



REQUEST FOR TENDER

For

A service provider to provide subscription services of an e-ticketing and online solution for admission, parking, cableway, mobile train and ancillary services at the National Zoological Gardens (NZG) in Pretoria for a period of five (5) years.

**South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
0184
South Africa**

Tender No: SANBI/NZG: NZG 474/2023

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1. Introduction and background

The South African National Biodiversity Institute (SANBI) is a public entity that is mandated by the National Environmental Management: Biodiversity Act (NEMBA), Act No. 10 of 2004. SANBI's mission is to champion the exploration, conservation, sustainable use, appreciation and enjoyment of South Africa's exceptionally rich biodiversity for all people. SANBI contributes to South Africa's sustainable development by facilitating access to biodiversity data, generating information and knowledge, building capacity, providing policy advice, showcasing and conserving biodiversity in its national botanical and zoological gardens.

The National Zoological Garden of South Africa (NZG) is located in the central part of Pretoria and is the only zoo in the country with national status. The NZG manages a wide collection of captive and free-ranging animals and receives a large number of visitors to the facility. The NZG therefore wants to contract a Service Provider to provide e-ticketing and online admission subscription services for visitors to the NZG.

2. Invitation to tender

Bidders are hereby invited to submit bids for the appointment of a Service Provider to provide subscription services of an e-ticketing and online solution for admission, parking, cableway, mobile train and ancillary services at the NZG for a period of five (5) years.

The tender process will be co-ordinated by SANBI Supply Chain Management (SCM) section at the following address:

Deputy Director: Supply Chain Management
The Deputy Director: Supply Chain Management
The South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
0184

Email: sanbi.tenders@sanbi.org.za

The tender closes at 11:00 on **29 September 2023**

3. Compulsory briefing session

A compulsory briefing session will be conducted on the date, time and at the venue indicated below:

Date: 08 September 2023

Time: 11:00am

Venue: Staff Centre, Service Entrance Gate, National Zoological Garden, 232 Boom Street, Pretoria, Gauteng.

Bidders are encouraged to direct all technical and bidding procedure enquiries to the email addresses below.

- For bidding procedure enquiries: sanbi.tenders@sanbi.org.za
- For technical enquiries: j.mahlobogwane@sanbi.org.za

Cut-off date for enquiries: 15 September 2023 at 12:00. All responses to questions via email will be communicated via this tender's advertisement webpage on the SANBI website www.sanbi.org.

Failure to attend the compulsory briefing session will disqualify a potential Service Provider's proposal. Note that bidders will need to supply their compulsory briefing attendance certificate as a mandatory document.

4. Scope of work

The NZG requires a Service Provider to provide subscription services for e-ticketing solution which allows for the sale of tickets both online and at Point-of-Sale counters for NZG access and the zoo cableway, mobile train, parking and golf cart rentals using a web-based Information and Communication Technology (ICT) solution.

The scope of the work includes, but is not restricted to the following:

- Providing a turnkey e-ticketing solution with web booking and payment functionality
- Providing and installing Point-of-Sale solutions for fixed ticket sales kiosks
- Providing and installing physical access control equipment linked to ticket scanning devices that validate the tickets purchased
- Providing mobile Point-of Sale devices for use over peak times
- Providing access control and ticketing services
- Providing consumables for the ticket sales kiosk
- Hosting and maintaining the system on an on-going basis over the contract period

The solution will be implemented for a period of five (5) years. During this period, the Service Provider will be required to maintain the products and ensure that all solution enhancements are effectively implemented, and that the solution is maintained appropriately for the duration of the contract.

A full list of the specifications and additional information is provided in Annexure C.

4.1 Requirements of the Service Provider

The Service Provider will be required:

- To facilitate and promote the purchase of NZG tickets through a web-based e-ticketing solution with online payment facility
- To provide Point-of-Sale equipment for the NZG ticket counters on the same e-ticketing platform
- To integrate the ticketing system to the physical access control equipment at the NZG
- To implement a new parking system for the NZG
- To implement ticketing system for the new mobile zoo train
- To improve visitor experience through digital ticketing sales and validation of tickets electronically
- To enable the sale of tickets for special events such as courses and night tours
- To improve the reporting, transparency and accountability of ticket sales at the NZG
- To provide white label system
- To ensure the future integration capacity of the solution into other product sales and 3rd party equipment.

