

SBD1

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE)					
RFQ NUMBER:	SANBI: Q12116/2026	CLOSING DATE:	13 November 2026	CLOSING TIME:	11H00 AM
SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE REQUIRE QUOTATION FOR THE APPOINTMENT OF AN OPERATOR TO OPERATE THE RESTAURANT AT NATIONAL ZOOLOGICAL GARDEN AT PRETORIA FOR A PERIOD OF TWO (2) YEARS					
BID RESPONSE DOCUMENTS MAY BE E-MAILED TO BELOW ADDRESSES:					
Submission of proposals: Proposals must be emailed to Ms. Noloyiso Giyama – N.Giyama@sanbi.org.za and copy S.SCM-Quotations@sanbi.org.za					
<u>Please state the Bid number as the reference number on the subject line when responding to the RFQ</u>					
Compulsory site inspection session – 03 November 2026@10h00 am 012 339 2700					
Contact person - Justice Mahlobogwane, at the following email address: J.Mahlobogwane@sanbi.org.za					
Address: South African National Biodiversity Institute National Zoological Garden Education Hall 232 Boom Street Pretoria Central					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ms. Noloyiso Giyama		CONTACT PERSON	Justice Mahlobogwane	
TELEPHONE NUMBER	012 339 2750		TELEPHONE NUMBER	072 585 7464	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	N.Giyama@sanbi.org.za		E-MAIL ADDRESS	J.Mahlobogwane@sanbi.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		

CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
<p>IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO</p> <p>DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO</p> <p>DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO</p> <p>DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO</p> <p>IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐ YES ☐ NO</p> <p>IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.</p>					

PART B

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED--(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.

1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.

2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.

2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.

2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.

2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.

2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

DATE:

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise,

employed by the state?

YES/NO

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

- 2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution?

YES/NO

- 2.2.1 If so, furnish particulars:

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

-
 2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

YES/NO

- 2.3.1 If so, furnish particulars:

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of Bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the Organ of State

- a) The applicable preference point system for this tender is the **80/20** preference point system.
- b) The **80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the Organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific

goals are not claimed.

- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the Organ of state.

2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**Rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**tender for income-generating contracts**” means a written offer in the form determined by an organ of state in response to
- (e) an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (f) “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

or

90/10

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}}\right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ \mathbf{Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}}\right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}}\right)} \end{array}$$

Where

Ps = Points scored for price of tender under consideration
 Pt = Price of tender under consideration
 Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

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. 100% black ownership (Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD must be attached as proof)	10	
Categories of persons historically disadvantaged by unfair discrimination on the basis of gender. 100 % female ownership (Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD must be attached as proof)	5	
	5	
TOTAL	20	

DECLARATION WITH REGARD TO COMPANY/FIRM

- 4.3. Name of company/firm.....
- 4.4. Company registration number:
- 4.5. TYPE OF COMPANY/ FIRM
- ☐ Partnership/Joint Venture / Consortium
 - ☐ One-person business/sole propriety
 - ☐ Close corporation
 - ☐ Public Company
 - ☐ Personal Liability Company
 - ☐ (Pty) Limited
 - ☐ Non-Profit Company

☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

i) The information furnished is true and correct;

- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary

<p>.....</p> <p>SIGNATURE(S) OF TENDERER(S)</p>	
SURNAME AND NAME:	
DATE:	

Consent form in terms of section 11 of the Protection of Personal Information Act No 4 of 2013 (POPIA)

In order for the South African National Biodiversity Institute (SANBI) to consider the bidder's response to the RFQ / RFP to become a service provider of the SANBI, it will be necessary for the SANBI to process certain personal information which the service provider may share with SANBI for the purpose of the RFQ / RFP, including personal information, which may include special personal information (all hereafter referred to as "Personal Information")

The SANBI will process the Service Provider's Personal Information in accordance with the SANBI Privacy Policy.

Access to your Personal Information and purpose specification

Personal Information will be processed by SANBI for purposes of assessing the service provider's submission in relation to the RFQ / RFP i.e. the purposes of assessing current services required by the SANBI. We may also share the service provider's Personal Information with third parties, both within the Republic of South Africa and in other jurisdictions, including to carry out verification, background checks and Know Your Customer obligations in terms of the Financial Intelligence Centre Act, No. 38 of 2001 ("FICA"). In this regard, the service provider acknowledges that SANBI's authorised verification agent(s) and service providers will access Personal Information and conduct background screening.

Consent By [ticking/clicking] "Yes" and signing below, you agree and voluntarily consent to the SANBI's processing of the service provider's Personal Information for the purposes of evaluating its RFQ / RFP submission, including to confirm and verify any information provided in the submission and service provider gives SANBI permission to do so. The service provider understands that it is free to withdraw its consent on written notice to SANBI and the service provider agrees that the Personal Information may be disclosed by the SANBI to third parties, including SANBI's affiliates, service providers and associates (some of which may be located outside of the Republic of South Africa). **Please note that if you withdraw your consent at any stage, we may be unable to process your RFQ / RFP.**

Yes

☐

No

☐

Supplier Name

Date

Signature

Authorised representative, who warrants that he/she is duly authorised.

REQUEST FOR PROPOSAL

For

**THE APPOINTMENT OF AN OPERATOR TO OPERATE THE RESTAURANT AT
NATIONAL ZOOLOGICAL GARDEN AT PRETORIA FOR A PERIOD OF TWO (2)
YEARS**

The South African National Biodiversity Institute (SANBI)

Private Bag X101

Silverton

0184

Document Number: One (1) of two (2)

Proposal No: **Q12116/2026**

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THE GARDEN & ITS FACILITIES

2.1 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. Garden facilities at the National Zoological Gardens include Garden facilities include:

- Staff Centre
- Administration buildings
- Flamingo Restaurant
- DukuDuku Restaurant
- Picnic Kiosk
- Mountain Kiosk
- New entrance gate, parking area and related buildings.
- Picnic areas
- Cable Car (out of circulation)
- The Waterhole
- Enclosures with wide collection of captive and free-ranging animals
- Elephant indaba
- Research facility
- Animal Hospital
- Animal Kitchen
- Aquarium
- BioBank

2.2 GARDEN ENTRY

The Garden is open 365 days a year at the following times, 08:30 - 16:30.

Visitor access to the restaurant and Kiosks will be through the main entrance of the garden. This means that all restaurants and Kiosks customers will have to pay the garden admission fee. All functions at the garden will be administered and processed by SANBI.

ADMISSION FEES.

NB. Garden admission fees are revised on an annual basis and are subject to change.

NZG Pretoria – General fees	2026/2027
Adults (a person 18 years of age or older)	R120
Online Adults (a person 18 years of age or older)	R85
Children (2 – 17 years of age)	R85
Online Children (2 – 17 years of age)	R75
Children (under 2 years of age)	Free
Students (a person with a valid student card)	R75
Pensioners (a person over the age of 60)	R80 Free of charge on pensioners days: maximum of 6 days per annum
Social Impact Organisations (NGO's, Charity groups, NPO's, Welfare organisations etc)	R65
Organised formal education groups (learners, higher education students, teachers, lecturers) Monday - Wednesday	R 65
Organised formal education groups (learners, higher education students, teachers, lecturers) Thursday – Friday	R 75
Vehicle parking fee	R 30

2.3 GARDEN VISITORS

The number of garden visitors over the last three years has averaged over 226 401 per annum. It is important to note that visitation to the garden is seasonally influenced, with peak months being March, April, September and December with the remaining months categorized quiet months. It would be wise for the Operator to focus on vigorous marketing before and during the quiet months as well as attracting a greater percentage of local residents from the region.

