

Terms of Reference for Gate and Online Ticketing, Revenue Collection and Entrance Management

**Kirstenbosch
National Botanical Garden,
Newlands, Cape Town**

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1. BACKGROUND

The South African National Biodiversity Institute (SANBI) requires a Service Provider to provide gate and online ticketing, revenue collection and entrance management at three entrance gates, 365 days a year, at Kirstenbosch National Botanical Garden. The service includes the sale of tickets for garden entry and for a minimum of 21 concerts a year.

Kirstenbosch receives in excess of 1 100 000 visitors a year. This includes 310 000 international tourists and 110 000 concert patrons.

Currently 95% of garden entry tickets are sold at the entrance gates and 90% of concert tickets are sold online.

2. INVITATION TO TENDER

Tenders are hereby invited for the provision of gate and online ticketing, revenue collection and entrance management services to the Kirstenbosch National Botanical Garden. The tender process will be co-ordinated by the SANBI's Supply Chain Management (SCM) section at the following address:

SCM Manager
South African National Biodiversity Institute (SANBI)
Private Bag X101, Silverton, 0184

3. BRIEFING SESSION

This is compulsory and will be conducted as follows:

Date: 15 March 2018 Time: 12:00

Venue: Videorama, Visitors Centre, Gate 1, Kirstenbosch National Botanical Garden, Rhodes Drive, Newlands, Cape Town, Western Cape.

4. GENERAL TERMS

All documents submitted in response to this Terms of Reference (ToR) must be written in English. All tenders will be valid for a period of three months calculated from the closing date of this tender.

Service Providers shall not assume that information and/or documents supplied to the Kirstenbosch National Botanical Garden/SANBI at any time prior to this ToR, are still available or that it will be considered, and shall not make any reference to such information and/or documentation in its response to the ToR.

Any enquiries in connection with this ToR shall be submitted in writing to Ms. Molatelo Matlala at the following e-mail address: m.matlala2@sanbi.org.za, or Tel: 012 843 5235 referring your request to:

‘Tender number: SANBI: G290/2018 The Provision of gate and online ticketing, revenue collection and entrance management services for the Kirstenbosch National Botanical Garden’ as the subject.

For any technical information contact: **Mr Philip Le Roux**, Curator: Kirstenbosch National Botanical Garden, at Tel: **021 799 8899** or at the following e-mail address: p.leroux@sanbi.org.za

The appointment as a successful Service Provider shall be subject to all parties agreeing to mutually acceptable contractual terms and conditions. In the event of all parties failing to reach an agreement within 30 days from the appointment date, the SANBI reserves the right and shall be entitled to appoint the second highest bidder, or to re-advertise should that Service Provider not be acceptable.

5. REQUIREMENTS

Each tender document must include the following:

- a) A current copy of the **Central Suppliers Database (CSD) registration report** or **registration number**.
- b) A certified copy of **Liability Insurance Cover** for the company and the amount available per claim.
- c) A valid copy of the **Unemployment Insurance Fund (UIF) letter of Compliance** issued by the Department of Labour.
- d) **Letter of good standing** from the office of the **Compensation Commissioner** and **registration certificate as required through the Compensation for Occupational Injuries and Diseases Act (COIDA)**. The letter should be **issued** by the Department of Labour.
- e) **Fee/cost structure as specified in Annexure B** to be submitted with “original” tender document only; refer to section 18.

Please make use of the attached check list to ensure that all documentation has been supplied. **Failure to submit the required documentation will lead to disqualification.**

Each tender document should also include the following:

- a) A copy of the latest **Audited Financial Statement**.
- b) **Company information and profile:** mission statement and policies with an indication of the management, communication and supervision structures. Include a section on approach to managing staff.
- c) **The services the company is capable of providing.**

6. RESPONSIBILITIES OF THE SERVICE PROVIDER

The Service Provider will be required to undertake the following tasks;

- a) Refer to Annexure A; Operational Requirements.
- b) The Service Provider will maintain and replace when required, 11 computerized point of sale systems which include 11 computers, 11 thermal ticket printers, 11 receipt printers, 11 bar code ticket scanners and a main computer.
- c) Supply a ticket sales software package which is compatible with the current SANBI financial accounting system; SAGE 300 ERP.
- d) Order timeously thermal tickets and till receipt rolls.

- e) Supply cash floats for change.
- f) Collect garden and concert entry fees through: cash, electronic funds transfer, speed points, credit card sales and online sales.
- g) Supply cashiers to staff the three garden entry gates.
- h) Update notices at the three entrances as instructed by Garden Management.
- i) Supply a smart cell phone to the supervisor on duty.
- j) Manage guest lists on behalf of the restaurants, schools, etc.
- k) Replenish the Gardens ATM with cash derived from the sale of entry tickets.
- l) Comply with all SANBI cash control and bookkeeping requirements.
- m) Record all forms of free entry including Botanical Society members.
- n) Compile weekly, monthly and annual visitor statistics.
- o) Provide online access to real time records of concert ticket sales.
- p) Ensure that all cash handling operations comply with a strict risk management strategy.

