

Kirstenbosch Gift Shop

Background Information and Specifications

Kirstenbosch
National Botanical Garden

Document Number: Two (2) of two (2)

Tender No: SANBI:G554/2025

SECTION 1- BACKGROUND

1.1 INTRODUCTION

This document gives a general overview of the Kirstenbosch National Botanical Garden's visitor services, particularly regarding commercial operations. It sets out the requirements and call for bidders in respect of the Kirstenbosch Gift Shop. The Gift Shop consists of two outlets, a large one (384 m²) at the Visitor Centre Entrance at Gate 1 and a smaller one (25 m²) at the Garden Centre Entrance at Gate 2. Both outlets are the subjects of this tender process.

This document is to be read in conjunction with Document One (1) of Two (2), namely *Request for Proposal for the appointment of an operator for the Kirstenbosch Gift Shop at the Kirstenbosch National Botanical Garden, Rhodes Drive, Newlands, Cape Town, for a period of five years.*

1.2 TERMINOLOGY AND DEFINITION

The following terminology has been used through this document:

- SANBI: South African National Biodiversity Institute
- The Garden: **Kirstenbosch** National Botanical Garden, **Cape Town**
- The Operator: Appointed Kirstenbosch Gift Shop Operator

1.3 OBJECTIVES

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

- Developing a concept which has some speciality as a draw-card;
- Creating a pleasant ambiance in which visitors can enjoy good services, good quality products, and feel that they are getting value for money;
- Assisting SANBI in enhancing the appeal of the Garden, both to tourists and the general public;
- Attractively presenting and merchandising products.

1.4 TERMS OF TRADING

The Operator will be offered a 5-year contract commencing 1 September 2025 (or as agreed between the Operator and SANBI). The contract will be open for renewal 5 years after the commencement, for a further 5-year period, by mutual agreement and dependant on performance during the initial 5-year period. Thereafter SANBI has the right to re-tender the contract should it be considered appropriate.

The Operator will be subject to an annual critical review commencing 12 months from the date of commencement to ensure that the services comply with the standards required (see Section 4.2).

In return of this opportunity the Operator will:

- Pay a minimum monthly rental or a percentage of sales revenue, depending whichever is the higher amount on a monthly basis;
- 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).

SANBI will provide:

- Storage space
- Work room
- Kitchenette
- Office without shelving
- Electrical points; and
- Garden service for the landscaped areas surrounding the Gift Shop.

SECTION 2 – THE GARDEN AND ITS FACILITIES

2.1 BACKGROUND

The Garden is one of 11 gardens that form part of the South African National Biodiversity Institute (SANBI) that resides under the Department of Forestry, Fisheries and the Environment (DFFE).

The Garden comprises 528 ha of land in the southern suburbs of South Africa's legislative capital Cape Town. Of the total area of the garden, 41 ha is regarded as landscaped area, with the remaining 487 ha being either natural or a low-maintenance area. The Garden's fence line is approximately 7 km in length. The Garden is open to the public 365 days a year from 8:00 – 18:00 in winter and from 08h00 – 19h00 in summer. The Garden received approximately 700 000 visitors in the 2024-25 financial year. The Garden forms part of the Cape Floral Kingdom World Heritage Site and is rated as one of the top seven botanical gardens worldwide along with Kew, Edinburgh, Sydney, New York, Missouri and Komarov in Russia.

Garden facilities and attractions include:

- The entire landscaped garden which includes world renowned displays of South African flora with an emphasis on the Cape Floral Kingdom.
- Special demonstration gardens which include: the Water-wise Garden, the Garden of Extinction, the South African Weeds Garden, Useful Plants Garden, Fragrance Garden, Fynbos Garden and the Sculpture Garden.
- Hiking Trails throughout the Garden with access to the rest of the Table Mountain National Park.
- The Kirstenbosch Tree Canopy Walkway.
- The 32-year-old Summer Sunset Concert series which attracts an average of 120 000 people each summer.
- Facilities at the Visitor Centre (Gate 1) include: Conference centre, ablutions, Kirstenbosch Gift Shop (the subject of this tender), Botanical Society Bookshop, Vida e Café, Information Desk, Cape Town Tourism Office, The Botanical Society Conservatory, Bonsai Garden, Moyo Restaurant and a gazebo for wedding ceremonies. The concert venue is also situated close to Gate 1.
- Facilities situated at the Garden Centre (Gate 2) include: Indigenous plant retail nursery, Kirstenbosch Gift Shop (the subject of this tender), lecture hall, marquee lawn, restaurant, and the Gold Fields Education Centre.

