Invitation to Bid for the appointment of accredited service provider for the provision card present (CP) and card not present (CNP) gateway services for SANParks for a period of 5 years.

Bid Number	GNP-009-25
Advert Date	06 February 2026
Issuer	South African National Parks
Closing date and time	Date: 06 March 2026 Time: 11:00am

Bidders should ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration.

The bid box is generally open 24 hours a day, 7 days a week at the below delivery address.

643 LEYDS STREET, MUCKLENEUK, PRETORIA **(MAIN GATE: TENDER BOX)**

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS – (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, PREFERENTIAL PROCUREMENT REGULATIONS 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT

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ABBREVIATIONS

Abbreviation	Description
3DS	3D Secure - Authentication protocol for online card transactions
API	Application Programming Interface
BBBEE	Broad-Based Black Economic Empowerment
BSC	Business Steering Committee
CNP	Card Not Present - Transactions where the card is not physically present
CP	Card Present - Transactions where the card is physically present
CVV	Card Verification Value
EAD	Enterprise Applications Development
EMV	Europay, Mastercard and Visa - Global standard for chip card payments
GCC	General Conditions of Contract
HCM	Human Capital Management
ICT	Information and Communications Technology
IT OPS	Information Technology Operations
KPI	Key Performance Indicator
MCC	Merchant Category Code
NFC	Near Field Communication - Technology enabling contactless payments
P2PE	Point-to-Point Encryption
PAN	Primary Account Number - The card number
PASA	Payments Association of South Africa
PCI DSS	Payment Card Industry Data Security Standard
PED	Payment Entry Device / Pin Entry Device
PFMA	Public Finance Management Act
POPIA	Protection of Personal Information Act

Abbreviation	Description
POS	Point of Sale
QR	Quick Response - Type of barcode used for payments
RMA	Return Merchandise Authorization
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SAST	South African Standard Time
SCA	Strong Customer Authentication
SCM	Supply Chain Management
SDK	Software Development Kit
SLA	Service Level Agreement
TPS	Transactions Per Second
UAT	User Acceptance Testing
WAN	Wide Area Network

INTRODUCTION TO SANPARKS

SANParks was initially established in terms of the now repealed National Parks Act, 57 of 1976 and continue to exist in terms of the National Environmental Management: Protected Areas Act, 57 of 2003; with the mandate to conserve; protect; control; and manage national parks and other defined protected areas and their biological diversity (Biodiversity). As a public entity, SANParks is also governed by the Public Finance Management Act, Act 1 of 1999 (as amended by Act 29 of 1999), and it is listed as Schedule 3 Part A: 25 public entity.

Our **vision** is to have a world class system of sustainable National Parks reconnecting and inspiring society.

Our **mandate** is the delivery of Conservation Mandate by Excelling in the Management of a National Park System

Our **mission** is to develop, protect, expand, manage, and promote a system of sustainable national parks that represents natural and cultural heritage assets, through innovation, excellence, responsible tourism and just socio-economic benefit for current and future generations.

The Parks under the management of SANParks are divided into 6 regions:

Region	Regional Office	Parks managed
Arid	Upington	Kgalagadi, Augrabies, Richtersveld, Namaqua, Mokala, Meerkat
Cape	Cape Town	Table Mountain, Agulhas, West Coast, Tankwa Karoo, Bontebok
Garden Route	Knysna	Storms river Mouth (Tsitsikamma), Knysna Forests, Wilderness, Knysna Estuary
Frontier	Port Elizabeth	Addo, Camdeboo, Mountain Zebra, Karoo
North	Pretoria, Head Office	Golden Gate, Marakele, Mapungubwe,
Kruger National Park	Skukuza	35 Various Camps
Administrative	Pretoria, Head Office	Groenkloof (Head Office)

Furthermore, SANParks oversees the management of the parks and provide strategic guidance and support from its Head Office in Pretoria.

BUSINESS UNIT RESPONSIBLE FOR THE BID

South African National Parks (SANParks) is a public entity functioning under National Environmental Management: Protected Areas Act 57 of 2003 (Act 57 of 2003); with the mandate to conserve; protect; control; and manage national parks and other defined protected areas and their biological diversity (Biodiversity). As a public entity, SANParks is also governed by the Public Finance Management Act, Act 1 of 1999 (as amended by Act 29 of 1999), and it is listed in Schedule 3 Part A: Public Entities.

The Information and Communications Technology (ICT) department of SANParks is responsible for managing and maintaining the organization's technology infrastructure, including hardware, software, networking, and telecommunications systems. These responsibilities are delivered through two operational units which are: Enterprise Applications Development (EAD) and Information Technology Operations (IT OPS).

IT Operations focuses on the infrastructure components such as the management of networks, servers, security, and telecommunications systems. The Enterprise Applications Development unit focuses on the development and management of all software systems (E-Commerce / Website, Finance, SCM, HCM, ECM, Tourism, etc.), software quality assurance and technical support. The Finance department plays a

major role in this bid by managing financial reconciliation, transaction settlement processes, merchant account management, and ensuring compliance with financial reporting and auditing requirements. Finance also oversees revenue tracking and provides input on cost structures and payment processing fees.

The Tourism department plays a major role in this bid as the primary business unit and end-user of the reservation system. Tourism facilitates bookings and customer-facing payment operations across SANParks' parks, camps, and gates. Tourism provides business requirements and oversees the operational functionality of point-of-sale systems and payment devices at park entrances and facilities.

CONTEXT OF THIS PROCUREMENT

South African National Parks (SANParks) currently utilises the services of a payment solutions partner that functions as a direct payment gateway and a hub/aggregator to facilitate transactions across its various payments systems and gateways. These include Card Present transactions (in-park points of sale, front offices, reservations desk, etc.) and Card Not Present transactions (online bookings, Travel Trade, Quick Pay, Fundraising, Wild Card renewals, and other e-commerce platforms). SANParks seeks to consolidate all payment processing under a unified, fully integrated gateway solution to enhance efficiency, security, and customer experience. The objective is to streamline transaction management, ensure effective and robust transactions over Card Present and Card Not Present payments, improve reconciliation, reduce processing costs, ensure reliable reporting (transactional and recons), fast and robust industry standard web services integrations (APIs) and ensure consistent compliance with global payment and data security standards

The below table provides an overall picture of the applications that currently interface with payment gateways.

TRANSACTION VOLUMES (BASED ON LAST FINANCIAL YEAR – APR 2024 – MAR 2025)

Card not Present (transactions) Card present (transactions)

1.   ALL E-COMMERCE TRANSACTIONS:

-        Transaction numbers 406537

-        Transaction Amounts R 1,572,304,699.28

         PED transactions

☐   Transaction numbers 549 495

☐   Transaction Amount R844,056,042.63

Disclaimer: the figures above are an estimate only, and volumes fluctuate according to seasonal and economic factors.

Current Challenges -

Fragented Payment Gateway Management

- The current Payment Solutions Partner manages the contracts and support of different Payments Gateways or Payment Processing partners, sub-contractors which complicates addressing new requirements, updated requirements or resolving payment and transaction errors and limitations.

Operational Inefficiencies

• Inconsistent reporting formats making consolidated financial analysis difficult

- Restrictive and limited reporting options – transactional reporting on the administrative portal for payments and transactions only allow users to extract data in one calendar month blocks (no option to allow more than one month/ annual reports)

- Limited options for targeted, fine grained or combination of reporting – not possible to define pulling reports for only one, two or more Merchants

- Limited API integrated reporting – no function for and support for building custom reporting systems using web services (RESTful API's) with refined data extraction options (based on different periods and ranges, payment types, payment merchants etc)

Expected Benefits

The consolidation to a unified payment gateway solution will deliver measurable benefits across four key dimensions:

Financial Optimization

• 15-25% reduction in transaction processing costs through consolidated volume pricing and elimination of redundant subscriptions

• Improved cash flow management through real-time transaction visibility and faster settlement cycles

Operational Excellence

• 70-80% reduction in reconciliation time through automated processes and unified reporting

• Single point of contact for support, reducing resolution times by an estimated 50%

• Streamlined vendor management and consolidated compliance, reducing ICT and procurement administrative burden by 60%

Enhanced Customer Experience

• Consistent payment experience across all SANParks channels (web, mobile, in-park)

• Faster transaction processing (target: <3 seconds for online, <2 seconds for POS)

• Support for modern payment methods including but not limited to contactless/NFC (tap to pay), digital wallets (Apple Pay, Google Pay, Samsung Pay, etc.), QR-based payments (Zapper, SnapsCan, generic QR codes), and instant EFT solutions (Ozow, PayFast, etc.) where applicable Improved transaction success rates (target: >98.5%) with complete prevention of erroneous payment status reporting

• Innovative payment workflows to prevent customer confusion and payment failures

Strategic Enablement

• Real-time business intelligence and analytics on payment trends and customer behaviour

• Scalable infrastructure supporting SANParks' growth ambitions and rapid deployment of new payment innovations

• Enhanced data security and reduced compliance risk through best-in-class encryption and tokenisation

• More efficient revenue collection supporting SANParks' conservation mandate and fundraising initiatives

Strategic Alignment

This procurement directly supports SANParks' strategic objectives and operational mandate. As a PFMA Schedule 3A public entity with a conservation and tourism mandate, SANParks requires modern payment infrastructure that enables:

Alignment with SANParks Vision 2040: A unified payment gateway supports the transformation toward inclusive, technologically advanced, and financially sustainable conservation by enabling seamless visitor experiences, efficient revenue generation for conservation activities, and digital-first tourism services that attract diverse audiences.