Current entrance fees to NZG until end of March 2023 are as follows:

Standard Rates				
Adults	Children	Students	Learners	Educators
R120	R80	R90	R50	R50
Monday – Wednesday			R50	R50
Thursday – Friday			R70	R70
Children under 2			Free Entry	
Pensioners (A person over the age of 60) Free on pensioners days: maximum of 6 days per annum			R 120	

The number of visitors per category in the 2021/2022 period is show hereunder:

	Adults	Children	Leaners	Student	Educators	Complementary	Total
April	12 856	8 184	764	210	66	310	22 390
May	8 272	5 059	1 060	209	121	312	15 033
June	5 284	3 049	439	136	47	128	9 083
July	3 331	1888	84	104	5	107	5 519
August	6 896	3883	562	113	32	120	11 606
September	13 386	9039	1773	187	177	329	24 891
October	15 056	10560	1340	233	4491	417	32 097
November	7 614	4577	3542	144	275	530	16 682
December	20 105	14522	51	199	474	697	36 048
January	10 401	6124	65	136	5	305	17 036
February	8 242	4423	122	125	9	288	13 209
March	10 998	8319	2800	150	188	352	22 807
Totals	122 441	79 627	12 602	1 946	5 890	3 895	226 401

In addition, the NZG sells 30 188 parking tickets and 17 273 golf cart rentals per annum. The cableway is estimated to run 20 000 trips per annum, however, the cableway is currently out of circulation. The mobile train is estimated to sell 14 600 tickets per annum.

5. Requirements for proposals

5.1. Mandatory documentation required

Tenders must include the following documentation (failure to submit this required documentation **will** lead to disqualification). Misrepresentations will lead to disqualification from the bidding process. Each submission must include the following:

- A letter of Good Standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases Act (COIDA). The letter should be issued by the Department of Labour.
- A copy of the Central Suppliers Database (CSD) registration report.
- Proposed pricing schedule (Annexure B). NOTE: Financial or pricing details should **ONLY** be included in the printed document pack marked 'ORIGINAL', and not in the PDF file(s) of the

document(s) on the memory stick. Inclusion of pricing in the document pack marked 'COPY' on the memory stick will result in the tender being rejected.

- Fully completed and signed SBD forms.
- Compulsory briefing attendance certificate.
- Proof of Payment Card Industry (PCI) compliance certificate. All systems and equipment supplied need to comply with the latest Payment Card Industry/Data Security Standard (PCI/DSS) and Europay, MasterCard, and Visa (EMV) standards and need to be certified by the relevant bodies. As a minimum, the Service Provider must provide proof of a current PCI certification.

5.2. Other documents required

Bidders interested in rendering the requested services should submit a concise written proposal that addresses the scope of work and the above requirements. Failure to submit these documents will not result in disqualification, however, the information contained in them is required for evaluation purposes. The proposal must include:

- A full description of the solution and methodology to address the scope of work and specific requirements, taking into account the specifications and additional information provided in Annexure C. This should include a implementation and testing plan and the management and reporting requirements. It should also include a sample reporting suite. This should not be more than ten (10) pages.
- A project plan that indicates the relative level of effort (timeframes and phasing) towards activities and deliverables of the solution including a clear allocation of roles, responsibilities and resources required. It should also include an indication of the ability to source additional staff/services on short notice. **The project plan must include a takeover plan from the current Service Provider of no longer than ten (10) days period.**
- The approach to training of staff including those who provide support services.
- An indication of instant support services including the turnaround time of technical, telephonic and email support.
- A risk management strategy in dealing with money, management structure, communication and supervision. This must include a fraud prevention plan and revenue control mechanism as indicated in Annexure C.
- A License to sell third party events.
- An indication of capacity and relevant experience of key personnel who will be working on this project. The individual three (3) paged Curriculum Vitae (CV) must be submitted. Include in your submission proof of qualifications, knowledge and experience as well as membership of the professional bodies (where applicable) relevant to the scope of work and applicable in the e-ticketing and online admission revenue collection, entrance management and technical support skills in sales systems.
- A list of at least **five** examples of similar work carried out by the service provider in the past five years. The NZG reserves the right to visit sites where a similar implementation has occurred.
- At least **five** traceable reference letters providing the names and contact details of any past or present clients you have supplied similar services to in the past ten years. These reference letters must include evidence of the ability of the service provider to operate and manage online ticketing system and provide an indication of the scale of the projects and the satisfaction of the clients.

6. Check list of required specifications

The Service Provider must indicate the status of compliance in the table below and this will be used to verify whether or not they meet all the required specifications before the appointment or contracting of the potential Service Provider. Failure to meet all the required specifications on this list might result in the potential Service Provider not being appointed.

