REQUEST FOR TENDER

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR GATES AND ONLINE TICKETING, REVENUE COLLECTION, REVENUE REPORTING AND ENTRANCE MANAGEMENT FOR THE SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE (SANBI) AT THE KIRSTENBOSCH NATIONAL BOTANICAL GARDEN, HAROLD PORTER NATIONAL BOTANICAL GARDE, AND KAROO DESERT NATIONAL BOTANICAL GARDEN FOR A PERIOD OF FIVE (5) YEARS.

Tender No:G513/2023

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

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1. BACKGROUND

The South African National Biodiversity Institute (SANBI) manages a network of national botanical and zoological gardens across South Africa. Kirstenbosch National Botanical Garden (NBG) is one of Cape Town's key tourist attractions contributing significantly to the local tourism economy in the Cape. The garden receives in excess of 900 000 visitors a year which includes approximately 300 000 international tourists and 120 000 concert patrons. Kirstenbosch NBG is a strategic partner of Cape Town Tourism and is a member of the Cape Town Big Six tourism initiative.

Harold Porter NBG located in Betty's Bay, in the Overstrand Municipality of the Western Cape. The garden covers an area of 210 ha, and the estate includes both landscaped and natural areas. The garden forms part of the Kogelberg Biosphere and is home to a number of indigenous species and receives an average of approximately 60 000 visitors per year**.**

The Karoo Desert NBG is located in Worcester, in the Breede Valley Municipality of the Western Cape. The garden covers an area of 154 ha comprising of 11 ha under cultivation and 143 ha of protected natural area. It houses various indigenous plant species and receives on average 13 000 visitors per year. The garden is open to visitors daily and offers guided tours and facilities that may be booked for private functions.

SANBI requires a Service Provider to provide gate and online ticketing, revenue collection, revenue reporting and entrance management 365 days a year at all three of the above national botanical gardens. The services required at Kirstenbosch National Botanical Garden includes the provision of staff to manage the sale of tickets for garden entry and concerts at the three dedicated entrance gates at Kirstenbosch. Currently at Kirstenbosch, 90% of garden entry and concert tickets are sold online, via card transactions and through mobile phone payment platforms.

The services required for the Karoo Desert National Botanical Garden does not include staffing but includes the provision of a points of sales system for the sale of tickets for garden entry, guided tours and private photoshoots as well as venue hire payments. Currently all garden entry tickets, guided tours and venue hire payments are sold at the garden ticket office via card payments.

The services required for the Harold Porter National Botanical Garden does not include staffing but includes the provision of a point of sales system for the sale of tickets for garden entry, concerts, plant sales and venue hire. Currently all garden entry and concert tickets are sold at the garden ticket office via cash and card transactions. The Service Provider will be required to provide these above-mentioned essential services every day of the year, including weekends and public holidays. There must be adequate staff, where applicable, on duty at all times. A technician must be available, at all times, to respond to technical and IT-related matters where needed at all three botanical gardens.

The garden opening and closing times must be adhered to as follows:

Kirstenbosch NBG
08:00 - 18:00 from 1 April to 30 September
08:00 - 19:00 from 1 October to 31 March

Harold Porter NBG
08:00 – 16:30 Weekdays
08:00 – 17:00 Weekends and Public Holidays

Karoo Desert NBG
07:00 – 18:00 (Garden hours)
08:00 – 16:00 (Ticket Office hours)

Note: The sale and scanning of concert tickets falls within these times.

Current entrance fees to the Gardens until end of March 2024 are as follows:

Kirstenbosch NBG

For South African residents

Adult (with ID or Driver license): R100
Student (18 years and older with student card from a South African institution): R60
Pensioner: Free entry on Tuesdays
Children (6-17 years): R40
Children under 6 years: Free

Botanical Society members: Free if membership renewal was done by 31 March 2023 (only until 31 March 2024) or less 10%

Fees for SADC Nationals (with ID/proof of residence)
Adults (18 years and older): R100

Fees for African Nationals (with ID or proof of residency)

Adults (18 years and older): R140

Standard Rate (all visitors from countries outside of Africa and SADC)
Adults: R220

Increase in April 2024

Harold Porter NBG

Adult: R50
Student (with valid student card): R30
Pensioner (with ID or Driver license): R40
Scholars (6-17 years): R20
Pre-School Children under 6 years: Free

Botanical Society members: Free if membership renewal was done by 31 March 2023 (only until 31 March 2024) or less 10%