Digital Transformation and Operational Excellence: This payment gateway consolidation is a foundational component of SANParks' broader digital transformation strategy, supporting modernization of customer-facing systems, enhanced e-commerce capabilities, and data-driven decision making. The unified solution reduces system complexity, improves process efficiency, enhances financial controls and governance, and enables agile response to changing business requirements.

Financial Sustainability and Customer-Centricity: The new payment infrastructure optimizes operational expenditure through cost consolidation, improves revenue assurance through better transaction success rates, and enhances financial reporting and transparency. It delivers world-class visitor experiences by removing friction from the booking and payment journey, supporting accessibility through diverse payment options, and building trust through secure, reliable transaction processing.

SANParks has undertaken preparatory work to ensure successful implementation, including ICT infrastructure assessment confirming network readiness across all sites, stakeholder engagement with finance, tourism operations, and park management, consultation with the primary acquiring bank, and review of regulatory and compliance requirements (PCI DSS, POPIA, PFMA).

INFRASTRUCTURE BACKGROUND

Currently SANParks has the following core Tourism Systems operating in the environment:

● Reservations, Property Management and Access Management

● Web Applications (Public Reservations, Gate Tickets, Quick Pay, Travel Trade Online Bookings and Fundraising)

● Wild Card Loyalty Membership sales

OBJECTIVES OF THE PROCUREMENT

The objectives of this procurement are to appoint a suitably qualified and accredited service provider to deliver a comprehensive, secure, and scalable payment gateway solution that addresses SANParks' current and future needs. The appointed service provider will be expected to:

Consolidate Payment Services

• Provide a unified gateway platform that integrates both Card-Present and Card Not Present transactions across all SANParks operations

• Eliminate the need for multiple gateways by enabling centralised processing, reconciliation, and reporting

Enhance Payment Security and Compliance

• Ensure compliance with EMV, PCI DSS Level 1, and P2PE standards

• Implement robust encryption, tokenization, and fraud prevention measures across all transaction types

• Implement solid integrity and security of data (ACID [Atomicity, Consistency, Isolation, Durability], DLP [Data Loss Prevention], CIA [Confidentiality, Integrity, Availability]) to ensure that transactions are correctly captured and consistent in the transaction process and financial reconciliation processes

Support SANParks' Core Systems and Infrastructure

• Seamlessly integrate with SANParks' tourism reservation, property management, ticketing, and e-commerce platforms, ensuring interoperability and minimal disruption to existing operations

• ROBUST SYSTEMS TO SYSTEMS (S2S / B2B) SYSTEMS INTEGRATIONS TO ENSURE INTEGRITY AND ACCESSIBILITY OF TRANSACTIONS (POST TRANSACTION PROCESSING): THE SOLUTION MUST SUPPORT AND PROVIDE FOR CALLBACKS, WEBHOOKS ON A SERVER TO SERVER (PAYMENT GATEWAY SERVERS/SYSTEMS TO SANPARKS MANAGED SERVERS AND SERVICES). THE WEBHOOKS AND CALLBACK SERVICES MUST BE LINKED TO ALL TRANSACTIONAL SERVICES (PAYMENTS, PRE-TRANSACTION PROCESSING SUCH AS PENDING, AUTHORIZING AND POST-TRANSACTION PROCESSING SUCH AS SETTLED, REVERSALS)

• Provide robust, scalable, and updated support for Web and Online Services API integrations using RESTful HTTP standard endpoints

• Enable support for the acquiring bank, with the flexibility to expand to additional acquirers in future if required

• Support PCI DSS-compliant payment methods including hosted payment pages (Payment Redirect/Credit Card Redirect), express transaction links, payment widgets, and tokenization services to reduce SANParks' PCI compliance scope

Enable Omnichannel Customer Experience

• Facilitate secure and consistent payment processing across digital and physical touchpoints, including web, mobile, app-based, kiosk, and point-of-sale environments

• Support modern payment methods including but not limited to contactless/NFC (tap to pay), digital wallets (Apple Pay, Google Pay, Samsung Pay, etc.), QR-based payments (Zapper, SnapsCan, generic QR codes), instant EFT solutions (Ozow, PayFast, etc.), and USSD mobile payments where applicable

Improve Efficiency and Data Visibility

• Provide real-time transaction monitoring, reporting, and reconciliation tools to enhance financial management and operational insight

• Ensure high availability, scalability, and reliability through cloud or hybrid infrastructure options

• Provide reliable, accessible, and robust service endpoints using RESTful HTTP APIs for all transactional reporting

• PROVIDE FOR FINE GRAIN LEVEL OF REPORTING AND TRANSACTIONAL DATA ACCESS INCLUDING DATA OVER PAYMENT STATUS TYPES, MERCHANT REFERENCES, MERCHANT ACCOUNTS, CARD NOT PRESENT AND CARD PRESENT AND DATA FILTERING OVER EXTENDED PERIODS BEYOND ONLY MONTHLY REPORTING (THE SOLUTION SHOULD CATER FOR AND SUPPORT EXTRACTION OF TRANSACTIONAL DATA OVER 1 MONTH, 2 MONTHS, 3

MONTHS, 6 MONTHS AND FULL FINANCIAL YEAR OF TRANSACTIONAL DATA COMBINED WITH ANY AND ALL OF THE OTHER FILTERS

Support SANParks' Strategic Vision

• Contribute to SANParks' broader digital transformation and customer experience strategy, enabling innovation in tourism service delivery

• Ensure sustainability, cost-effectiveness, and value for money throughout the five-year contract term

Acquiring Bank Transition Capability

SANParks' current acquiring bank contract may conclude or change during the 5-year term of this payment gateway contract. The Service Provider must ensure business continuity by supporting seamless transition to any of South Africa's four major acquiring banks.

Mandatory Requirements:

1. Multi-Bank Support: The payment gateway must be capable of integrating with all four major South African acquiring banks: FNB, Standard Bank, Absa, and Nedbank.

2. Transition Obligation: Upon SANParks' written instruction, the Service Provider must complete integration with a new acquiring bank within 90 calendar days.

3. Seamless Migration: Bank transitions must occur with zero data loss, no changes to SANParks' systems or processes, and downtime not exceeding one scheduled maintenance window (maximum 4 hours).

4. No Financial Penalties: No additional licensing fees, platform costs, or early termination penalties will apply when SANParks changes acquiring banks during the contract period. Any integration costs must be disclosed upfront.

Bidder Evidence Required:

• Current integration/certification status with each of the four major SA banks

• At least one reference for a successful acquiring bank transition project

• Fixed cost schedule for future bank transitions (or confirmation included in base pricing)

Contract Protection: Failure to support a required bank transition constitutes a material breach of contract and may result in contract termination without penalty to SANParks.

CONTRACT PERIOD

The contract is for a period of five (5) years**.**

TERMS OF REFERENCE – APPOINTMENT OF ACCREDITED SERVICE PROVIDER FOR THE PROVISION CARD PRESENT (CP) AND CARD NOT PRESENT (CNP) GATEWAY SERVICES FOR SANPARKS FOR A PERIOD OF 5 YEARS.

SPECIFICATIONS / SCOPE OF WORK

South African National Parks (SANParks) requires a comprehensive, unified payment gateway solution to consolidate and modernize payment processing across its national network of parks, camps, and digital channels.

The appointed Service Provider will deliver an end-to-end payment platform supporting both **Card Present** transactions (park gates, front offices, retail points of sale) and **Card Not Present** transactions (online bookings, mobile applications, Wild Card programme, and e-commerce portals).

Scope Overview:

- **Contract Duration:** Five (5) years

- **Geographic Coverage:** National deployment across 19 national parks and 100+ operational sites

- **Transaction Channels:** Multi-channel support including POS terminals, web (PCI COMPLIANT WITH REDIRECT OR CHECKOUT WIDGET ONLINE PAYMENT SUPPORT), mobile (PCI COMPLIANT), kiosks, and API integrations

- **Current Environment:** Consolidation of multiple existing payment gateways into a single, integrated platform

- **Primary Acquirer:** Current acquirer with flexibility for multi-acquirer support **Service Provider Requirements:** The successful bidder must demonstrate:

- Proven experience delivering enterprise-scale payment gateway solutions in South Africa

- Accreditation and compliance with all relevant payment industry standards (PCI DSS Level 1, EMV, P2PE)

- Technical capability to integrate with SANParks' core tourism systems (reservations, property management, access control, ticketing, quick pay, travel trade, gate and permit sales, LOYALTY/WILDCARD/REWARDS)

- Capacity to support SANParks' current and projected transaction volumes with high availability and performance

- Capacity to support SANParks' access to an administrative interface for Transaction reporting/tracking, TRANSACTIONAL FILTERING AND EXPORTING (EXCEL, CSV, pdf) and adjustments (such as Reversals)

- Secure and scalable administration and reporting access and tools available via administrative portals (with 2FA, MFA and roll based access policies (RBAC)) and robust and secure API integration services with token, authentication and standard service response and structured service response formats (in keeping with REST HTTP response structures and formats) to ensure reliable and consistent services integrations for clients (web, mobile, e-commerce or other tourism systems)

- Strong track record in the tourism, hospitality, or public sector environment

- Strong track record with high demand and high traffic sales periods during sales promotions and Black Friday sales.