Functionality Check List				
Spec Ref	Description	Status	Compliant Yes / No	Service Provider Comment
6.1.	Web Based Ticket Sales			
	• URL link for client website	Required	Yes / No	
	• Customer information recorded	Required	Yes / No	
	• Print at Home ticket functionality	Required	Yes / No	
	• Ticket delivery by email	Required	Yes / No	
	• Multiple visitors on single ticket	Required	Yes / No	
	• Barcode functionality	Required	Yes / No	
	• Credit card payment	Required	Yes / No	
	• QR Code functionality	Required	Yes / No	
	• Other payment channels	Preferred	Yes / No	
	• Print in Store through designated partners	Preferred	Yes / No	
	• Compatibility with Compu-Ticket and other third party ticket sellers	Preferred	Yes / No	
	Booking functionality	Required	Yes / No	
6.2.	Fixed Point of Sale			
	• Provide 7 Fixed Point of Sale Devices (complete solution)	Required	Yes/No	
	• Customer information recorded	Required	Yes/No	
	• Integrated card machine functionality	Required	Yes/No	
6.3	Mobile Point of Sale			
	• Provide 5 Mobile Point of Sale Devices	Required	Yes/No	
	• At least 8 hours battery life per device	Required	Yes/No	
	• Laptop (Point of Sales)	Required	Yes/No	
	• Customer information recorded	Required	Yes/No	
	• Transactions uploaded to main database	Required	Yes/No	
	• End of Shift report available	Required	Yes/No	
	• End of Shift report sequentially numbered	Required	Yes/No	
6.4	Discounted, Free and Complementary Entries			

	• Meets the requirements for educational groups	Required	Yes/No	
	• Provide hardware solution for GRC and Complementary passes (two agents' stations)	Required	Yes/No	
	• Meets the requirements for Complementary visitors	Required	Yes/No	
6.5	Season Tickets			
	• Meets the requirements for Season Tickets	Required	Yes/No	
6.6	Special Events and Holiday Courses			
	• Meets the requirements for Special Events and Holiday Courses	Required	Yes/No	
6.7	Night Tours			
	• Meets the requirements for Night Tours	Required	Yes/No	
6.8	Pass Outs			
	• Meets the requirements for Pass Outs	Required	Yes/No	
6.9	Access Control			
	• Main Entrance - 2 x Turnstiles (Double sided) and 1 mobility gate	Required	Yes/No	
	• Main Exit - 2 x Bi-directional Turnstiles (Double Sided)	Required	Yes/No	
	• Cableway Entry - 1 x Turnstiles and 1 x mobility gate	Required	Yes/No	
	• Cableway Exit - 1 x Turnstiles and 1 x mobility gate	Required	Yes/No	
	All necessary ticket readers	Required	Yes/No	
6.10	Parking Integration			
	• Entry and Exit Barriers for Parking A and B	Required	Yes/No	
	• Parking Ticket sales enabled on web sales, Fixed Point of Sales and Mobile Point of Sales	Required	Yes/No	
	• Necessary ticket scanners	Required	Yes/No	
	• Vehicle entry and exit counts available on The Solution	Required	Yes/No	
	• Ticket retained on exit	Preferred	Yes/No	
6.12	Exit Control			
	• Capability to include ticket exit readers and include exit information on transaction database and reports	Required	Yes/No	
6.13	Help Desk			

	• Call centre support 08h00 - 17h00 daily	Required	Yes/No	
	• Email support	Required	Yes/No	
6.14	Management Information and Reporting			
	• Password driven access level	Required	Yes/No	
	• Minimum Reports required	Required	Yes/No	
	• Exportable report format (Excel)	Required	Yes/No	
	• Integration into The Zoo ERP system	Preferred	Yes/No	
6.15	Legal Compliance and Confidentiality			
	• PCI compliance	Required	Yes/No	
	• License to sell third party events	Required	Yes/No	
6.16	Fraud Prevention and Revenue Control			
	• Acceptable fraud prevention plan submitted	Required	Yes/No	
6.17	Implementation and Testing			
	• Meets the requirements for implementation and testing	Required	Yes/No	
	• Site visited and supports implementation	Required	Yes/No	Supplier to recommend sites

7. Pricing

The pricing must be provided using the pricing schedule in Annexure B. The total price must be inclusive of VAT and it will be considered the total cost for the duration of the contract. The pricing must be provided either as a once-off cost, or at a monthly or annual cost as indicated on Annexure B.