The National Zoological Garden has a high number of visitors around long weekends and during spring and summer. These visitors often look for a place where they can get a meal, something to drink and have a quick walk through the Garden. The garden is also popular for functions with some clients preferring onsite catering, garden management often refer clients with these requirements to the Restaurant operator.

As the area is very popular as a holiday and weekend destination, school holidays, Sundays and public holidays are the busiest days, weather permitting.

2.4 THE RESTAURANT

The restaurant was constructed to cater for food preparation, take ways and dining. The restaurant design is aimed at creating a link between the inside and outside environment and situated near picnic area where events are hosted. The Restaurant has wide windows to allow natural light in and can be closed to protect diners from wind and rain.

Facilities include:

No.	Facilities include Area	m ²
1	Duku- Duku	
	– Kitchen	72.16
	– Dining Area	277.42
	– Toilet male	16
	– Toilet female	16.91
	– Office	12.8
	– Back Storeroom	14
	– Dry Storeroom	12
	– Cold room	4.48
2	Flamingo Main Kiosk	
	– Storeroom	21
	– Cold Room	9
	– Dry stock storeroom	23.68
	– Main Kiosk	33.39
3	Picnic Kiosk	
	– Kiosk	66
	– 3 Counters	8.7

GENERAL TERMS & INSTRUCTIONS

Please read the following terms and instructions carefully. Failure to comply with the requirements of these instructions and general terms will lead to the rejection of your tender submission.

This document (Document 1) gives a general overview of the process to be followed in appointing a suitable Operator to operate the Restaurant and Main Kiosk at the National Zoological Garden.

This document is to be read in conjunction with the Catering Specifications and Background Information (Document 2).

Please read the following terms and instructions carefully. Failure to comply with the requirements of these instructions and general terms may lead to the rejection of your proposal submission.

1. PREPARATION AND SUBMISSION OF PROPOSALS

1.1 The Request for Proposal (RFQ) documentation (Document 1) consists of:

- General Terms & Instructions to Proposers; and
- Forms of Proposal

The Proposal documents can be obtained from the South African National Biodiversity Institute (SANBI) webpage www.sanbi.org

1.2 It is accompanied by:

Catering Specifications and Background Information (Document 2)

1.3 Proposals shall be prepared and submitted in accordance with both documents. The South African National Biodiversity Institute (SANBI) shall not incur any obligation or liability towards the successful Proposer until a written contract has been finalized and signed by both SANBI and the Proposer.

PLEASE NOTE: Emailed applications must not be more than 8MB.

1.4 Proposals received after the Proposal closing date and time will be disqualified. This Request For Proposal (RFQ) is being issued by SANBI and does not constitute an offer. These documents are intended to provide information and guidelines for the preparation and submission of a Proposal by the Bidders.

1.6 All SCM queries and communications in relation to this RFQ should be directed to [S-SCM@sanbi.org.za](mailto:SCM@sanbi.org.za).

Operational or technical queries can be directed to Justice Mahlobogwane (Commercial Services and Business Development: National Zoological Garden) on Tel.: 012 339 2700 or j.mahlobogwane@sanbi.org.za, at the **latest 2 days before to the Proposal closing date.**

1.7 Preparation of the Proposal, including but not limited to attendance at any pre-Proposal meetings and site visits, shall be at the sole expense of the Proposer.

1.8 The Proposal shall be submitted without review by comparison of figures with, arrangement with, or knowledge of any other person or company submitting a Proposal for

the same work and shall in all respects be without collusion with other Proposers. Proposers forming a joint venture with another Proposer in order to submit a single consolidated Proposal shall advise SANBI prior to the submission of the Proposal and include in their Proposal full details of the joint venture including a copy of the signed joint venture agreement.

1.9 Requirements

1.9.1 Each Proposal document must include the following documentation and failure to include all these documents will lead to disqualification of the Proposal:

- Duly completed and signed SBD forms (1,4 ,6.1)
- A copy of the Company Central Supplier Database (CSD) registration report.
- Proof of Public Liability.
- 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.
- Signed compulsory briefing session attendance certificate.
- Formal Quotation on company letter head

1.9.2 Other Documents

Each tender document should also include the documentation as indicated below. Failure to submit these documents will not result in disqualification, however, the information contained in them is required for evaluation purposes and failure to include these documents will be considered non-responsive.

- Copy of the latest Audited Financial Statement
- Fully completed forms of the Proposal (Annexures A to N)
- Certificate of acceptability (COA)- the certificate in required before operations commence.

2. EXAMINATION OF REQUEST FOR QUOTATION (RFQ)

2.1 SANBI may modify the RFQ at any time prior to the Proposal due date. Modifications will be made in the form of addenda to the RFQ and will be transmitted simultaneously to all Proposers.

2.2 The Proposer is responsible for examination of the RFQ and addenda and for informing itself in all respects of conditions, which may in any way affect the performance of the work. Should the Proposer find discrepancies or omissions in the RFQ, or should any other questions arise, the Proposer should notify SANBI in writing by e-mail immediately on discovery of any discrepancy or omission.

2.3 Proposers should make their own independent studies, enquiries and plans and obtain and furnish to SANBI as part of the Proposal all information and data that may affect their

Proposal and their prices, at their own risk and cost and allow for all contingencies irrespective of any information or other data supplied by SANBI.

3. CONFIDENTIALITY

- 3.1 By accepting this RFQ, the Bidder agrees to ensure that its members, directors, officers, employees, agents and representatives (and, where applicable, those of its participating members) use the RFQ only to evaluate the Proposal opportunity and for no other purpose. The aforesaid parties are not to divulge or distribute any information or pass any copies of the RFQ to anyone else without the prior written approval of SANBI and to return the RFQ to SANBI with all copies thereof promptly upon being requested to do so.
- 3.2 SANBI will maintain the confidentiality of information designated as confidential by the Bidders when they submit their Proposals, except where that information is not proprietary or where disclosure is required by Law or is otherwise required by SANBI for the purpose of evaluating and selecting Proposals. SANBI reserves the right to publicly disseminate any information of a non-confidential nature contained in any Proposal.

4. SITE INSPECTION AND CONDITIONS

- 4.1. Kindly be informed that the Restaurants are furnished with preinstalled equipments which may require maintenance and servicing such as:

4.1.1 Duku-Duku

- Extractor fan
- HVAC system,
- Vulcan (grilled, food warmer & Oven.
- Annul Apex double barrel chips fryer
- Chips warmer
- Comenda dish washer
- Croydon mini griller
- Cold room
- Hydro boil
- Under counter bar freezer
- Salad bar freezer
- Cavalry warmer
- Plates buffet warmers
- Bar station

4.1.2. Flamingo Kiosk

- Main Kiosk
- Storeroom
- Cold Room
- Dry stock storeroom

4.1.3 Picnic Kiosk

- Counter tops

NB: The condition of the above equipment will need to be inspected for functionality and suitability.

The Proposer is responsible for making arrangements it considers necessary and sufficient to be fully informed regarding all conditions that might in any way affect the performance of the contract including any equipment, furniture, fittings, space allocations and similar.

Site visits, in addition to the recommended site visit (see 4.3 below), are to be arranged with the NZG by contacting Justice Mahlobogwane (Commercial Services and Business Development) on Tel.: 012 339 2700 [or j.mahlobogwane@sanbi.org.za](mailto:j.mahlobogwane@sanbi.org.za)

4.2 Failure by the Proposer to satisfactorily investigate the conditions as aforesaid shall not relieve the Proposer from the responsibility for properly estimating the cost of performing the contract in accordance with the RFQ.

