



HEAD OFFICE
643 Leyds Street, Muckleneuk, Pretoria
P O Box 787, Pretoria, 0001
Tel: +27 12 426 5280 Fax: +27 86 242 3835

**REQUEST FOR PROPOSALS ISSUED BY SOUTH AFRICAN NATIONAL
PARKS IN RESPECT OF THE SANPARKS LICENSED SALES AGENTS**

- QUESTIONS AND ANSWERS DOCUMENT-

Question 1 Please outline what the capital requirements are for.

Answer 1 The capital required will depend on the model implemented i.e. a face-to-face walk in reservation center will require desks and chairs which will not be required by an on-line center. However, as a minimum, hardware that are able to access SANParks' systems (as outlined in the RFP document) will be required per user.

Question 2 When will the reservation system open for the SANParks Licensed Sales Agents?

Answer 2 The reservation system will open the same time that the systems open for SANParks' booking agents, i.e. 11 months in advance.

Question 3 Will the SANParks Licensed Sales Agents be allowed to handle travel trade bookings?

Answer 3 No, the travel trade has a separate booking channel that should be used and it will be expected from the SANParks Licensed Sales Agents to refer the travel trade to this established channel. Commissions will only be paid to the travel trade or the SANParks Licensed Sales Agents, not both.

Question 4 Namaqua is very popular during flower season but not during the rest of the year. How will commissions on this be handled?

Answer 4 SANParks may determine low, medium and high occupancy parks / camps per season and commissions be paid accordingly.

Question 5 Will commission be payable for day visitor bookings?

Answer 5 Yes, 10% commission will be payable on day visitor fees.

Question 6 Can non-visitors be booked on activities especially where activity bookings can only be done at the gates?

Answer 6 All activities should be booked from the SANParks reservation system. Where this is not happening, this should be corrected.

Question 7 Will commissions be payable on pensioners bookings made during pensioner discount periods?

Answer 7 No, commissions will not be payable on discounted reservations – either seasonal discount, a once-off discount or a senior citizen discount. Furthermore, SANParks Licensed Sales Agents shall not be entitled to any payment or consideration in respect of amendments to reservations that were not initiated by the SANParks Licensed Sales Agent nor shall the SANParks Licensed Sales Agent be paid a handling fee in respect of reservations processed and payments received by the SANParks Licensed Sales Agent where the relevant reservations were not initiated by the SANParks Licensed Sales Agent.

Question 8 How many outlets can the winning bidders open under one license and can additional outlets be opened should a need arise?

Answer 8 SANParks will allow one (1) outlet only per appointed operator and no additional outlets will be allowed to be opened during the contract period. Before operation commencement, the successful bidder will be required to communicate the address where the operation will happen from.

Question 9 Will physical offices get higher commission percentages than on-line offices, as their overheads are higher?

Answer 9 No, the commission percentages as per the RFP will apply irrespective of the model implemented.