This procurement represents a strategic initiative to enhance payment security, improve operational efficiency, ensure regulatory compliance, and deliver a seamless omnichannel payment experience for SANParks' visitors and customers.

DELIVERABLES

The service provider will be required to provide, implement, and maintain the following services and deliverables:

Payment Gateway Services

Note: Physical payment terminals (PEDs) for Card Present transactions are provided by the acquiring bank, not the gateway service provider. The Service Provider is responsible for gateway software integration with these devices.

- Provision of a unified payment gateway platform that supports:

  - Card Present transactions (point-of-sale, front office, ticketing, kiosk, and mobile terminals).

  - Card Not Present transactions (website, mobile app, e-commerce, Wild Card programme, fundraising).

- Real-time transaction authorisation, settlement, refund, reversal, and reconciliation capabilities.

- Support for multi-acquirer connectivity.

- Compatibility with major card schemes (Visa, Mastercard, American Express, Diners Club and China Union Pay) and modern payment methods including but not limited to contactless/NFC (tap to pay), digital wallets (Apple Pay, Google Pay, Samsung Pay, etc.), QR-based payments (Zapper, SnapsCan, generic QR codes), instant EFT solutions (Ozow, PayFast, etc.), and USSD mobile payments where applicable.

- Service to service integrations – such as webhooks and callbacks supporting integrity of data and availability of services using integration server to server (payment gateway to SANParks or SANParks partner server and services, or SANParks and SANParks partner servers and services to the payment gateway/s)

- payment gateway services must be hosted on high availability servers, load balanced and scalable/redundant links with fixed IP ranges (to allow whitelisting of IP addresses required for the SANParks firewalls (Cloudflare/forti-waf) and any other SANParks WAF

Systems Integration

- Integration with SANParks' core tourism systems, including:

  o Reservation and Property Management System (for accommodation and activities).

  o Access Control and Ticketing Systems (for gate entry and park access).

  o SANParks' public website and e-commerce portals.

  o The Wild Card Programme system and membership platform.

  o Travel Trade and External offices (Satellite) Reservations sales

  o Quick Pay (SANParks web portal for client payments)

- Provision of API-based integration (RESTful or equivalent), SDKs, and sandbox environments for development and testing.

- Support and Provision test payment cards for development and demonstration and testing (UAT/SIT) supporting payment of any amount and available at any time of the day.

- Implementation of real-time reporting and transaction data synchronisation between SANParks systems and the payment platform.

Technical Performance Requirements

The Service Provider must ensure that the payment gateway platform meets the following minimum technical performance standards to support SANParks' operations across all channels and locations.

Transaction Processing Performance

Measurement Methodology: All response times are measured from the moment the gateway receives the authorization request to the moment the response is returned to SANParks' merchant system.

Authorization Response Times

The gateway must process and return authorization responses within the following timeframes:

Transaction Type	Target Response Time	Maximum Acceptable
Card Present (POS/Terminal)	≤ 2 seconds (95th percentile)	≤ 5 seconds (99th percentile)
Card Not Present (Web/Mobile)	≤ 3 seconds (95th percentile)	≤ 7 seconds (99th percentile)
Contactless/NFC Payments	≤ 1 second (95th percentile)	≤ 3 seconds (99th percentile)

Settlement Processing

Batch Settlement Window: Daily settlements must be completed between 23:00 and 06:00 SAST

Settlement Confirmation: Confirmation information must be available 1 hour after settlement

Settlement Reconciliation: CSV (comma-delimited) reconciliation files generated at close of business day

Failed Transaction Retry: Automatic retry mechanism for failed settlements with 3 attempts over 30-minute intervals (SUPPORTED BY WEBHOOKS OR CALLBACKS – SERVER TO SERVER INTEGRATION SUPPORT)

Card Not Present Refund Processing

Refunds on processed amounts Settled on the payment gateway

Option only available to Finance Admin user accounts.

Card Present Reversal Processing

Same-Day Reversals: Processed within the same day before banking of requested submission

System Throughput and Capacity Requirements

Transaction Volume Capacity

Estimated required minimum transaction volumes without performance degradation:

Metric	Minimum Requirement	Peak Capacity (Holiday/Season)
Transactions Per Second (TPS)	50 TPS sustained	150 TPS burst capacity
Concurrent Transactions	500 simultaneous transactions	1,500 simultaneous transactions

Daily Transaction Volume	100,000 transactions/day	300,000 transactions/day
Monthly Transaction Volume	2,500,000 transactions/month	7,500,000 transactions/month

Scalability: The system must be able to scale to 200% of peak capacity within 48 hours notice to accommodate unexpected demand spikes.

Concurrent User Capacity

Concurrent POS/Terminal Devices: Minimum 250 devices processing simultaneously

Concurrent API Calls: Minimum 100 API requests per second

Administrative Users: Minimum 50 concurrent users accessing reporting dashboards

Transaction Reporting Capacity to pull transaction reporting from 1 day to 12 months of reporting data, with filtering for:

Merchant Account

Payment Status

Card Present or Not Present

First 6 and Last 4 digits of Card Number

Transaction Amount

Transaction Date

Reference Number

Card Holder – on Name and/or Surname

API Performance Requirements

The payment gateway APIs must meet the following performance standards:

API Function	Response Time (5th %ile)	Timeout Threshold	Rate Limit
Payment Authorization	≤ 2 seconds	10 seconds	100 req/sec
Payment Capture	≤ 3 seconds	15 seconds	50 req/sec
Refund Request	≤ 3 seconds	15 seconds	25 req/sec
Transaction Status Query	≤ 500 milliseconds	5 seconds	200 req/sec
Tokenization Request	≤ 1 second	5 seconds	100 req/sec
Report Generation	≤ 5 seconds	30 seconds	10 req/min

API Reliability and Error Handling

API Availability: 99.9% uptime (measured monthly)

Error Rate: < 0.5% of all API requests

Retry Logic: Automatic retry with exponential backoff for transient failures

Error Response Time: Error responses must be returned within 2 seconds

API Documentation: Complete OpenAPI/Swagger documentation provided

Webhook Delivery: Webhook notifications delivered within 30 seconds of event

Reporting API: Support and cater for transaction reporting and transaction state poling and
transaction checks (single or bulk) with support for transaction reporting from 1 day to 12 months
of reporting data, with filtering for:

> Merchant Account
>
> Payment Status
>
> Card Present or Not Present

Network and Infrastructure Performance (Refer Annexure for additional information)

Network Latency Requirements

Gateway-to-Acquirer Latency: ≤ 100 milliseconds average

Gateway-to-SANParks Systems: ≤ 50 milliseconds average (within South Africa)

Cross-Region Latency: ≤ 200 milliseconds (between SA data centers)

Network Jitter: ≤ 10 milliseconds variation

Bandwidth Requirements

Minimum Internet Bandwidth: 100 Mbps dedicated (per data center)

Peak Bandwidth Capacity: 500 Mbps burst capacity

Network Redundancy: Dual ISP connections with automatic failover

QoS Configuration: Payment traffic prioritized over other network traffic

Database Performance

Query Response Time: ≤ 100 milliseconds for transaction lookups

Write Operations: ≤ 50 milliseconds for transaction commits

Report Generation: Historical reports (1 year) generated within 30 seconds

Database Replication Lag: ≤ 5 seconds between primary and replica databases

Index Optimization: Automatic index optimization for transaction tables

Reporting and Dashboard Performance

Report Type	Data Refresh Frequency	Load Time
Real-Time Transaction Dashboard	Every 30 seconds	≤ 10 seconds
Daily Reconciliation Report	Daily at 08:00 SAST	≤ 35 seconds
Custom Date Range Report	On-demand	≤ 30 seconds
Monthly Performance Report	Monthly	≤ 15 seconds
Transaction Search	Real-time	≤ 7 seconds (any criteria)

Dashboard Concurrency: Reporting dashboards must support minimum 50 concurrent users without performance degradation.