4.3 A compulsory site inspection session will take place on site on 03 /11/ 2026 from 10:00 am at Education Hall, use service entrance at National Zoological Garden, 232 Boom Street, Pretoria.

5. PROPOSAL VALIDITY, MODIFICATION AND WITHDRAWAL OF PROPOSALS

5.1. The Proposer may modify or withdraw its Proposal at any time prior to the Proposal due date specified in the RFQ if notification of such withdrawal or modification is received by SANBI in writing prior to the RFQ closing date.

5.2 Once submitted, Proposals shall be fully binding upon the Proposer and shall be valid for a period of 90 days (three months) from the date of submission of the Proposal, and thereafter as mutually agreed.

6. AWARD OF CONTRACT

6.1 SANBI shall not be bound to accept the highest, lowest or any other Proposal and it shall be entitled to accept all or part of a Proposal. It shall not be liable for any costs or expenses, or damages incurred by any Proposer who submits a Proposal, irrespective of the outcome of such Proposal. If, however, any such Proposal leads to the conclusion of a Contract, then the rights and obligations of SANBI and Proposer shall be governed solely by the provisions of such Contract. Should such preferred Proposer and SANBI fail to come to an agreement, SANBI may then, at its sole discretion, negotiate the Contract with an alternative Proposer or decide not to conclude a contract at all.

6.2 SANBI reserves the right to invite Proposers, after the closing date but prior to the date for award of their Proposals, to discuss any matter relating to the Proposal and/or to issue supplements or addenda to the Proposal. SANBI also reserves the right, after the closing date and evaluation process, to request Proposers' clarification on the Proposal

submission. Any such clarifications or addenda or supplements shall be considered as forming part of the Proposal documents. Any such discussion, issue of supplements or addenda or invitation to clarify, should not be construed as an acceptance, award, or allocation of the Proposal to that Proposer.

6.3 SANBI is in a process of running Public Private Partnership (PPP) and the restaurant and main kiosk are part of the PPP transaction. Although the contract is for two years, only the first year is guaranteed. The span of the second year will be dependent on the PPP progress. Should the PPP be completed and commence during the course of the second year, SANBI will give the operator three months termination notice which will mark the end of the operator's contract. Equally, the contract will proceed to its conclusion should the PPP not be finalised in the second year of the contract. SANBI reserve the right to extend the contract on a yearly basis should a need arise.

6.4. SANBI reserves the right to reject a bid from a bidder that has failed to perform satisfactorily on a previous contract with SANBI or any other organ of state, where such non-performance has been formally recorded and dealt with in accordance with the applicable contractual provisions and relevant procurement legislation

7. PROPOSERS' RETURN OF DOCUMENTS

Unsuccessful Proposers' documents will not be returned.

8. INFORMATION TO BE SUBMITTED WITH THE PROPOSAL

Proposers shall submit their Proposals in accordance with the Forms of Proposal.

9. FORMS OF PROPOSAL (Annexure A to N)

9.1 Proposed Concept

National Zoological Garden is looking for Restaurant and Main Kiosk model that provides food and beverages that appeal to locals and tourists alike.

Proposers are to describe their Restaurant model, and explain why they believe it will be suitable to the NZG in **Annexure A**. This must also include how they intend decorating and furnishing the facilities making use of photographs, sketches, artists impressions, swatches (samples), design boards and similar.

9.2 Operating Hours (Annexure B)

Proposers are to indicate intended operating hours, considering the normal operating hours of the Garden are from 08:30 - 16:30 365 days in a year.

9.3 Product Details & Pricing menu

Since the quality of products offered for sale will be one of the key criteria on which the contract will be awarded, Proposers are advised to give as much information as possible on their proposed products in **Annexure C** including selling prices and proposals should include how they will provide special pricing for staff members. Photographs of menu items and presentations can be submitted. Please note that selling prices submitted with the Forms of Proposal are to remain valid for a period of six months from the date of submission of the Proposal unless otherwise agreed with SANBI.

9.4 Staff Uniform

Proposers are requested to indicate by means of description, photographs, sketches, and fabric swatches (samples), the type, style and colour of proposed staff uniforms in **Annexure D**. The choice of uniform must take into account the Garden environment as well as the theme of the Restaurant.

9.5 Staff Training Policy & Programmes

In **Annexure E**, Proposers are to give as much information as possible on their training policy and programmes applicable to this contract. The training must be relevant to the hospitality sector and where possible training must be accredited.

9.6 Capital Investment

In **Annexure F**, Proposers are to indicate how much they will be initially investing in the Restaurant and Main Kiosk including equipment, appliances, furniture, decor, and any other items they believe would enhance their offer to SANBI.

9.7 Projected sales

Please note: Proposers are to indicate their projected net sales revenue for the first year (1) years of operation (**Annexure G**).

In accordance with SANBI's lease agreement for the operation of this restaurant and Main kiosk, Proposers must take note that the minimum monthly rental payable will be R14 500,00 or 10% of percentage of monthly turnover, whichever is higher. The minimum monthly rental will increase annually by CPI.

A deposit equivalent to three months' minimum rental payment will be payable by the successful Proposer.

Rental calculated as a percentage of monthly turnover as follows:

If the appointed Bidder has to make a substantial investment (in excess of R300 000) to establish the **RESTAURANT**, then the monthly rental will begin at 7% for the first year and increase annually by not less than 1% per annum until the target maximum of 10% is achieved.

Or

If the appointed Bidder does not need to make a substantial investment to establish the **RESTAURANT**, less than R300 000, then the rental will be 9% and increase by additional 1% per annum to achieve a maximum of 10%.

No sub-rental of the premises or business will be allowed without consultation with SANBI. No transfer or change of operator's management without consultation and written consent of SANBI.

No sub-rental of the premises or business will be allowed without consultation with SANBI.

9.8 References & General information

Each Proposer is required to submit details of relevant experience, staff capacity and at least three contactable relevant business references in the past five years. This should include company name, contact person, telephone number, services provided contract duration with dates and performance of the service provider per service provided and CVs of management and the Chefs applicable to this operation. CVs to include experience, qualifications and previous employers and should not be more than three pages) in **Annexure H**. Reference letters issued by the bidder, its parent company, subsidiary, sister company, affiliate, or any related entity will not be accepted.

9.9 Proposer's Financial Capacity

Each Proposer is to submit bank rating code letter valid for three (03) months showing the conduct of the account (Supplemented by Audited financial statement showing financial capacity to implement and run the contract without foreseen cashflow challenges, liquidity in **Annexure I**.

9.10 Company profile

Each Proposer is to submit the company's profile in **Annexure J**.

9.11 Environmental Policy

Each Proposer is to submit a description of the business consideration for the environment, and how this is put into practice in **Annexure K**.

9.12 Waste management plan

Each Proposer is to submit a detailed Waste Management Plan outlining the kind of waste that will be generated by the operation and how this will be managed in **Annexure L**. (See Section 2.20 in Document 2)

9.13 Risk Management plan

Each Proposer is to submit a Risk Management Plan in relation to hazardous activities in **Annexure M**. (See Section 2.20 in Document 2).

9.14 Marketing Capability

Although the Restaurant and Main Kiosk are intended to provide a service to NZG visitors, marketing done by the Restaurant and Main Kiosk can bring additional visitors to the NZG and create awareness about the Restaurant and Main Kiosks amongst visitors.

