



# South African NATIONAL PARKS

## INVITATION TO BID (SBD 1 PART A)

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF SOUTH AFRICAN NATIONAL PARKS				
<b>BID NUMBER:</b>	<b>GNP-041-19</b>	<b>CLOSING DATE:</b>	<b>21 January 2021</b>	<b>CLOSING TIME:</b> <b>11:00AM</b>
<b>DESCRIPTION</b>	APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, IMPLEMENTATION AND SUPPORT OF A TOURISM PROPERTY MANAGEMENT SYSTEM FOR SANParks FOR A PERIOD OF 5 YEARS.			

<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)</b>			
SOUTH AFRICAN NATIONAL PARKS (MAIN GATE) 643 LEYDS STREET, MUCKLENEUK, PRETORIA, 0002			
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>		<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>	
CONTACT PERSON	Quinton Chetty	CONTACT PERSON	Bremer Toerien
TELEPHONE NUMBER	012 426 5247	TELEPHONE NUMBER	012 426 5274
E-MAIL ADDRESS	Quinton.Chetty@sanpar ks.org	E-MAIL ADDRESS	Bremer.Toerien@sanp arks.org
<b>SUPPLIER INFORMATION</b>			
NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE	NUMBER	
CELLPHONE NUMBER			
E-MAIL ADDRESS			
VAT REGISTRATION NUMBER			
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX]  <input type="checkbox"/> Yes  <input type="checkbox"/> No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX]  <input type="checkbox"/> Yes  <input type="checkbox"/> No

**[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]**

<p>2.1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>[IF YES ENCLOSE PROOF]</p>	<p>2.2 ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>[IF YES, ANSWER PART B:3 ]</p>
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**QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS**

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?  
 YES  NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?  
 YES  NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?  
 YES  NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?  
 YES  NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?  
 YES  NO

**IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.**

**PART B**

**TERMS AND CONDITIONS FOR BIDDING**

**1. BID SUBMISSION:**

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7) AND/OR AN SLA.**

**2. TAX COMPLIANCE REQUIREMENTS**

- 2.3 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.4 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER’S PROFILE AND TAX STATUS.

- 2.5 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.6 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.7 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.8 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.9 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED:  
 .....

(Proof of authority must be submitted e.g. company resolution)

DATE:.....

**THE SUCCESSFUL BIDDER WILL BE REQUIRED TO SIGN A WRITTEN CONTRACT WITH SANParks**

Validity Period From Date Of Closure:	<b>150 days</b>
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BID RESPONSE DOCUMENTS ARE DEPOSITED IN THE BID BOX SITUATED AT:	
PHYSICAL ADDRESS	<b>ADDRESSED AS FOLLOWS:</b>  SOUTH AFRICAN NATIONAL PARKS, 643 LEYDS STREET, MUCKLENEUK, PRETORIA, 0002.
<b>NON-COMPULSORY BRIEFING SESSION</b>	<b>Date and Time:</b> 18 November 2020, 11:00am
	<b>Venue:</b> Microsoft Teams, <b>Open link in a web browser:</b> <a href="https://teams.microsoft.com/l/team/19%3afddfd133e6c94ba9abd1d843115ccdf6%40thread.tacv2/conversations?groupId=cd588d23-abc0-462c-ae7c-ba8627d5f919&amp;tenantId=51356eee-0e68-4724-abe1-4f440cb33114">https://teams.microsoft.com/l/team/19%3afddfd133e6c94ba9abd1d843115ccdf6%40thread.tacv2/conversations?groupId=cd588d23-abc0-462c-ae7c-ba8627d5f919&amp;tenantId=51356eee-0e68-4724-abe1-4f440cb33114</a> Use this code to join: <b>zf47xjo</b>
	<b>Contact Details:</b> 012 426 5247 (Quinton Chetty)

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<b>SBD 1 SIGNATURE</b>	
<b>TOTAL BID PRICE</b> ( <i>Total bid price including VAT and any other related charges to this bid</i> )	R
<b>NAME OF THE DULY AUTHORISED PERSON:</b>	
<b>SIGNATURE:</b>	
<b>DATE:</b>	
<b>CAPACITY UNDER WHICH THIS BID IS SIGNED:</b>	
<b>SETS OF BID DOCUMENTS REQUIRED:</b>	
Number of <b>ORIGINAL</b> bid documents for contract signing	<b>TWO (02)</b>
<p>Bidders must submit the above number of original bid documents (including the bidder's response to the specification and the bidder's pricing) in <b>hard copy format</b> (paper document) and a copy of the bid document on a <b>memory stick (electronic copy)</b> to SANParks. These serve as the original sets of bid documents and form part of the contract. SANParks with the awarded bidder sign these original contracts in black ink. The signed legal contract constitutes the closure of the competitive bid/tender/request for quotation process and sets out each party's obligations for executing the contract. These original document sets serve as the legal bid document and the contract document between the bidder and SANParks. The bidders attach the originals or certified copies of any certificates stipulated in this document to these original sets of bid documents.</p>	
<b>MINIMUM RETURNABLE DOCUMENT CHECKLIST AND MANDATORY TECHNICAL REQUIREMENTS TO QUALIFY FOR FURTHER EVALUATION</b>	
<p>In this phase <b><u>ALL</u></b> bids received will be verified for <b>compliance</b> and <b>completeness</b> of the submitted proposal per the below set of minimum returnable requirements. Bidders who fail to comply with the <b>mandatory technical requirements</b> below, <b><u>WILL</u></b> be eliminated and bidders who fully comply with the below will progress to the next phase of technical evaluation.</p>	

**MINIMUM RETURNABLE DOCUMENTS: COMPLIANCE AND COMPLETENESS CRITERIA**

- Invitation to Bid (SBD 1) must be fully completed and initialled
- Submission of Tax Clearance Status (TCS) PIN from SARS
- Submission of fully completed Pricing Schedule SBD 3.1 Firm Prices
- Submission of fully completed SBD 4 (Declaration of Interest)
- Submission of fully completed SBD 6.1 (Preference Claim Certificate), accompanied by the original or certified B-BBEE Status Level Verification Certificate as issued by SANAS accredited service providers or a certified copy of a Sworn Affidavit, certified by the Commissioner of Oaths.
- Submission of fully completed SBD 8 (Declaration of Bidders Past SCM Practice)
- Submission of fully completed SBD 9 (Certificate of Independent Bid Determination)
- Proof of Registration on Central Supplier Database

**MANDATORY TECHNICAL CRITERIA**

	Compliance		Bid Section Reference
	YES	NO	
1. The solution must be cloud-based or hosted (future option for dedicated hosted environment) and must provide a web enabled interface that is native to the solution with multiple portals that serve the purposes of all user groups, amongst which system administrators, call centre agents, web clients and business partners. All application environments are physically located in Tier 1 Enterprise Class Data Centres.  (Attach examples of application screens and interfaces for each user and channel type and certification for the data centre).			
2. The solution must be able to operate in a high latency network environment or low bandwidth environment.			

(Provide technical datasheet.)			
<p>3. The solution's platform must be built on the latest standards as set out by the World Wide Web Consortium (W3C), Open Web Application Security Project (OWASP) and Mobile Application Security Verification Standard (MASVS).</p> <p>(Evidence of the management of development, deployment and security patching and update policies, procedures and standards needs to be provided.)</p>	<b>YES</b>	<b>NO</b>	
<p>4. The database associated with the proposed solution must be a single database system and is fully accessible through an appropriate ODBC, or normally available database access tools.</p> <p>(Attach specification sheet as proof).</p>	<b>YES</b>	<b>NO</b>	
<p>5. The proposed solution must have user security authorisation through Active Directory and Azure AD.</p> <p>(Attach specification sheet as proof).</p>	<b>YES</b>	<b>NO</b>	
<p>6. The system should be able to integrate with PCI DSS validated service providers' solutions (Callpay). It should not store, process or transmit any cardholder data and support full redirect of the payment process to a PCI DSS validated third-party gateway service provider.</p> <p>(Attach specification sheet as proof).</p>	<b>YES</b>	<b>NO</b>	
<p>7. The security controls of the solution must be compliant with General Data Protection Regulation (GDPR), the POPI Act and other equivalent international regulations.</p> <p>(Provide proof for compliance with GDPR and a letter of undertaking for the POPI Act.</p>	<b>YES</b>	<b>NO</b>	
<p>8. A list of a minimum of two (2) most recent Hospitality and Property Management Systems</p>	<b>YES</b>	<b>NO</b>	

<p>implementations of the system being proposed in this bid, which includes:</p> <ul style="list-style-type: none"> <li>• Number of establishments per client, e.g.: hotel / outlets (multiple, unique properties), with a minimum total number of 500 beds,</li> <li>• A brief description of the functional enhancements and timelines for the design and implementation, Contact details of the reference sites.</li> </ul>			
<p>9. The system must have a minimum up-time of 99.9% and be available 24x7x365. The system must be High Availability-Aware. High Availability should be described in a detailed High Availability solution architecture must be submitted as evidence.</p> <p>The solution architecture must, as a minimum, address the following:</p> <ul style="list-style-type: none"> <li>• Real-time failover in terms of: <ul style="list-style-type: none"> <li>○ Infrastructure failure</li> <li>○ Application failure</li> <li>○ Database failure</li> </ul> </li> </ul>	<b>YES</b>	<b>NO</b>	
<p>10. The bidder must have a Disaster Recovery Site and must provide a Disaster Recovery solution architecture.</p> <p>Backup/Restore Planning: Define backup plan (what solution components should SANParks backup in their day-to-day operations and backup retention period for each) and service map. Define the best backup option for the platform.</p> <p>(Please provide a solution architecture diagram including breakdown.)</p>	<b>YES</b>	<b>NO</b>	
<p>11. The system must integrate with SANParks' current payment solution service provider which is Callpay South Africa and future service providers as and when they may change.</p> <p>(A signed letter of undertaking must be provided.)</p>	<b>YES</b>	<b>NO</b>	
<p>12. The customer facing website must retain the SANParks branding and corporate image.</p> <p>The URL needs to point to SANParks.org</p> <p>(A signed letter of undertaking must be provided.)</p>	<b>YES</b>	<b>NO</b>	

## THE BIDDING SELECTION PROCESS

### Stage 1 – Compliance to submission requirements

Bidders warrant that their proposal document has, as a minimum, the specified documents required for evaluating their proposals as set out in the Minimum Returnable Document List and the Mandatory Technical Requirements List.

**SANParks evaluates only procurement responses that are 100% acceptable in terms of the Returnable Document List and Mandatory Technical Requirements List and disqualifies non-acceptable responses for Stage 2.**

### Stage 2 – Technical/ Functional Evaluation and/or Due Diligence Interviews / Presentations

1. **Where circumstances justifies it**, SANParks will conduct interviews with shortlisted bidders for them to present further information or provide further proof to the evaluation committee during the evaluation . In these cases, SANParks may provide the areas of concern to the short-listed bidders to appropriately address them.

Bidders meeting the minimum functionality threshold will pass to the Price and preference stage.

### Stage 3 – Price/Preference Evaluation

Basis of competition:

SANParks compares each bidder's pricing proposal on an equal and fair comparison basis that is equitable to all bidders taking into account all aspects of the bids pricing requirements.

SANParks conducts fair market-related pricing tests to arrive at an opinion of reasonableness of the bid price offered.

Due diligence tests for reasonableness of price:

SANParks conducts fair market-related pricing tests to arrive at an opinion of reasonableness of the bid price offered. Where these tests reflect defective pricing or pricing outside of the fair market-related price range, the evaluators will recommend price negotiation with the winning bidder to bring the price within the fair market-related price

range as tested.

Where the winning bidder does not want to participate in the price negotiation or provide a fair market-related price, SANParks cancels the award and commences price negotiations with the second bidder in the price/preference ranking.

Ranking of the bidders pricing:

SANParks ranks the qualifying bids on price and preference points claimed in the following manner:

**Price** – for bids qualifying for this stage, the lowest priced Bid receives the highest price score as set out in the Preferential Procurement Policy Regulations of 2017;

**Preference** - for bids qualifying for this stage, addition of the claimed preference points in the preference claim form (SBD6.1) where supported by a valid BBEE certification to the price ranking scores.

Award recommendation:

SANParks nominates the bidder with the highest combined score for the contract award subject to the bidder having supplied the relevant administrative documentation.

## **BID PROCEDURE CONDITIONS:**

### **Counter Conditions**

SANParks draws bidders' attention that amendments to any of the Bid Conditions or setting of counter conditions by bidders will result in the invalidation of such bids.

### **Two Envelope System Required for Technical and Pricing**

The objective is to evaluate the Proposals Section without reference to the Price Section ensuring both sections are evaluated fairly and unbiased.

The first envelope (first secured PDF) holds all documents excluding the SBD 3 (price summary schedule) and detailed supporting pricing documentation. The second envelope (second secured PDF) holds the SBD 3 and the detailed supporting pricing documentation. An outer envelope encloses both envelopes.

SANParks only opens the technical proposal at the evaluation stage and only opens the pricing proposal for those bidders who meet the pre-defined threshold at the proposal evaluation. Those bidders who have qualified for the Price and preference evaluation will be invited by SANParks to be present during the opening of the second envelope, i.e. the pricing envelope.