Performance Monitoring and Reporting

The Service Provider must implement comprehensive performance monitoring:

Real-Time Monitoring: 24/7 automated monitoring of all performance metrics

Performance Dashboards: Real-time performance dashboards accessible to SANParks

Threshold Alerts: Automatic alerts when performance degrades below 80% of target

Monthly Performance Reports: Detailed monthly reports showing performance against all SLAs

Performance Trending: Historical trend analysis showing performance over time

Proactive Optimization: Quarterly performance optimization reviews and recommendations

Load Testing: Annual load testing demonstrating capacity to handle 200% of peak volumes

Performance Baseline: Establish performance baseline within 30 days of go-live

Performance Remediation: - If system performance falls below specified targets for 3 consecutive days, Service Provider must:

Submit root cause analysis within 24 hours

Provide remediation plan within 48 hours

Implement fixes within 5 business days

Demonstrate restored performance through testing

Performance Testing Requirements

The Service Provider must conduct comprehensive performance testing at the following intervals:

1. **Before go-live:** Complete performance testing and validation before production deployment
2. **Annually thereafter:** Annual performance testing to verify continued compliance with all performance standards
3. **Major releases:** As part of the change control process for major releases (see Section on Change Management)

Performance testing must include:

- Load testing at 100%, 150%, and 200% of expected peak transaction volumes
- Stress testing to identify system breaking points
- Endurance testing over 24-hour periods
- API response time validation across all endpoints
- Database performance and query optimization verification
- Network latency and throughput testing

Test Documentation: All performance test results must be documented and submitted to SANParks within 5 business days of test completion.

Security and Compliance

- Full and valid compliance with EMV, PCI DSS Level 1, and PCI P2PE latest standards.

- Tokenisation of sensitive payment data and end-to-end encryption across all channels.

- Support for 3D Secure 2.0 authentication for Card-Not-Present transactions.

- Implementation of fraud monitoring tools (e.g., blacklisting, velocity checks, transaction screening).

POPIA COMPLIANCE REQUIRMENTS

In accordance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), the Service Provider must demonstrate full compliance with all provisions relating to the processing of personal information. Payment transactions inherently involve the collection, storage, processing, and transmission of personal information, including sensitive financial data.

Specific Compliance Requirements

Lawful Processing and Data Minimisation

The Service Provider must:

- Process personal information only for the specific, explicitly defined, and lawful purpose of facilitating payment transactions for SANParks

- Collect only the minimum personal information necessary to process payments

- Not process personal information for secondary purposes without explicit consent

- Provide a Data Processing Impact Assessment (DPIA) specific to the payment gateway solution

Consent and Privacy Notices

The Service Provider must:

- Provide clear, plain-language privacy notices at all payment touchpoints (POS terminals, web checkout, mobile apps)

- Make privacy notices available in English and at least one other official South African language

- Clearly identify SANParks as the responsible party and the Service Provider as the operator

- Specify data retention periods and include contact details for POPIA-related queries

- Implement a consent management system that records what, when, and how consent was obtained

Data Subject Rights

The Service Provider must facilitate the following rights:

- Right of Access: Provide customer information within 30 days in a structured, commonly used format

- Right to Correction: Enable customers to correct inaccurate information within 7 days

- Right to Deletion: Delete personal information upon request, subject to legal retention requirements

- Right to Object: Provide opt-out mechanisms for direct marketing or automated decision-making

- Maintain a data subject rights request log with response time tracking

Data Security Measures

Technical Safeguards:

- End-to-end encryption (AES-256 or equivalent) for all payment data in transit and at rest

- Tokenisation of Primary Account Numbers (PAN) immediately upon capture

- Multi-factor authentication for all administrative access

- Hardware security modules (HSM) for key management

- Quarterly vulnerability scanning and penetration testing

- Intrusion detection and prevention systems (IDS/IPS)

- Encrypted backup and recovery procedures

Organisational Safeguards:

- Background checks for all personnel with access to payment systems

- Annual POPIA and PCI DSS training for all relevant staff

- Role-based access controls and segregation of duties

- ISO 27001 certification (preferred)

- Documented information security policies and procedures

Data Breach Management

The Service Provider must:

- Implement 24/7 security monitoring to detect potential breaches
- Conduct root cause analysis within 5 business days
- Provide detailed breach reports including nature, extent, affected persons, and remediation measures
- Maintain documented incident response procedures with annual breach simulation exercises

Data Breach Notification Timeline

In the event of a suspected or confirmed data breach, the Service Provider must adhere to the following notification timeline:

Timeframe	Action	Recipient	Requirement
T+4 hours	Initial notification of suspected breach	SANParks	Immediate notification upon becoming aware
T+72 hours	Formal breach notification	Information Regulator	As required by Section 22(1) of POPIA

T+reasonable period	Data subject notification	Affected individuals	"As soon as reasonably possible" where breach poses risk of harm

Note: The "reasonable period" for notifying data subjects depends on the severity and nature of the breach, but must occur as soon as reasonably possible after the breach is confirmed and the extent of affected data subjects is determined.

Data Residency and Cross-Border Transfers

The Service Provider must:

- Process and store all SANParks payment data within the Republic of South Africa, unless explicitly authorised

- Where cross-border transfer is necessary (e.g., card scheme authorisation), ensure recipient is subject to adequate protection per Section 72(1) of POPIA

- Notify SANParks in advance of any cross-border data flows

- Implement appropriate safeguards (encryption, contractual protections)

- Provide data residency confirmation, data flow diagrams, and cross-border transfer agreements (if applicable)

Prohibited: Hosting or backing up SANParks payment data outside South Africa without prior written consent

Third-Party and Sub-Processor Management

The Service Provider must:

- Maintain a comprehensive register of all sub-processors (acquiring banks, card schemes, infrastructure providers)

- Ensure all sub-processors comply with POPIA and sign data processing agreements

- Notify SANParks of sub-processor changes with 30 days' notice

- Remain fully liable for any POPIA violations by sub-processors

- Provide current sub-processor register, template agreements, and compliance certificates.

Data Retention and Destruction

Retention Periods:

- Transaction data: Minimum 5 years (Companies Act and Tax Administration Act requirement)

- CVV: Must never be stored post-authorisation

- PAN: Must be tokenised immediately

- Audit logs: Minimum 12 months (24 months for forensic investigations)

Destruction Requirements:

- Irreversible destruction or anonymisation at end of retention period

- Secure deletion methods (cryptographic erasure, physical destruction, overwriting)

- Certificate of destruction provided to SANParks upon contract termination

- Destruction of all personal information within 30 days of contract end (except where legal retention applies)

Accountability and Governance

The Service Provider must:

- Designate an Information Officer responsible for POPIA compliance

- Provide contact details of the Information Officer and deputy

- Conduct annual POPIA compliance audits by independent third party

- Submit quarterly compliance reports to SANParks including:

    o Data processing activities summary

    o Security incidents and breaches (if any)

    o Data subject rights requests and resolution

    o Sub-processor changes

    o Training completion rates

    o Audit findings and remediation status

Hardware and Devices (Card Present)

Responsibility: Physical payment terminals (Payment Entry Devices - PEDs) are provided and maintained by the acquiring bank, not the gateway service provider.

Service Provider Responsibilities:

Physical Payment Entry Devices (PEDs) are owned, supplied, maintained, and supported exclusively by the acquiring bank. This includes all aspects of hardware provisioning, physical deployment, repair, replacement, Return Merchandise Authorization (RMA), firmware updates initiated by the bank, and end-of-life management.

The **Service Provider is not responsible for the physical PEDs** or any hardware-related logistics. However, the Service Provider **must ensure seamless software-level integration** with the PEDs provided by the acquiring bank. This includes:

1. Supporting **remote device management and configuration control** from the gateway side (e.g., terminal status monitoring, transaction routing, and parameter settings via acquirer APIs);
2. Coordinating with the acquiring bank on **key injection and encryption key lifecycle management**, as facilitated through the bank's secure systems;
3. Ensuring **compatibility with NFC/contactless, mobile wallet, and EMV chip transactions** as supported by the bank-provided devices;
4. Providing **technical troubleshooting support limited to gateway-to-device communication issues**, and escalating hardware faults to the acquiring bank;
5. Collaborating with the acquiring bank during **device rollout, replacement, or RMA processes** to validate end-to-end transaction flows and system interoperability.

Clarification: Any activity requiring physical access to the PED, hardware diagnostics, logistics (including shipping, repairs, or replacements), or firmware updates pushed directly by the bank remains the **sole responsibility of the acquiring bank**. The Service Provider shall not be held liable for delays, failures, or costs arising from PED hardware issues outside its control.

Reporting, Analytics, and Reconciliation

- Provision of a unified reporting dashboard accessible to authorised SANParks staff.

- Ability to generate real-time and scheduled reports segmented by park, channel, device, or transaction type in single transaction to 12 months of transactions or more if required.

- Automated reconciliation with SANParks' financial systems using unique transaction IDs.

- Audit logs and data retention aligned with SANParks' governance and PFMA requirements.

Service Management and Support

- 24/7 helpdesk and technical support.

- Defined Service Level Agreements (SLAs) covering uptime, incident response, and resolution times.

- Comprehensive training and knowledge transfer for up to 50 SANParks staff across Finance, Reservations, and Wild Card departments, including hands-on sessions on gateway administration, transaction reporting, reconciliation, and issue escalation. Regular system updates, compliance maintenance, and advisory on new payment technologies and regulatory changes

Change Management Process

All changes to the payment gateway system, including system updates, feature enhancements, configuration modifications, security patches, and integration changes, must follow the formal SANParks change control process to ensure minimal disruption to operations and maintain system integrity.