Each Proposer is to submit a brief marketing plan for the proposed Restaurant and Main Kiosks that demonstrates initiatives aimed at adding value to the NZG in **Annexure N**.

10. 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 the Evaluation (issued 3 September 2010) this bid will be evaluated in two stages.

Stage one evaluation: The table below indicates the criteria for the phase one (functionality) evaluation.

FUNCTIONALITY CRITERIA		POINTS
1. Track record, history, and experience relevant to the proposed operation (Annexures H and J)		20
1.1. Proposers must demonstrate an in-depth experience and expertise in the field of Restaurant and kiosk operations backed by relevant supporting documentation. 1.2. Provide company history and reference letters from clients in the past five years (company name, contact person, telephone number, services provided,	More than five (5) years' relevant experience with five (5) or more reference letters.	(20)
	Three (3) to four (4) years' relevant experience with four (4) reference letters.	(15)
	Two (2) to three (3) years' relevant experience with three (3) reference letters.	(10)

total value of the contract and contract duration with dates, performance of the service provider per service provided). The reference letters must be relevant to the RFP.	One (1) year relevant experience with 1 reference letter.	(5)
	No submission of evidence or less than one (1) year relevant experience with no relevant reference letters.	(0)
2. Capability of staff (H, E and N)		15
. Capability of staff 2. CVs of staff (Management, staff and the Chef applicable to this operation), CVs to include experience, qualifications and previous employers and should not be more than three pages.	More than six (6) years' relevant experience	(5)
	Between three (4) to four (5) years' relevant experience	(3)
	Between one (1) to three (3) years' relevant experience	(1)
	Non-submission	(0)
2.2. Marketing Capability	Marketing plan and more than 5 examples submitted.	(5)
	Marketing plan and less than 5 examples submitted.	(3)
	Marketing plan and less than 3 examples submitted.	(1)
	No submission	(0)
2.3. Staff training policy and programmes	Training and skills development plan with time frames that covers code of conduct and procedures of restaurant operations.	(5)
	Training and skills development plan with time frames that covers code of conduct.	(3)
	Training and skills development plan with time frames.	(1)
	No submission of Trainings and Plan or Training plan that does not cover any of the elements above.	(0)

3. Proposed concept of operation needs to be aligned with the philosophy of the Garden (Annexures A and D)		20
3.1. Proposed Restaurant and main Kiosks model		(10)
3.2. Visual/pictorial presentation of the interior		(5)
3.4. Staff uniforms		(5)
4. Proposed selection of products, menu, price, equipment, projected sales and investment (Annexures C, F and G)		15
4.1 Capital investment and relevant resources suitable to operate the Restaurant and main kiosks during the contract period (Annexure F)		5
4.2 Product details, pricing menu and Projected sales		5
Projected sales		5
4. Financial Capacity (Annexure I)		20
Bank ratings code Bidders must submit bank rating code letter valid for three (03) months showing the conduct of the account (Supplemented by Audited financial statement showing financial capacity to implement and run the contract without foreseen cashflow challenges, liquidity).	Undoubted for the amount of enquiry or Good for the amount of enquiry. (Bank code: A)	(20)
	The subject has a good record of meeting their financial commitments, and the amount is well within the capacity of an ordinary business commitment. (Bank code: B)	(15)
	The subject has a good record; the amount may appear high in relation to normal transactions on the account. (Bank code: C)	(10)
	The financial position of the subject is modest or unknown, but where the account is satisfactorily conducted, and the subject is considered business commitments. (Bank code: D)	(5)
	The amount of enquiries is too high for the subject and terms given. (Bank code: E)	(2)
	Non submission of bank rating letter	(0)
5. Safety, Health, and Environmental Requirements (Annexure K, L & M)		10

5.1 Company's considerations for the environment	2
5.2 Waste Management Plan	4
5.3 Risk Management Plan	4
TOTAL	100

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

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), a maximum of 20 points will be awarded based on the identified specific goals.

However, as price is not relevant to this Proposal, the second stage of evaluation of bids will focus solely on specific goals points.

Specific Goal	Total Points
1. Categories of persons historically disadvantaged by unfair discrimination on the basis of race. 100% black ownership (Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD must be attached as proof)	(10)
2. Categories of persons historically disadvantaged by unfair discrimination on the basis of gender. 100 % female ownership (Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD must be attached as proof)	(05)
3. Categories of persons historically disadvantaged by unfair discrimination on the basis of disability. (Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD must be attached as proof)	(05)
Total Points	20

12. EXCLUSIVITY

The successful Operator must be mindful that the NZG provides outdoor event venues for promoters, and these events are planned and operated by third parties.

ANNEXURE A: PROPOSED CONCEPT

ANNEXURE B: OPERATING HOURS

ANNEXURE C: PRODUCT DETAILS & PRICING MENU

ANNEXURE D: STAFF UNIFORM

ANNEXURE E: STAFF TRAINING POLICY & PROGRAMMES

ANNEXURE F: CAPITAL INVESTMENT

ANNEXURE G: PROJECTED NET SALES REVENUE FOR ONE (1) YEAR

ANNEXURE H: CONTACTABLE BUSINESS REFERENCES AND CVs (Attach CVs)

*Please provide details of three RELEVANT business references as follows:

In addition, provide the following supporting documents pertaining to the list and reference letters (Official Purchase Orders, or Service Level Agreement, or Appointment Letters with contact details and value of contracts)

Reference 1:

Name of reference:

Contact person:

Telephone numbers:

Length of contract/trading period:

Letter attached: ☐

Reference 2:

Name of reference:

Contact person:

Telephone numbers:

Length of contract/trading period:

Letter attached: ☐

Reference 3:

Name of reference:

Contact person:

Telephone numbers:

Length of contract/trading period:

Letter attached: ☐

ANNEXURE I: PROPOSER'S HISTORY & GENERAL INFORMATION

Full legal company name	
Registered office physical address	
Postal address	
Telephone number	
Contact name	
Is the company the provider of the proposed service? If not, please supply the name and address of the other provider.	
How long in years has this company been operating in this business?	
Please indicate the proposed team structure that will be dedicated to the proposed service and provide CVs of key personnel involved. NB: Any changes in key personnel must, in terms of the lease, be communicated and agreed to with the Lessor, with the understanding that replacements are to be of the same qualification and experience.	
Please provide a copy of the last four years' consolidated income statements, and cash flow statements and balance sheets.	
Please provide your company's bank classification code	

ANNEXURE J: COMPANY PROFILE

ANNEXURE K: COMPANY'S ENVIRONMENTAL POLICY

ANNEXURE L: WASTE MANAGEMENT PLAN

ANNEXURE M: RISK MANAGEMENT PLAN

ANNEXURE N: MARKETING CAPABILITY

SANBI Catering Specifications and information

National Zoological Garden, Pretoria

Document number: Two (2)

SECTION 1

1.1 INTRODUCTION

This document gives a general overview of the National Zoological Garden's visitor services, particularly regarding food operations. It sets out the requirements and calls for proposal in respect of the Duku-Duku restaurant and Main Kiosk situated inside the NZG.

This document (Document 2) is to be read in conjunction with the Terms of Reference (Document 1).