**Response Preparation Costs**

SANParks is NOT liable for any costs incurred by a bidder in the process of responding to this Bid Invitation, including on-site presentations.

**Cancellation Prior To Awarding**

SANParks reserves the right to withdraw and cancel the Bid Invitation prior to making an award. The cancellation grounds include insufficient funds, where the award price is outside of the objective determined fair market-related price range (in terms of the Preferential Procurement Policy Framework Act 2017 Regulations), or any process impropriety.

**Collusion, Fraud And Corruption**

Any effort by Bidder/s to influence evaluation, comparisons, or award decisions in any manner will result in the rejection and disqualification of the bidder concerned.

**Fronting**

SANParks, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes where applicable, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in the bid documents. Should SANParks establish any of the fronting indicators as contained in the Department of Trade and Industry's "Guidelines on Complex Structures and Transactions and Fronting" during such inquiry/investigation, the onus is on the bidder to prove that fronting does not exist? Failure to do so within a period of 7 days from date of notification will invalidate the bid/contract and may also result in the restriction of the bidder to conduct business with the public sector for a period not exceeding 10 years, in addition to any other remedies SANParks may have against the bidder concerned.

**DISCLAIMERS**

SANParks has produced this document in good faith. SANParks, its agents, and its employees and associates do not warrant its accuracy or completeness. To the extent that SANParks is permitted by law, SANParks will not be liable for any claim whatsoever and how so ever arising (including, without limitation, any claim in contract, negligence or otherwise) for any incorrect or misleading information contained in this document due to any misinterpretation of this document. SANParks makes no representation, warranty, assurance, guarantee or endorsements to any provider/bidder concerning the document, whether with regard to its accuracy, completeness or otherwise and SANParks shall have no liability towards the responding service providers or any other party in connection therewith.

**INTENTION TO SELL**

Is the bidder in the process of selling the bidding company?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Does the bidder have any intension of selling the bidding company within the next 12 months?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Does the bidder have any intension of selling the bidding company within the next 12 months to 60 months?	<input type="checkbox"/> YES <input type="checkbox"/> NO

SANParks reserves the right not to award to any bidder who answers any of the questions above “yes” should the bidder be the overall highest points scorer. However the decision not to award will be on a case by case basis.

## THRESHOLD TO QUALIFY FOR PRICE/PREFERENCE EVALUATION STAGE

	Selection Element	Minimum Threshold per element	Weight	Meet Specification	
<b>PHASE 1 – Functional / Technical Criteria</b> <b>SECTION A (Part A): FEATURE LIST AND FUNCTIONALITY</b>					
	1	General Reservation	80	Yes	Bidder reference to its data sheets
				No	
	2	Financial /Deposit/Payment Management		Yes	Bidder reference to its data sheets
				No	
	3	Property Management		Yes	Bidder reference to its data sheets
				No	
	4	Integration requirements		Yes	Bidder reference to its data sheets
				No	
	5	Data Integrity		Yes	Bidder reference to its data sheets
				No	
	6	Security and Auditing		Yes	Bidder reference to its data sheets
				No	

		7	Reporting and Business Intelligence	75		Yes	Bidder reference to its data sheets			
						No				
		<b>SECTION A (Part B): FEATURE LIST AND FUNCTIONALITY</b>								
		9	Access Management and Control	75		Yes	Bidder reference to its data sheets			
						No				
		10	Point Of Sales	75		Yes	Bidder reference to its data sheets			
						No				
		<b>Phase 2 - Approach and Methodology</b>								
		1	Product Rollout and Implementation	75		<b>20</b>	Yes	Bidder reference to its data sheets		
							No			
		2	Product Support and Training	75			Yes	Bidder reference to its data sheets		
							No			
		<b>Phase 3 – Proof of concept</b>								
		3	Proof of Concept	75		<b>100</b>	Yes	Bidder reference to its data sheets		
							No			
<b>Note:</b> A bidder must score a minimum of 75% for each element in Phase 1, 2 and 3 to proceed to Price and preference evaluation.										

## 1. Functional/ Technical Criteria

	Criteria	Vendor Response FS - Fully Supported (5) PE - Paid Enhancement (2) 3P - 3rd Party Product (1) NS- Not Supported (0)	Vendor/ Supplier Comments and criteria reference page in Annexure
<b>SECTION A (Part A): FEATURE LIST AND FUNCTIONALITY</b>			
<b>General Reservation</b>			
1.	The system must cater for real time (live) reservations and management of inventory across all portals and access points. There are 21 Parks grouped in Regions. Within each Region, there are a number of parks and some parks are sub-divided in smaller regions. Each park / smaller region within a park has a number of resorts, each with a variety of accommodation, camping, activities and day visitors listed on the inventory. [In total there are currently 202 resorts with a total of 40,160 bookable products loaded on SANParks current system.		
2.	System must support Omni-channel bookings that will update inventory, in the reservation system, in real time. <ul style="list-style-type: none"> <li>The system must allow for the use of an Application Program Interfaces (APIs) for use by local tour operators, online travel agents, global distribution systems and local travel portals ability to secure reservations via online channels based on internationally approved hospitality integration standards e.g. HTNG / OTA.</li> </ul>		
3.	The system must allow configuration of rules that alert booking/call centre/front desk agents of cost effective methods of structuring their booking needs. E.g. alerts/notifications indicating if paying the conservation fees or buying the wildcard would be the more cost effective method.		
4.	The system must provide rate management capability that allows for configuration of business rules in order to cater for: <ul style="list-style-type: none"> <li>the different client types i.e. student and pensioner discounts across single booking;</li> <li>the controls around the application of discounts and valid dates, .e.g. Client type specific; Seasonal specific; Product specific; date range specific; Package and Pattern;</li> </ul> Different client types are needed due to different type business rules, rates, communication strategies that are applicable. Multiple Client Type Groups (Public, Travel Trade, Donors, Staff, Officials, Withdrawals & Camp Reserve) each linked to a number of Client types.		

5.	The system must have the ability to handle multiple client types on a single booking e.g. a reservation that has a pensioner, student and staff member		
6.	The system must allow the transfer of reservations (partially or entirely) from one guest to another without the need to cancel and re-book.		
7.	The system must be able to restricts bookings according to minimum and maximum required stay durations per accommodation type		
8.	The system must provide capability to configure refund rules and automate their execution as and when applicable triggers are encountered: <ul style="list-style-type: none"> <li>Refund management process should cover a fully comprehensive tracking from where the refund request was submitted until it was processed and communicated to the client. Segregation of duties should be enforced by the system. (MOVE TO RESERVATIONS SECTION)</li> </ul>		
9.	The system must provide capability to open booking periods for the different channels at the same time or different opening times for different channels / client type		
10.	The system must allow for the configuration and management of quotas per each resort (Must be able to freely move availability of units between normal public availability and allocated availability - even if bookings have already been made)		
11.	The system must allow allocations / allotments of availability to specific clients or client types. The system should allow these to be released to general availability at pre-set periods prior to arrival.		
12.	The system must enforce user access and functions in accordance with business needs <ul style="list-style-type: none"> <li>Operational functionalities at resort level is used to setup Users Right Groups (currently 90) and User Job Description determines user rights (currently 346) on the system.</li> </ul>		
13.	The system must provide quick reference view of product availability and description as well as rates at specific resort/period.		
14.	The system must provide ability to automatically handle specific business rules around calculation of deposits, deposit deadlines and cancelling of reservations if deposit is not received at all, or if only partial deposit is received.		
15.	System must allow for rules engine that can be managed and for rules to be defined, updated, edited or deleted based on system roles. Admin module to manage rules and parameters.		
16.	The system must provide capability to display customer's loyalty/rewards level on profile and reservation with data from a loyal/rewards system.		

17.	The system must allow itinerary building of multiple property, multiple unit/room/accommodation type bookings linked to single reservation number to inform guests about their day by day booking status where multiple accommodation types are booked across nights.		
18.	The system must provide ability for different type booking statuses such as Confirmed, Provisional, Wait-listed, and Quotation. All reservation statuses should result in either a realized status (arrivals & departures have been dealt with) or a cancelled status. The system should enforce this via the business rules engine.		
19.	All bookings should only include consecutive nights. Non-consecutive itineraries must be separated into different reservations.		
20.	The system must provide ability to search using one or more search criteria e.g. log file, reservations, clients, specific features, etc.		
21.	The system must allow for room based pricing in order to yield optimally. I.e. to automatically increase/decrease rates according to environment/market conditions.		
22.	The system must allow for the packaging of accommodation with activities and / or travel / other offerings with special pricing.		
23.	The system must allow for advanced (e.g. 2 years) bookings in line with business rules, governing tariff or percentage based increases.		
24.	The system must allow clients to amend bookings prior to or during the stay while outstanding payments due are systematically calculated all the time so that payments required can be processed on the system. During the process of initiating and completing the reservation itinerary the system re-calculates the total cost, deposit amount due and due dates in accordance with business rules and as per setups.		
25.	The system must offer dynamic, automatic and ad-hoc application of discounts and commissions, both in value or percentage, and both prior to arrival and during stay. This would include discounts and commissions based on specific clients or client type, dates when booking was made, date when booking will stay (and a combination of booked date and stay date), including or excluding weekends, long weekends, school holidays, on basic unit occupancy or total payable tariffs, according to a minimum required length of stay, etc., and these should be limitable to a set number of units per day if required.		
26.	The system must provide capability to configure multiple reservation document templates for different client and location types.		

27.	The system must handle staggered arrivals and departures for group reservations. (To ensure all individuals within a group, even though the unit is checked in, has been checked in, the system should enforce checks and balances to control guest numbers aligned with gate arrivals.)		
28.	The system must allow each guest in a group to have a different billing arrangement.		
29.	The system must create an alert of distances that are unachievable between resorts / camps / parks within same itinerary and consecutive nights. (Rules are determined by distances between the camps that are too far to reach in one day).		
30.	The system must control booking combination of accommodation type and activity type in accordance with itinerary stay duration. (Morning drive only allowed if accommodation was booked for previous night at same resort)		
31.	System must allow for the user to add notes or comments on the reservation. The notes may be printed as part of booking confirmation		
32.	The system must have functionality to allow users, with appropriate rights, to complete business processes that are either incomplete or interrupted		
33.	The system must have Auto reversal functionality for payment transactions which may have failed or are incomplete due to communication failures.		
34.	The system must be able to generate online booking confirmation with technology such as barcode and Quick Response (QR) codes to be used for validation of booking and entry at the gates		
35.	The system must provide functionality to search, edit/update, create, pay, cancel and view reservations and client profile detail.		
36.	A: The system must allow for an advanced accommodation availability search by: <ul style="list-style-type: none"> <li>• Parks</li> <li>• Camps</li> <li>• Accommodation type / activity type</li> <li>• Arrival and departure dates</li> </ul>		
	B: The results must display: <ul style="list-style-type: none"> <li>• Exact date matches</li> <li>• Partial date matches</li> </ul> Offer alternatives by camp, by park and by accommodation type		
	C: There must be a facility to filter the results by: <ul style="list-style-type: none"> <li>• Accommodation type</li> <li>• Price</li> </ul> Number of people		
	D: The system must provide a search facility for activities by:		

	<ul style="list-style-type: none"> <li>• Parks</li> <li>• Camps</li> </ul> Types (single day activity such as drive or walk, overnight activity such as trails, etc.)		
37.	The system must be able to sell day visits, displayed by: <ul style="list-style-type: none"> <li>• Parks</li> <li>• Camps</li> </ul> Time zone for entry (5 am till 7 am, 7 am till 9 am, etc.)		
38.	The system must enable the client to build an itinerary according to relevant business rules.		
39.	The system must enable clients to register to the booking system via multiple channels such as email and password, Google, Facebook, etc.		
40.	The system must provide a Login function as well as Forgot Password function according to latest industry standards.		
41.	The client must be able to update their personal details.		
42.	The client must have the following facilities with regard to their reservations: <ul style="list-style-type: none"> <li>• List by reservation number (historical, current or future reservations)</li> <li>• Search</li> <li>• Change reservation itinerary as per business rules</li> <li>• Cancel line item or itinerary as per business rules</li> </ul>		
43.	The client must have the facility to pay for outstanding fees as per business rules.		
44.	The system should allow the users and clients to view features / additional information / gallery / video files / panoramic pics / 3D maps relevant to the product / camp / geo-location selected for booking which will be setup with information provided by SANParks.		
45.	The system must cater for the use of promo codes to apply pre-set promotional discounts		
46.	The system must have the capability to integrate into a key card system.		
47.	The system must allow daily differential conservation fees to be added to reservations prior to arrival for pre-payment, and include such in deposit due calculations, as an option to guests.		
48.	The system must apply compulsory community fund charges and / or tourism levies (pre-set percentages or values) and special requests to reservations at time of booking, and include such in deposit due calculations.		