Increase in April 2024

Karoo Desert NBG

Adult: R50
Student (18 years and older with student card): R20
Pensioner (with ID or Driver license): R40
Scholars (6-17 years): R15
Pre-School Children under 6 years: Free
Disabled: Free

Botanical Society members: Free if membership renewal was done by 31 March 2023 (only until 31 March 2024) or less 10%

Increase in April 2024

2. INVITATION TO TENDER

Tenders are hereby invited for the provision of gates and online ticketing, revenue collection, revenue reporting and entrance management services at the Kirstenbosch, Harold Porter, and Karoo Desert National Botanical Gardens for a period of five years. The tender process will be co-ordinated by SANBI's Supply Chain Management (SCM) section at the following address:

SCM Manager
South African National Biodiversity Institute (SANBI)
Pretoria National Botanical Garden
2 Cussonia Avenue, Brummeria
Pretoria
0184

3 COMPULSORY BRIEFING SESSION AND SITE INSPECTION

A compulsory briefing session and site inspection will be conducted as follows:

Date: **20-March-2024**
Time: **11:00**
Virtual:https://teams.microsoft.com/l/meetupjoin/19%3ameeting_NTI4MzUxOTctNjhlYi00ZWU1LWE1ZmUtYmZhM2QzNWRhYjQx%40thread.v2/0?context=%7b%22Tid%22%3a%220b847c5e-73e2-4441-8789-9c092d2dd489%22%2c%22Oid%22%3a%2211fec08e-be51-4e29-a088-22cefb957c35%22%7d.

Bidders are encouraged to direct all technical and bidding procedure enquiries to the email addresses below. All responses to questions via email will be communicated via this tender's advertisement webpage on the SANBI website at: www.sanbi.org

- For bidding procedure enquiries: sanbi.tenders@sanbi.org.za
- For technical enquiries: s.struys@sanbi.org.za

Cut-off date for enquiries: 27 March 2024

4 REQUIREMENTS FOR THE TENDER

a) Mandatory documentation required

Tenders must include the following documentation (failure to submit this required documentation and any 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 proposed fee/cost structure for the staff, services and equipment needed **(This must only be contained in the 'original' document as per the section on submission below**).
- Central Suppliers Database (CSD) registration report.
- Fully completed SBD forms.
- The compulsory briefing session 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.

b) Other requirements

Bidders interested in rendering the requested services should submit a concise written proposal that addresses the scope of work and the above requirements and outputs.

The proposal must include:

- A mission statement and inclusion of any policies that underpin the service offerings of the bidder.
- A description of the approach and methodology to address the objectives and specific requirements of the project, including the provision of a hosted, web-based solution which includes disaster recovery capability, maintenance and support of the system over the contract period.
- A project plan that demonstrates the technical merit of the proposal in other words, an understanding around technical aspects such as the point-of-sale system and IT requirements, payment and transaction solutions, online ticketing and accounting systems, data recording and reporting, hosting platforms etc. The project plan must indicate how the bidder intends to set up, and provide for ongoing maintenance of these systems and equipment.
- A work plan that indicates the relative level of effort (time, phasing and cost) towards activities and deliverables, a clear allocation of roles, responsibilities and resources towards the deliverables. **The work plan must include a takeover plan from the current Service Provider of no longer than 10 days.**
- Details of the bidder profile that outlines the proposed management structure with an indication of capacity such as site manager, supervisor, cashiers as well as technical staff. A project manager is needed to manage the project for all the services needed at all three gardens. A site manager, supervisor and cashiers are only needed for Kirstenbosch while a technician will be needed to respond to all technical and IT-related needs, as and when required, at all three botanical gardens.
- CV's must be provided to indicate relevant skills and qualifications, experience and track record for all staff required to meet the requirements of the project.
- A communication, staff training and risk management strategy.
- A list of at least three examples of similar work carried out by the service provider in the past three years. This must include evidence of the ability of the service provider to operate and manage online ticketing systems and provide an indication of the scale of the projects. SANBI reserves the right to visit sites where a similar implementation has occurred.
- Apart from listing examples of previous or current projects undertaken, provide at least three traceable references which indicate the names and contact details of any past or present clients you have supplied similar services to in the past three years. The references must indicate what services were rendered as well as the duration and value of the contracts.
- Fraud Prevention and Revenue Control Plan.