1.2 TERMINOLOGY & DEFINITIONS

The following terminology has been used throughout this document:

- SANBI: South African National Biodiversity Institute
- The Garden: National Zoological Garden, Pretoria
- The Operator: Appointed caterer
- Proposer: The Bidder
- Restaurant: Duku-Duku Restaurant situated inside the Garden next to picnic area
- Kiosk : Main Kiosk situated at Flamingo Terrence
- Adhoc Kiosk: Situated at Picnic area

1.3 CATERING OBJECTIVES

The operator will be required to supply a service that primarily maximises the popularity and usage of the Garden by:

- usage of environmentally friendly products and practices;
- developing a concept which has some speciality as a drawcard;
- creating a pleasant eating ambience in which garden visitors can relax and enjoy good service, good quality food and drink under hygienic conditions, and feel that they are getting value for money;
- creating a pleasant function venue where guests can relax and enjoy good quality hospitality and rustic country scenery;
- assisting SANBI in enhancing the appeal of the garden, both to tourists and the general public;
- offering a restaurant menu that reflects modern eating habits and innovative cuisine; and
- attractively presenting and merchandising food and local beverages of the area.
- be prepared to cater for all dietary preferences with valid certification such as Certificate of Acceptability for Food Premises from respective authorities prior to operations.

- Comply with the requirements of regulation 638 of 22 June 2018 (GG: 41730) “regulations governing general hygiene requirements for food premises and the transportation prior to operations.

The Operator will be offered a 2-year contract (or as agreed between the Operator and SANBI) and performance will be reviewed on a quarterly basis. The contract may be open for renewal 2 years after the date of commencement, for a further 1-year period, by mutual agreement and dependent on performance during the initial 2-year period. Hereafter SANBI has the right to re-tender the contract should it be considered appropriate.

The Operator will be subject to an annual review commencing 12-months from the date of commencement to ensure that the service complies with the standards required (see **Section 4.2**). Contract performance reviews will be conducted on a quarterly basis.

In return for this opportunity the Operator will:

- retain all income generated - depending on whichever is the higher amount on a monthly basis, pay a minimum monthly rental or a percentage of net sales revenue present SANBI with audited accounts at the end of each financial year be responsible for paying all operational overheads including electricity, water, refuse removal, cleaning, telephone, alarm and security costs.
- Provide the necessary equipment to operate the facilities as indicated in this document (see **Section 2.6 and 2.7**)

SANBI will provide:

- Kitchen
- Dining area
- Ablution facilities
- Cold room
- Office
- Garden service for the landscaped areas surrounding the Restaurant

SECTION 2 – THE GARDEN & ITS FACILITIES

2.1

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. Garden facilities at the National Zoological Gardens include: Garden facilities include:

- Staff Centre

- Administration buildings
- Flamingo Restaurant
- DukuDuku Restaurant
- Picnic Kiosk
- Mountain Kiosk
- New entrance gate, parking area and related buildings.
- Picnic areas
- Cable Car (out of circulation)
- The Waterhole
- Enclosures with wide collection of captive and free-ranging animals
- Elephant indaba
- Research facility
- Animal Hospital
- Animal Kitchen
- Aquarium
- BioBank

2.2 GARDEN ENTRY

The Garden is open 365 days a year at the following times, 08:30 - 16:30.

Visitor access to the restaurant and Kiosks will be through the main entrance of the garden.

This means that all restaurants and Kiosks customers will have to pay the garden admission fee. All functions at the garden will be administered and processed by SANBI.

ADMISSION FEES

NB. Garden admission fees are revised on an annual basis and are subject to change.

NZG Pretoria – General fees	2025/2026
Adults (a person 18 years of age or older)	R120
Online Adults (a person 18 years of age or older)	R110
Children (2 – 17 years of age)	R85
Online Children (2 – 17 years of age)	R75
Children (under 2 years of age)	Free
Students (a person with a valid student card)	R75
Pensioners (a person over the age of 60)	R85 Free of charge on pensioners days: maximum of 6 days per annum
Social Impact Organisations (NGO's, Charity groups, NPO's, Welfare organisations etc)	R65

Organised formal education groups (learners, higher education students, teachers, lecturers) Monday - Wednesday	R 55
Organised formal education groups (learners, higher education students, teachers, lecturers) Thursday – Friday	R 75
Vehicle parking fee	R 30

2.3 GARDEN VISITORS

The number of garden visitors over the last three years has averaged over 226 401 per annum. It is important to note that visitation to the garden is seasonally influenced, with peak months being March, April, September and December with the remaining months categorized quiet months. It would be wise for the Operator to focus on vigorous marketing before and during the quiet months as well as to attract a greater percentage of local residents from the region.

The National Zoological Garden has a high number of visitors around long weekends and during spring and summer. These visitors often look for a place where they can get a meal, something to drink and have a quick walk through the Garden. The garden is also popular for functions with some clients preferring onsite catering, garden management often refer clients with these requirements to the Restaurant operator.

As the area is very popular as a holiday and weekend destination, school holidays, Sundays and public holidays are the busiest days, weather permitting.

2.4 THE RESTAURANT

The restaurant was constructed to cater for food preparation, take ways and dining. The restaurant design is aimed at creating a link between the inside and outside environment and situated near picnic area where events are hosted. The Restaurant has wide windows to allow natural light in and can be closed to protect diners from wind and rain.

Facilities include:

No.	Facilities include: Area	m ²
1	Duku- Duku	
	– Kitchen	72.16
	– Dining Area	277.42
	– Toilet male	16
	– Toilet female	16.91
	– Office	12.8

	– Back Storeroom	14
	– Dry Storeroom	12
	– Cold room	4.48
2	Flamingo Main Kiosk	
	– Storeroom	21
	– Cold Room	9
	– Dry stock storeroom	23.68
	– Main Kiosk	33.39
3	Picnic Kiosk	
	– Kiosk	66
	– 3 Counters	8.7

2.5 USE OF CATERING FACILITIES

The Operator will not be able to use the garden's facilities for any purposes other than those indicated in this document, without prior written consent from SANBI. Similarly, SANBI will not be able to use any of the Operator's facilities without its prior written consent.

2.6 EQUIPMENT

The Operator will be expected to add whatever equipment, furniture and fittings necessary for the restaurant and Main kiosk to maximize revenue opportunities and provide a high standard of catering service at the Garden.

2.7 FURNITURE, CUTLERY, CROCKERY & GLASSWARE

The Operator will be responsible for providing all furniture, crockery, cutlery, glassware, etc. and any other health and safety equipment required. An idea of the type and style to be used is to be included in the Forms of Tender (See Document 1).

The Operator will be responsible for maintaining stock levels at its own expense.

NB. All items (attached or loose) listed and currently found in and outside the restaurant, are the property of SANBI.

2.8 MAINTENANCE

The Operator will be responsible for the day-to-day maintenance of the restaurant facilities, all

surfaces and equipment, whether the equipment has been supplied by the Operator or purchased new by SANBI. This equipment is to be serviced, maintained and/or replaced by

the Operator, at its own expense, in order to provide a continuous catering service at the Garden.

Equipment purchased by SANBI will remain the property of SANBI and is to be returned in the condition it was originally handed over with fair wear and tear taken into consideration. Should SANBI consider it necessary, independent equipment specialists may be called on to inspect and repair or replace any equipment supplied by SANBI and the cost thereof will be refunded to SANBI by the Operator.

SANBI will be responsible for all structural maintenance to the building unless any repairs are required as a result of Operator negligence or guest vandalism.

2.9 CLEANING

The Operator will be responsible for the cleaning of all facilities under its control and any facilities used for catering purposes including outside seating areas and staff toilets. These facilities are to be cleaned not only to a high visual standard but to a standard that ensures that all surfaces, counters, equipment, fridges, freezers, racking, etc. stand the test of swabbing by inspection carried out on an ad-hoc basis. The Operator will be required to use high-quality cleaning materials and chemicals (particularly sanitizers) purchased from well-established and reputable chemical companies.