Change Request Procedures

Change Initiation:

- All change requests must be submitted in writing through the designated change management system or via email to the nominated technical contact
- Change requests must include: detailed description of the change, business justification, affected systems/components, affected and informed stakeholders and clients, estimated impact on operations, and proposed implementation timeline, roll-back procedures and responsible and affected departments and stakeholders/clients

Change Classification:

- **Emergency Changes:** Critical security patches or fixes for system-down scenarios requiring immediate implementation (within 24 hours)
- **Standard Changes:** Routine updates, minor enhancements, or non-critical fixes (5-10 business days notice)
- **Major Changes:** Significant system upgrades, new feature implementations, or architectural changes (minimum 30 business days notice)

Change Approval and Assessment

Impact Assessment:
- The service provider must conduct and document a comprehensive impact assessment for all proposed changes

- Assessment must include: technical impact, security implications, integration dependencies, user experience effects, rollback procedures, and required testing scope

Approval Requirements:
- Emergency changes require approval from SANParks ICT and notification to Finance and Tourism departments
- Standard changes require approval from SANParks Project Manager or Technical Lead
- Major Changes - Approval Process:
  - CAB review and approval required
  - Performance testing completion
  - Backup and Rollback plan
  - SANParks sign-off
  - Scheduled implementation window

Testing and Implementation

Testing Requirements:
- All changes must be tested in a non-production environment before deployment to production
- Test plans must include: functional testing, integration testing, security testing, performance testing, and user acceptance testing (UAT) where applicable
- SANParks reserves the right to participate in UAT for major changes

Implementation Windows:
- Standard and major changes must be implemented during agreed maintenance windows (typically outside business hours: 10 PM - 6 AM SAST, Monday to Thursday (SANPARKS CAB is scheduled for every TUESDAY of the week). No changes to be implemented (unless emergency) over weekends – FRIDAY TO SUNDAY))
- Emergency changes may be implemented immediately with appropriate communication
- The service provider must provide a detailed implementation plan including: step-by-step procedures, rollback plan, estimated downtime, and success criteria

Communication and Documentation

Pre-Implementation Communication:
- The service provider must notify SANParks of all planned changes at least as per the notice periods specified in Change Classification
- Notifications must include: change description, implementation date and time, expected duration, potential impact on services, and contact information for support

Post-Implementation Documentation:

- Following each change, the service provider must provide: change completion report, any deviations from the plan, issues encountered and resolutions, post-implementation validation results, and updated system documentation

Version Control:

- All system versions must be clearly documented and tracked
- Release notes must be provided for each version update, detailing all changes, enhancements, and fixes

Rollback Procedures

- The service provider must have documented rollback procedures for all changes
- Rollback must be possible within 2 hours for standard changes and 4 hours for major changes
- In the event of failed implementation, the system must be restored to its previous stable state
- The service provider must document the reason for rollback and provide a revised implementation plan

Change Restrictions

Blackout Periods:

- No changes are permitted during SANParks peak operational periods without explicit written approval from SANParks
- Peak periods include: public holidays, school holidays, and any periods designated by SANParks as high-traffic periods

Unauthorized Changes:

- The service provider must not implement any changes to the production environment without prior approval from SANParks
- Unauthorized changes may result in penalties as outlined in the Service Level Agreement

Change Tracking and Reporting

- The service provider must maintain a comprehensive change log accessible to SANParks
- Monthly change reports must be submitted including: all changes implemented, success/failure rates, incidents related to changes, and outstanding change requests
- Quarterly reviews of the change management process must be conducted with SANParks stakeholders

Service Level Agreements (SLAs)

The Service Provider must commit to the following minimum service levels:

System Availability and Uptime

Gateway Platform Availability: 99.9% uptime per calendar month (excluding scheduled maintenance)

Maximum Scheduled Downtime: 4 hours per month, communicated 7 days in advance

Maximum Unscheduled Downtime: 30 minutes per month

Measurement: Calculated from gateway availability logs, measured 24/7/365

Active monitoring and proactive risk and service management systems and support.

Transaction Processing Performance

Card Present Authorization Response Time: ≤ 3 seconds for 95% of transactions

Card Not Present Authorization Response Time: ≤ 5 seconds for 95% of transactions

Settlement Processing: Daily batch settlements completed by 06:00 SAST

Transaction Success Rate: ≥ 98.5% (excluding declines from issuing bank)

Incident Response and Resolution

The Service Provider must classify incidents according to the following severity levels and respond accordingly:

Severity Level	Definition	Response Time	Resolution Time
Critical (P1)	Complete system outage; no transactions processing; revenue-impacting	15 minutes	2 hours
High (P2)	Major functionality degraded; affecting multiple sites/channels; workaround not available	1 hour	4 hours
Medium (P3)	Partial functionality impaired; affecting single site/channel; workaround available	4 hours	8 hours
Low (P4)	Minor issue; informational; feature request	8 hours	5 business days

Support Availability

Helpdesk Operating Hours: 24 hours per day, 7 days per week, 365 days per year

Support Channels: Telephone (toll-free), email, web portal, Ticketing and Issue tracking systems and SMS alerts

First-Line Response: Immediate acknowledgment via ticketing system

Escalation Path: Clear escalation to second and third-line support within defined timeframes

Reporting and Reconciliation

Real-time Transaction Reporting: Available within 5 minutes of transaction completion

Daily Reconciliation Reports: Available by 08:00 SAST daily

Monthly Performance Reports: Delivered within 5 business days of month-end

Report Accuracy: 99.9% accuracy in transaction reconciliation

Reports available for export and view (via Admin dashboard) from 1 day to 12 months.

Hardware Support (Card Present Devices) - Provided by the Acquiring Bank

The acquiring bank must provide all hardware devices required for card present transactions. These devices must meet the technical specifications and operational requirements necessary to ensure successful transaction processing across all SANParks facilities.

Security and Compliance

PCI DSS Compliance: Maintain Level 1 certification throughout contract period

Security Incident Notification: Within 4 hours of detection

Vulnerability Patching: Critical patches applied within 48 hours, non-critical within 7 days

Compliance Audit Reports: Quarterly submission to SANParks

SLA Reporting and Governance

Monthly SLA Reports: Detailed performance against all metrics, submitted by 10th of following month

Quarterly Business Reviews: Face-to-face or virtual review with SANParks management

Service Credits: For failure to meet SLAs, Service Provider will issue credits as follows:

Gateway Availability < 99.99%: 5% monthly fee credit per 0.1% below target

P1 Incidents exceeding resolution time: 10% monthly fee credit per incident

P2 Incidents exceeding resolution time: 5% monthly fee credit per incident

Exclusions from SLA Measurements

Scheduled maintenance windows (with proper notification)

Force majeure events

Issues caused by SANParks' infrastructure, network, or systems

Third-party service failures beyond Service Provider's control (e.g., card scheme outages, acquirer bank downtime).

Strategic Advisory

- Ongoing guidance on payment innovation, digital transformation, and regulatory compliance (e.g., PCI, EMVCo, PASA).

- Recommendations for process improvement, cost optimisation, and emerging payment solutions relevant to SANParks.

ROLES AND RESPONSIBILITIES

The following table outlines the division of responsibilities between SANParks and the appointed Service Provider throughout the contract lifecycle:

Activity/Deliverable	Service Provider's Responsibility	SANParks' Responsibility
System Design and Solution Architecture	Develop, propose, and document a detailed system design and integration plan.	Review, provide input, and approve design documentation.
Integration Scoping and Development	Develop, configure, and test integrations with SANParks' tourism, POS, and e-commerce systems.	Provide access to SANParks' development teams, APIs, and test environments.
System Setup and Configuration	Configure payment gateway, merchant profiles, and transaction routing.	Approve configuration parameters and test data setup.
Testing and User Acceptance (UAT)	Facilitate and support system and integration testing; resolve defects.	Conduct UAT and provide written sign-off for acceptance.
Deployment and Go-Live	Implement production environment and support go-live activities.	Approve deployment plan and schedule go-live activities.

Hardware (PEDs/Terminals)	Work with the acquiring bank to plan and execute the rollout.	Facilitate network access and placement; oversee deployment. SANParks will assist where necessary to facilitate a successful rollout.
Training and Knowledge Transfer	Provide user manuals, technical documentation, and on-site or virtual training for relevant SANParks staff.	Ensure staff participation and confirm training completion.
System Support and Maintenance	Provide 24/7 support, monitor performance, and maintain uptime as per SLA.	Report incidents through agreed escalation channels and monitor SLA compliance.
Compliance and Security Management	Maintain compliance with EMV, PCI DSS, and P2PE standards; implement updates and audits.	Review compliance reports and facilitate internal audits.
SLA Monitoring and Reporting	Monitor all SLA metrics in real-time using automated tools. Generate and submit monthly SLA performance reports by the 10th of each month. Notify SANParks immediately of any SLA breaches or potential breaches. Conduct root cause analysis for all P1 and P2 incidents. Implement corrective actions to prevent recurrence.	Review monthly SLA reports and approve or dispute within 5 business days. Attend quarterly SLA review meetings. Escalate persistent SLA failures through governance channels. Validate service credits and approve application to invoices.
Reporting and Reconciliation	Provide unified dashboards, APIs, and reconciliation tools.	Validate data, oversee financial reconciliation, and escalate discrepancies.
Advisory and Continuous Improvement	Advise SANParks on emerging payment technologies, trends, and process optimizations.	Evaluate and implement approved recommendations.

| Governance and Performance Management | Submit monthly performance and compliance reports.