7. RESERVED SANBI RIGHTS

- a) To verify any information supplied in tender documents.
- b) Not to appoint any Service Provider.
- c) To cancel or withdraw this RfT at any time without attracting any penalties or liabilities.
- d) To appoint one or more Service Providers, depending on the outcome, to separately or jointly be responsible for the provision of this service on the campus.
- e) To have the final say in the appointment and this will be binding.
- f) To disqualify a tender or cancel any subsequent contracts should it be found that information disclosed was factually inaccurate and/or that a misrepresentation of facts may have occurred.
- g) To disqualify potential Service Providers who may attempt to bribe or influence any person employed by SANBI during the course of this tender process.

8. CONFIDENTIALITY

Any or all information made available to the Service Provider by the SANBI shall be regarded as confidential and shall not be made available to third parties without the prior written consent of the SANBI.

9. PROPOSAL PREPARATION COSTS

The SANBI shall not be held liable for any cost that has been incurred by the Service Provider in the preparation of the proposal, the obtaining of certificates or any other cost that might be incurred in submitting the proposal.

10. TENDER DOCUMENTATION AVAILABILITY

No tender documents will be issued at the briefing session; bidders are requested to download the tender documents from the website www.sanbi.org.

11. CONTRACT PERIOD

The contract duration is five years (60 months) and is performance-based.

12. PRICING

Based on the specifications outlined in ANNEXURE A, use ANNEXURE B to give a **specific pricing breakdown** for the five (5) year contract. Year 1 to 5 pricing should be firm (refer to section 5). Pricing information should only be included in the “original” copy of the tender document.

13. COMPLIANCE AND REPORTING.

The Service Provider and the SANBI will draw up a Service Level Agreement (SLA) for monitoring and compliance purposes. The SLA will be monitored through compliance meetings which will be held monthly. The Service Provider will also meet the designated SANBI representative as and when it deems necessary.

The Service Provider will supply the SANBI with weekly sales reports. At the end of the month a report showing total income, number of visitors per category will be provided to the SANBI. This will include statistical and graphical analyses of Kirstenbosch visitors per category: adults, senior citizens, students, scholars, children under 6, Botanical Society members.

The Service Provider will also ensure that, at the end of each financial year, detailed reports are provided with statistics, data and graphical analysis.

14. RESPONSIBILITIES OF THE SANBI

- a) Provide, maintain and clean office space and ticket kiosks.
- b) Provide and maintain alarm systems and CCTV security cameras
- c) Provide keys to access the building and safes.
- d) Provide weekend garden duty rosters.
- e) Provide operational procedures & requirements.
- f) Provide and maintain credit card machines.
- g) Provide LAN network points.

15. LANGUAGE PROFICIENCY

All staff must be proficient in English and at least one other official language. Due to the nature of our business, communication is essential and it is therefore required that staff employed by the service provider are able to read, write and communicate effectively in English and cashiers to have at least Grade 12.

16. EVALUATION CRITERIA

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as a Criterion for Evaluation (issued 3 September 2010), this bid will be evaluated in two stages:

1. The first stage will evaluate functionality according to the criteria listed in the table below:

CRITERIA FOR EVALUATING FUNCTIONALITY	WEIGHT
Past Experience: this refers to the experience of the Tenderer to undertake the scope of work involved in this Tender. • The Tenderer is required to provide details of similar previously undertaken work related to gate and online ticketing, revenue collection and entrance management (15). • Description of the scope and scale of three similar current projects, including three traceable references (15)	30
Team Capacity: the Tenderer should demonstrate the capacity of his/her team to carry out the work required in this Tender. • Skills and experience of management team in ticketing, revenue collection and entrance management (20) • Technical support skills in sales system (5)	25
Structure and Capability of the Company: • Existing resources for carrying out the services as required (15) • Approaches to training of staff, support services (5) • Risk management strategy in dealing with money (10) • Number of existing staff in the employ of the company for placement to the site including their responsibilities (5)	35
Technical merit of the proposal: completeness/level of detail provided; organisation of proposal and/or presentation of the proposal.	10
TOTAL	100

Bids that fail to score a minimum of 70 points out of 100 points for functionality will not be eligible for further consideration.

2. The second stage will evaluate the price and B-BBEE preference points of those bids which meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2017 pertaining to the Preferential Procurement Policy Framework Act (No. 5 of 2000), the 80/20 point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and 20 points will be awarded based on the bidder's B-BBEE Status Level Certificate.

Sufficient information must be provided to allow the evaluation panel to score bids against all these criteria.

17. EXCLUSIVITY

The successful Service Provider is not guaranteed of any business from the Client that may be arising from time to time pertaining to similar or other services. The Service Provider will be entitled to compete on an equitable basis for any such business on a quotation or tender basis. The Service Provider will be required to sign a contract with the client.

18. SUBMISSION OF TENDER

Service Providers are to submit one (1) pack of original proposals, marked "ORIGINAL" in a separate envelope and three (3) packs of copies, marked "COPY" in a second envelope.