The Operator will be responsible for cleaning all public areas attached to its leased premises.

The Operator will be responsible for organising and maintaining records of:

- deep cleaning of kitchen equipment and ducting
- steam cleaning of kitchen floors, walls, stores, fridges, freezers and equipment
- deep cleaning of staff facilities
- deep cleaning of extractor fans
- cleaning and maintaining fat traps and the disposal of the waste legally

Deep cleaning of kitchen equipment and ducting is to take place monthly and steam cleaning weekly or as agreed with SANBI. Deep cleaning of staff facilities and public toilets is to be conducted quarterly.

The Operator is to make sure that no littering of the surrounding areas occurs from its premises. No litter is allowed within the public eye in the garden and around the restaurant, restaurant to arrange for suitable holding bay.

The Operator is to ensure that extractor fan is cleaned on a weekly basis.

2.10 SMOKING

No smoking will be allowed in any of the SANBI buildings – only in the outdoor service areas. SANBI buildings are strictly NO SMOKING ZONES. Staff and visitors are to strictly adhere to any current South African legislation regarding smoking.

2.11 ADVERTISING

The Operator will not be allowed to advertise anywhere within the garden without prior written approval of SANBI.

2.12 MARKETING

The Operator will be required to spend at least 2% of net sales revenue on marketing per annum. Any marketing material will have to be approved by SANBI.

Where appropriate, SANBI will promote the catering facilities as much as possible and in return the Operator will be expected to promote the Garden.

2.13 SIGNAGE

SANBI will be responsible for providing and maintaining directional signage to all catering facilities within the Garden and in public areas. The Operator will be responsible for providing signage within its facilities such as the name of the outlet, till points and menu displays. All signage is to be approved by SANBI.

The Operator will be required to display any wall-mounted pricing and menu information in a form that is attractive, clearly visible and of a permanent design. These signs are to be in keeping with the overall design of the catering facility. Hand-written signs will not be allowed unless in cases of emergency.

Neither notices nor signs are to be displayed by the Operator outside the relevant buildings without the prior written consent of SANBI. No flyers, flags and tear-drop banners to be mounted anywhere in the Garden without written consent of SANBI.

2.14 REFUSE

The Operator will be expected to remove all refuse from the kitchen and food preparation areas at least daily to its garbage collection areas. SANBI will remove the refuse from the garbage area once a week for which a nominal fee will be levied. No refuse should be kept overnight around the restaurant building or parking area.

Cans, glass, plastic and paper are to be stored separately for re-cycling purposes. The separation of this waste will be the responsibility of the Operator but will be collected by SANBI. Refuse stored in the catering facilities is not to be visible to garden visitors and should be suitably stored in sealed containers (baboon and bird proof) such as lidded bins with a firm catch lined with plastic bags. The Operator will comply with any reasonable request from SANBI and will have regard to SANBI's policies on environmental management.

2.15 SECURITY

The Operator will be responsible for supplying, organising and paying for any security alarm systems and monitoring service. The selection of service providers is to be carried out in consultation with SANBI, taking into account existing security service provider in the Garden.

There is currently a 24-hour armed response service at the Garden premises.

2.16 EMERGENCY PROCEDURES

The Operator will be expected to familiarise its staff with SANBI's emergency procedures particularly in respect of fire, suspicious objects and armed robbery. The Operator will be called upon to co-operate in the arrangement of practice drills and emergency procedures.

All staff are to be familiar with instructions on how to use fire appliances. These will be supplied, regularly inspected and tested by SANBI.

Staff knowledge of the emergency procedures and how to use fire equipment, will be tested on a random basis by SANBI or its consultants.

2.17 STAFF FACILITIES

The restaurant has an office, and the Operator's staff can use the toilet at the restaurant. The Operator will also be responsible for the daily maintenance and regular deep cleaning of these facilities, outside the Garden's operating hours.

2.18 TELEPHONE

The operator will be allowed to provide own telephone alternatively, SANBI may supply voice (Telephone) in the restaurant. The cost of telephone calls and rental will be for the Operator's account. On ultimate termination of the lease, ownership of the telephone number and equipment will vest with SANBI.

2.19 LICENCES

All trading licences must be obtained and submitted prior to operating the restaurant. Proof of liquor licences and compliance with food handling and safety regulations and standard must be submitted prior to any selling in the Garden premises and must be maintained by the Operator for the duration of the contract

2.20 PARKING

Parking for the Restaurant Manager and Chef will be available at staff parking near service gate. Delivery parking is next to the Restaurant and delivery personnel must report to the security at service gate to gain access to the garden. No other vehicles are allowed access in the Garden premises without prior arrangement with Garden Management.

2.21 SAFETY, HEALTH AND ENVIRONMENTAL REQUIREMENTS

Operators are required to comply with all acts, regulations and standards relating to Safety, Health and Environment and specifically cleaning and hygiene services applicable to the managing of restaurants (See Document 1).

General Safety, Health and Environmental (SHE) requirements:

All potential Operators entering into a contract with the South African National Biodiversity Institute (SANBI) shall, as a minimum, comply with the following requirements:

- The Occupational Health & Safety Act (OHSA) (Act 85 of 1993) and its Regulations: **A current, up-to-date copy of the Occupational Health and Safety Act as well as Safety, Health and Environment (SHE) file for the company shall always be available on site.** It must be supplied before the signing of the contract for approval by a SANBI agent. The SHE file will become SANBI property at the end of the contract.
- The Operator must comply with regulations governing general hygiene requirements for food premises, the transport of food and related matters (R638), ensures food safety and hygiene standards.
- The Operator must ensure compliance with Hazard Analysis and Critical Control Points (HACCP): A management system addressing food safety through the analysis and control of biological, chemical, and physical hazards.
- The Operator's staff will be expected to attend induction training, within a week of the commencement of operation. The training will include evacuation procedures and familiarising staff with the part of the Garden they are stationed in.
- The Compensation for Occupational Injuries & Diseases Act (Act 130 of 1996): The Operator will be required to submit a letter of Good Standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases Act. The letter should be issued by the Department of Labour. A current, up-to-date copy of the Compensation for Occupational Injury and Diseases Act (COIDA) and a letter of Good Standing shall be available on site at all times.
- National Environmental Management Act (Act No. 107 of 1998),
- Waste Act (Act 59 of 2008).
- The South African National Biodiversity Institute Health and Safety Specification and relevant policies.

The Operator shall:

- Create and maintain a safe and healthy work environment for its own staff and those of SANBI.
- Execute the work in a manner that complies with all the requirements of OHSA and all its associated Regulations, and in so doing, minimize the risk of incidents occurring.

Any incident should be reported to SANBI within 24 hours and the necessary remedial processes put in place.

- Provide all related equipment such as protective clothing, etc. to ensure the safety and health of its own staff and those of others.
 - Respond to the notices issued by SANBI's Health and Safety Agent as follows:
 - Improvement Notice: improve health and safety performance over time so that repeated notices are not issued.
 - Contravention Notice: rectify contravention within given time.
 - Prohibition Notice: terminate affected activities with immediate effect and only resume activities when it is safe to do so.

Waste Management Plan:

In terms of Schedule 5B of the Constitution of South Africa (Act 108 of 1996), waste management is a local government competence that must be executed to protect human and environmental health.

Potential Operators are requested to submit a Waste Management Plan as part of their proposal. The plan must describe all aspects of the management of waste that will be generated, collected, processed or treated as part of the operating of a restaurant on SANBI premises.