	<b>Financial /Deposit/Payment Management</b>		
49.	The system must have capability to function in a cashless operating environment (Parameter driven per resort)		
50.	The system must allow for financial transactions to be linked to properties and reservations with integration into the financial system		
51.	The system must provide payment capability and process payments from payment sources and methods such as Forex, EFT, Instant EFT, Cash, Credit Cards and alternative payment sources and methods such as vouchers, PayPal, Cryptocurrency, etc.		
52.	The system must provide a payment report for reconciliation purposes		
53.	The systems must be able to restore credit balances from client account to future reservations.		
54.	The solution must be able to generate a unique client code		
55.	There must be blind cash ups. User indicates cash amount to be reconciled system needs to validate amount (not a report).		
56.	The system must provide invoicing functionality for debtor customers.		
57.	The system must provide functionality to generate a bank deposit slip per payment type, per resort.		
58.	The system must cater for different cost-centres and project codes to be used against reservations (discounts, official business, etc.)		
59.	The system must itemise each different transaction as a separate record in the database tables. (e.g. accommodation = R1000, discount = R1000 should be on separate lines)		
60.	The system must link activities, accommodation, wildcard, conservation fees and additional vehicles upon entry or exit into the park, to ensure appropriate numbers of people and fees charged.		
61.	The system must allow for automated importing of transactional statements with deposit payments whereby it is auto allocated to reservations according to specific criteria and listing those not auto allocated to users for manual processing.		
62.	The system must allow processing of a transaction via a journal entry of funds/charges between ledger accounts and cost centres. Transfers between house accounts, reservation accounts, client accounts complete with sufficient user rights to ensure segregation of duties must also be supported.		

63.	The system must allow conservation fees are applicable to only certain accommodation types, activities, trails, per person type (according to age), and can be either compulsory or not		
64.	The system must have a "Clearing/control account" to process ad hoc transactions per locations. e.g. Ad hoc sales, unsettled billings etc.		
<b>Property Management</b>			
65.	The system must provide room layouts per camp and display appropriate dimensions, location and capacity when viewed by clients or staff. (Currently identified by unique accommodation type codes)		
66.	The system must allow for early, late partial check-in and check-out in accordance with business rules		
67.	The system must process the no-shows on resort level, park or reservation level in accordance with business rules.		
68.	The system must: <ul style="list-style-type: none"> <li>• Provide a housekeeping dashboard displaying work tasks and to inform the front desk when a room is ready for occupation.</li> <li>• Provide capability to track housekeeper's assigned rooms/chalet.</li> </ul>		
69.	The system must accept uploading of images so that any room damage can be documented.		
70.	The system must be accessible on tablets and other hand held / mobile devices.		
71.	The system must provide capability to remove rooms from inventory if they are under maintenance (Must be able to place a unit on maintenance despite existing reservations. e.g. when the existing booking is cancelled or modified, the availability to remain withdrawn due to maintenance status.)		
72.	Monitoring functionality must be made available to trigger notifications to management to inform them of matters that requires their attention. I.e. non arrivals / late arrivals / not yet checked in at the gate, cash refunds etc.		
73.	The system must provide capability to indicate which properties can provide which services. I.e. conferencing and/or banqueting (list additional services available to be added to conference booking i.e. projector, meals etc.)		
74.	The system must be able to provide front office reservation a global view of allocated and unallocated rooms and properties.		
75.	The system must allow for adding, editing, deleting and updating of line items to allow for miscellaneous charges to be added to bill.		

76.	The system must have the ability to setup and maintain activity bookings including resource requirements (insourced or outsourced), Timeslots, Duration, Departure location linked to camps, gates, picnic sites or other remote locations, Days of the week, Seasonality, Minimum and Maximum participants (or rate changes based on number of participants), Adult and Child restrictions, specific terms and conditions <ul style="list-style-type: none"> <li>The system must possess the ability to close out activities if resources are not available (Occupancy stats should be aligned accordingly)</li> </ul>		
77.	The system must provide the capability to manage agent contract including agent details such as contracted rates, duration etc. Setup of net rates		
78.	The system must cater for business rules to be set up and updated regarding the discount threshold, delegation of authority for approvals and alignment to the discount policy. An approval workflow to be created to manage and facilitate the end to end process. For example, segregation of duties where the same user making the reservation is not able to authorise discount.		
79.	The system must provide a flexible rate table set up that is: <ul style="list-style-type: none"> <li>* Client type specific;</li> <li>* Seasonal specific;</li> <li>* Resort specific;</li> <li>* Product Specific;</li> <li>* Date Range specific;</li> <li>* Package and Pattern Specific.</li> </ul>		
80.	The system must allow differential daily conservation fees and/or WILD Card details to be added to reservations at time of check-in and enforce that these charges are raised.		
<b>Integration Requirements</b>			
81.	A: The solution must be able to integrate with systems through APIs exposed by these systems via webservices, SDK and REST etc. and to expose the APIs that other systems need to consume		
	B: All documentation generated or attached in the solution must be stored in SANParks' ECM solution (Opentext) as the default DMS and records management platform		
	C: The solution should allow real-time and batch execution of integrated systems.		
82.	The system must allow for integration through an integration platform such as BizTalk via Enterprise Service Bus (ESB)		
83.	The system must allow for integration into future mobile applications for both the support staff and guests across major platforms i.e. Android, iOS		
84.	The system must provide capability to interface with banking systems for deposits reconciliation		

85.	The system must be able to integrate with SANParks' current SMS gateway service provider and future service providers, as and when they may change, in order to create and send bulk, incidental, trigger and single SMS's. Unsubscribe facility where a user can easily, by the click of a button on a website, remove themselves from a mailing / sms list. Various search options should be made available to target a specific group of people either by resort, arrival date, departure date, client type etc.		
86.	The system must be able to integrate into Microsoft Exchange and Microsoft 365 in order to send emails, automatically and manually, as and when triggered by defined business rules and workflows. Communication log to keep track and a process whereby failed communications can be re-sent.		
87.	The system must display ad hoc attributes User Interface Elements (form fields) from external systems.		
88.	The system must provide capability to collect forex and align to correct exchange rate (exchange rate import function with possibility of commission percentage setups)		
<b>Data Integrity</b>			
89.	The system must allow for matching algorithms to ensure clean data and no duplication of customer data.		
90.	The system must be able to archive the system database according to predefined criteria. Archived databases should be viewable and accessible to SANParks staff		
91.	The system must be able to manage all enquiries and transactions throughout the year including peak times.		
<b>Security and Auditing</b>			
92.	The system must allow for the enforcement and implementation of complex password rules for public users.		
93.	The system must allow for configuration of user rights and functionality controls per role or groups.		
94.	The system must provide capability to use active directory for user authentication in order to enforce complex password rules for end-users.		
95.	The system must provide full audit trail (who, what and where the changes lie) and retained for a period dictated by organisation's policies/business rules.		
96.	The system must allow for night auditor functions as per industry standards.		
97.	System must allow for two factor authentication.		

	<b>Reporting and Business Intelligence</b>		
98.	The systems must be able to support reporting and audit trails of transactions across users and payments/refunds.		
99.	The system must allow users to create customisable reports within the systems based on financials, reservations, maintenance, discounts given and third party service providers etc. to create a management level dashboard		
100.	The system must provide reporting on arrival list by date, on which all of the following information can be accessed: <ul style="list-style-type: none"> <li>• Pre-assigned rooms;</li> <li>• Repeat/return guests</li> <li>• Profile of Repeat guests</li> <li>• Special requests.</li> </ul>		
101.	The system must provide business forecast of monthly occupancy totals for : * Room number; <ul style="list-style-type: none"> <li>• Room Type;</li> <li>• All units</li> </ul>		
102.	The system must provide package plan report that breaks down revenue by package plan type and package plan component		
103.	The system must provide Financial planning and forecasting capability		
104.	Pricing strategy management: <ul style="list-style-type: none"> <li>• Yield management</li> </ul>		
105.	The system must make provision for business partners (e.g. tour operators) with unique business rules. E.g. allocations, annual turn-over, different payment windows, user hierarchy and commissions management. Both in a contact centre environment and self-service (B2B)		

Criteria		Vendor Response FS - Fully Supported (5) PE - Paid Enhancement (2) 3P - 3rd Party Product (1) NS = Not supported (0)	Vendor/ Supplier Comments and criteria reference page in Annexure??
<b>SECTION A (Part B): FEATURE LIST AND FUNCTIONALITY</b>			
<b>Access Management and Control</b>			
1.	The system must have the ability to create and scan pre-purchased online ticket to allow for easier and efficient entry into the park or property including online indemnity documentation and process.		
2.	The system must have the ability to validate & create access and exit permits/tickets based on pre-determined business rules. Validation rules will include, but not be limited to: <ul style="list-style-type: none"> <li>• Validation of entry date</li> <li>• Validation of entry location</li> <li>• Number of persons validated against existing linked reservations and possible other gate arrivals.</li> <li>• Charging of different person types at different conservation fee rates</li> <li>• Capturing of Wild Card and other free entry details and validation of such detail via integration to loyalty system</li> <li>• Exit date validation as well as identifying of outstanding balances on linked reservations as well as number of persons per vehicle validated against linked reservations and possible other permits.</li> </ul>		
3.	Access management module must link into the security systems in place within SANParks, to enable integration to opening of boom gates and turnstiles.		
4.	System must cater for quota management. (maximum daily entries allowed for day visitors per gate)		
5.	System must have the ability to interface/integrate to external, third party, ticketing systems.		
6.	System must have the ability to cater for exit where people leave the park and re-entry at the same or another gate on the same day.		

Criteria		Vendor Response FS - Fully Supported (5) PE - Paid Enhancement (2) 3P - 3rd Party Product (1) NS = Not supported (0)	Vendor/ Supplier Comments and criteria reference page in Annexure??
<b>SECTION A (Part B): FEATURE LIST AND FUNCTIONALITY</b>			
7.	System must be able to link a day visit permit to an overnight reservation (in the case of walk ins)		
8.	System must be able to process non booked day visitor debtor clients (not processing a payment but rather an invoice)		
<b>Point Of Sales</b>			
9.	System must be able to add sales items (single payment processed for conservation fees as well as sales items)		
10.	The system must have the ability to use one system with different modules, across the organisation.		
11.	The system must cater for; amongst others, fuel retail, food and beverages and conferencing		
12.	Aligning and standardising stock control codes and price mark-ups across the organisation.		
13.	Enabling online and offline use.		

The bidder must respond to the feature list in the above table by indicating the extent to which their product meets each of the requirements listed. The evaluation points will be allocated as follows (**Weight = 80**):

Points	Criteria
0	NS = Not supported
1	3 <sup>rd</sup> - 3 <sup>rd</sup> Party Product
2	PE – Paid Enhancement
5	FS - Fully Supported

## 2. APPROACH AND METHODOLOGY

Please describe your implementation methodology for this assignment after you have read and understood the requirements and environment.

SANParks Tourism and Property Management System	
SECTION B : IMPLEMENTATION APPROACH AND SUPPORT METHODOLOGY	
Product Rollout and Implementation	
1.	Describe your proposed methodology and approach to the delivery and implementation of your product.
2.	Quantify the staffing you suggest that SANParks provide to implement the proposed solution. Describe the number of personnel by skill level/role.
3.	Provide a high-level work plan for setting up the solution at SANParks.
4.	Describe the resources by skill level/role that will be needed to implement and maintain the solution on an ongoing basis.
Product Support and Training	
5.	List the different types of support levels available. Detail the differences between each level.
6.	List the number of people who can call support and open a ticket.
7.	Describe how your company handles customer support and technical assistance. Cover items such as: <ul style="list-style-type: none"> <li>• support hours</li> <li>• Web tickets</li> <li>• Knowledge Base</li> </ul>
8.	Describe your standard support procedures (discuss on-site and/or remote options) for the following (include the method of contact): <ul style="list-style-type: none"> <li>• 24X7 ; Normal and Emergency</li> </ul>
9.	Is a person with a technical background (programmer) available during your company's normal business operating hours to consult with should a problem arise? Under what level of support would a resource of this type be available?
10.	Describe your support issue escalation procedure. What is the response time based on different service level agreements? Please elaborate.
11.	What levels of support are available for development, implementation and post implementation?
12.	How is your product support organized? Is it distributed or centralized? Is it international or domestic? Where is the specific support centre for this product? Does this change throughout the day?
13.	Describe your method, approach and prioritisation to fix/service packs or other patches?

14.	Describe your method, approach and prioritisation for enhancement requests?	
15.	List the number of tickets submitted in the last three months from three of your largest installations.	
16.	Describe the types of training you provide (“train the trainer”, user and technical support staff).	
17.	Describe the recommended training paths by role.	
18.	Describe the typical staff model for an operations support staff for the solution infrastructure and typical time to train.	
19.	Where is training typically conducted?	
20.	Other than classroom training, what other training tools, templates and work-aids are available? Do you provide the following types of training? Include the pricing model for each type. Is there bulk or discount pricing options available?	
21.	Describe your change management strategy for the implementation with clear roles and responsibilities?	
22.	Describe your project management strategy for the implementation with clear roles and responsibilities?	