NB. Financial or pricing details (ANNEXURE B) should ONLY be included in the pack marked "ORIGINAL". Financial information included in the "COPIES" will lead to your bid being disqualified.

NB. Failure to submit one (1) pack of original proposals, marked "ORIGINAL" in a separate envelope and three (3) packs of copies, marked "COPY" in a second envelope, will lead to your bid being disqualified.

Tenders can be submitted in the tender box located in the Pretoria National Botanical Garden at the Biodiversity Building, 2 Cussonia Avenue, Brummeria, Pretoria, during office hours (08h00 – 16h00). Tenders may also be submitted by post, addressed to:

SCM Manager
South African National Biodiversity Institute (SANBI)
Private Bag X101, Silverton, 0184
Tender Number: **SANBI: G290/2018**

NB. All documents must be clearly labelled.

Closing date for submissions is: 29 March 2018@11:00

Note: E-mailed and faxed submissions will not be accepted. Late submissions will be disqualified.

ANNEXURE A

OPERATIONAL REQUIREMENTS

1. GLOSSARY AND TERMS

The following terms used in this document will imply the following meanings:

The Site - The properties and assets comprising the Kirstenbosch National Botanical Garden including all immovable and movable assets belonging to the SANBI.

SANBI - The South African National Biodiversity Institute, its employees, tenants, and its sub-contractors as well as any property belonging to any of the above.

Service Provider - The Company that wins the bid to manage the gate and online ticketing, revenue collection and entrance management.

Patrons - Any visitor who may visit the garden for any legitimate purpose whatsoever.

The Client - The management of Kirstenbosch National Botanical Garden in the employ of the SANBI.

2. OPERATING HOURS

The Service Provider will be required to provide services every day of the year, including weekends and public holidays.

The times when the site is open to patrons and entry tickets are on sale, is indicated below:

Winter	April – August:	08h00 - 18h00
Summer	Sept. – March:	08h00 - 19h00

The sale of concert tickets and the scanning of e-tickets at the concert venue, on concert days, falls within these times.

3. STAFFING THE SITE

The minimum staff complement required for all three garden entrance gates is indicated in the table below. (This information should be used as a guide to inform tender proposals):

Weekdays (Monday – Friday)	Saturdays	Sundays and Public Holidays	Concert days
6 Cashiers 1 Cash Supervisor 1 Site Manager	6 Cashiers 1 Cash Supervisor	7 Cashiers 1 Cash Supervisor	8 Cashiers 1 Cash Supervisor

The full staff complement indicated in the table above, must be on duty daily between 10h00 - 16h00. Staff on duty may however be staggered outside of this core period of peak visitor arrivals to the site.

4. STAFFING CONDITIONS.

- The Service Provider shall be liable for own staff on site.
- The Service Provider will supervise and give instructions to its own staff on site as required by the client.
- The Service Provider will be responsible for its staff's physical safety, discipline and other human resource requirements in compliance with relevant government legislation pertaining to employment.
- The staff of the Service Provider will always dress in a manner that is presentable to the public.
- Customer service is a critical component of this service therefore the Service Provider will ensure that it operates in line with Batho Pele principles (<http://www.info.gov.za/aboutgovt/publicadmin/bathopele.htm>).
- The Service Provider will ensure that its personnel are fully trained in dealing with customers and the knowledge of Kirstenbosch National Botanical Garden business.
- The Service Provider will ensure that its personnel are trained in Health and Safety matters including First Aid courses.
- The Service Provider will ensure that its staff complies with the regulations and by-laws of the site, which will be covered during the induction of the successful bidder.
- The Service Provider shall supervise and exercise proper control over its personnel and shall hold SANBI harmless for any loss or injury caused to the said personnel.
- The Service Provider will seek to resolve any problems relating to its personnel in line with the laws of Republic of South Africa (e.g. Labour Laws).

5. SITE INDUCTION

The staff of the Service Provider and the supervision team must undergo induction training regarding the site. This induction is compulsory for all personnel. During the induction, the client will provide the service provider with relevant site specific information and regulations. Any new employee must first be inducted before placement on this site.

The “inheritance” of staff from the existing service provider is at the discretion of the new Service Provider. The Client may at its discretion disallow the inheritance of certain people to be appointed at its entrance if it feels that such appointment will lead to non-compliance and pose any risk to the SANBI.

6. ADMISSION FEES

Current entrance fees to Kirstenbosch until end of August 2018 are as follows:

Adults	R65
Students	R35
Senior Citizens 60 years plus	R65 Free entry on Tuesdays
Scholars 6-17years	R15
Children under 6 years	Free
Botanical Society members	Free

ANNEXURE B

PRICING SCHEDULE:

	Year 1	Year 2	Year 3	Year 4	Year 5
Fixed annual fee inclusive of VAT	R	R	R	R	R

Total including VAT for 60 months	R
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Note: This annexure must only be included in the envelope marked “ORIGINAL”.

Do NOT include this annexure with the envelope marked “COPIES”.