The plan should emphasise the following:

- The management of waste generated through the cleaning and hygiene services associated with the maintenance within restaurants, such as used cleaning chemicals and empty containers from these and from pest control material.
- The processes and responsibilities for the removal and disposal of sanitary waste in compliance with legislation, National Environmental Management: Waste Act (Act 59 of 2008).
- The legal disposal of waste collected, including batteries and the disposal of the fat trap content, and recyclable of materials.
- An indication of how recycling will be conducted.

Risk Management Plan

Potential service providers are requested to submit a Risk Management Plan as part of their proposal. The plan must describe all aspects of the management of risk in terms of identifying, monitoring and managing potential risk related to operating restaurants on SANBI premises

3. THE REQUIRED CATERING SERVICE

3.1 THE RESTAURANT

The restaurant will be utilized as a venue for prepared meals, snacks, and drinks for Garden visitors wanting to spend more time. The kiosk will be utilized to sell snacks, ice cream and

drinks mainly. The restaurant is to offer a service that coincides with the opening times of the Garden, unless otherwise agreed with SANBI.

Potential Operators are to submit within the Forms of Tender full details on how they propose developing and operating this venue including menus, selling prices, marketing plan, sketches, photos, sample boards, etc.

The restaurant concept is to appeal to families, businesspeople, tourists and locals. The food is to be moderately priced, stylish and of a quality befitting a prestigious venue as this Garden. This restaurant is to operate 7 days a week, unless otherwise agreed with SANBI. Opening times will be for the operator to propose and are to be detailed in the Forms of Tender. SANBI will only consider proposals whose activities relate to environmental promotion and are family oriented. It is thus important for the Operator to explore special offers for pensioners (mainly on pensioners day).

3.2 METHOD OF PAYMENT

The Operator is to accept all major debit, credit cards, tap payments and cash. NZG is a cash free facility.

3.3 FUNCTIONS

The Operator will be required to abide by SANBI's policy on noise levels and will have to seek SANBI's approval prior to any event involving music, public address systems and similar. Fireworks are not permitted. No open fires or equipment with open fires to be placed around the building.

Any food transported around the Garden is to be placed in suitable, lidded or covered containers. Temperature of hot food is to be maintained at 65°C or above and cold food at 4°C or below until time of consumption.

Cleaning of any outside function areas will fall under the responsibility of the Operator with the exception of Garden areas where litter will be collected by SANBI staff.

The Operator is to provide SANBI with a list of forthcoming functions by the last weekday of each month. Guest lists for the entrance passes are to be provided to SANBI at least 48 hours prior to the function.

3.4 CATERER EXCLUSIVITY

The successful Operator must be mindful that the NZG provides outdoor event venues for promoter, and these events are planned and operated by third-parties. Additionally, the NZG books out venue, the restaurant details will be shared with venue renters for consideration.

3.5 SELLING PRICES

Menu selling prices submitted with the Forms of Tender are to remain valid for a period of 6 months from the date of contract acceptance, unless, or otherwise agreed with SANBI. Selling prices are to represent good value for money and be market related. All selling prices are to be clearly displayed by the Operator and are to include VAT.

3.6 PACKAGING/DISPOSABLES

Take-away items are to be presented in packaging that is hygienic, attractive, preserves product quality and enables the food item to be easily eaten. All packaging should be recyclable or biodegradable. At the discretion of the Operator, all take-away items may be accompanied by information on environmentally friendly practices to be in keeping with SANBI's mandate.

3.7 LAUNDRY

The Operator will be responsible for its own laundry including any function linen. The Operator's staff will be expected to change their uniforms daily.

4. MANAGEMENT & STAFFING

4.1 ADMINISTRATION

The Operator is to nominate a representative who will be primarily responsible for liaison, co-ordination and communication with SANBI. Frequency of formal meetings will be agreed at commencement of the Operator's contract.

4.2 STANDARDS MONITORING

SANBI will inspect either directly or through appointed food service consultants the catering facilities on a three-monthly basis (or as required) to ensure that the specifications set down in this document are adhered to. The operator will be required to contribute to these costs – the amount to be agreed with SANBI in advance of any visits.

The inspections will include but not be limited to:

- standards and speed of service (see **Section 4.2.1**)
- cleanliness, hygiene and general housekeeping (as per **Sections 2.9 and 4.8**)
- food quality as per information supplied in the Forms of Tender and assessed on degree of cooking, general appearance and presentation as well as compliance with menu description
- product temperatures (see **Section 4.6**).
- In the event of contract anomalies and 'Mystery Dining' reports indicating results below-pre-determined and agreed standards, the operator will be given a written warning and

two weeks to take the necessary action (or as agreed between both parties). Should the Operator fail to reach levels of acceptability after a second assessment carried out within one month of the previous visit, a second warning will be issued and a further 2 weeks given (or otherwise agreed by both parties) to rectify the problem. If after a third assessment, standards are still below levels of acceptability, the Operator may be served notice in terms of the contract.

4.2.1 Standards of Service:

In particular, the Operator's staff will be assessed on:

- How they greet and thank customers
- Friendliness and general attitude
- Efficiency
- Food handling techniques
- Evidence of teamwork
- Correct uniforms (as indicated in the Forms of Tender)
- Cleanliness of uniforms
- Personal hygiene (as laid down in the Health Act and general food-handling best practices)
- Menu and ingredient knowledge
- Speed of service.

4.3 INSURANCE

The Operator will be responsible for his/her own insurance and on request will provide SANBI proof of insurance against:

- Unemployment Insurance Fund (UIF) and Compensation for Occupational Injuries and Diseases Act (COIDA)
- Employer's liability
- Public liability relating to the service being offered and during any shop-fitting
- Any loss or damage to cash, its own equipment, stock and property

SANBI will be responsible for insurance against its own public liability and any loss or damage to its equipment by fire or theft.

4.4 COMPLAINTS, COMMENTS & COMPLIMENTS

All complaints, comments or compliments regarding the catering service provided must be forwarded to SANBI. In circumstances of legitimate complaints concerning the standards of food service, the guest should be offered either a refund or the opportunity of another meal with compliments of the Operator.

4.5 MANAGEMENT REPORTING

SANBI requires the following monthly reports from the Operator:

- Daily number of transactions/customers broke down
- Typical average spending
- Number, size and average spending of any functions
- Daily net sales revenue for the venue under the headings: functions and restaurant
- Monthly turnover for the purpose of calculating rental
- Other reports may be requested from time to time.
- At the end of each financial year, the Operator will be required to present SANBI with audited accounts.

4.6 PURCHASING & STOCK

The Operator will be expected to monitor the standard of goods received. In particular, SANBI requires the Operator to:

- Randomly weigh products
- Regularly check expiry dates of products/stock
- Check temperatures of chilled and frozen foods (chilled food must be no higher than 4°C and Frozen food not higher than –18°C)
- Inspect for damaged goods and packaging
- Check the hygiene of containers, baskets and other receptacles used in the delivery process

Food is to be moved to suitable storage areas within 10 minutes of arrival at the destination i.e. all chilled food is to be placed in refrigerators, frozen food into freezers and hot food into warmers, etc.

4.7 STAFFING

The Operator will be entirely responsible for the employment and conditions of service of its own employees and will only employ people who are in good health and have a high standard of personal hygiene.

Any member of staff who reports to duty suffering from any illness likely to put colleagues and customers at risk, should report to their supervisor who will discharge them from duty until such a time as they are fit to resume normal duties.