Each potential vendor must describe in detail their design approach and strategy including a list of the key advantages of their methodology. The methodology description must cover all items detailed in the above table. The evaluation points will be allocated as follows (**Weight = 20**):

Points	Criteria
0	No information was presented.
1	The methodology is poorly described or not relevant to the assignment
3	The methodology is clear and relevant but has not been adopted to the environment / requirements
5	The methodology is clear and relevant and has been adopted to the environment / requirements

### 3. PRESENTATION AND SYSTEM DEMONSTRATION (PROOF OF CONCEPT)

- Requirement for the proof of concept is based on the demonstration of 2 category profiles:  
SANParks system user: Call centre agents, Hospitality Service Manager (HSM), System Administrators etc.
- Public client user via sanparks.org

Proof of concept criteria		User Profiles	
General Reservation		SANParks System Users (Call Centre agents, HSM, etc.)	Public Client Users (sanparks.org)
1.	A real-time (live) reservation and management of inventory across all portals and access points.	✓	
2.	A: There are 21 Parks grouped in Regions. Within each Region, there are a number of parks and some parks are sub-divided in smaller regions. Each park / smaller region within a park has a number of resorts, each with a variety of accommodation, camping, activities and day visitors listed on the inventory	✓	✓
	B: Display the system setup for the above configuration.	✓	
	C: There are 202 resorts with a total of 40,160 bookable products loaded on SANParks current system.  Demonstrate the systems capability to handle multiple resorts and product combinations. (You are not required to setup 202 resorts but must demonstrate that there are no limits to the combinations.)	✓	✓
3.	The system must provide rate management capability that allows for configuration of business rules in order to cater for: <ul style="list-style-type: none"> <li>• the different client types i.e. student and pensioner discounts across single booking;</li> <li>• the controls around the application of discounts and valid dates, .e.g. Client type specific; Seasonal specific; Product specific; date range specific; Package and Pattern;</li> </ul> Different client types are needed due to different type business rules, rates, communication strategies that are applicable. Multiple Client Type Groups (Public, Travel Trade, Donors, Staff, Officials, Withdrawals & Camp Reserve) each linked to a number of Client types. The system must provide capability to configure multiple reservation document templates for different client and location types.	✓	

Proof of concept criteria		User Profiles	
General Reservation		SANParks System Users (Call Centre agents, HSM, etc.)	Public Client Users (sanparks.org)
4.	<p>The system must enforce user access and functions in accordance with business needs. Operational functionalities at resort level.</p> <p>Demonstrate multiple users, multiple user-rights and multiple user rights groups. (SANParks currently employs a system with 90 User Right Groups and 346 User Job Descriptions)</p>	✓	
5.	The system must provide ability to automatically handle specific business rules around calculation of deposits, deposit deadlines and cancelling of reservations if deposit is not received at all, or if only partial deposit is received.	✓	✓
6.	System must allow for rules engine that can be managed and for rules to be defined, updated, edited or deleted based on system roles. Admin module to manage rules and parameters.	✓	
7.	The system must display ad hoc attributes User Interface Elements (form fields) from external systems. For example, display a customer's loyalty/rewards level on profile and reservation with data from a loyal/rewards system.	✓	✓
8.	<p>The system must allow itinerary building of multiple property, multiple unit/room/accommodation type bookings linked to single reservation number to inform guests about their day by day booking status where multiple accommodation types are booked across nights.</p> <p>Create a booking to demonstrate multiple bookings within one reservation.</p>	✓	✓
9.	The system must allow clients to amend bookings prior to ordering the stay while outstanding payments due are systematically calculated all the time so that payments required can be processed on the system. During the process of initiating and completing the reservation itinerary the system re-calculates the total cost, deposit amount due and due dates in accordance with business rules and as per setups	✓	✓
10.	The system must offer dynamic, automatic and ad-hoc application of discounts and commissions, both in value or percentage, and both prior to arrival and during stay. This would include discounts and commissions based on specific clients or client type, dates when booking was made, date when booking will stay (and a combination of booked date	✓	✓

Proof of concept criteria		User Profiles	
General Reservation		SANParks System Users (Call Centre agents, HSM, etc.)	Public Client Users (sanparks.org)
	and stay date), including or excluding weekends, long weekends, school holidays, on basic unit occupancy or total payable tariffs, according to a minimum required length of stay, etc., and these should be limitable to a set number of units per day if required.		
11.	The system must handle staggered arrivals and departures for group reservations. (To ensure all individuals within a group, even though the unit is checked in, has been checked in, the system should enforce checks and balances to control guest numbers aligned with gate arrivals.)	✓	
12.	The system must have functionality to allow users, with appropriate rights, to complete business processes that are either incomplete or interrupted	✓	
13.	The system must be able to generate online booking confirmation with technology such as barcode e.g. Quick Response (QR) codes to be used for validation of booking and entry at the gates	✓	✓
14.	The system must provide functionality to search, edit/update, create, pay, cancel and view reservations and client profile detail.	✓	✓
15.	A: The system must allow for an advanced accommodation availability search by: <ul style="list-style-type: none"> <li>• Parks</li> <li>• Camps</li> <li>• Accommodation type / activity type</li> <li>• Arrival and departure dates</li> </ul>	✓	✓
	B: The results must display: <ul style="list-style-type: none"> <li>• Exact date matches</li> <li>• Partial date matches</li> </ul> Offer alternatives by camp, by park and by accommodation type	✓	✓
	C: There must be a facility to filter the results by: <ul style="list-style-type: none"> <li>• Accommodation type</li> <li>• Price</li> </ul> Number of people	✓	✓
16.	The system must provide a search facility for activities by: <ul style="list-style-type: none"> <li>• Parks</li> <li>• Camps</li> </ul>	✓	✓

Proof of concept criteria		User Profiles	
General Reservation		SANParks System Users (Call Centre agents, HSM, etc.)	Public Client Users (sanparks.org)
	Types (single day activity such as drive or walk, overnight activity such as trails, etc.)		
17.	The system must be able to sell day visits, displayed by: <ul style="list-style-type: none"> <li>• Parks</li> <li>• Camps</li> </ul> Time zone for entry (5 am till 7 am, 7 am till 9 am, etc.)	✓	✓
18.	The system must enable clients to register to the booking system via multiple channels such as email and password, Google, Facebook, etc.	✓	✓
19.	The system must provide a Login function as well as Forgot Password function according to latest industry standards.	✓	✓
20.	The client must be able to update their personal details.	✓	✓
21.	The client must have the following facilities with regard to their reservations: <ul style="list-style-type: none"> <li>• List by reservation number (historical, current or future reservations)</li> <li>• Search</li> <li>• Change reservation itinerary as per business rules</li> <li>• Cancel line item or itinerary as per business rules</li> </ul>	✓	✓
22.	The client must have the facility to pay for outstanding fees as per business rules.	✓	✓
23.	The system should allow the users and clients to view features / additional information / gallery / video files / panoramic pics / 3D maps relevant to the product / camp / geo-location selected for booking which will be setup with information provided by SANParks.	✓	✓
24.	The system must cater for the use of promo codes to apply preset promotional discounts	✓	✓
25.	The system must allow daily differential conservation fees to be added to reservations prior to arrival for pre-payment, and include such in deposit due calculations, as an option to guests.	✓	✓
26.	The system must allow the transfer of reservations (partially or entirely) from one guest to another without the need to cancel and rebook	✓	
<b>Financial /Deposit/Payment Management</b>			

Proof of concept criteria		User Profiles	
General Reservation		SANParks System Users (Call Centre agents, HSM, etc.)	Public Client Users (sanparks.org)
27.	The system must have capability to function in a cashless operating environment (Parameter driven per resort)	✓	
28.	The system must allow for financial transactions to be linked to properties and reservations with integration into the financial system	✓	
29.	The system must provide payment capability and process payments from payment sources and methods such as Forex, EFT, Instant EFT, Cash, Credit Cards and alternative payment sources and methods such as vouchers, PayPal, Cryptocurrency, etc.	✓	✓
30.	The system must provide a payment report for reconciliation purposes	✓	
31.	The systems must be able to restore credit balances from client account to future reservations.	✓	✓
32.	The solution must be able to generate a unique client code with a maximum length of fifteen (15) alpha-numeric characters.	✓	
33.	There must be blind cash ups. User indicates cash amount to be reconciled system needs to validate amount (not a report).	✓	
34.	The system must provide invoicing functionality for debtor customers.	✓	
35.	The system must provide functionality to generate a bank deposit slip per payment type, per resort.	✓	
36.	The system must cater for different cost-centres and project codes to be used against reservations (discounts, official business, etc.)	✓	
37.	The system must allow processing of a transaction via a journal entry of funds/charges between ledger accounts and cost centres. Transfers between house accounts, reservation accounts, and client accounts complete with sufficient user rights to ensure segregation of duties must also be supported.	✓	
38.	The customer facing website must retain the SANParks branding and corporate image. <ul style="list-style-type: none"> <li>The URL needs to point to SANParks.org</li> </ul>		✓
<b>Property Management</b>			
39.	The system must provide capability to remove rooms from inventory if they are under maintenance (Must be able to place a unit on maintenance despite existing reservations)	✓	

Proof of concept criteria		User Profiles	
General Reservation		SANParks System Users (Call Centre agents, HSM, etc.)	Public Client Users (sanparks.org)
	e.g. when the existing booking is cancelled or modified, the availability to remain withdrawn due to maintenance status.)		
40.	The system must be able to provide front office reservation a global view of allocated and unallocated rooms and properties.	✓	
41.	The system must provide a flexible rate table set up that is: <ul style="list-style-type: none"> <li>• Client type specific;</li> <li>• Seasonal specific;</li> <li>• Resort specific;</li> <li>• Product Specific;</li> <li>• Date Range specific;</li> <li>• Package and Pattern Specific.</li> </ul>	✓	
<b>Integration Requirements</b>			
42.	A: The system must be able to integrate with SANParks' current SMS gateway service provider and future service providers, as and when they may change, in order to create and send bulk, incidental, trigger and single SMS's. Various search options should be made available to target a specific group of people either by resort, arrival date, departure date, client type etc.	✓	
	B: Unsubscribe facility where a user can easily, by the click of a button on a website, remove themselves from a mailing / sms list.	✓	✓
<b>Security and Auditing</b>			
43.	The system must provide full audit trail (who, what, when and where the changes lie) and retained for a period dictated by organisation's policies/business rules.	✓	
<b>Point Of Sales</b>			
44.	The system must cater for; amongst others, fuel retail, food and beverages and conferencing.	✓	

The bidder must demonstrate the requirement for the relevant user profile(s). The evaluation points will be allocated as follows **(Weight = 100)**:

Points	Criteria
0	Requirement has not been demonstrated or the demonstration does not meet the requirement.
2	Requirement has been demonstrated partially.
5	Requirement has been demonstrated satisfactorily.

**Note:** A bidder must meet the minimum threshold of 75% to proceed to Price and preference evaluation.

# THE BID CONTRACT

## INTRODUCTION TO SANPARKS

SANParks was initially established in terms of the now repealed National Parks Act, 57 of 1976 and continue to exist in terms of the National Environmental Management: Protected Areas Act, 57 of 2003; with the mandate to conserve; protect; control; and manage national parks and other defined protected areas and their biological diversity (Biodiversity). As a public entity, SANParks is also governed by the Public Finance Management Act, Act 1 of 1999 (as amended by Act 29 of 1999), and it is listed as Schedule 3 Part A: 25 public entity.

Our vision is to have a sustainable National Park System connecting society.

Our mandate is to deliver of Conservation Mandate by Excelling in the Management of a National Park System.

Our mission is to develop, expand, manage and promote a system of sustainable national parks that represents biodiversity and heritage assets, through innovation and best practice for the just and equitable benefit of current and future generations.

## INTRODUCTION TO SANPARKS BUSINESS UNITS RESPONSIBLE FOR THIS BID

Although the high interdependencies of SANParks' business spreads across nearly all of its business units, this bid is mainly a joint effort between the Tourism, Finance and Information Technology divisions of SANParks.

## CONTEXT OF THIS PROCUREMENT

South African National Parks (SANParks) invites prospective bidders to submit proposals to support, implement and supply a Tourism Property Management System for SANParks. Based on the information contained in the responses to this document, SANParks will enter negotiations with the preferred Bidder(s) for purposes of concluding a binding Contract(s) with supporting Services and associated Service Level Agreements.

## CONTRACT PERIOD

This contract is for a period of 5 years.

The contract period commences from the date that both parties sign the contract's signature page. The contract period includes the period for the initial requirements, the implementation period for the initial requirements, and the period after implementation providing for the maintenance/service support requirements for the initial requirements.

## SPECIFICATIONS

### 1. DETAILED BACKGROUND

SANParks' faces a number of technological challenges which inhibit its performance in the reservations and hospitality arena. This is largely due to:

- Outdated hardware;
- Legacy systems;
- Multiple sources of data;
- Limited access to information ;
- System restrictions on standard functionality.

Ultimately these challenges provide limitations in terms of revenue optimisation and operational efficiencies.

Currently SANParks has the following core Tourism Systems operating in the environment:

- RoomSeeker™ (Reservations, Property Management and Access Management)
- Web Application (Public and Trade Online Bookings)
- MyPark (Wild Card Programme card and access management)
- Starlight, InfoGenesis and Check (Golden Gate Hotel Property Management and POS Systems)

- Ignite (email reservations systems)
- Micros Opera PMS, Symphony and MyInventory (Skukuza Safari Lodge Property Management and POS Systems)
- Microsoft Dynamics CRM
- Loyalty Plus (Loyalty system)
- Plankton (Gate Access system at Table Mountain National Park and West Cost National Park)
- Electra (Gate Access system at Kruger National Park)

Current RoomSeeker integrations:

- Microsoft Dynamics Great Plains
- MyPark
- Online bookings (Web Applications)
- Ignite
- SMS gateway
- Nomad payment gateway (RoomSeeker)
- MyGate payment gateway (Web Application)

The software therefore has to be replaced in order to modernize SANParks' tourism system environment without destabilising operations and placing the core revenue source at risk.

