for a period of 12 months.

Approximately 65% of visitors are adults and 28% scholars and pensioners. Since there are few international tourists, the majority of Garden visitors are locals and domestic tourists.

Recent marketing initiatives have resulted in an improvement on visiting tour groups. Aggressive marketing is at present undertaken. Typical marketing focuses include talks, events, publicity etc.

October to December is the busiest period and Sunday is the busiest day, normally attracting between 300 and 500 visitors, excluding those coming for organised events like weddings and parties.

TABLE 2.1: Visitor Stats from 1 Feb 2017 to 31 Jan 2018

Month	Total Visitors
Feb-17	5146
Mar-17	7050
Apr-17	6139
May-17	8697
Jun-17	4742
Jul-17	7916
Aug-17	10259
Sep-17	10133
Oct-17	5915
Nov-17	5186
Dec-17	8011
Jan-18	4862
Total	

2.4 THE RESTAURANT

Facilities include:

Dining Hall

Kitchen

Offices

Staff facility

Cold room

Toilet

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 SANBI. Similarly, SANBI will not be able to use any of the Operator's facilities without its prior written consent.

2.6 THE RESTAURANT WILL BE HANDED OVER WITH THE FOLLOWING:

- Walk in fridge and freezer excluding shelving
- Extractor fan
- Extractor canopy and filters

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 (700 x 2400 mm)
- Food store (2100 x 2400mm)
- 2x Staff rooms (4300x 3700mm)

NB. All items currently found in and outside the restaurant, are the property of SANBI.

2.7 FURNITURE, CUTLERY, CROCKERY & GLASSWARE

These items are not provided by 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 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 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 SANBI will remain the property of 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 SANBI consider it necessary, independent equipment specialists may be called on to inspect and repair or replace any equipment supplied by SANBI and the cost thereof will be refunded to SANBI by the Operator.

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 environmentally friendly 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 as well as all fat traps and drains.

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;
- Deep cleaning of staff facilities and public toilets **at the restaurant**.

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

2.10 SMOKING

No smoking will be allowed in any of SANBI buildings – smoking can only be allowed in designated smoking areas.

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 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 SANBI.

Where appropriate 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

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 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 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 refuse will be the carried out by SANBI at a minimum fee to 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 SANBI and will have regard for SANBI's policies on environmental management.

2.15 SECURITY

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

There is currently 24-hour armed response responsible for the Garden premises. The operator will need a separate contract for armed response and be responsible for payment. The general guarding service is also provided 24 hours and is paid by SANBI.

2.16 EMERGENCY PROCEDURES

The Operator will be expected to familiarise its staff with 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. SANBI will provide guidance in this matter.

All staff members are 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

Staff facilities will include toilets for the Operator's staff at the restaurant. The Operator will be responsible for the daily maintenance and regular deep cleaning of these facilities.

2.18 TELEPHONE

The Operator will be supplied with voice (Telephone) line 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 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

Parking at the service area is extremely limited and must be managed by the restaurant manager. All vehicles allowed access to this service area must be cleared by security before being allowed into the property.

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

2.21 HEALTH AND SAFETY

SANBI requires full compliance as prescribed in the Occupational Health and Safety Act (OHASA) and in particular Section 37.2

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 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. The restaurant is to offer a service that coincides with the opening times of the Garden unless otherwise agreed with 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.)

Tenderers are to include full details in the Forms of Tender. Full details on how they propose developing and operating this venue including menus, selling prices, marketing plan, sketches, photos, sample boards, etc. must be included.

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.

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

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.

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

3.4 CATERER EXCLUSIVITY

The Operator will not have exclusive rights to cater for functions/events catering held at the Garden. For example, concerts may have snacks served by another

caterer. However SANBI undertakes to inform the Operator of forthcoming events.

3.5 SELLING PRICES

Menu selling prices submitted with the Forms of Tender are to remain valid for a period of six (6) months from the date of submission of the Tender unless otherwise agreed with 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 SANBI's mandate.

Any food transported around the Garden is to be placed in biodegradable or eco-friendly, 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 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 SANBI at least 48 hours prior to the function.

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 SANBI. Frequency of formal meetings will be agreed at commencement of the Operator's contract.

4.2 STANDARDS MONITORING

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 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 Tender and assessed on degree of cooking, general appearance and presentation as well as compliance with menu description.

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 two 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 Tender)
- cleanliness of uniforms;
- personal hygiene (as laid down in the Occupational Health and Safety Act, 1993 and general food-handling best practices);
- menu and ingredient knowledge;
- 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:

- unemployment, from the Unemployment Insurance Fund (UIF)
- injuries, in line with the Compensation for Occupational Injuries and Diseases Act (COIDA)
- employer's liability;
- public liability relating to the service being offered and during any shop-fitting;
- any loss or damage to cash, its own equipment, stock and property.

SANBI will be responsible for insurance against its own public liability and any loss or damage to its equipment by fire or theft. The operator may NOT insure SANBI's buildings.

4.4 COMPLAINTS, COMMENTS & COMPLIMENTS

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

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 SANBI with audited accounts.

4.6 PURCHASING & STOCK

The Operator will be expected to monitor the standard of goods received. In particular 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 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 tendering process. Any changes to uniforms thereafter are to be approved by 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, 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 SANBI's relationship with the State and its employment equity philosophy. The Operator must not do anything that causes industrial unrest within SANBI staff.

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, 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;
- 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 monitoring. Records of visits as well as the inspection results are to be kept and will be inspected by 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 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 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 Tenderers including inconsistencies between this documentation and the signed lease, then the lease will apply.

5. RESTAURANT NAME

The Restaurant was called “**Kuzuri Restaurant**” and the name is being used elsewhere. The new operator must provide a new name according to the garden environment, subject to the approval of the Curator.