The pricing must cover the supply of materials, delivery, equipment installation, testing, subscription services, certification, documentation, hosting and maintenance during and after the period of warranty of the e-ticketing system and services described in this specification for the five year contract period.

Pricing for **year one** must include all materials, equipment, labour, consumables and services necessary for the delivery and effective operation of the systems in accordance with the scope of work.

From year one onwards, the following monthly costs will be expended: Software licensing, project management, maintenance and support service for the duration of the contract.

8. Evaluation criteria

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

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

Criteria for evaluating functionality	Weight																
Technical Merits of the Proposal This refers to the company profile and the ability of the Service Provider to deliver subscription services for the online ticketing system. Please provide a proposed project plan indicating the approach of how the ToR will be met (Please refer to Annexure C for detailed specifications and additional information) <table border="1" data-bbox="233 517 1362 835"> <tr> <td>A full description of the solution of no more than ten (10) pages that highlights the approach of how the service provider will meet the requirements of the ToR.</td><td>25</td></tr> <tr> <td>A project plan with timeframes aligned to the requirements of the project</td><td>5</td></tr> <tr> <td>An approach to training of staff including those who will be providing the instant support services.</td><td>5</td></tr> <tr> <td>A risk management strategy in dealing with money, management structure, communication and supervision.</td><td>5</td></tr> </table>	A full description of the solution of no more than ten (10) pages that highlights the approach of how the service provider will meet the requirements of the ToR.	25	A project plan with timeframes aligned to the requirements of the project	5	An approach to training of staff including those who will be providing the instant support services.	5	A risk management strategy in dealing with money, management structure, communication and supervision.	5	40								
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An approach to training of staff including those who will be providing the instant support services.	5																
A risk management strategy in dealing with money, management structure, communication and supervision.	5																
Track record and experience This refers to the bidders experience and track record of providing e-ticketing and online admission services including revenue collection, entrance management and technical support skills in sales systems. - A brief description of the scope, scale and number of tickets sold of the current or past project undertaken. Points will be awarded as follows for projects at a similar scope and scale. <table border="1" data-bbox="212 1263 1347 1426"> <thead> <tr> <th>Sub-Criteria</th><th>Points</th></tr> </thead> <tbody> <tr> <td>Five or more current or past projects</td><td>15</td></tr> <tr> <td>Three current or past projects</td><td>10</td></tr> <tr> <td>Two current or past projects</td><td>5</td></tr> </tbody> </table> - Five traceable references. Each reference must indicate the following: Contract duration, service rendered, referee contacts, value of the contract and whether the service recipient is satisfied with the service. <table border="1" data-bbox="212 1621 1347 1899"> <thead> <tr> <th>Sub-Criteria</th><th>Points</th></tr> </thead> <tbody> <tr> <td>Five or more signed positive reference letters for relevant current contracts or done in the last five (5) years.</td><td>15</td></tr> <tr> <td>Three signed positive reference letters for relevant current contracts or done in the last five (5) years.</td><td>10</td></tr> <tr> <td>Two signed letters of reference for relevant current contracts or done in the last five (5) years.</td><td>5</td></tr> </tbody> </table>	Sub-Criteria	Points	Five or more current or past projects	15	Three current or past projects	10	Two current or past projects	5	Sub-Criteria	Points	Five or more signed positive reference letters for relevant current contracts or done in the last five (5) years.	15	Three signed positive reference letters for relevant current contracts or done in the last five (5) years.	10	Two signed letters of reference for relevant current contracts or done in the last five (5) years.	5	30 (15) (15)
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Team Capacity	30																

The bidder should demonstrate his/her team's capacity to carry out the required work in this tender. Each CV submitted should not be longer than three (3) pages in total and must be structured as follows:

Educational qualifications, work experience and total number of years of experience working in the relevant field. Also include in their submission proof of qualifications, knowledge and experience as well as membership of the professional bodies (where applicable) relevant to the scope of work applicable in the e-ticketing and online admission and revenue collection, entrance management and technical support skills in sales system.