**1.2. New Tourism Management systems requirements**

The Tourism Division undertook an analysis of current systems weakness against the SANParks tourism strategy and hospitality industry trends and best practices. This was largely in consultation through a series of one-on-one interviews and workshops; with key stakeholders in and outside SANParks.

The outcome of the consultation process and industry trends analysis indicates that the new system might be a hybrid of off- the-shelf software options with limited customization to align to the industry practices and SANParks processes.

The ideal is to engage to procure a single scalable platform that can easily integrate across a number of solutions. The final solution for the reservations and property management technical needs will need to fit into the overall organisational IT architecture bearing in mind that certain aspects of this architecture are still in the process of being developed or implemented.

Critical to the successful introduction of the new systems environment is maintaining system stability throughout the implementation and transition process and ensuring that the implementation builds on the existing systems strengths.

The Microsoft Dynamics CRM solution will house the primary source of client information for SANParks and will be from a customer data governance perspective be the master customer data against which all customer transactions will be executed. It will further be the true source of customer information for other business systems within the organisation. The current architecture has the Reservation management & Property Management system central to all client related activities but with client information stored and managed in two different systems.

The implementation of a Customer Relationship Management (CRM) will not be included in the scope of services required of the new reservations and property management systems supplier.

**1.3 Transactional Volumes**

Online Trade and Trade Channel Bookings (Reservations) = 150 000 for a period of 5 years. Estimated number of transactions 375 000.

<b>Period</b>	<b>Total Web bookings</b>	<b>Total Public Web Bookings (counting each resort per booking separately)</b>
2021/2022	121678	174245
2022/2023	126545	181214
2023/2024	131607	188463
2024/2025	136871	196002
2025/2026	142346	203842

**The total transactional volumes for a period of 5 years is estimated at 1 318 766.**

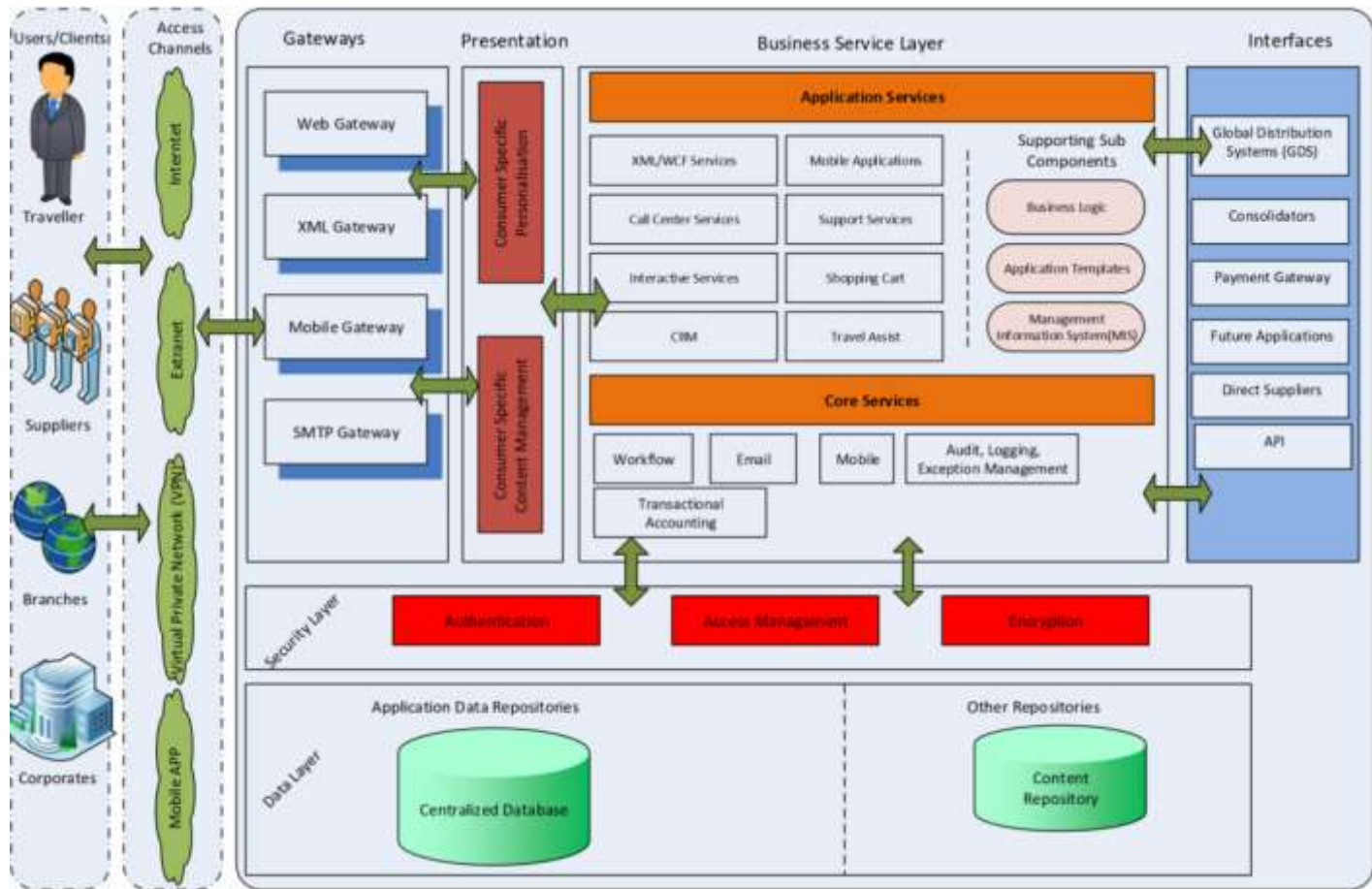


Figure 2: Proposed Architecture and Integration

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**1.4. Current SANParks Applications Profile**

The below table details the As-IS profile of existing SANParks applications that the Tourism Reservation and Property Management system may need to interface/integrate into.

NAME	PURPOSE/KEY FUNCTIONS	DATABASE
EAM Stock Control	<ul style="list-style-type: none"> <li>• Point of Sales</li> <li>• Inventory Management</li> </ul>	
OpenText Process Suite	<ul style="list-style-type: none"> <li>• Workflow and Business Process Management</li> </ul>	MS SQL
OpenText Content Suite	<ul style="list-style-type: none"> <li>• Document and records management</li> </ul>	
Microsoft Dynamics GP	<ul style="list-style-type: none"> <li>• Financials</li> <li>• Sales</li> <li>• Purchasing</li> <li>• Inventory</li> <li>• Project</li> </ul>	MS SQL
MS SQL Reporting Services	<ul style="list-style-type: none"> <li>• Business Intelligence Reporting</li> </ul>	

	MyPark	<ul style="list-style-type: none"> <li>• Wild Card Membership management including: <ul style="list-style-type: none"> <li>○ Card management</li> <li>○ Access tracking</li> </ul> </li> </ul>		
	PowerBI	<ul style="list-style-type: none"> <li>• Business Intelligence: <ul style="list-style-type: none"> <li>○ Financial</li> <li>○ HR</li> <li>○ SCM</li> <li>○ Revenue</li> </ul> </li> <li>• Dashboards</li> </ul>		
	Panorama Necto	<ul style="list-style-type: none"> <li>• Business Intelligence: <ul style="list-style-type: none"> <li>○ Financial</li> <li>○ HR</li> <li>○ SCM</li> <li>○ Revenue</li> <li>○ Dashboards</li> </ul> </li> </ul>		
	SharePoint	<ul style="list-style-type: none"> <li>• Intranet</li> <li>• Document Repository</li> <li>• Audio Visual records</li> <li>• Policy Management</li> <li>• Contract Management</li> <li>• Internal Advertisements</li> </ul>	MS SQL	
	Micros	<ul style="list-style-type: none"> <li>• Property Management System at Skukuza Safari Lodge</li> </ul>		
	Sage 300 People	<p>Human Resource Management System</p> <ul style="list-style-type: none"> <li>• Payroll Admin</li> <li>• HR Administration</li> <li>• Leave Management</li> <li>• Other functions not yet implemented</li> </ul>	SQL	

- **SCOPE OF WORK**

Due to the above detailed challenges, SANParks is seeking to appoint a suitably qualified and experienced vendor to render installation and configuration services of a new Tourism Hospitality and Property Management system.

In this RFP SANParks is looking for bidders to submit bids for a Tourism Hospitality and Property Management solution and present the overall scope and projected cost of the proposed implementation. RFP should include a brief summary of the strategy in non-technical terms. It should also state specific reasons why the vendor's proposal best satisfies the needs of SANParks.

- **DELIVERABLES**

The scope and deliverables of this Request for Proposal includes the following services.

- **System Pilot** – Implement a pilot rollout of the proposed system requirements, to ensure suitability within the SANParks environment.
- **System Implementation** – Implement and maintain the system for SANParks, within a **5-year contract**.
  - **Implementation:**
    - Installation:
      - Installation and Configuration Documentation
      - Software Licenses Documents
    - Analysis
      - Functional Specification Document
      - Solution Specification Document

	<ul style="list-style-type: none"><li>○ Solution Design Document</li><li>○ Test Cases Document</li><li>○ Critical Test Cases Document</li><li>○ Integration Document</li><li>● Build<ul style="list-style-type: none"><li>○ Integration Specification Document</li><li>○ Security Plan</li><li>○ Third-party Penetration Testing Plan</li><li>○ Customization Documentation Document</li><li>○ Training Materials</li><li>○ User Acceptance Signoff Document</li><li>○ Functioning Solution</li></ul></li><li>● Testing<ul style="list-style-type: none"><li>○ User Acceptance Signoff Document</li><li>○ Integration Testing Signoff Document</li><li>○ Critical Test Cases Document</li><li>○ Third-party Source-code Scan Certificate</li><li>○ Third-party Penetration Testing Certificate</li></ul></li><li>● Training<ul style="list-style-type: none"><li>○ Training Agenda Document</li><li>○ User Manuals</li><li>○ Training Materials</li><li>○ Admin manuals</li><li>○ Training Attendee Signoff Document</li></ul></li></ul>	
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	<ul style="list-style-type: none"><li>• Go-live<ul style="list-style-type: none"><li>○ Final Project Documentation</li></ul></li><li>▪ <b>Maintenance</b><ul style="list-style-type: none"><li>• Support<ul style="list-style-type: none"><li>○ Updated error log</li><li>○ Provide a report on system usages stats to change manager</li><li>○ Solution Performance Report (Three months after go live)</li><li>○ Onsite support for a year post implementation</li><li>○ Service Level Agreement (SLA)</li></ul></li><li>• Data Migration<ul style="list-style-type: none"><li>○ Migration of data from RoomSeeker, Starlight and Micros Symphony and Oracle Opera.</li></ul></li></ul></li></ul>	
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- **Service Level Agreement** - Concluding of a Service Level Agreement valid for the period of the contract term, including training and 24/7/365 system maintenance and support. Response time, priorities and call resolution time (MTTR).

Priority Level	Problem Description	Initial Response SLA(*)	Target Resolution Time SLA	Commitment
<b>Priority 1</b>	Priority Level 1 Means a very serious defect, problem and/or disturbance in the application, which is causing the application or a major feature/module therein to become unavailable, severely disturbed or frequently interrupted, or causing a severe performance degradation, service degradation or loss of capability in relation to such application or Information Technology . Priority Level 1 also includes an Emergency Level defect, problem and/or disturbance, which are causing the whole application to be down.	15 minutes	2 hours	The problem will be worked on until fixed or a reasonable workaround is applied.  Updates will be provided to SANParks every 2 hours.

		<p><b>Priority 2</b> Priority Level 2 Means a serious defect, problem and/or disturbance in the application, which is causing, or is likely to cause, the application or a major feature therein, to become disturbed or frequently interrupted or a moderate performance degradation, service degradation or loss of capability in relation to such application, or such major feature therein. Such serious defect could also result in operation and maintenance affecting faults that prohibits proper operation or maintenance or results in a lower level of application performance that may result in customer complaints.</p>	15 minutes	4 hours	<p>The problem will be worked on until fixed or a reasonable workaround is applied.</p> <p>Updates will be provided to SANParks every 2 hours.</p>		
		<p><b>Priority 3</b> Priority Level 3 Means a minor defect, problem and/or disturbance in the application, not affecting the performance, service or operation and maintenance of the application, but resulting in a deviation from the application specification, or minor documentation errors not affecting operation and maintenance of the application. It will also include the enquiries about system functionalities, features and explanation on</p>	1 hour	3 days	<p>The service provider will work with SANParks to mutually prioritize and schedule resolutions into regular release cycles.</p>		

	how to perform various activities on the system.			
<b>Priority 4</b>	Priority Level 4 relates to all Service Requests	4 hours	Both parties to agree, in writing, within 3 business days, on a resolution time.	Updates must be provided to SANParks every 7 days.

- **Integration** – provision for integration to various systems must be considered. Integration to the following systems may be required:
  - MS Dynamics Great Plains (Accounting System),
  - Gate Access Systems (Plankton and Electra)
  - Microsoft Dynamics CRM.
  - Loyalty Plus
  - Payment gateway (Callpay)
  - Integration to acquiring bank for payment transactions.
  - Integration into Oracle Opera Property Management System.
  - Integration into Micros Symphony Point of sale (POS) System.