Schedule and attend regular progress meetings to review system performance, SLA adherence, incident reports, and enhancement requests.

Conduct quarterly review presentations detailing operational metrics, incident summaries, and improvement plans. | Appoint a SANParks Project Manager (or delegated ICT official) to manage project implementation and ongoing performance.

Attend regular progress meetings to review system performance, SLA adherence, incident reports, and enhancement requests. |

INFRASTRUCTURE OVERVIEW

Card Present Devices

This section outlines the current deployment of Card Present payment devices (PEDs/terminals) across SANParks' national footprint. These devices are utilised at park gates, rest camps, tourism offices, and other point-of-sale environments. The list provides an overview of operational locations where payment devices are currently in use or expected to be supported under this contract.

Cluster	Park	Resort Name
Frontier Cluster	Addo Elephant National Park	Addo Rest Camp (6 devices)
Frontier Cluster	Addo Elephant National Park	Matyholweni Rest Camp (2 devices)
Frontier Cluster	Camdeboo National Park	Camdeboo Rest Camp
Frontier Cluster	Garden Route National Park	Ebb & Flow Rest Camp (3 devices)
Frontier Cluster	Garden Route National Park	Knysna Rest Camp (2 devices)
Frontier Cluster	Garden Route National Park	Natures Valley Rest Camp (1 Device)

Frontier Cluster	Garden Route National Park	Storms River Rest Camp (4 devices)
Frontier Cluster	Karoo National Park	Karoo Rest Camp (3 Devices)
Frontier Cluster	Mountain Zebra National Park	Mountain Zebra Rest Camp (2 Devices)
Northern Cluster	Golden Gate Highlands National Park	Glen Reenen Rest Camp (2 Devices)
Northern Cluster	Golden Gate Highlands National Park	Golden Gate Hotel
Northern Cluster	Mapungubwe National Park	Leokwe Camp (2 Devices)
Northern Cluster	Marakele National Park	Bontle Rest Camp (2 Devices)
Cape Cluster	Agulhas National Park	Agulhas Rest Camp (2 Devices)
Cape Cluster	Bontebok National Park	Lang Elsies Kraal (2 devices)
Cape Cluster	Table Mountain National Park	TMNP Newlands (2 devices)
Cape Cluster	Table Mountain National Park	TMNP - Kloofneck (2 devices)
Cape Cluster	Tankwa Karoo National Park	Tankwa Karoo Rest Camp (2 devices)
Cape Cluster	West Coast National Park	West Coast Rest Camp (2 devices)
Arid Cluster	Augrabies National Park	Augrabies Rest Camp (3 devices)
Arid Cluster	Kgalagadi Transfrontier National Park	Mata Mata Rest Camp (2 Devices)
Arid Cluster	Kgalagadi Transfrontier National Park	Nossob Rest Camp (2 Devices)
Arid Cluster	Kgalagadi Transfrontier National Park	Twee Rivieren Rest Camp (2 Devices)
Arid Cluster	Mokala National Park	Lilydale Rest Camp (1 Device)
Arid Cluster	Mokala National Park	Mosu Lodge (1 Device)

Arid Cluster	Namaqua National Park	Skilpad Rest Camp (2 Devices)
Arid Cluster	Richtersveld National Park	SendelingsDrif Rest Camp (2 Devices)
Kruger National Park	Northern Region	Bateleur Bushveld Camp (1 Device)
Kruger National Park	Northern Region	Giriyondo Border Gate (2 Devices)
Kruger National Park	Northern Region	Letaba Rest Camp (3 devices)
Kruger National Park	Northern Region	Mopani Rest Camp (3 devices)
Kruger National Park	Northern Region	Olifants Rest Camp (3 devices)
Kruger National Park	Northern Region	Pafuri Border Camp (1 Devices)
Kruger National Park	Northern Region	Pafuri Gate (1 Device)
Kruger National Park	Northern Region	Phalaborwa Gate (3 Devices)
Kruger National Park	Northern Region	Punda Maria Gate (1 Device)
Kruger National Park	Northern Region	Punda Maria Rest Camp (1 Device)
Kruger National Park	Northern Region	Shimuwini Bushveld Camp (2 Devices)
Kruger National Park	Northern Region	Shingwedzi Rest Camp (2 Devices)
Kruger National Park	Northern Region	Sirheni Bushveld Camp (1 Device)
Kruger National Park	Southern Region	Berg-En-Dal Rest Camp (3 Devices)
Kruger National Park	Southern Region	Biyamiti Bushveld Camp (1 Device)
Kruger National Park	Southern Region	Crocodile Bridge Rest Camp (5 Devices)

Kruger National Park	Southern Region	Kruger Gate (3 Devices)
Kruger National Park	Southern Region	Lower Sabie Rest Camp (2 Devices)
Kruger National Park	Southern Region	Malelane Gate (3 Devices)
Kruger National Park	Southern Region	Numbi Gate (2 Devices)
Kruger National Park	Southern Region	Orpen Gate (2 Devices)
Kruger National Park	Southern Region	Phabeni Gate (4 Devices)
Kruger National Park	Southern Region	Orpen Rest Camp (2 Devices)
Kruger National Park	Southern Region	Pretoriuskop Rest Camp (3 Devices)
Kruger National Park	Southern Region	Satara Rest Camp (3 Devices)
Kruger National Park	Southern Region	Skukuza Rest Camp (6 Devices)
Kruger National Park	Southern Region	Talamati Bushveld Camp (2 Devices)
Head Office Cluster	Pretoria (Head Office)	Reservations Counter (5 Devices)
Head Office Cluster	External Offices	CTT Waterfront
Head Office Cluster	External Offices	CTT Blaauwberg
Head Office Cluster	External Offices	CTT Burg Street
Head Office Cluster	External Offices	CTT Canal Walk
Head Office Cluster	External Offices	CTT Kirstenbosch
Head Office Cluster	External Offices	CTT Long Street
Head Office Cluster	External Offices	CTT Muizenberg
Head Office Cluster	External Offices	CTT Simons Town
Head Office Cluster	External Offices	CTT Somerset West
Head Office Cluster	External Offices	CTT V&A Waterfront
Head Office Cluster	External Offices	CTT Willowbridge

Head Office Cluster	External Offices	Ezi Bookings
Head Office Cluster	External Offices	Lowveld Info Nelspruit
Head Office Cluster	External Offices	Nkomoshe Investment

THE BIDDING SELECTION PROCESS

Evaluation phases

Phase 1: Mandatory evaluation criteria

The bidder **must indicate its compliance / non-compliance** to the requirements and should substantiate its response/s with supporting evidence when indicating that they comply. If more space is required to justify compliance, please ensure that the substantiation is clearly cross-referenced to the relevant requirement.

Failure to comply with Mandatory Requirements **shall lead** to the bidder being disqualified and not considered for further evaluation on the functionality / technical evaluation requirements.

Description of requirement	Indicate COMPLY/NOT COMPLY	Comment or reference to proposal
GENERAL		
CRITERIA 1 The service provider must be a registered Third-Party Payment Provider (TPPP) or System Operator (SO) with the Payment Association of South Africa (PASA) in accordance with the National Payment System Act, 1998. Proof must be provided in the form of: - A valid PASA Registration Certificate showing: • Registration as a TPPP or SO • Sponsoring bank details		

• Authorized payment systems (must include Credit Card, Debit Card, and EFT systems) • Current validity period (certificate must not be expired) Alternatively, where the service provider is a registered bank or designated clearing participant, proof of PASA membership or a confirmation letter from PASA may be provided.		
CRITERIA 2 Confirmation that the bidder is able to support the current SANParks' acquiring bank as an acquirer (ideally with a direct connection) for both Card Present and Card not Present transactions. • Provide written confirmation from current acquiring bank, with the nature of the integration confirmed, as well as the payment services offered in conjunction with current acquiring bank		
CRITERIA 3 EMV and PCI Certification Evidence Requirements The Bidder must provide the following evidence. Failure to provide ANY required document will result in disqualification. 3.1 Card Present Solutions - EMV Compliance Required Evidence: • EMV Level 1 Certification Certificate issued by an EMVCo-accredited testing laboratory • EMV Level 2 Certification Certificate issued by an EMVCo-accredited testing laboratory Each certificate must show:		

- Device/solution name - Certification date (must be current/valid) - Accredited laboratory name - Card schemes covered (Visa, Mastercard, etc.) 3.2. Card Present Solutions - PCI P2PE Validation Required Evidence: - P2PE Attestation of Validation (P-AOV) dated within last 12 months, PLUS - Official P2PE Listing Verification: Bidder's solution name and company name as listed on the PCI SSC P2PE validated solutions list (https://listings.pcisecuritystandards.org). Evaluators will independently verify this listing during evaluation. 3.3. Card Not Present Solutions - PCI DSS Level 1 Required Evidence: - PCI DSS Attestation of Compliance (AOC) for Service Providers that: - Is signed by BOTH a PCI Qualified Security Assessor (QSA) AND company executive - Is dated within the last 12 months - Clearly states "Level 1 Service Provider" classification - Shows PCI DSS version 4.0 or later 3.4. Document Validity Requirements All submitted certificates/documents must: - Be current and not expired - Be legible and complete		

• Show the full legal name of the certified entity		
Local Technical Support The Bidder must have a physical office and technical support capacity based in South Africa. Proof required: office address, local contact details, and evidence of physical presence (lease agreement or utility bill).		