(15)

PROJECT MANAGER		Points
a) Qualification		5
A relevant qualification in project management	5 = Honours and above 4 = Degree 3 = Diploma 2 = Higher certificate 1 = Recognised formal certificate 0 = No Qualification	
b) Skills and experience		10
Demonstrable experience in managing and coordinating similar projects (Attached CV should indicate track record of leading a team in e-ticketing and online admission or similar projects)	5 = 10 years and above 4 = 8 to 10 years 3 = 5 to 7 years 2 = 2 to 4 years 1 = less than 2 years	

TECHNICAL SUPPORT		Points
a) Qualification		5
A relevant IT qualification in software engineering, systems support or desktop support or any other relevant qualification accompanied by relevant experience in technical support or similar field	5 = Honours and above 4 = Degree 3 = Diploma 2 = Higher certificate 1 = Recognised formal certificate 0 = No Qualification	
b) Skills and experience		10
Demonstrable experience in providing technical support in e-ticketing and online admission systems	5 = Combined relevant CV experience of 10 years and more plus e-ticketing and online admission experience in 7 or more projects 4 = Combined relevant CV experience of 8-10 plus e-ticketing and online admission in 5-7 projects.	
Understanding of e-ticketing and online admission system		
Understanding of providing technical support in e-ticketing and online		

(15)

	admission system List of projects and role played must be included in the CV. Provide projects undertaken in the past 5-10 years	3 = Combined relevant CV experience of 5-7 years plus e-ticketing and online admission in 3-4 projects 2 = Combined relevant CV experience of 2-4 years plus e-ticketing and online admission in 1-2 projects 1 = Combined relevant CV experience of 2 years and less and no e-ticketing and online admission projects	
TOTAL			100

Bids that fail to score a minimum of 70 points out of a possible 100 points for functionality will not be eligible for further consideration. Sufficient information must be provided to allow the evaluation panel to evaluate proposals against these criteria.

The second stage is on specific goals and price.

The second stage will evaluate the price and specific goals of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2022 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 a maximum of 20 points will be awarded based on the bidder's specific goals.

9. Contract period

The contract will commence with immediate effect upon the signing of the acceptance of written offer and will be for a period of five years (5).

10. Submission of tender

In Respect of Bids that include Functionality as a Criterion for Evaluation (Issued 3 September 2010), the two-envelope system will be used for this bid. Bidders are to submit (1) printed document pack with the technical proposal and pricing in an envelope marked 'ORIGINAL', and in a separate envelope (marked 'COPY') provide a copy of the document pack without pricing (technical proposal only) as PDF file(s) on a memory stick.

NB: Financial or pricing details should ONLY be included in the printed document pack marked 'ORIGINAL', and not in the PDF file(s) of the document(s) on the memory stick.

NB: Failure to submit one printed document pack with pricing in one envelope, and a document pack without pricing on a memory stick in another envelope will lead to your bid being disqualified.

Tenders must be submitted in the tender box located in the reception area of the Biodiversity Centre Building at the Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria, during office hours before the tender closing date and time.

Normal office hours are from 08:00 to 16:00 daily. Emailed and faxed submissions will not be accepted. Late submissions will be disqualified.

Closing date and time: 11:00 on .

ANNEXURE A: Special Conditions of Service

ANNEXURE B: Pricing Schedule

This Request for Tender covers the supply of materials, delivery, equipment installation, testing, subscription services, certification, documentation, hosting and maintenance during and after the period of warranty of the e-ticketing system and services described in this specification for the five-year contract period. Please see Annexure C for specifications and additional information.

Pricing for **year one** must include all materials, equipment, labour, consumables and services necessary for the delivery and effective operation of the systems in accordance with the scope of work.

The bidders must provide pricing in line with the items hereunder:

HARDWARE INSTALLATION AND SYSTEM SETUP PRICING

DESCRIPTION		BILLING CYCLE	TOTAL ONCE OFF INCLUSIVE OF VAT
Customisation of ticketing system		Once off	R
Configuration, setup and testing of the system		Once off	R
Data Cleansing and migration of existing information to the new service provider platform		Once off	R
Integration (accounting system and online checkout)		Once off	R
Training of users and provision of user manuals		Once off	R
Supply of materials, delivery, equipment installation and testing (Refer to Annexure C for detail on the equipment, hardware and Points-of-Sale)			
EQUIPMENTS TO BE SUPPLIED IN YEAR ONE			
Description	Quantity		
Fixed Point-of-Sale	7	Once off	R
Mobile Point-of-Sale	5	Once off	R
Thermal Receipt Printers	7	Once off	R
ACCESS CONTROL EQUIPMENTS			
Main entrance: turnstiles (Double Sided)	2	Once off	R
Mobility gate/Special Access	1	Once off	R
Ticket Scanner (Static)	5	Once off	R
Barricades	2	Once off	R
Main exit: bidirectional turnstiles (Double Sided)	2	Once off	R
Barricades	2	Once off	R
Mobility gate/Special Access	1	Once off	R
Ticket Scanner (Static)	5	Once off	R
Cableway entrance: turnstile	1	Once off	R
Cableway exit:	1	Once off	R
Ticket Scanner (Static)	2	Once off	R
Mobility gate/Special Access	2	Once off	R
Bypass cards for supervisors	4	Once off	R
PACKING EQUIPMENT			
Parking A			
Vehicle entry barrier	1	Once off	R
Vehicle exit barrier	1	Once off	R
Barcode ticket Printer	1	Once off	R
Ticket scanner at exit point	1	Once off	R
Parking B			