2.2 GARDEN ENTRY

The Garden is open 365 days a year at the following times:

Garden hours:

08:00 – 18:00 Winter (April – August)

08:00 – 19:00 Summer (September – March)

Gate entry rates are currently as follows (**from April 2025**):

For South African residents:

Adult (with ID or Driver licence): R100

Student (18 years and older with student card from a South African institution): R60

Pensioner: Free entry (over 60 and with valid ID), on Tuesdays except public holidays

Children (6-17 years): R40

Children under 6 years: Free

Botanical Society members: 10% discount

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: R250

Garden entry prices are revised on an annual basis

2.3 GARDEN VISITORS

The number of garden visitors for 2024/2025 year reached approximately 700 000 with an additional 99 000 concert-goers during the summer sunset concert series from December 2024 to March 2025. The garden's visitor numbers peak in summer at approximately 60 000 per month and bottom out in winter at 25 000 per month. It would be wise for the operator to focus on vigorous marketing before and during the quieter months as well as attract a greater percentage of the local residents. As the Garden is very popular as a weekend destination, school holidays, Sundays and public holidays are the busiest days, weather permitting.

2.4 THE GIFT SHOP

The Gift Shop is situated at the Visitor Centre and Garden Centre entrances to the Garden. They have a lot of window space to allow in natural light.

2.5 USE OF GIFT SHOP 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 the 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 it to maximise revenue opportunities and provide a high standard of retailing at the Garden. Details of these fixtures and fittings etc. are to be submitted in the Form of Tender.

Please note, all equipment and shelving that the Operator wishes to obtain, will be for the Operators own expense.

- 2.6.1 NB.** All items (attached or loose) listed and currently found outside the Kirstenbosch Gift Shop are the property of the SANBI.

2.7 MAINTENANCE

The Operator will be responsible for the day-to-day maintenance of its facilities, all surfaces and equipment whether the equipment has been supplied by the Operator or SANBI. This equipment is to be serviced, maintained and/or replaced by the Operator, at its own expense.

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 the 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.

The 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.

2.8 CLEANING

The Operator will be responsible for the cleaning of all facilities under its control. These facilities are to be cleaned to a high visual standard.

The Operator will be responsible for cleaning all public areas attached to its leased premises. The SANBI will be responsible for cleaning of all public areas not attached to

any leased premises. In the light of Kirstenbosch National Botanical Garden being a 'bins free' garden, the operator is to make sure that no littering of the surrounding areas occurs from its premises. The removal of waste including recyclable waste, will be for the Operators own expense.

2.9 SMOKING

No smoking will be allowed in any SANBI buildings. Kirstenbosch National Botanical Garden is a smoke free area and all SANBI buildings are strictly NO SMOKING ZONES.

2.10 ADVERTISING

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

2.11 MARKETING

The Operator will be required to spend at least 1% of net sales revenue on marketing per annum. Any marketing material will have to be approved by SANBI.

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

2.12 SIGNAGE

SANBI will be responsible for providing and maintaining directional signage to all the commercial 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 point, displays, emergency exits, fire extinguishers, no smoking signs and similar.

All signage is to be approved by SANBI

Neither notices nor signs are to be displayed by the operator outside the relevant buildings without the prior written consent of SANBI.

2.13 REFUSE

The Operator will be expected to remove all refuse at least weekly to its garbage collection areas. The refuse must be collected by a sub-contractor at least twice a week at the Operator's expense.

Cans, glass, plastic and paper are to be stored separately for recycling purposes. The separation and removal of this waste will be the responsibility of the Operator.

2.14 SECURITY

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

There is currently 24-hour armed response of the Garden premises. The Operator will be required to pay for all remote gate controls. These will be available from the Garden's Administration Office (SANBI).

2.15 EMERGENCY PROCEDURES

The Operator will be expected to familiarise its staff with the 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 appointed consultants.

2.16 STAFF FACILITIES

SANBI will supply an office and staff facility with toilet for the Operator's staff at the Kirstenbosch Gift Shop. The Operator will be responsible for providing secure lockers. The Operator will also be responsible for the daily maintenances and regular deep cleaning of these facilities.

2.17 TELEPHONE

The installation, maintenance and costs of telephone services will be for the Operator's account.

2.18 LICENCES

All trading licences must be obtained and maintained by the Operator.

2.19 PARKING

Staff parking will be available in the main car park. The exact number of bays is to be negotiated with SANBI.

2.20 SAFETY

SANBI requires full compliance with the Occupational Health and Safety Act (OHASA) and in particular Section 37 that deals with the responsibilities incumbent with mandatories.

The provision of first aid boxes and the training of staff in basic first aid will be the responsibility of the Operator.

All accidents and injuries are to be reported to SANBI and recorded in the Operator's Accidents and Injuries book.

GENERAL

The Operator will be expected to comply with any reasonable request from SANBI and will have regard to SANBI's position on the environment and ecology.

SECTION 3 - THE REQUIRED SERVICES

3.1 THE KIRSTENBOSCH GIFT SHOP

Bidders are to submit within the Forms of Proposal, full details on how they propose developing and operating the Kirstenbosch Gift Shop including product range, selling prices, marketing plan, sketches, photos, sample boards, etc.