	<ul style="list-style-type: none"><li>○ <b>Change Management</b><ul style="list-style-type: none"><li>▪ Change Charter</li><li>▪ Change Strategy and Methodology</li><li>▪ Develop Change Roadmap and Detail Plan</li><li>▪ Change Impact Analysis</li><li>▪ Communication management plan and execution.</li><li>▪ Stakeholder Management Strategy</li><li>▪ Develop Stakeholder Engagement Plan</li><li>▪ Super User selection and empowerment plan</li><li>▪ Develop a Resistance to Change Plan</li><li>▪ Develop the Execution and Monitor Plan</li><li>▪ Change readiness Assessment</li><li>▪ Design Go-Live Strategy</li><li>▪ Training and Knowledge transfer of internal change agent</li><li>▪ Execution of change management within the organization</li></ul></li> <li>○ <b>Project management deliverables:</b><ul style="list-style-type: none"><li>▪ Project Charter</li><li>▪ Stakeholder Management Strategy</li><li>▪ Statement of Work</li><li>▪ Change Management Plan</li><li>▪ Communications Management Plan</li><li>▪ Configuration Management Plan</li></ul></li></ul>	
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	<ul style="list-style-type: none"> <li>▪ Cost Management Plan</li> <li>▪ Human Resource Plan</li> <li>▪ Process Improvement Plan</li> <li>▪ Procurement Management Plan</li> <li>▪ Project Management Plan</li> <li>▪ Quality Management Plan</li> <li>▪ Relationship Management Plan</li> <li>▪ Requirements Management Plan</li> <li>▪ Risk Management Plan</li> <li>▪ Risk Register</li> <li>▪ Schedule Management Plan</li> <li>▪ Scope Management Plan</li> <li>▪ Work Breakdown Structure</li> <li>▪ Project Appointment Letter</li> <li>▪ Training Plan (Change Management)</li> <li>▪ Expense Report</li> <li>▪ Project Status Report</li> <li>▪ Root Cause Analysis</li> <li>▪ Change Log</li> <li>▪ Change Request</li> <li>▪ Issue Log</li> <li>▪ Issues Identification Tracking Document</li> <li>▪ Quality Checklist Template</li> </ul>	
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	<ul style="list-style-type: none"><li>▪ Quality Metrics Template</li><li>▪ Post Project Review</li><li>▪ Project Acceptance</li><li>▪ Transition Out Plan</li><li>▪ Lessons Learned</li><li>▪ Assumption Log</li><li>▪ Agile Product Backlog</li><li>▪ Sprint Planning Meeting Agenda</li></ul>	
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## SBD 3.2: PRICING DETAIL WITH NON-FIRM UNIT PRICES

### SBD 3 - Pricing Schedule for the Duration of the Contract

BID PRICE IN RSA RAND

Price quoted is South African Rands in terms of General Conditions of contract clause 16.4 and shall be included in the SBD3.

PRICE QUOTATION BASIS

Price quoted is fully inclusive of all costs including, but not limited to; disbursements and other overheads, delivery to the specified SANParks Business Unit geographical address, value-added tax, income tax, unemployment insurance fund contributions, and skills development levies, etc., wherever applicable.

PRICE PER DELIVERY POINT

In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point.

DETAIL PRICING SUPPORT

Detailed information i.e. costed bill of quantities must be provided and can be provided as an annexure to the details provided with reference to such included in this SBD3.

PRICE CHANGES

Price changes whether as a result of CPI, PPI, extensions or expansions will be allowed in terms of the signed contract by both parties.

## APPLICATION OF PREFERENCE POINTS

Pricing is subject to the addition of Preference Points as stipulated below - Standard Bidding Document 6.1 Preference claim form.

Important notes on pricing:

1. A detailed supporting schedule (pricing breakdown) must be provided in addition to the pricing schedule (table) below.
2. Ensure that the total cost provided in the table below is carried over to the SBD1 as the total bid price.
3. Ensure that all calculations and totals are accurate.
4. Rate of Exchange Pricing Information

Provide the TOTAL BID PRICE for the duration of Contract and clearly indicate the Local Price and Foreign Price, where –

- Local Price means the portion of the TOTAL price that is NOT dependent on the Foreign Rate of Exchange (ROE) and;
- Foreign Price means the portion of the TOTAL price that is dependent on the Foreign Rate of Exchange (ROE).
- Exchange Rate means the ROE (ZA Rand vs foreign currency) as determined at time of bid.

All cost components that are subject to foreign currency must be translated using an exchange rate of **R15.83/USD**, which is the bank selling rate provided by SANParks' bank (FNB) as at 12 November 2020. This rate will be used for evaluation purposes only and will ensure comparability. All cost components that are subject to foreign currency must be detailed in the supporting information and must be clearly and adequately disclosed.

**PRICING SCHEDULE INDICATING LOCAL , FOREIGN PRICE COMPONENTS AND ROE FOR EACH YEAR**

<b><u>N</u> <u>o</u></b>	<b><u>Description</u></b>	<b><u>Price YEAR 1</u></b>	<b><u>Price YEAR 2</u></b>	<b><u>Price YEAR 3</u></b>	<b><u>Price YEAR 4</u></b>	<b><u>Price YEAR 5</u></b>
	LOCAL Price (ZAR)					
2.	FOREIGN Price (ZAR)					
3.	Exchange Rate					
4.	SUBTOTAL (VAT Excl.)					
5.	VAT (15%)					
6.	TOTAL (VAT Incl.)					
7.	BID TOTAL					

**PRICING SCHEDULE**

**(Please include local, foreign price components and ROE for each year in this schedule as indicated in the Pricing schedule on Page 57)**

<u>NO</u>	<u>DESCRIPTION</u>	<u>Quantity</u>	<u>Price Once-off costs</u>	<u>Price Year 1</u>	<u>Price Year 2</u>	<u>Price Year 3</u>	<u>Price Year 4</u>	<u>Price Year 5</u>	<u>Price Total</u>
1.	All Applicable Licence Costs (for the duration of contract)	1							
2.	Implementation of the solution as indicated throughout the bid document in line with the Systems Development Lifecycle (SDLC)	1							
3.	Training –  Training Methodology and Approach  Training of Users and Super Users  # Please use the attached user numbers and their associated profiles to guide pricing.	1							

4.	Change Management – Change  Management Strategy and Implementation plan (Including Implementation for the duration of the contract)	1								
5.	Data Cleansing and Migration	1								
6.	Cost of Paid Enhancements as indicated in functionality list	1								
7.	Additional hour's ad-hoc as per requirements for a senior technical resource as and when required basis.	3000 hours per year								
8.	Post Implementation Support for the duration of the contract in adherence to the service levels detailed in the scope of work.  Support Available 24x7x365	1								
9.	Project Management	1								

Subscription and Transactional costs									
(Please include local and foreign price components in this schedule as indicated in the Pricing schedule on Page 57)									
	<u>Description</u>	<u>Quantity</u>	<u>Price Once-off costs</u>	<u>Price Year 1</u>	<u>Price Year 2</u>	<u>Price Year 3</u>	<u>Price Year 4</u>	<u>Price Year 5</u>	<u>Total</u>
10.	Central Reservation	1							
11.	Resorts / Hotels	92							
12.	Banqueting Rooms	23							
13.	Rooms	4245							
14.	Users	653							
15.	Point of sale (Refer to Annexure A)	1							
16.	Web bookings	1							

17.	Interfaces- OTA and GDS line channel fee	1										
18.	Other (Provide details in supporting schedule)	1										
<b>TOTAL BID PRICE EXCLUDING VAT</b>												
										<b>VAT @ 15%</b>		
											<b>TOTAL BID PRICE INCLUDING VAT</b>	

## SPECIAL CONDITIONS OF CONTRACT PERFORMANCE

1. The solution must be supported by a reseller model. If the model is not in place immediately it needs to be put in place over the period of the contract. This will be negotiated in the master agreement with the successful bidder.
2. The bidder is expected to have the necessary skills to analyse and advise on SANParks' business processes. The bidder is expected to re-engineer or optimise SANParks' business processes as part of the implementation of the solution.

## GENERAL CONDITIONS OF CONTRACT

In this document words in the singular also mean in the plural and vice versa, words in the masculine mean in the feminine and neuter, words "department" means organs of state inclusive of public entities and vice versa, and the words "will/should" mean "must".

**South African National Parks (SANParks) cannot amend the National Treasury's General Conditions of Contract (GCC). SANParks appends Special Conditions of Contract (SCC) providing specific information relevant to a GCC clause that requires the addition of Special Conditions and Special Conditions specific to this bid contract is not part of the General Conditions of Contract. No clause in this document shall be in conflict with another clause. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail.**

GCC1

### 1. Definitions - The following terms shall be interpreted as indicated:

- 1.1. **"Closing time"** means the date and hour specified in the bidding documents for the receipt of bids.
- 1.2. **"Contract"** means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.3. **"Contract price"** means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
- 1.4. **"Corrupt practice"** means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- 1.5. **"Countervailing duties"** imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
- 1.6. **"Country of origin"** means the place where the goods were mined, grown, or produced, or from which the services are supplied. Goods produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics

	or in purpose or utility from its components.
1.7.	<b>“Day”</b> means calendar day.
1.8.	<b>“Delivery”</b> means delivery in compliance of the conditions of the contract or order.
1.9.	<b>“Delivery ex stock”</b> means immediate delivery directly from stock actually on hand.
1.10.	<b>“Delivery into consignees store or to his site”</b> means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
1.11.	<b>“Dumping”</b> occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
1.12.	<b>“Force majeure”</b> means an event beyond the control of the supplier and not involving the supplier’s fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars, or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
1.13.	<b>“Fraudulent practice”</b> means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
1.14.	<b>“GCC”</b> mean the General Conditions of Contract.
1.15.	<b>“Goods”</b> means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
1.16.	<b>“Imported content”</b> means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
1.17.	<b>“Local content”</b> means that portion of the bidding price, which is not included in the imported content if local manufacture does take place.
1.18.	<b>“Manufacture”</b> means the production of products in a factory using labour, materials, components, and machinery and includes other related value-adding activities.
1.19.	<b>“Order”</b> means an official written order issued for the supply of goods or works or the rendering of a service.

	<p>1.20. <b>“Project site”</b>, where applicable, means the place indicated in bidding documents.</p> <p>1.21. <b>“Purchaser”</b> means the organization purchasing the goods.</p> <p>1.22. <b>“Republic”</b> means the Republic of South Africa.</p> <p>1.23. <b>“SCC”</b> means the Special Conditions of Contract.</p> <p>1.24. <b>“Services”</b> means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.</p> <p>1.25. <b>“Written”</b> or <b>“in writing”</b> means handwritten in ink or any form of electronic or mechanical writing.</p>
GCC2	<b>2. Application</b>
	<p>2.1. These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.</p> <p>2.2. Where applicable, special conditions of contract laid down to, cover specific supplies, services or works.</p> <p>2.3. Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.</p>
GCC3	<b>3. General</b>
	<p>3.1. Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.</p> <p>3.2. With certain exceptions (National Treasury’s eTender website), invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from <a href="http://www.treasury.gov.za">www.treasury.gov.za</a></p>
GCC4	<b>4. Standards</b>
	<p>4.1. The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.</p>
GCC5	<b>5. Use of contract documents and information</b>
	<p>5.1. The supplier shall not disclose, without the purchaser’s prior written consent, the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on</p>

	<p>behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure made to any such employed person is in confidence and shall extend only as far as may be necessary for purposes of such performance.</p> <p>5.2. The supplier shall not make, without the purchaser's prior written consent, use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.</p> <p>5.3. Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.</p> <p>5.4. The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.</p>
<b>GCC6</b>	<b>6. Patent rights</b>
	<p>6.1. The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.</p>
<b>GCC7</b>	<b>7. Performance security</b>
	<p>7.1. Within thirty days (30) of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.</p> <p>7.2. The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.</p> <p>7.3. The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:</p> <p>7.3.1. bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or</p> <p>7.3.2 a cashier's or certified cheque</p> <p>7.4. The performance security will be discharged by the purchaser and returned to the supplier within thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.</p>
<b>GCC8</b>	<b>8. Inspections, tests and analyses</b>

	<p>8.1. All pre-bidding testing will be for the account of the bidder.</p> <p>8.2. If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the purchaser or an organization acting on behalf of the purchaser.</p> <p>8.3. If there are no inspection requirements indicated in the bidding documents and contract makes no mention, but during the contract period, it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.</p> <p>8.4. If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.</p> <p>8.5. Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the supplier shall defray the cost in connection with these inspections, tests, or analyses.</p> <p>8.6. Supplies and services referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.</p> <p>8.7. Any contract supplies may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies are held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies, which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.</p> <p>8.8. The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract because of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.</p>
GCC9	<b>9. Packing</b>
	<p>9.1. The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during</p>