5 SCOPE OF WORK

The Service Provider will be required to provide gate and online ticketing, revenue collection, revenue reporting and entrance management services which will include the following tasks at Kirstenbosch, Harold Porter, and Karoo Desert NBGs:

Systems and services required at the Kirstenbosch, Harold Porter, and Karoo Desert National Botanical Gardens:

- Record all forms of free entry including SANBI staff and volunteers, approved membership societies, and/or loyalty programs where applicable.
- Compile weekly, monthly, and annual visitor statistics and ensure reporting of these.
- Provide various forms of reports, standard operating procedures and controls where required for auditing purposes when necessary.
- Provide online access to real time records of online garden entry tickets and concert ticket sales.
- Collect garden and concert entry fees through electronic funds transfer, speed points, credit card sales, mobile phone payments and online sales.
- Be willing to provide training on the operation of point of sales systems and related equipment.
- Ensure an adequately qualified technician is available at all times to respond to technical and IT-related matters to ensure optimal delivery of services.
- Provide various forms of reports, SOP's and controls where required for auditing purposes when necessary.
- Comply with the Protection of Personal Information Act, of 2013.

Services required at Kirstenbosch National Botanical Garden only:

- Update notices at the various entrances as instructed by Garden Management
- Manage guest lists on behalf of the garden.
- Ensure provision of staff at the three entrances including supervisor and site manager.
- Where needed allow for staff to be trained and briefed by Kirstenbosch staff in order keep up to date with garden events, developments, or changes in the workplace from time to time.
- Ensure that all cash handling operations comply with a strict risk management strategy. (Refer to section 5 a: Staffing the site). **NB. Cash transactions are currently being phased out.**
- Comply with all SANBI cash control and bookkeeping requirements.

Technical requirements:

The Service Provider will be required to source, provide, and maintain all the necessary technical, IT-related equipment needed to ensure effective point of sales management systems at all three gardens at their own cost. The following computer and IT-related items must be provided:

- An optimally functioning hosting platform, database and suitable backend etc. for recording, processing, sorting and storing transactions and related data in real time.

- All records of data generated and stored during this project will remain the property of SANBI.
- Eleven computerised point of sale systems which includes 11 computers, 11 thermal ticket printers, 11 receipt printers and 11 barcode ticket scanners for Kirstenbosch NBG.
- Two computerised point of sale systems which includes two computers, two thermal ticket printers, two receipt printers and two barcode printers for the Harold Porter NBG.
- Two computerised point of sale systems which includes two computers, two thermal ticket printers, two receipt printers and two barcode ticket scanners for the Karoo Desert NBG.
- For the plant sales at Harold Porter and Karoo Desert NBG, a barcode printer and scanning system needs to be provided in order to speed up the sales of plants at the ticket office. These barcodes need to include the plant name and pricing. Barcodes must be shared with the garden in order to generate barcode stickers when needed.
- For the Kirstenbosch concert seasons, four mobile computer scanning stations must be provided at the four concert area entrances. These mobile stations must be fully equipped to scan concert tickets and must therefore provide adequate internet connectivity to handle the online scanning of the large numbers of concert tickets. Mobile scanning stations must be equipped with at least two laptops, two scanners and two scanning staff members per station.
- Contingency plans must be in place at all times in the event of technical failures and/or internet connectivity challenges.
- Adequately trained and skilled technician(s) must be available on site to provide technical support as and when needed.
- Card machines for card transactions at all entrances including mobile machines.
- Internet connectivity through the most effective devices available including booster devices where required on the existing connections at the pay points as well as at the various additional entrance points to the concert area where needed.
- UPS devices or other forms of backup power to address loadshedding, power interruptions etc.
- Ticket sales software package and online ticketing solution which must be compatible with the current SANBI financial accounting system; SAGE 300 ERP, as well as enable submissions of financial reports in a format that enables integration with SAGE 300 and that satisfy SANBI financial management and auditing requirements. Proof must be provided that the software package and online ticketing solution to be used is compatible with SAGE 300 ERP or that an alternative solution proposed will be compatible.
- Thermal tickets and till receipt rolls.
- Cash floats for the cashiers where applicable.
- A smart cellular phone for the supervisor on duty applicable to Kirstenbosch only.

NB: The replacements and upgrades of items required to deliver this service will be carried out by the Service Provider at own costs over the five-year period.