The Kirstenbosch Gift Shop concept is to appeal to families, business people, tourists and locals. The items for sale are to be stylish and of a quality befitting such a prestigious venue as the Garden. The expectation is that visitors should have a shopping experience that brings the beauty of Kirstenbosch and other natural spaces in the Cape indoors, with merchandise that serve as a tangible memory of their visit. The Kirstenbosch Gift Shop is to operate 7 days a week, 365 days a year, unless otherwise agreed with SANBI. Opening times will be for the Operator to propose and are to be detailed in the Form of Proposal.

The following categories of items to be offered on sale are proposed:

Botanical bath, body and beauty products

Fynbos-infused bath salts, soaps, and oils, luxury skincare items, perfumes, diffusers, incense, scented candles, etc.

Homeware including indoor and outdoor décor

Hand-painted ceramics, high quality crafted cutlery/crockery, vases, paintings, various artware, ornaments, sculptures, pottery, serving trays, cutting boards, botanical or biodiversity themed table linens, cushion covers, runners, candles, glassware etc.

Clothing and accessories

Botanical or biodiversity print leisurewear, T-shirts, caps, towels, sarongs, beanies, hats, scarves, slippers, raincoats and umbrellas, socks, gloves, sunglasses, bags and accessories, assorted handcrafted jewellery items, belts etc.

Books and educational materials (including children's nature themed educational toys)

Extensive selection of books on South African flora, fauna, and natural history, maps, travel guides, etc. (Note: The Kirstenbosch Gift Shop shares a space with the Botanical Society Book Shop)

African crafts and souvenirs

Handcrafted items reflecting South African culture and biodiversity with emphasis on local flora and fauna, basketry, musical instruments etc.

Edible gifts

Locally produced gourmet items and treats, botanical-themed food products, assorted indigenous teas (herbal, health and infused), nuts, dried fruit, biltong etc.

Seasonal items

Christmas ornaments, décor, gift bags, boxes, and table runners, themed gifts associated with changing seasons, special calendar events/dates, birthdays and other special days, items for wrapping and packaging, dry flowers, fresh flowers, etc.

3.2 METHOD OF PAYMENT

The Garden has gone cashless and the Operator is encouraged to follow the same method of payment e.g. to accept all major credit and debit cards, be equipped with cell phone payment scanning, etc.

3.3 SELLING PRICES

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.

SANBI employees will be entitled to a percentage discount on presentation of a valid staff card. The percentage discount is to be negotiated and mutually agreed upon at the time of contracting.

3.4 PACKAGING/DISPOSABLES

Packaging should be eco-friendly wherever possible.

SECTION 4 - MANAGEMENT AND STAFFING

4.1 ADMINISTRATION

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

4.2 STANDARD MONITORING

SANBI will inspect the Kirstenbosch Gift Shop on a three-monthly basis (or as required) to ensure that the specifications set down in this document are being adhered to. The Inspections will include but not be limited to:

- Standards and speed of service (see Section 4.2.1);
- Cleanliness and general housekeeping (as per Sections 2.8);
- Product range- as per information supplied in the Form of Proposal;
- Pricing and value for money; and
- General merchandising and ambience.

In the event of specification and lease anomaly 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 two 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 lease.

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
- Cleanliness of uniforms
- Dress code
- Personal hygiene product knowledge
- Speed of service.

4.3 INSURANCE

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

- UIF, WCA
- 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 AND COMPLIMENTS

All complaints, comments or compliments regarding the Kirstenbosch Gift Shop must be forwarded to SANBI. In circumstances of legitimate complaint concerning the standard of a product, the customers should be offered either a refund or replacement.

4.5 MANAGEMENT REPORTING

SANBI requires the following monthly reports from the Operator:

- Daily number of transaction/customers typical average spends
- Daily net sales revenue

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 STAFFING

The operator will be entirely responsible for the employment and conditions of service of its own employees according to relevant South Africa legislation.

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 must always be smart in appearance.

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

The Operator`s staff must behave in a 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 tobacco, they are to do so outside the SANBI building and out of sight of Kirstenbosch Gift Shop customers. SANBI is particularly concerned about staff using or playing music through cellular phones whilst serving or dealing with customers in the shop and such activities must be strictly prohibited and monitored.

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. Furthermore, SANBI will offer basic training and orientation of staff to become familiar with Kirstenbosch and the mandate of SANBI.

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 Condition 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 within SANBI staff. The Operator must also not permit any action or behaviour that might bring the name of Kirstenbosch or SANBI into disrepute. The Operator must pay special attention to comments and feedback provided by customers especially on social media, which from time to time may require adequate remedy or responses.

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.

4.7 TERMINATION OF CONTRACT

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

4.8 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.

4.9 INCONSISTENCIES

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