	<p>transit and exposure to extreme temperatures, salt, and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.</p> <p>9.2. The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.</p>
<b>GCC10</b>	<b>10. Delivery and Documentation</b>
	<p>10.1. The supplier in accordance with the terms specified in the contract shall make delivery of the goods/services. The SCC specifies the details of shipping and/or other documents furnished by the supplier.</p> <p>10.2. Documents submitted by the supplier are specified in SCC.</p>
<b>GCC11</b>	<b>11. Insurance</b>
	<p>11.1. The goods supplied under the contract are fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.</p>
<b>GCC12</b>	<b>12. Transportation</b>
	<p>12.1. Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.</p>
<b>GCC13</b>	<b>13. Incidental services</b>
	<p>13.1. The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:</p> <p>13.1.1. Performance or supervision of on-site assembly and/or commissioning of the supplied goods;</p> <p>13.1.2. Furnishing of tools required for assembly and/or maintenance of the supplied goods;</p> <p>13.1.3. Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;</p> <p>13.1.4. Performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and</p> <p>13.1.5. Training of the purchaser's personnel, at the supplier's plant and/or on-site, conducted in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.</p> <p>13.2. Prices charged by the supplier for incidental services, if not included</p>

	<p>in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.</p>
<b>GCC14</b>	<b>14. Spare parts</b>
	<p>14.1. As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:</p> <p>14.1.1. Such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and</p> <p>14.1.2. In the event of termination of production of the spare parts:</p> <p>14.1.2.1. Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and</p> <p>14.1.2.2. Following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.</p>
<b>GCC15</b>	<b>15. Warranty</b>
	<p>15.1. The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models and those they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.</p> <p>15.2. This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.</p> <p>15.3. The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.</p> <p>15.4. Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.</p> <p>15.5. If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights, which the</p>

	purchaser may have against the supplier under the contract.
<b>GCC16</b>	<b>16. Payment</b>
	<p>16.1. The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.</p> <p>16.2. The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.</p> <p>16.3. Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.</p> <p>16.4. Payment will be made in Rand unless otherwise stipulated in SCC</p>
<b>GCC17</b>	<b>17. Prices</b>
	<p>17.1. Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.</p>
<b>GCC18</b>	<b>18. Contract amendment</b>
	<p>18.1. No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.</p>
<b>GCC19</b>	<b>19. Assignment</b>
	<p>19.1. The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.</p>
<b>GCC20</b>	<b>20. Subcontract</b>
	<p>20.1. The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract</p>
<b>GCC21</b>	<b>21. Delays in supplier's performance</b>
	<p>21.1. Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.</p> <p>21.2. If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall</p>

	<p>promptly notify the purchaser in writing of the fact of the delay, its likely duration, and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.</p> <p>21.3. No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.</p> <p>21.4. The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.</p> <p>21.5. Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.</p> <p>21.6. Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.</p>
<b>GCC22</b>	<b>22. Penalties</b>
	<p>22.1. Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.</p>
<b>GCC23</b>	<b>23. Termination for default</b>
	<p>23.1. The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:</p> <p>23.1.1. If the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof</p>

	<p>granted by the purchaser pursuant to GCC Clause 21.2;</p> <p>23.1.2. If the Supplier fails to perform any other obligation(s) under the contract; or</p> <p>23.1.3. If the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.</p> <p>23.2. In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.</p> <p>23.3. Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.</p> <p>23.4. If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.</p> <p>23.5. Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.</p> <p>23.6. If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:</p> <p>23.6.1. The name and address of the supplier and / or person restricted by the purchaser;</p> <p>23.6.2. The date of commencement of the restriction</p> <p>23.6.3. The period of restriction; and</p> <p>23.6.4. The reasons for the restriction.</p> <p>These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.</p> <p>23.7. If a court of law convicts a person of an offence as contemplated in</p>
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	<p>sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.</p>
<b>GCC24</b>	<b>24. Anti-dumping and countervailing duties and rights</b>
	<p>24.1. When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him</p>
<b>GCC25</b>	<b>25. Force Majeure</b>
	<p>25.1. Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.</p> <p>25.2. If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.</p>
<b>GCC26</b>	<b>26. Termination for insolvency</b>
	<p>26.1. The purchaser may at any time terminate the contract by giving</p>

	<p>written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.</p>
<b>GCC27</b>	<b>27. Settlement of disputes</b>
	<p>27.1. If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.</p> <p>27.2. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.</p> <p>27.3. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.</p> <p>27.4. Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.</p> <p>27.5. Notwithstanding any reference to mediation and/or court proceedings herein,</p> <p>27.5.1. The parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and</p> <p>27.5.2. The purchaser shall pay the supplier any monies due the supplier.</p>
<b>GCC28</b>	<b>28. Limitation of liability</b>
	<p>28.1. Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;</p> <p>28.1.1. The supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and</p> <p>28.1.2. The aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</p>
<b>GCC29</b>	<b>29. Governing language</b>
	<p>29.1. The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.</p>

GCC30	<b>30. Applicable law</b>
	30.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
GCC31	<b>31. Notices</b>
	<p>31.1. Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice</p> <p>31.2. The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice</p>
GCC32	<b>32. Taxes and duties</b>
	<p>32.1. A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.</p> <p>32.2. A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.</p> <p>32.3. No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid, the SANParks must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services</p>
GCC33	<b>33. National Industrial Participation Programme</b>
	33.1. The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
GCC34	<b>34. Prohibition of restrictive practices</b>
	<p>34.1. In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).</p> <p>34.2. If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has/have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible</p>

	<p>imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.</p> <p>34.3. If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.</p>
	<p><b>Contracted Party Due Diligence</b></p> <p>SANParks reserves the right to conduct supply chain due diligence including site visits and inspections at any time during the contract period.</p>
	<p><b>Jigs, Tools, and Templates, where applicable</b></p> <p>Unless otherwise agreed, all jigs, tools, templates, and similar equipment necessary for the execution of this contract is property of SANParks, if SANParks has paid for these. On completion or cancellation of the contract, the contractor delivers all SANParks property to SANParks premises, properly marked with the contract and the relevant code number as supplied by SANParks.</p>
	<p><b>Copyright and Intellectual Property</b></p> <p>All background intellectual property (existing prior to this contract) invests in and remains the sole property of the contributing party to this contract and/or the contracted discloses the same to SANParks at the commencement of this contract.</p> <p>The contracted supplier grants SANParks a fully paid up, irrevocable, non-exclusive, and transferable licence to use its background intellectual property including the right to sub-licence to third parties in perpetuity and to the extent that SANParks requires for the exploitation of the contract intellectual property and to enable SANParks to obtain the full benefit of the contract intellectual property.</p> <p>The parties agree that all right, title, and interest in the contract intellectual property rightly invests in SANParks and to give effect to the foregoing:</p> <ul style="list-style-type: none"> <li>(a) The contracted supplier hereby assigns all rights, titles, and interests in and to the contract intellectual property that it may own to SANParks and SANParks hereby accepts such assignment, and</li> <li>(b) The contracted supplier undertakes to assign in writing to SANParks all contract intellectual property and which may invest in the contracted supplier.</li> </ul> <p>The contracted supplier shall keep the contract intellectual property confidential and shall fulfil its confidentiality obligations as set out in this document.</p>

	<p>The contracted supplier shall assist SANParks in obtaining statutory protection for the contract intellectual property at the expense of SANParks wherever SANParks may choose to obtain such protection. The contracted party shall procure where necessary the signatures of its personnel for the assignment of the contract intellectual property to SANParks, or as SANParks may direct, and to support SANParks, or its nominee, in the prosecution and enforcement thereof in any country in the world.</p> <p>The contracted supplier hereby irrevocably appoints SANParks to be its true and lawful agent in its own name, to do such acts, deeds, and things and to execute deeds, documents, and forms that SANParks, in its absolute discretion, requires in order to give effect to the terms of this clause.</p> <p>The rights and obligations set out in this clause shall service termination of this contract indefinitely.</p>
	<p><b>Confidentiality</b></p> <p>The recipient of confidential information shall be careful and diligent as not to cause any unauthorised disclosure or use of the confidential information, in particular, during its involvement with SANParks and after termination of its involvement with SANParks, the recipient shall not:</p> <ul style="list-style-type: none"> <li>(a) Disclose the confidential information, directly or indirectly, to any person or entity, without SANParks' prior written consent.</li> <li>(b) Use, exploit or in any other manner whatsoever apply the confidential information for any other purpose whatsoever, other than for the execution of the contract and the delivery of the deliverables or</li> <li>(c) Copy, reproduce, or otherwise publish confidentiality information except as strictly required for the execution of the contract.</li> </ul> <p>The recipient shall ensure that any employees, agents, directors, contractors, service providers, and associates which may gain access to the confidential information are bound by agreement with the recipient both during the term of their associations with the recipient and after termination of their respective associations with the recipient, not to</p> <ul style="list-style-type: none"> <li>(a) Disclose the confidential information to any third party, or</li> <li>(b) Use the confidential information otherwise than as may be strictly necessary for the execution of the contract,</li> </ul> <p>The recipient shall take all such steps as may be reasonably necessary to prevent the confidential information from falling into the hands of any unauthorised third party.</p> <p>The undertakings set out in this clause shall not apply to confidential information, which the recipient is able to prove:</p>

- (a) Was independently developed by the recipient prior to its involvement with SANParks or in the possession of the recipient prior to its involvement with SANParks;
- (b) Is now or hereafter comes into the public domain other than by breach of this contract by the recipient;
- (c) Was lawfully received by the recipient from a third party acting in good faith having a right of further disclosure and who do not derive the same directly or indirectly from SANParks, or
- (d) Is required by law to be disclosed by the recipient, but only to the extent of such order and the recipient shall inform SANParks of such requirement prior to any disclosure.

The recipient shall within one (1) month of receipt of a written request from SANParks to do so, return to SANParks all material embodiments, whether in documentary or electronic form, of the confidential information including but not limited to:

- (a) All written disclosures received from SANParks;
- (b) All written transcripts of confidential information disclosed verbally by the SANParks; and
- (c) All material embodiments of the contract intellectual property.

The recipient acknowledges that the confidential information made available solely for the execution of the contract and for no other purpose whatsoever and that the confidential information would not have been made available to the recipient, but for the obligations of confidentiality agreed to herein.

Except as expressly herein provided, this contract shall not be construed as granting or confirming, either expressly or impliedly any rights, licences or relationships by furnishing of confidential information by either party pursuant to this contract.

## PREFERENCE POINTS CLAIMED (SBD 6.1)

### PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS, AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.**

<p><b>1. GENERAL CONDITIONS</b></p> <p>1.1. The following preference point systems are applicable to all bids:</p> <p>1.1.1. the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included); and</p> <p>1.2.</p> <p>1.2.1. The value of this bid is estimated to <b>exceed</b> R50 000 000 (all applicable taxes included) and therefore the <b>90/10</b> preference point system shall be applicable.</p>	
<p>1.3. Points for this bid shall be awarded for:</p> <p>1.3.1. Price; and</p> <p>1.3.2. B-BBEE Status Level of Contributor.</p> <p>1.4. The maximum points for this bid are allocated as follows:</p>	

	<b>POINTS</b>
<b>PRICE</b>	<b>90</b>
<b>B-BBEE STATUS LEVEL OF CONTRIBUTION</b>	<b>10</b>
<b>Total points for Price and B-BBEE must not exceed</b>	<b>100</b>
<p>1.5. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.</p> <p>1.6. SANParks reserves the right to require either of a bidder, before a bid is adjudicated or at any time subsequently, to substantiate any claim concerning preferences, in any manner required by SANParks.</p> <p><b>2. DEFINITIONS</b></p> <p>2.1. <b>“B-BBEE”</b> means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;</p> <p>2.2. <b>“B-BBEE status level of contributor”</b> means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;</p> <p>2.3. <b>“bid”</b> means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;</p> <p>2.4. <b>“Broad-Based Black Economic Empowerment Act”</b> means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);</p>	

- 2.5. “**EME**” means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- 2.6. “**Functionality**” means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- 2.7. “**prices**” includes all applicable taxes less all unconditional discounts;
- 2.8. “**proof of B-BBEE status level of contributor**” means:
- 2.8.1. B-BBEE Status level certificate issued by an authorized body or person;
- 2.8.2. A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
- 2.8.3. Any other requirement prescribed in terms of the B-BBEE Act;
- 2.9. “**QSE**” means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- 2.10. “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

### 3. POINTS AWARDED FOR PRICE

#### 3.1. THE 90/10 PREFERENCE POINT SYSTEMS

A maximum of 90 points is allocated for price on the following basis:

90/10

$$P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right), \text{ Where}$$

$P_s$  = Points scored for price of bid under consideration

$P_t$  = Price of bid under consideration

$P_{\min}$  = Price of lowest acceptable bid

**4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR**

4.1. In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	6
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

**5. BID DECLARATION**

5.1. Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

**6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1**

6.1. B-BBEE Status Level of Contributor:= .....(maximum of 10 points)

(Points claimed in respect of paragraph 6.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

**7. SUB-CONTRACTING**

7.1. Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1. If yes, indicate:

7.1.1.1. What percentage of the contract will be subcontracted.....%

7.1.1.2. The name of the sub-

contractor.....  
 7.1.1.3. The B-BBEE status level of the sub-contractor.....

7.1.1.4. Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES		NO	
-----	--	----	--

7.1.1.5. Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

<b>Designated Group: An EME or QSE which is at last 51% owned by:</b>	<b>EME</b> √	<b>QSE</b> √
<b>Black people</b>		
<b>Black people who are youth</b>		
<b>Black people who are women</b>		
<b>Black people with disabilities</b>		
<b>Black people living in rural or underdeveloped areas or townships</b>		
<b>Cooperative owned by black people</b>		
<b>Black people who are military veterans</b>		
<b>OR</b>		
<b>Any EME</b>		
<b>Any QSE</b>		

**8. DECLARATION WITH REGARD TO COMPANY/FIRM**

8.1. Name of company/firm:

.....