Vehicle entry barrier				1
Vehicle exit barrier	1	Once off	R	
Ticket scanner at exit point	1	Once off	R	
Barcode ticket Printer	1	Once off	R	
TOTAL AMOUNT INCLUSIVE OF VAT				R

ANNUAL LICENSING, PROJECT MANAGEMENT AND MAINTENANCE PRICING

DESCRIPTION	AMOUNT YEAR 1 INCL VAT	AMOUNT YEAR 2 INCL VAT	AMOUNT YEAR 3 INCL VAT	AMOUNT YEAR 4 INCL VAT	AMOUNT YEAR 5 INCL VAT	TOTAL AMOUNT FOR 5 YEAR INCLUSIVE VAT
Project management and maintenance for the duration of the five (5) years.						
Annual Software licensing						
TOTAL FIXED AMOUNT INCLUSIVE OF VAT						

DESCRIPTION	TOTAL AMOUNT INCLUSIVE OF VAT
Hardware installation and system setup pricing	R
Annual licensing, project management and maintenance pricing	R
TOTAL BID AMOUNT INCLUSIVE OF VAT	R

Please note that project management and maintenance cost will be paid on a monthly basis.

Note: This annexure must only be included in the envelope marked “ORIGINAL”. Do NOT include this annexure on a soft copy (USB).

ANY OTHER COSTS ASSOCIATED WITH THE PROJECT SHOULD BE QUOTED SEPARATLY

ANNEXURE C: Specifications and additional information

This section should be read together with the scope of work and the checklist of required specifications in section 6. This Annexure provides more detailed information on what the solution should cover.

1. Functional requirements for E-ticketing System

The proposed e-ticketing system must allow both online ticket sales and sales through fixed and mobile Point-of-Sale devices so as to account and maintain end-to-end records of every ticket sale and visitor movement for the NZG. The key functionalities of the e-ticketing system include:

1.1. Web-based ticket sales

- The Service Provider must provide the NZG with a Uniform Resource Locator (URL) link to incorporate in their website to direct customers to the ticket sales site
- The ticket sales site must be well designed and easy to use on both a desktop and a mobile device
- The solution must allow that for every web-based ticket sale, the system must record the purchasers name, email address, telephone contact number and be captured prior to the issue of a ticket
- Tickets will be sold for a particular day of use and may be used at any time on that day
- The solution must provide for the delivery of tickets purchased online through multiple means which must include print at home tickets and delivery of tickets by email
- Customers must be able to purchase tickets for NZG access, the cableway, golf cart rentals, mobile train rides (future project) and parking through the solution
- The solution must cater for multiple visitor numbers on a single ticket (for example two adults and two children)
- Every ticket must have a unique authentication feature such as a barcode as well as a clear annotation of the type of ticket purchased and number of visitors included
- Customers must be able to make payment through a minimum of credit card, and latest technology such as Tap and Pay and any other multiple channels would be preferred
- Customers purchasing tickets online must be offered the option to receive news and special offers from the NZG
- The e-ticketing and online solution should be able to function offline and synchronise the sales data back to the server when connected
- The e-ticketing and online solution should be able to book visitors and convert a booking into a ticket sale
- The e-ticketing and online solution should be able to print QR code on the tickets
- The solution must be able to account for access of third party tickets (WebTicket, Ticket-Pro , Computicket and other).

