



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

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**REQUEST FOR PROPOSALS ISSUED BY SOUTH AFRICAN NATIONAL  
PARKS IN RESPECT OF THE OPERATION OF RESTAURANT AND RETAIL  
FACILITIES IN THE KAROO AND MOUNTAIN ZEBRA NATIONAL PARKS**

**- QUESTIONS AND ANSWERS DOCUMENT-**

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Question 1 Kindly assist us with a staff organogram

*Answer 1 Please refer to the following:*

*Mountain Zebra restaurant and retail – please refer to Mountain Zebra  
Restaurant and Retail - Employee CTC.xls*

*Karoo restaurant and retail – please refer to Karoo Restaurant and Retail  
- Employee CTC.xls*

Question 2 Kindly assist us with clarity on how the provident fund/retirement annuity  
or pension fund will be handled when transitioning from the current  
employer to the new company.

*Answer 2 During handover the most practical and beneficial methods will be  
discussed and agreed. In the past with handovers there have been  
instances where the provident/retirement annuities transferred to a new*

*fund but there have also been instances where the new operator chooses to let the staff stay with the current fund. In summary, the best and most practical method will be agreed and implemented.*

Question 3 Kindly assist us with the area included as part of this tender

Answer 3 *Please see below:*

- **Mountain Zebra restaurant and retail:**

*Please refer to "Floor plan-Mountain Zebra.pdf"*

- **Karoo restaurant and retail:**

**Karoo Restaurant:**

*The restaurant facilities consist of the kitchen (9.4m x 13m) and the restaurant (9.6m x 12m). There is also the courtyard where special preparations as spitbraai's etc. can be conducted. There is a Liquor store (2.7m x 3.6m) and a stoep (15.8m x 8m) adjacent to the restaurant. The stoep can be used for extra picnic tables especially during summer months. There is a Walk-in fridge (5m x 5m) as well as a walk-in Freezer (5m x 3.5m). The kitchen has several work stations as well as a bay marine, convection oven, scullery machine, slicer, microwave and mixer. The kitchen area has a dry storeroom (5m x 5.2m).*

*Usage of the lounge (8.5m x 7m) will be shared between Karoo National Park and the operator.*

**Karoo Retail:**

*The shop facilities consist of a shop (17.3m x 6m), a store room (4.9m x 3.5m), walk-in fridge as well as a small office on top of the shop area.*

Question 4 Who holds the liquor license for the restaurants? Is it the owners or San

Parks?

*Answer 4 At Karoo, the owner and in the past we have not had issues to transfer this where a new operator is appointed. Cost to this need to be agreed between the new and previous operator.*

*At Mountain Zebra, SANParks, but similar to the above, this could be transferred.*

Question 5 Please can you advise what the minimum score is for the BBBEE commitment going forward in order to meet the functionality hurdle. I cannot seem to find this in the document? There is a table which says that the BBBEE plan equates to 20% of the total functionality assessment – one needs to score 75% for the overall functionality and cannot score less than 50% for any individual section – how does this translate as far as the BEE section goes? This section has a scorecard out of 111 points – does this meant that if we score 50% of the 111 points we get 50% for this section etc?

*Answer 5 SANParks requires at least a level 4 score to proceed to the next stage.*

*In terms of scoring the following is therefore required:*

*A score greater or equal to 80 but less than 90 points.*

Question 6 Please provide the turnover information.

Turnovers	2017/2018	2018/2019	2022/2023	2023/2024
Karoo restaurant and retail	R 5.4 m	R 4.7 m	R 5.1 m	R 5.6 m
MZ restaurant and retail			R 2.8 m	R 3.2 m

*Answer 6*

Question 7 Should the SPV be created for bidding purposes

*Answer 7 No, it will be expected that the SPV is legally constituted prior to the signature of the PPP Agreement. Only an undertaking needs to be given that the SPV will be constituted if declared the preferred bidder.*

Question 8 Status of a generator (whether part of the lease or operator-provided)

*Answer 8 Th RFP clearly outlines that the Private Party will be responsible for back-up power. Even though all camps have generators, SANParks cannot guarantee that these will always be operational.*

Question 9 Can you please confirm in writing that we would be able to pay bid bonds directly into SANParks account instead of getting the bank approved ones?

*Answer 9 Yes, you may. Pleas refer to "Bid bond banking details SANParks.pdf" for banking details. Please also indicate what bid this is for as part of the reference.*

Question 10 When will the breakfast rate be included in Mountain Zebra and what will the rates be?

*Answer 10 SANParks is aiming to have this included from Nov 2025. However, there might be a delay depending on the approval process of the tariff to be included but will definitely not be later than Nov 2026.*

*The rates in Nov 2024 terms are:*

- Per adult: R130*
- Per child: R 102 (12 years and below)*

*The rate will escalate every year in Nov by CPI.*