Phase 2: Technical/Functional evaluation criteria

In this phase <u>all</u> bids that met all the requirements in terms of the submitted proposal per the above set of mandatory requirements will be evaluated as follows:

Qualification Threshold – Bidders must achieve 70**% minimum qualifying score to move** to the next phase. Bidders who fail to comply with the set minimum threshold of the technical requirements <u>**will**</u> be eliminated.

NB: Please see below guide for categories / elements / functions of SCM to comply with for the resources.

Bidders are allowed to bid for one or more categories / elements / functions

<u>Functionality Criteria</u>	<u>Documents to be submitted for evaluation purposes</u>	<u>Weight</u>	<u>Points</u>
1. Company Experience and Track Record Demonstrated experience in providing payment gateway and NAC solutions of similar size and complexity.	1. <u>Company profile detailing:</u> • <u>Years in continuous operation (with date of establishment)</u> • <u>Ownership structure</u> • <u>Main business areas and core competencies</u> • <u>Geographic service footprint (local, national, regional, international)</u> 2. 3. <u>Include a track record table listing at minimum three (3) relevant projects</u>	10	<u>0 points = No company profile provided, or submission missing all reference letters, or fewer than 2 relevant projects demonstrated.</u> <u>2 points = Profile provided but lacks key details (missing 2+ required elements). Only 1-2 reference letters provided. Fewer than 3 relevant projects. Limited or no supporting documentation.</u> <u>4 points = Basic complete profile with all required elements but less than 5 years operation. Exactly 3 projects listed. Three reference letters provided but</u>

Functionality Criteria	Documents to be submitted for evaluation purposes	Weight	Points
	(client, year, project type, and brief description). 4. Copies of official letters of award/contracts, or completion certificates for past projects. Sensitive commercial information may be redacted. 5. Three signed client reference letters on the client letterhead confirming scope, duration, and quality of work. Note: All items (1-4) above must be submitted together as part of the Company Experience and Track Record evaluation criterion. Reference letters must be dated within the last 24 months and include contact details for verification purposes.		generic or lacking detail. Some supporting documentation. 6 points = Complete profile with 5-7 years operation. 3-4 relevant projects with good descriptions. Three signed reference letters with adequate detail. Most supporting documents included. 8 points = Strong profile with 8-10 years operation and national/regional footprint. 4-5 relevant projects clearly relevant to payment gateway services. Detailed reference letters from similar-scale clients. Complete documentation package. 10 points = Exceptional profile with 10+ years continuous operation. 5+ large-scale projects of similar complexity to SANParks requirements. Recent reference letters (within 12 months) from high-profile clients with contactable

2. Technical Solution Proposal – Payment Gateway Understanding of SANParks' requirements and soundness of proposed solution. ● Unified platform for Card Present and Card Not Present transactions. ● Current acquiring bank compatibility. ● PCI DSS, EMV, and P2PE compliance. ● Integration capability with SANParks' systems.	**Solution Design** Please describe your solution design and approach for this assignment after you have read and understood the requirements as indicated within the Scope of Work. 1. Include a detailed architecture diagram showing components (gateway, acquirer, APIs, encryption, databases, reporting). 2. Must describe transaction flow (authorization, settlement, reconciliation, refund, reversal). 3. Identify supported payment channels: POS, web, mobile app, kiosk, etc. 4. Include clear references to integration with SANParks' systems (reservations, POS, Wild Card, ticketing, etc.). 5. High-level and detailed diagrams illustrating communication between SANParks front-end	30	**0 points = No proposal or only generic marketing material.** **6 points = Incomplete proposal missing most components (5+ missing). No diagrams or screenshots.** **12 points = Basic proposal (3-4 components addressed): - Simple generic architecture diagram - Basic transaction flows (authorization/settlement only) - Payment channels listed - Security and hosting mentioned but not detailed - 0-2 screenshots** **18 points = Adequate proposal (5-6 components addressed): - Architecture diagram showing main components - Transaction flows include reconciliation - SANParks systems mentioned in integration approach - Basic security features described (encryption, tokenization) - Hosting specified with basic redundancy - 3-4 screenshots provided** **24 points = Good proposal (7-8 components well addressed): - Detailed SANParks-customized**

● Reporting, reconciliation, and SLA management capabilities. ● Cloud/on-prem architecture and scalability.	systems, payment gateway, current acquiring bank, and card schemes. - Must show security layers (encryption, firewalls, tokens). 6. Screenshots of dashboard interfaces, merchant portal, transaction logs, and reconciliation reports. 7. Detail encryption, tokenization, key management, and fraud monitoring features. Include policies or architecture overview showing how sensitive data is secured. Outline compliance with POPIA (Protection of Personal Information Act). 8. Indicate hosting environment (on-prem, cloud, hybrid). - Provide details of data centres, redundancy, and disaster recovery (RTO/RPO).		**architecture diagram - Complete transaction flows (including refunds/reversals) - Specific integration approach for SANParks' named systems - Comprehensive security architecture with POPIA compliance - Complete hosting solution with RTO/RPO - 5-6 relevant screenshots** **30 points = Comprehensive proposal (all 8 components excellently addressed): - Multiple detailed, customized diagrams - Transaction flows mapped to SANParks' business processes - Detailed integration roadmap with timelines - Thorough security architecture and POPIA framework - Proven DR capabilities with SLA commitments - 8+ screenshots demonstrating full system capabilities - Clear understanding of SANParks' unique requirements**

| 2.1 Service Functionality – Admin Reporting

Provide evidence of Reporting using the Administration interface, including examples and evidence for:

- RBAC access to admin and reporting
- Filter options for reporting (transactions and logs)
- Ability to filter reports on different date ranges
- Export support for reports
- API integration options (Server) for client access | Solution System Design and Architecture

Provide documentation, screen samples, diagrams and examples of pages providing for evaluation and evidence of the Administrative and Integration endpoints (input parameters, response and functionality) in line with the Functional Requirements including 5 of the core functional requirements:

- Access system (Role Based or Functional Access based)
- Searching, Extraction and Reporting abilities from the Administration portal/interace/API
- Capacity to extend reporting and filters based on date ranges
- Ability to export transaction reports in different formats (Excel, csv, PDF etc)
- Provide list of APIs available for external consumption (client use by SANParks or Third-Party tools | 10 | 0 points = No evidence provided or evidence does not address the requirements.

3 points = Provides evidence for 2-3 requirements only. Documentation is limited and ambiguous regarding implementation and output data.

4 points = Provides evidence for 4 requirements but most have significant limitations or restrictions in use or output.

6 points = Provides evidence for 4-5 requirements but with some limitations (e.g., reporting supported but date range limited to one month instead of 12 months).

10 points = Complete evidence and documentation for all 5 requirements. No limitations or challenges. Full compliance with all functional requirements. |
|---|---|---|---|

	(mobile or payment options external to SANParks web)		

| 2.2 Service Functionality – API services

Provide examples, documentation and list of available API's on the service which will be available to SANParks, evidence and examples includes (not limited to):

- Example of API documentation
- Payment options (Card Present and Not Present) - redirects, payment processing, payment updates, channels
- Payment Redirect interfaces and integrations (Redirect, Checkout)
- Advanced Server to Server API options | Solution Services Design and Architecture – API and Services Integration

The API and Integration level services (client and server) must comply with and support all integration and services for the complete management of transactions. Evidence should demonstrate and inform evaluation in terms of:

- How well the API solutions are documented (including list of APIs, All Parameters defined (input and response), example for calls in (Curl, PHP, Python, JavaScript etc)
- Clearly list all payment options and payment processing (Redirects, Payment Gateway Hosted and Managed, Checkout, Widgets, Third parties (Zapper etc)
- Examples of how the payment gateway manages calls to SANParks services (server) with | 10 | 0 points = No API documentation provided or documentation does not address the requirements.

3 points = Limited API documentation covering 2-3 areas only. Examples are generic or incomplete. Payment options poorly documented.

4 points = API documentation covers 4 areas but lacks depth. Parameters not fully defined. Limited examples in only 1-2 programming languages.

6 points = API documentation covers 4-5 areas with reasonable detail. Most parameters defined. Examples provided in multiple languages. Some payment options and webhook functionality documented.