1.2. Fixed Point-of-Sale ticket sales

- The Service Provider must include **fixed Point-of-Sale equipment** for seven (7) ticket kiosks at the NZG. The equipment installation must include necessary hardware, the All in one operator touch screens (50 cm height by 35 width), keyboards, customer displays, ticket printers (**Thermal Receipt Printers with paper width of 80mm and 220mm/s speed**), , QR code scanners, mouse and any other modern equipment or devices required to deliver the solution required
- The solution must be compatible with integrated card machines

- The fixed Point-of-Sale must have the function (which may be enabled or disabled) to capture the details of the customer (name, email and cell number)
- The fixed Point-of-Sale must generate a ticket with a unique authentication feature such as a barcode as well as a clear annotation of the type of ticket purchased and number of visitors included
- The solution must cater for multiple visitor numbers on a single ticket (for example two adults and two children)
- Customers must be able to make payment through a minimum of cash, debit, Tap to Pay and credit card, but multiple channels would be preferred
- All fixed Point-of-Sale devices must be interchangeable and able to sell access tickets, cableway tickets, mobile train rides, golf carts rentals and parking tickets.

1.3. Mobile Point-of-Sale ticket sales

- It is the intention of the NZG to make use of mobile Point-of-Sale devices only during peak days (usually 64 days) which covers all holidays and weekends
- These devices will be deployed at pop-up entry points, mobile train, and parking B that handle overflow of cars and people access, or used in the access queues for the fixed Point-of-Sale ticket sales in order to speed up transaction times
- It is envisaged that the NZG will require 5 **mobile Point-of-Sale** devices
- The devices must be rugged and mains chargeable and have at least an 8-hour battery life on full charge (per device)
- The devices must be able to issue access and parking ticket types
- The mobile Point-of-Sale must generate a ticket with a unique authentication feature such as a barcode as well as a clear annotation of the type of ticket purchased and number of visitors included
- The mobile Point-of-Sale devices must allow for the capturing of the same customer details on the same database as the fixed Point-of-Sale devices
- Tickets sold through the mobile Point-of-Sale must be included in the total site ticket database, either on-line or through an end of shift download process
- An end of shift report must be available from each mobile Point-of-Sale device. The end of shift reports must have unique, sequential shift numbers
- The tickets issued by the mobile Point-of-Sale device must interface with the access control point.

1.4. Discounted, free and complementary tickets

- The NZG provides discounted or free access to the following visitors:
 - Educational groups (discounted rates, day of the week specific)
 - Pensioners free tickets on specific days
 - Complementary passes (issued to staff and guests of the NZG to allow them access at no charge)
 - Friends of the NZG (one membership gets three free visits to the NZG for two adults and three children each under the age of 18)
- The Service Provider must fully describe in their proposal how the solution allows the Guest Relation Centre (GRC) to authorise either a discount code or discount voucher or booking allocation at a discounted rate for the educational group
- It must also be possible for cashiers at the manual and mobile Point-of-Sales units to process a transaction as an educational group

- For each educational group type ticket sale, the system must have compulsory fields for the schools name and contact details
- The Service Provider must include hardware for two agents' stations at the GRC to allow for the sale of educational group tickets and the capturing of information for the issuing of complementary passes. The Service Provider must fully describe in their proposal how the solution allows the issue of free vouchers to other free or complementary categories
- The complementary user access card must include photo identification and be on a durable plastic media type
- The system must be able to report on the current list of complementary tickets in issue and the usage of each ticket over a user defined period
- These ticket classes must integrate into the access control system.

1.5 Season tickets

- It is the intention of the NZG to sell a season ticket access product
- The season ticket access card must include photo identification and be on a durable plastic media type
- The season ticket must allow access for a defined number of guests for a defined period (most likely annually)
- The system must be able to report on the current list of season tickets in issue and the usage of each ticket over a user defined period
- This class of ticket must integrate into the access control system

1.6 Special events and holiday courses

- The NZG may, from time to time, hold special events such as dinners, concerts or educational holiday courses
- The tariff will be unique to the event and set and advised by the NZG from time to time
- Each event or course must be a new ticket type with the Service Provider and when advised by the NZG, must be placed for sale on the ticket sales site and on the Point-of-Sale devices
- Tickets for events or courses will have a limit on the number of tickets that can be sold and should only allow access on the day of the event.