Staffing requirements:

a. On site staffing requirements for Kirstenbosch National Botanical Garden only

- Adequately trained and skilled site manager and supervisor for Kirstenbosch

- Adequately trained and skilled cashiers to staff the three entrances at Kirstenbosch including staff for concerts (Note that the Harold Porter and Karoo Desert National Botanical Gardens do not require the provision of staff for this tender).
- All required Personal Protective Equipment (PPE), presentable clothing for own staff to comply with Standard Operating Procedure (SOP) developed by SANBI.
- Suitable arrangements for staff transport (SANBI does not provide staff transport for Service Providers to travel to and from Kirstenbosch)
- Ongoing training of staff around customer service including where needed, around the introduction of new or improved point of sales systems, online sales systems, or any other innovative systems that the Service Provider may introduce for rendering the required services from time to time.

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

Kirstenbosch NBG staffing:

	Weekdays (Monday – Friday)	**Weekends and Public Holidays**	**Concert days (up to 20 concerts per summer)**
Winter (1 April to 30 September from 08h00 to 18h00)	7 Cashiers 1 Supervisor 1 Site Manager 1 Technician (as and when required)*	8 Cashiers 1 Supervisor 1 Technician (as and when required)*	
Summer (1 October to 31 March from 08h00 to 19h00)	9 Cashiers 1 Supervisor 1 Site Manager 1 Technician (as and when required)*	9 Cashiers 1 Supervisor 1 Technician (as and when required)*	1 Supervisor 8 Concert scanning staff 1 Technician (as and when required) (from 15h00 to 19h00)*

*The technician is required for all three gardens as and when required.

b. Staffing conditions

- The Service Provider shall be liable for their own staff on site.
- The Service Provider will supervise and give instructions to their own staff on site as required by the client.
- The Service Provider will be responsible for their staff's attendance, 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 and that enhances the reputation and image of SANBI.
- Due to the nature of the business, customer service is critical and therefore all staff employed by the Service Provider must behave respectably and be able to communicate clearly, read and write. The Service Provider will ensure that all their staff are in possession of at least a grade 12 qualification. Where training needs are identified, e.g. customer service training, such shortcomings will be addressed without delay by the Service Provider.
- All staff members of the Service Provider MUST be proficient in English and at least one other official language.
- The Service Provider will ensure that their staff are fully trained in dealing with customer enquiries and have a sound knowledge of Kirstenbosch National Botanical Garden.
- The Service Provider will ensure that their staff are trained in Health and Safety matters including First Aid and that such training remains updated, as required, by the relevant legislation.
- The Service Provider will ensure that their staff complies with the rules of the site. These will be covered during the induction of the successful bidder.
- The Service Provider shall supervise and exercise proper control over their staff and shall not hold SANBI liable for any loss or injury caused to the said staff.
- The Service Provider will seek to resolve any problems relating to their staff in line with their own policies and employment contracts as well as the laws of the Republic of South Africa (e.g. Labour Laws).
- The Service Provider will be required to provide police clearance certificates for all staff members dedicated to the site upon contracting.
- The “inheritance” of staff from the existing Service Provider will be at the sole discretion of the new Service Provider and SANBI as the client shall not be required to participate in such arrangements. The Service Provider 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 a conflict of interest, non-compliance or pose any risk to SANBI.

c. 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 staff. During the induction, the client will provide the Service Provider with relevant site-specific information and regulations. Any new employees must first be inducted before placement on the specific site.

Reporting requirements:

The Service Provider will supply SANBI with weekly sales reports. At the end of each month a report showing total income and number of visitors per category will be provided to SANBI. This will include statistical and graphical analyses of Kirstenbosch NBG, Harold Porter NBG and Karoo Desert NBG visitors per category: adults, senior citizens, students, scholars, children, loyalty program members, free entries, etc. All information generated as a result of this contract will remain the property of SANBI.

The Service Provider will also ensure that, at the end of each financial year, detailed reports are provided with statistics, data and graphical analysis and will from time to time provide income and visitor number information required for auditory and verification purposes.

The Service Provider must indicate any agreements they have or wish to have with third party ticketing vendors

6 PRICING

Based on the specifications outlined in section 5a, use annexure A to give a **specific pricing breakdown** for the five (5) year contract.
Year 1 to 5 pricing should be firm (refer to section 5).
NB: Pricing information should only be included in the pack marked "original" (refer to section 7).

7 SUBMISSION OF TENDER

The Service Providers are to submit one (1) pack of original printed proposals, marked "ORIGINAL" in an envelope and one (1) document pack, on a memory stick (pdf version only). NB: Financial and pricing details must only be included in the pack marked "ORIGINAL".

• Financial: one (1) original document marked "Original" including Form of Offer and Acceptance, Estimated monthly expenditure and Priced Bills of Quantities; and
• Technical: one (1) document pack without any pricing (files in PDF format) on a memory stick 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.