8.2. VAT registration number:

.....

8.3. Company registration number:.....

8.4. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

8.5. DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....  
 .....  
 .....  
 .....  
 .....

8.6. COMPANY CLASSIFICATION

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7. Total number of years the company/firm has been in business:

.....

8.8. I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBEE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- 8.8.1. The information furnished is true and correct;
- 8.8.2. The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- 8.8.3. In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- 8.8.4. If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
  - 8.8.4.1. disqualify the person from the bidding process;
  - 8.8.4.2. recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
  - 8.8.4.3. cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - 8.8.4.4. recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the Audi alteram partem (hear the other side) rule has been applied; and
  - 8.8.4.5. Forward the matter for criminal prosecution.

WITNESSES

1. ....

2. ....

.....

SIGNATURE(S) OF BIDDERS(S)

<b>SBD 9: CERTIFICATE OF INDEPENDENT BID DETERMINATION</b>	
	<p>I, the undersigned, in submitting this Bid in response to the invitation for the Bid made by SANParks, do hereby make the following statements that I certify to be true and complete in every respect:</p>
	<p>I have read and I understand the contents of this Certificate;</p>
	<p>I understand that the Bid will be disqualified if this Certificate is found not to be true and complete in every respect;</p>
	<p>I am authorised by the Bidder to sign this Certificate, and to submit the Bid, on behalf of the Bidder;</p>
	<p>Each person whose signature appears on the Bid has been authorised by the Bidder to determine the terms of, and to sign, the Bid on behalf of the Bidder;</p>
	<p>For the purposes of this Certificate and the accompanying Bid, I understand that the word “competitor” shall include any individual or organisation, other than the Bidder, whether or not affiliated with the Bidder, who:</p> <ul style="list-style-type: none"> <li>a) Has been requested to submit a Bid in response to this Bid invitation;</li> <li>b) Could potentially submit a Bid in response to this Bid invitation, based on their qualifications, abilities or experience; and</li> <li>c) Provides the same goods and services as the Bidder and/or is in the same line of business as the Bidder</li> </ul>
	<p>The Bidder has arrived at the accompanying Bid independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium (meaning an association of persons for combining their expertise, property, capital, efforts, skill, and knowledge in an activity for the execution of the bid) will not be construed as collusive bidding.</p>
	<p>In particular, without limiting the generality of paragraphs above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:</p> <ul style="list-style-type: none"> <li>a) Prices;</li> </ul>

- b) Geographical area where product or service will be rendered (market allocation);
- c) Methods, factors or formulas used to calculate prices;
- d) The intention or decision to submit or not to submit, a Bid;
- e) The submission of a Bid which does not meet the specifications and conditions of the Bid; or
- f) Bidding with the intention not to win the Bid.

In addition, there have been no consultations, communications, agreements, or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this Bid invitation relates.

The terms of this Bid have not been, and will not be, disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official Bid opening or of the awarding the bid or to the signing of the contract.

I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to Bids and contracts, Bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of Section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation

## SBD 8 - DECLARATION OF BIDDER'S PAST SCM PRACTICES

<p>Is the Bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? If Yes, furnish particulars as an attached schedule:</p>	<p>YES / NO</p>
<p>Is the Bidder or any of its directors listed on the Register for Tender Defaulters in terms of Section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? If Yes, furnish particulars as an attached schedule:</p>	<p>YES / NO</p>
<p>Was the Bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years? If Yes, furnish particulars as an attached schedule:</p>	<p>YES / NO</p>
<p>Was any contract between the Bidder and any SANParks terminated during the past five years because of failure to perform on or comply with the contract? If Yes, furnish particulars as an attached schedule:</p>	<p>YES / NO</p>
<p>The Database of Restricted Suppliers and Register for Tender Defaulters resides on the National Treasury's website (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) and can be accessed by clicking on its link at the bottom of the home page.</p>	



2.6 VAT Registration Number:  
.....

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

<sup>1</sup>“State” means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

<sup>2</sup>“Shareholder” means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder **YES / NO**  
presently employed by the state?

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:  
.....

Name of state institution at which you or the person

connected to the bidder is employed :

.....

Position occupied in the state institution:

.....

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain **YES / NO**  
the appropriate authority to undertake remunerative  
work outside employment in the public sector?

2.7.2.1 If yes, did you attached proof of such authority to the bid **YES**  
**/ NO**  
document?

(Note: Failure to submit proof of such authority, where  
applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....

.....

.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:

.....  
.....  
.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

2.9.1 If so, furnish particulars.

.....  
.....  
.....

Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication **YES/NO**

of this bid?

1. If so, furnish particulars.

.....  
.....  
.....

Do you or any of the directors / trustees / shareholders / members **YES/NO**  
of the company have any interest in any other related companies  
whether or not they are bidding for this contract?

1. If so, furnish particulars:

.....  
.....  
.....

**FULL DETAILS OF DIRECTORS / TRUSTEES / MEMBERS / SHAREHOLDERS.**

Full Name	Identity Number	Personal Tax Reference Number	State Number / Employee Persal Number


**4 DECLARATION**

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of bidder

## BID SUBMISSION CERTIFICATE FORM

	I hereby undertake to supply all or any of the goods, works, and services described in this procurement invitation to SANParks in accordance with the requirements and specifications stipulated in this Bid Invitation document at the price/s quoted.	
	My offer remains binding upon me and open for acceptance by SANParks during the validity period indicated and calculated from the closing time of Bid Invitation.	
	The following documents are deemed to form and be read and construed as part of this offer / bid even where integrated in this document:	
	Invitation to Bid (SBD 1)	Specification(s) set out in this Bid Invitation inclusive of any annexures thereto
	Bidder's responses to this invitation as attached to this document	Pricing Schedule(s) (SBD3) including detailed schedules attached
		CSD / Tax clearance letter where applicable
	Declaration of Interest (SBD4);	Independent Price Determination (SBD 9)
	Preference (SBD 6.1) claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2017 (SBD6.1) and supported by a valid BBBEE certificate that has been certified as either copy or original.	
	Declaration of Bidder's past SCM practice (SBD 8)	General Conditions of Contract and special/additional conditions of contract as set out in this document
	NIPP Obligations (SBD 5) where applicable	Local Content and Local Manufacturing Certification (SBD 6.2) in accordance with the SABS standard
	I confirm that I have satisfied myself as to the correctness and validity of my offer / bid in response to this Bid Invitation; that the price(s) and rate(s) quoted cover all the goods, works and services specified in the Bid Invitation; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.	
	I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me in terms of this Bid Invitation as the principal liable for the due fulfilment of the subsequent contract if awarded to me.	
	I declare that I have had no participation in any collusive practices with any Bidder or any other person regarding this or any other Bid.	

	I certify that the information furnished in these declarations (SBD4, SBD6.1, SBD 6.2 where applicable, SBD5 where applicable, SBD8, SBD9) is correct and I accept that SANParks may reject the Bid or act against me should these declarations prove to be false.
	I confirm that I am duly authorised to sign this offer/ bid response.
NAME (PRINT)	
CAPACITY	
SIGNATURE	
Witness 1	
NAME	
SIGNATURE	
Witness 2	
NAME	
SIGNATURE	
DATE	

**ANNEXURE A:  
SUMMARY OF TECHNOLOGY STATUS RELATING TO EXISTING RETAIL AND FOOD & BEVERAGE OPERATIONS  
THAT ARE MANAGED BY SANPARKS.**

Summary of technology status relating to existing Retail and Food & Beverage operations that are managed by SANParks					
Park	Location	Functional area	Name of current solution	Current System and/ or requirement	Expiry
Addo Elephant	<b><i>Addo Main Camp</i></b>	Filling station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
Augrabies Falls	<b><i>Main Camp</i></b>	Filling station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational

Golden Gate Highlands	<b>Golden Gate Hotel</b>	Bars X 3	InfoGenesis (POS) & checkEAM (Stock)	One POS for three bars (Masutsa, Brandwag & Mabaleng) and 1 roaming POS for outside event at remote locations which will otherwise serve as second terminal at main bar. Also required, ability to create recipes with related costing, biometric sign on, stock control, thermal barcode printer, slip printer, office printer, UPS, handheld scanners, mobile scanner for stocktaking, integrate to PMS and server	Support contract with HISA expires 30 April 2021
		Restaurants X 2	InfoGenesis (POS) & checkEAM (Stock)	One POS for each of two restaurants (Masutsa & Brandwag), one with two and one with one terminals, ability to create recipes with related costing, biometric sign on, stock control, thermal barcode printer, slip printer, office printer, UPS, handheld scanners, mobile scanner for stocktaking, ability to distribute stock internally, integrate to PMS and server	Support contract with HISA expires 30 April 2021
		Curio Shop	InfoGenesis (POS) & checkEAM (Stock)	One POS with two terminals, biometric sign on, stock- control, thermal barcode printer, slip printer, office printer, UPS, handheld scanner, mobile scanner for stocktaking, ability to distribute stock internally, integrate to PMS and server	Support contract with HISA expires 30 April 2021
	<b>Glen Reenen</b>	Filling station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational

		Shop	Odessey	One POS with two terminals, biometric sign on, thermal barcode printer, stock control, slip printer, office printer, UPS, handheld scanner, mobile scanner for stocktaking, ability to distribute stock internally, integrate to PMS and server	
		Dinosaur Centre	Not yet operational	Still to be developed. Will require a POS for retail and coffee shop. Specifications to be finalised in due course	
	<b>Gladstone</b>	Staff Shop	Odessey	One POS with two terminals, biometric sign on, stock control, thermal barcode printer, slip printer, office printer, UPS, handheld scanner, mobile scanner for stocktaking, integrate to PMS and server	
Kgalagadi	<b>Mata Mata</b>	Shop	IQ Retail	One POS with two terminals, biometric sign on, stock control, thermal barcode printer, slip printer, office printer, UPS, handheld scanner, mobile scanner for stocktaking, integrate to PMS and server	Software and Service level agreement expires early 2021
		Filling station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational

	<b>Nossob</b>	Shop	IQ Retail	One POS with two terminals, biometric sign on, thermal barcode printer, stock control, slip printer, office printer, UPS, handheld scanner, mobile scanner for stocktaking, integrate to PMS and server	Software and Service level agreement expires early 2021
		Filling station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
	<b>Twee Rivieren</b>	Shop	IQ Retail	One POS with three terminals, biometric sign on, stock control, thermal barcode printer, slip printer, office printer, UPS, handheld scanner, mobile scanner for stocktaking, integrate to PMS, ability to distribute stock internally, additional terminal to be able to distribute to other Kgalagadi outlets and server.	Software and Service level agreement expires early 2021
		Restaurant	IQ Retail	One POS with two terminals, stock control, ability to create recipes with related costing, biometric sign on, thermal barcode printer, slip printer, office printer, UPS, handheld scanners, mobile scanner for stocktaking and server	Software and Service level agreement expires early 2021
		Filling station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational

Kruger	<b><i>Punda Maria</i></b>	Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
	<b><i>Shingwedzi</i></b>	Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
	<b><i>Mopani</i></b>	Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
	<b><i>Letaba</i></b>	Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
	<b><i>Olifants</i></b>	Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational

	<b>Orpen</b>	Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
	<b>Satara</b>	Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
	<b>Lower Sabie</b>	Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
	<b>Crocodile Bridge</b>	Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
	<b>Berg-en-Dal</b>	Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational

	<b>Pretoriuskop</b>	Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
	<b>Skukuza</b>	Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
		Albassini Staff Shop		One POS with two terminals, biometric sign on, stock control, thermal barcode printer, slip printer, office printer, UPS, handheld scanner, mobile scanner for stocktaking, ability to distribute stock internally, integrate to PMS and server	
Mapungubwe	<b>Confluence, Interpretive Centre &amp; Reception</b>	Shop X 3		One POS with one terminal for each of the three shop, biometric sign on, stock control, thermal barcode printer, slip printer, office printer, UPS, handheld scanner, mobile scanner for stocktaking, ability to distribute stock internally, integrate to PMS and server	
	<b>Interpretive Centre</b>	Restaurant		One POS with two terminals, stock control, ability to create recipes with related costing, biometric sign on, thermal barcode printer, slip printer, office printer, UPS, handheld scanners, mobile scanner for stocktaking and server	

		Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational
Mountain Zebra	<b>Main Camp</b>	Shop	Pilot Lite	One POS with one terminal, stock control, biometric sign on, thermal barcode printer, slip printer, office printer, UPS, handheld scanner, mobile scanner for stocktaking, ability to distribute stock internally, integrate to PMS and server	
		Restaurant	Pilot Lite	One POS with two terminals, ability to create recipes with related costing, stock control, biometric sign on, thermal barcode printer, slip printer, office printer, UPS, handheld scanners, mobile scanner for stocktaking, integrate to PMS and server	
		Filling Station	Roomseeker	Current stock control of sales via Roomseeker to Great Plains. New system would need to provide at least the current Roomseeker functionality regarding daily fuel sales data.	Once new system is operational