SANPARKS SIX KNP LODGE CONCESSIONS

GUIDELINES FOR THE SUBMISSION OF ELECTRONIC BIDS

The Guidelines for the Submission of Electronic Bids has been produced by South African National Parks (**"SANParks"**), in connection with the tourism public private partnership (**"PPP"**) opportunity available for the Mitomeni, Mluwati, Lwakahle, Jakkalsbessie, Mutlumuvi and Mpanamana Concession Areas.

23 October 2026

1. **Purpose of electronic submission**

1.1 This notice and guidelines for electronic submissions have been prepared pursuant to the requirement for a Bidder to submit one (1) electronic copy of Envelope 1 (Technical Proposal as contemplated in paragraph 13.3 for the Request for Proposal (**"RFP"**) for the aforementioned PPP opportunities.

1.2 The electronic submission is required to facilitate the administrative processing and evaluation of bids and replaces the requirement to provide the electronic version on a USB device.

1.3 The electronic submission does not replace the requirement to submit the prescribed physical bid, particularly the requirement for bidders to ensure that the electronic submission is an identical copy of the physical bid submission and follows the format, packaging and sequence of the physical bid submission.

1.4 In the event a Bidder fails to adhere to the requirements stipulated above, SANParks reserves the right evaluate the Bidder on the basis of the information available to it and not to request the Bidder to supplement its bid submission.

2. **Request for Link/Contact Person**

2.1 Bidders must request a link from Jabulile Galane by email on jabulile.galane@sanparks.org. A Bidder will only receive one (1) link regardless of whether they are making a submission for more than one (1) PPP Opportunity.

2.2 The request for a link must be requested as from 09h00 on Monday 26 October 2026.

2.3 The details (correct name and email address) of the Bidder's authorised representative nominated for signing of the bid must be utilised for purposes of registration for an electronic submission link and must be clearly stipulated/provided in the email request to Jabulile Galane. SANParks will use these details to associate the uploaded files with the Bidder's submission and to issue a receipt confirmation.

2.4 Where the submission is uploaded by someone other than the nominated contact, the folder name and accompanying notification could make the bidder's identity unambiguous.

2.5 SANParks takes no liability for a Bidder's failure to strictly follow the above rules.

3. Electronic submission method

3.1 SANParks will provide bidders with a secure electronic "Request Files" link.

3.2 The electronic submission link permits upload only. It does not provide Bidders with access to the underlying repository.

3.3 For avoidance of doubt, the link provides a Bidder access only to its folder. No bidder will be able to view, download, amend or delete the documents submitted by another bidder.

4. Multiple bids submission

4.1 A bidder submitting bids for more than one (1) PPP concession opportunity must prepare and upload a separate complete electronic submission package (Folder) for each concession opportunity, clearly labelled and marked [PPP Opportunity name] and [Registered bidder name]. The name must correspond to the legal entity or lead member identified in the physical bid. Where the bid is submitted by a consortium or joint venture, the name of the consortium, joint venture or designated lead member must be used consistently.

4.2 Bidders must not combine submissions for different PPP opportunities in one electronic folder. A Bidder making a submission for three (3) PPP opportunities must upload three (3) separately named electronic submissions following the naming convention specified in paragraph 4.1. For example, when SANParks opens the link allocated to each Bidder, it must be able to identify both the registered name of Bidder, the number of PPP opportunities a Bidder is responding to and the name of the PPP opportunity(s) the Bidder is responding to without opening multiple folders/files.

5. Submission folder and File Upload Requirements

5.1 The following document formats are permitted: PDF, XLSX, DOCX and other formats expressly required in the RFP.

5.2 A Bidder is responsible for ensuring that files are in native file format, readable, are not password-protected unless specifically requested, and can be opened using generally available software.

5.3 Treatment of corrupted or unreadable files – it is the responsibility of the Bidder to ensure that all files can be opened and are not corrupted before uploading the folder to the link.

5.4 For each PPP opportunity, a Bidder must assemble all required electronic documents into a single clearly identified submission package before starting the upload.

5.5 Bidders must align their folders, sub-folders and file titles with the exact returnable schedules and evaluation headings in each issued RFP and with the original hard (physical) copy. Bidders are advised to do this remotely prior to uploading on the link as the access rights are limited and do not allow bidders to edit or delete documents.

6. Submission Verification

6.1 After uploading, the bidder must retain the system generated confirmation for each electronic submission.

6.2 SANParks will issue an acknowledgement of receipt to the bidder's nominated contact person based on the information visible in the receiving repository.

6.3 An acknowledgement of receipt confirms that a Bidder's electronic submission has been received. It does not confirm that the electronic submission is complete, compliant, readable or correctly compiled.

7. Submission window

7.1 The access link for electronic submissions will be open from 09h00 on Monday 2 November 2026 to 12h00 on Friday 13 November 2026, South African Standard Time.

7.2 Bidders are strongly encouraged to upload their electronic submissions well before the closing deadline to avoid traffic and system delays. Large files may require considerable time to upload.

7.3 Commencing an upload before the deadline does not, by itself, constitute successful receipt. Only a system generated confirmation of submission and receipt of a Bidder's electronic submission facility before the stated closing time suffices.

7.4 At the stated closing time, a Bidder will no longer have access to the link and no further electronic submissions or replacements will be permitted.

8. Bidder responsibility for completeness

8.1 The bidder bears sole responsibility for:

8.1.1 identifying the correct PPP opportunity;

8.1.2 compiling a separate submission package (folder) for that PPP opportunity;

8.1.3 including all required documents;

8.1.4 ensuring that all documents are complete and readable;

8.1.5 naming the package correctly;

8.1.6 allowing sufficient time for upload;

8.1.7 verifying that the electronic upload process displays a successful completion message; and

8.1.8 retaining available evidence of the upload.

9. Technical difficulties

9.1 Bidders are responsible for their internet access, computer equipment, package preparation and timely upload. Any technical issue must be reported immediately through the communication channel specified by SANParks, together with available evidence of the attempted upload and error encountered.

9.2 Bidders experiencing technical difficulties must immediately notify Jabulile Galane on jabulile.galane@sanparks.org.

9.3 Reporting a technical problem that is not as a result of failure of SANParks' system, will not grant a Bidder an extension of time or acceptance of a late submission.

9.4 It is the Bidder's responsibility to allow for sufficient time for document uploads before the closing deadline. Problems associated with the bidder's own computer equipment, network connectivity or internet service do not automatically constitute grounds for accepting a late bid.

9.5 The Bidder must retain evidence demonstrating:

9.5.1 the date and time the submission was attempted;

9.5.2 the error or technical problem encountered; and

9.5.3 the documents that the Bidder was attempting to submit.

10. Duplicate and Replacement Submissions

10.1.1 If a Bidder uploads a replacement electronic submission before the closing time, the replacement package must be clearly marked:

10.1.2 FINAL REPLACEMENT – [PPP Opportunity [x] – Concession Name] – [Registered Bidder name]

10.1.3 The Bidder must immediately notify the SANParks Tender Administrator, Jabulile Galane on jabulile.galance@sanparks.co.za that the later electronic submission is intended to replace the earlier electronic submission.

10.1.4 No replacement uploaded after the closing time will be considered.

10.1.5 The latest electronic submission received before closing supersedes earlier versions.

11. No Electronic Submission of "Envelope 2"

11.1 Bidders must not create or submit a separate electronic "Envelope 2".