The tender box is located in the Pretoria National Botanical Garden at the Biodiversity Building, 2 Cussonia Avenue, Brummeria, Pretoria. Tenders may be submitted during office hours (08:00 – 16:00). 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: G513/2023**

NB. All documents must be clearly labelled. Proof of postage will not be accepted as proof of submission.

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

Closing date for submissions is: 10 April 2024

8 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:

The first stage will evaluate functionality according to the criteria listed in the table below. Sufficient information must be provided to allow the bid evaluation committee to score bids against all these criteria.

<table>
<tr><th>Criteria for evaluating functionality</th><th>Weight</th></tr>
<tr><td>Technical Merits of the Proposal
This refers to the company profile and the ability of the Service Provider to deliver the required services for this tender. Please provide a proposed project plan indicating the approach of how the ToR will be met.

<table>
<tr><td>A full description of the solution, of no more than ten (10) pages, highlighting the approach of how the service provider will meet the requirements of the ToR. Evidence must include confirmation that the software package and online ticketing solution to be used is compatible with SAGE 300 ERP.</td><td>20</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 communication and staff training including for 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>
<tr><td>A fraud prevention and revenue control plan.</td><td>5</td></tr>
</table>
</td><td>40</td></tr>
<tr><td>Track record and experience
This refers to the bidder’s experience and track record of providing e-ticketing and online admission services including revenue collection, entrance management and skillful technical support in sales operating 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 of a similar scope and scale.

<table>
<tr><th>Sub-Criteria</th><th>Points</th></tr>
<tr><td>A list of at least three or more current or past projects of similar scope and scale over the past three years</td><td>15</td></tr>
<tr><td>A list of two current or past projects of similar scope and scale</td><td>10</td></tr>
</table>
</td><td>30

(15)</td></tr>
</table>

over the past three years		(15)
One current or past projects of similar scope and scale over the past three years	5	

- Three traceable references. Each reference must indicate the following: Contract duration, service rendered, referee contact details, value of the contract and whether the service recipient is/was satisfied with the service.

Sub-Criteria	**Points**
Three or more signed positive reference letters for relevant current contracts or done in the last five (5) years.	15
Two signed positive reference letters for relevant current contracts or done in the last five (5) years.	10
One signed letters of reference for relevant current contracts or done in the last five (5) years.	5

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 to 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.

PROJECT MANAGER		**Points**
a) Qualification		5
A relevant qualification in project management	5 = Honours and above 4 = Degree 3 = Diploma 2 = Higer certificate 1 = Recognised formal certificate 0 = No recognised formal certificates	
b) Skills and experience		10

(15)

	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 9 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 IT support or similar field	5 = Honours and above 4 = Degree 3 = Diploma 2 = Higer certificate 1 = Recognised formal certificate 0 = No recognised formal certificates	
b) Skills and experience		10
Demonstrable experience in providing technical support in e-ticketing and online admission systems Understanding of e-ticketing and online admission system Understanding of providing technical support in e-ticketing and online admission system List of projects and role played must be included in the CV. Provide projects undertaken in the past 5-10 years	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 8-9 years10 plus e-ticketing and online admission in 5-7 projects. 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	

(15)

		no e-ticketing and online admission projects	
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.

The second stage will evaluate the price and 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 specific goals as per the below table:

GOALS

The specific goals allocated points in terms of this tender	**Number of points allocated (80/20 system) (To be completed by the organ of state)**	**Number of points claimed (80/20 system) (To be completed by the tenderer)**
Categories of persons historically disadvantaged by unfair discrimination on the basis of race Information will be verified on CSD report. Points will be allocated based on the percentage of ownership per goal	(10)	

- 100% black ownership = 10 points		
Categories of persons historically disadvantaged by unfair discrimination on the basis of gender. Information will be verified on CSD report. Points will be allocated based on the percentage of ownership per goal - 100% female ownership = 10 points	(10)	

Sufficient information must be provided to allow the evaluation panel to score bids against all these criteria. Failure to do so may result in the disqualification.

9 SANBI RESERVES THE RIGHT

- To verify any information supplied in tender documents.
- To not appoint any Service Provider.
- To cancel or withdraw this Request for Tender at any time without attracting any penalties or liabilities.
- To appoint one or more Service Providers, depending on the outcome, to separately or jointly be responsible for the provision of this service at the three national botanical gardens.
- To have the final say in the appointment and this will be binding.
- To disqualify a tender or cancel any subsequent contracts should it be found that information disclosed was factually inaccurate and/or misrepresentation of facts have occurred.
- To disqualify potential Service Providers who may attempt to bribe or influence any person(s) employed as Service Providers to SANBI, or any SANBI staff during this tender process.