The Operator's staff and management are to be smart in appearance at all times. The provision of uniforms is the responsibility of the Operator, although the style, fabric and design are to be submitted for approval during the proposal process. Any changes to uniforms thereafter are to be approved by SANBI.

All staff members (including temporary employees) in contact with the public are to wear name badges.

The Operator's staff must behave in a quiet, courteous and professional manner at all times and should not consume food and drink whilst serving visitors. The consumption of alcoholic drinks and smoking of harmful substances is not permitted during working hours. Should staff wish to smoke, they are to do so outside the SANBI building and out of sight of restaurant customers.

The Operator's staff members are to be adequately trained in the tasks they are expected to perform. If necessary, SANBI will request to see training certificates, proof of training courses and qualifications from time to time during the term of the contract.

The Operator will be expected to provide refresher courses on a regular basis particularly with regard to food safety and hygiene and customer service. It will be the Operator's responsibility to ensure that all labour legislation is complied with, including the Employment Equity, Skills Development, Labour Relations and Basic Conditions of Employment Acts. The Operator will be expected to familiarise itself with SANBI's relationship with the State and its employment equity philosophy. The Operator must not do anything that causes industrial unrest amongst SANBI staff.

SANBI reserves the right to veto the employment of any member of the Operator's staff, in order to ensure that the best interests and security of the Garden are maintained. The Operator's staff will be expected to be knowledgeable about the Garden. To assist in this regard, SANBI may hold short briefing sessions as necessary. New staff will be expected to attend as well as those requiring an up-date.

4.8 HEALTH, SAFETY & HYGIENE

The Operator's responsibilities are as follows:

- Ensuring that all catering and related areas as well as production methods comply with food handling and safety regulations, by-laws and Hazard Analysis Critical Control Point legislation (should the latter become law);
- Ensuring that any off-site preparation facilities and production methods comply with all local food handling regulations and by-laws;
- Carrying out thorough and ongoing training of catering staff in all aspects of health, safety and hygiene;
- The Operator may be subject to quarterly health and safety as well as food safety and hygiene audits. Independent food safety auditors will carry out the latter. The Operator will be provided with a copy of any reports and will be expected to contribute towards the cost of the hygiene audits;
- The Operator will be responsible for preventing pest infestation and for appointing and paying a legitimate pest control company complying with the OHSA and its regulations

in the use of pest control agents, to undertake regular inspections. Records of visits as well as the inspection results are to be kept and will be inspected by SANBI on an ad hoc basis; and

- COVID-19 safety and health protocol compliance.

4.9 TERMINATION OF CONTRACT

Should standards of service, food hygiene and safety, quality of produce, continuity of operation and other operational aspects lapse and continue to do so after a written warning from SANBI, SANBI will have the authority to issue a termination of contract in terms of the lease.

4.10 DISPUTES

If any dispute or difference of opinion arises between SANBI and the Operator in connection with the contract or the carrying out of duties under the contract, agreement is to be reached by amicable discussions. Failing such agreement the dispute shall be referred to an independent person of good repute and standing agreed by both parties. If the parties are still not able to agree the arbitration clauses in the lease will apply.

4.11 INCONSISTENCIES

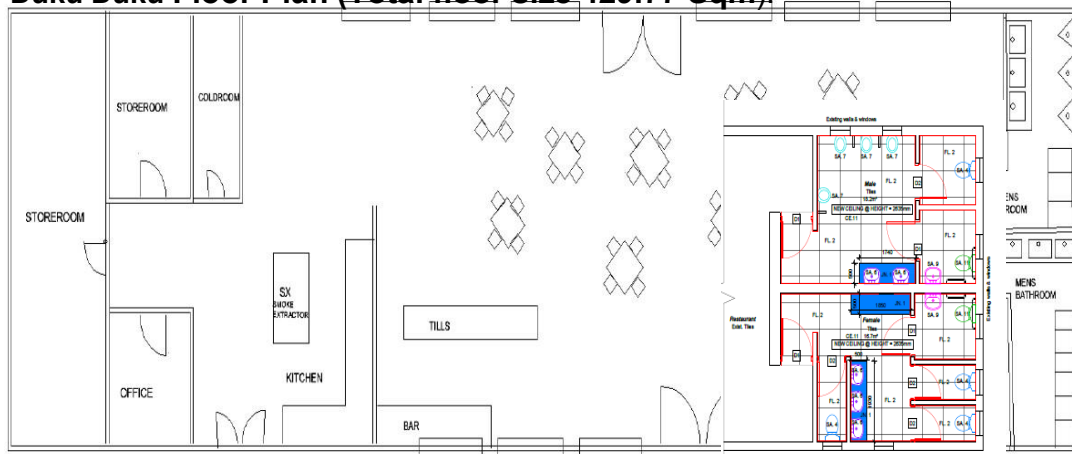
If there are any inconsistencies in these documents or in explanations given to potential Operators including inconsistencies between this documentation and the signed lease, then the lease will apply.

4.12 RESTAURANT NAME

4.12.1 DUKU-DUKU

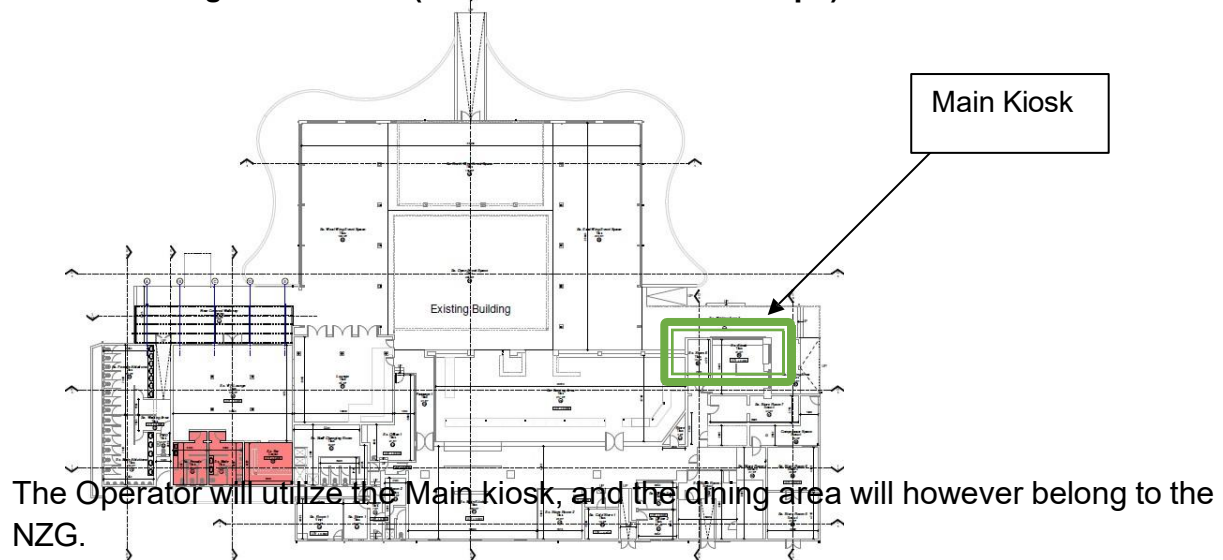
The Restaurants are called “**Duku Duku**” and **Main Kiosk**” and will remain as such unless otherwise stated on the lease and will be subject to approval of SANBI.

Duku Duku Floor Plan (Total floor size 429.77 Sqm).





4.12.2. Flamingo Floor Plan (Total floor size 429.77 Sqm).



4.12.3 Picnic

Picnic Kiosk floor plan (Total floor size 66 sqm)