1.7 Night tours

- The NZG will supply the Service Provider on a regular basis with information on night tours scheduled
- The tariff will be standardised for night tours and charged on a per adult and per child basis
- Each night tour must be placed for sale on the ticket sales site and on the Point-of-Sale devices and there will be a maximum of 150 tickets sold for each night tour
- Tickets sold should only allow access on the day of the event

1.8 Pass outs

- Should a visitor to the NZG need to leave and re-enter the NZG on the same day, it will be necessary for the visitor to go to The GRC and request a pass out
- Such a pass out should be a ticket issued through the system which allows a single entry for a single person through an access turnstile

- The system must report on all pass out tickets created and used over each reporting period

1.9 Access control

- The Service Provider will provide access control equipment for the main NZG access point, exit point, the cableway entrance point and the cableway exit point
- Scanning devices must be provided on each device for tickets issued both electronically or printed
- All access points will be manned by the NZG personnel who will physically verify ticket types (adult, children, education groups)
- Every ticket will be scanned and the successfully scanned ticket must allow the corresponding number of access movements on the associated devices
- The GRC will from time to time require to overwrite turnstile access to the Zoo, for this purpose they will require cards

The following rules must be applied:

- Each access ticket is valid for one movement through the entry point and cannot be reused
- Single fare cableway tickets will provide one single entry OR one single exit at the cableway building
- Return fare cableway tickets will provide both an entry and an exit at the cableway building
- No exit scanners are to be provided but the exit turnstiles must provide an online movement count
- The exit turnstiles are to be bi-directional and must incorporate ticket scanners for the entry movements

The configuration of access control equipment is as follows:

- Main entrance: 2 x turnstiles (Double Sided), 1 x mobility gate
- Main exit: 2 x bidirectional turnstiles (Double Sided), (new location)
- Cableway entrance: 1 x turnstile, 1 x mobility gate
- Cableway exit: 1 x turnstile, 1 x mobility gate

The Service Provider will replace all existing turnstiles with similar waist height, tri-arm turnstiles in a powder coated mild steel to match the surrounding environment and suitable for high volume movements.

- The Service Provider will integrate to the existing magnetic locking system on the existing mobility gates
- The Service Provider will provide all ticket readers (static barcode scanners)

1.10 Parking integration

- Parking tickets must be sold through the web-based platform and at the fixed and mobile Point-of-Sale devices
- The primary parking at the NZG is in Parking Area A (at the NZG main entrance) and B (across from Boom Street opposite the main entrance)
- The Service Provider must provide ticketing and vehicle barrier infrastructure for the parking areas

The solution must comprise as a minimum:

- Parking A vehicle entry and vehicle exit barriers

- Parking B vehicle entry and vehicle exit barriers
- Ticket scanners that swallows tickets on each vehicle exit
- The vehicle entry barriers must be opened using a remote and an installed button inside the operator booth to open for vehicles
- The Service Provider must install ticket readers on the exit lanes
- All visitors utilising the parking must purchase a parking ticket when entering
- The parking ticket must be scanned by the visitor on the exit lane causing the barrier to open
- A solution that allows for the ticket to be swallowed and retained will be preferred
- The solution must provide reporting on the number of entry movements, and exit movements for any requested period

2. Service requirements for e-ticketing system

2.1 Fraud prevention and revenue control

- A detailed description of the fraud prevention plan is required
- A detailed description of the revenue control mechanism is required i.e. How is the NZG assured of receiving total revenue? Will be subjected to a review by the NZG/SANBI's internal audit function.
- The NZG may prescribe that all revenue arising from this agreement be paid into a separate banking account for revenue management purposes.
- All revenue received for access and ticketing are the property of the NZG
- The Service Provider will be the merchant for all revenues paid electronically, either through web-based ticket sales or through electronic payment received at the NZG
- Any revenue collected by the Service Provider as the merchant on behalf of the NZG must be paid over without set off or deduction within 7 days or as agreed.
- With each payment the Service Provider must provide the NZG with a complete reconciliation of revenue received by day and by payment type and the amounts paid over.

2.2 Implementation and testing

- The NZG requires a full implementation plan for the project.

2.3 Help services

- There must be a help desk service for customers for the minimum hours of 08h00 — 17h00 daily, Monday to Sunday, 365 days a year
- The Service Provider must also be able to process email help requests to a designated advertised email address

2.4 Management information and reporting

- The solution provided must include access to on-line reporting for nominated agents of the NZG
- Reporting should be available based on access control levels and password driven
- Minimum reports available should be date selectable (daily, weekly, month-to-date and yearly):
 - Ticket presales per ticket type and tariff category
 - Revenue per tariff type and category per day
 - Revenue per payment type
 - End of shift report per sales device per day

- Monthly reports
- Yearly reports
- Booking calendar
- Movements/statistics per category per day

All reports should be exportable as a minimum into CSV file structure and Microsoft Excel. The service provider should include their proposed reporting suite in their submission