- To disqualify potential Service Providers who may have benefited from confidential information from a SANBI staff member.

10 CONFIDENTIALITY

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

11 PROPOSAL PREPARATION COSTS

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.

12 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.

13 CONTRACT PERIOD

The contract duration is five years (60 months) and is performance-based as per the Independent Contractor Agreement.

14 COMPLIANCE AND REPORTING

The Service Provider and SANBI will draw up an Independent Contractor Agreement for monitoring and compliance purposes. The agreement 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.

15 RESPONSIBILITIES OF SANBI

- Provide, maintain and clean office space and ticket kiosks.
- Provide and maintain alarm systems and CCTV security cameras.
- Provide security personnel.
- Provide keys to access the building and safes.

- Provide weekend garden and standby duty rosters.
- Provide operational procedures & requirements.
- Provide and maintain credit card machines.
- Provide LAN network points where feasible.

16 EXCLUSIVITY

The successful Service Provider is not guaranteed of any business from the Client that may arise 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.

17 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 four months (120 days) 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, Karoo Desert National Botanical Garden, Harold Porter National Botanical Garden or SANBI at any time prior to this ToR, are still available or will be considered, and shall not make any reference to such information and/or documentation in its response to the ToR.

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, SANBI reserves the right and shall be entitled to appoint the second highest scoring bidder, or to re-advertise should that Service Provider not be acceptable.

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Annexure A
Pricing Schedule

A1

	Requirements for Project Management, Technical and Administrative costs at all three national botanical gardens. ***(Refer to section 5)***	**Price including VAT YEAR 1**	**Price including VAT YEAR 2**	**Price including VAT YEAR 3**	**Price including VAT YEAR 4**	**Price including VAT YEAR 5**
I.	**1 x Project Manager**	**R**	**R**	**R**	**R**	**R**
II.	**1 x Technician**	**R**	**R**	**R**	**R**	**R**
III.	**Administrative costs**	**R**	**R**	**R**	**R**	**R**
	TOTAL STAFF PRICE PER YEAR	**R**	**R**	**R**	**R**	**R**
	TOTAL STAFF PRICE FOR 5 YEARS	**R**				

A2

	Staff requirements at Kirstenbosch only ***(Refer to table indicating needs for staffing on site under point 5a.)***	**Price including VAT YEAR 1**	**Price including VAT YEAR 2**	**Price including VAT YEAR 3**	**Price including VAT YEAR 4**	**Price including VAT YEAR 5**
I.	1 x Site Manager	R	R	R	R	R
II.	1 x Supervisor	R	R	R	R	R
III.	9 x cashiers	R	R	R	R	R
V.	10 x concert scanning staff for 20 concerts	R	R	R	R	R
	TOTAL STAFF PRICE PER YEAR	**R**	**R**	**R**	**R**	**R**
	TOTAL STAFF PRICE FOR 5 YEARS	**R**				

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A3

	IT and related costs	Price including VAT YEAR 1	Price including VAT YEAR 2	Price including VAT YEAR 3	Price including VAT YEAR 4	Price including VAT YEAR 5
I.	15 x computerised point of sale systems which includes all related hardware, scanners, ticket printers etc. (11 Kirstenbosch NBG, 2 Karoo Desert NBG, 2 Harold Porter NBG)	R	R	R	R	R
II.	Ticketing reporting and management administration costs	R	R	R	R	R
III.	Software and related costs	R	R	R	R	R
IV.	Connectivity and online ticketing costs including costs related to hosting platform(s) and systems integration	R	R	R	R	R
	TOTAL IT AND RELATED PRICE PER YEAR	**R**	**R**	**R**	**R**	**R**
	TOTAL IT AND RELATED PRICE FOR FIVE YEARS	**R**				

	TOTAL PRICE PER YEAR (A1, A2 and A3)	**R**	**R**	**R**	**R**	**R**
	TOTAL PRICE FOR ALL SERVICES FOR FIVE YEARS (A1, A2 and A3 combined) (VAT inclusive)	**R**				

Note: **This Annexure must only be included in the envelope marked "ORIGINAL". Do NOT include this annexure with the envelope marked "COPIES".**

Service Providers to quote fees that are inclusive of VAT, and must include reasonable annual inflation into their calculations

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