10 points = Comprehensive API documentation covering all 5 areas. Complete parameter definitions (input and response). Multiple code examples (Curl, PHP, Python, JavaScript). All payment options clearly documented. Detailed webhook/callback integration examples. Complete reporting and monitoring API endpoints listed. |
|---|---|---|---|

(webhooks, callbacks) - Examples and list of API endpoints available for Reporting and Monitoring	Payment Gateway as client (webhooks) and how these calls are used to ensure improved services (Integrity, Availability/ Dependability - How APIs support reporting and monitoring		

| 3. Performance Requirements Documentation | Provide the following documentation

1. Documented transaction processing times (authorization, settlement, refunds)
2. System throughput capacity (TPS, concurrent transactions, daily/monthly volumes)
3. API performance specifications (response times, rate limits)
4. Infrastructure performance metrics (latency, bandwidth, database performance)
5. Performance monitoring and alerting capabilities
6. Performance testing approach and historical results from similar deployments
7. Scalability architecture demonstrating ability to handle growth | 10 | 0 points = No performance documentation provided.

3 points = Limited documentation covering 2-3 performance areas only. Generic claims without specific metrics or evidence.

4 points = Documentation covers 4 areas but lacks specific metrics. No performance testing results or historical evidence provided.

6 points = Documentation covers 5-6 areas with some specific metrics. Basic performance testing approach outlined. Limited historical results from similar deployments.

10 points = Comprehensive documentation covering all 7 performance areas with specific, measurable metrics. Detailed performance testing approach with historical results from comparable deployments. Clear scalability architecture with capacity planning. Robust monitoring and alerting capabilities demonstrated. |

Functionality Criteria	Documents to be submitted for evaluation purposes	Weight	Points
4. **Implementation Methodology and Project Plan** Practicality and robustness of the proposed implementation approach. ● Phased rollout approach (testing, go-live, support). ● Clear project milestones and risk mitigation plan. ● Commitment to deliver within 3 months of contract signing. ● Training and change management plan.	**Project plan** 1. Detailed project plan (Gantt chart or work breakdown structure). 2. Implementation methodology and timeline. 3. Risk management plan. 4. Training plan for SANParks personnel.	10	0 points = No implementation plan provided. 3 points = Basic timeline provided but lacks detail. No project plan or Gantt chart. Missing most required components. 4 points = Simple project plan provided covering 3-4 components. Timeline exceeds 3 months or lacks clear commitment. Limited risk management and training details. 6 points = Good project plan with Gantt chart or WBS covering 4-5 components. Phased approach outlined. Timeline within 3 months. Basic risk management and training plan included. 10 points = Comprehensive, professional project plan with detailed Gantt chart/WBS covering all components. Clear phased implementation methodology (testing, pilot, rollout, support). Firm commitment to 3-month delivery with contingency planning. Robust risk management with specific mitigation actions. Detailed training plan including

Functionality Criteria	Documents to be submitted for evaluation purposes	Weight	Points
			materials, schedules, and change management approach. Demonstrates proven methodology from similar projects
5. Service Level Performance Requirements and Monitoring Framework	**Bidders must demonstrate their capacity and commitment to deliver reliable payment gateway services by providing:** 1. **Performance Commitments** - Detailed schedule of proposed uptime guarantees, transaction processing speeds, settlement timeframes, and support response times aligned with SANParks operational requirements 2. **Monitoring and Reporting Approach** - Description of how performance will be tracked,	10	0 points = No documentation or performance commitments provided. 3 points = Basic performance commitments provided but vague or generic. No monitoring approach described. No track record evidence provided. 4 points = Performance commitments provided covering some areas but lacking specific metrics. Basic monitoring approach mentioned. Limited or no track record evidence. 6 points = Performance commitments cover most required areas with specific metrics. Monitoring and reporting approach outlined. Some track record evidence provided but incomplete or not recent.

Functionality Criteria	Documents to be submitted for evaluation purposes	Weight	Points
	measured, and reported to SANParks (including reporting frequency and format) 3. **Track Record Evidence** - Documented proof of actual performance achieved with existing clients over the past 24 months (e.g., sample performance reports, client references, uptime records)		10 points = Comprehensive performance commitments covering all required areas (uptime, transaction speeds, settlement, support response) with specific, measurable targets. Detailed monitoring and reporting approach with frequency and format specified. Strong track record evidence from past 24 months including actual performance reports, client references, and documented uptime records demonstrating consistent achievement of committed performance levels.
6. Team Competence and Key Personnel Skills and qualifications of the team assigned to SANParks. • Qualified project manager and technical leads. • Experience in gateway	1. CVs of key personnel indicating roles, qualifications, and relevant experience. 2. Copies of professional certifications (e.g., PMP, ITIL, or vendor-specific).	10	0 points = No CVs or team information provided. 3 points = Limited CVs provided for 1-2 key personnel only. No certifications. Little or no relevant payment gateway experience. No evidence of local support presence. 4 points = CVs provided for some key personnel but lacking detail on qualifications or experience. Few or

Functionality Criteria	Documents to be submitted for evaluation purposes	Weight	Points
implementation and payment processing. ● Local technical support presence. ● Certifications or training relevant to the role.			no certifications. Limited payment gateway experience. Unclear local support arrangement. 6 points = CVs provided for main key personnel (project manager, technical lead). Some relevant certifications. Adequate payment gateway experience demonstrated. Local support presence mentioned but not detailed. 10 points = Comprehensive CVs for all key personnel (project manager, technical leads, support team) with strong qualifications and extensive relevant experience. Multiple professional certifications provided (PMP, ITIL, PCI QSA, vendor-specific). Proven track record in payment gateway implementations. Clear evidence of dedicated local technical support presence in South Africa.

Phase 3: Live and practical demonstration phase criteria

SANParks will request shortlisted bidders who achieved the minimum threshold of the functionality to prepare a live demonstration and will be evaluated on the below criteria. Bidders who meet the requirements will progress to the next phase of Price and Specific Goals.

The live demonstration of the system will be conducted via Microsoft Teams.

The bidder must indicate its compliance / non-compliance to the requirements and should substantiate its response during the live demonstration.

Failure to comply with all Live Demonstration Requirements will lead to the bidder being disqualified and not considered for further evaluation on the Price and Preference requirements.

The following criteria will be used to determine compliance or non-compliance for the Presentation Phase:

NO	PRESENTATION/ DEMONSTRATION CRITERIA	COMPLY	NOT COMPLY
1	Understanding of SANParks Requirements Demonstrated understanding of SANParks business, systems, and operational context		
2	System Demonstration – Payment Gateway Functionality Live or sandbox demonstration of key functions: transaction flow, authorization, settlement, refund, reconciliation		
3	Integration Capability Practical demonstration of integration approach with SANParks systems		

4	Reporting and Reconciliation Tools		
	Demonstration of dashboards, transaction logs, audit trails		
5	Security and Compliance Features		
	Presentation of encryption, PCI DSS/EMV compliance, tokenization, fraud monitoring		
6	Team Presentation and Competence		
	Professionalism, communication clarity, technical expertise during Q&A		
	TOTAL		

- Shortlisted bidders from Phase 2 (those scoring ≥75 points) will be invited to present.
- Presentations will be conducted virtually.
- Duration: Maximum 90 minutes (60 minutes presentation + 30 minutes Q&A).
- Each criterion will be evaluated on a COMPLY/NOT COMPLY basis.
- Bidders must demonstrate COMPLIANCE with ALL SIX (6) criteria to proceed to Phase 4.
- Failure to comply with any single criterion results in disqualification from the procurement process.
- The evaluation panel will consist of representatives from Tourism, Finance, ICT, and SCM departments.
- Bidders will be notified of the outcome within 5 working days of their presentation.

Phase 4: – SBD 3.1 Professional services

Bidders must complete the pricing schedule below. All pricing must be quoted in South African Rand (ZAR) for the full 5-year contract period.

1. GATEWAY PLATFORM FEES

Fee Type	Description	Unit	Year 1	Year 2	Year 3	Year 4	Year 5
Merchant Account Fee	Monthly fee per merchant account	Per merchant per month	R	R	R	R	R
Lane/Terminal Fee	Monthly fee per active payment lane/terminal	Per lane per month	R	R	R	R	R
Setup/Implementation Fee	One-time setup and integration fee (if applicable)	Once-off	R	N/A	N/A	N/A	N/A
Platform Licensing Fee	Annual platform licensing fee (if applicable)	Per annum	R	R	R	R	R
Sub-Total (Excl VAT)			R	R	R	R	R
VAT (15%)			R	R	R	R	R
Total (Incl VAT)			R	R	R	R	R

2. TRANSACTION PROCESSING FEES

Bidders must specify their transaction fee structure using ONE of the following models:

Fee Structure Model	Card Present (CP)	Card Not Present (CNP)
Option A: Percentage Only	____% of transaction value	____% of transaction value
Option B: Fixed Fee Only	R____ per transaction	R____ per transaction
Option C: Combined	____% + R____ per transaction	___% + R__ per transaction

Indicate which option applies: ☐ Option A ☐ Option B ☐ Option C

Note: Transaction fees shown above are exclusive of VAT. VAT at 15% will be added to all transaction processing fees.

3. VOLUME-BASED PRICING TIERS

Monthly Transaction Volume	Card Present Fee	Card Not Present Fee
0 - 60,000 transactions		
60,001 - 100,000 transactions		
100,001 - 150,000 transactions		
150,001+ transactions		

If volume-based pricing does not apply, state: **"Not Applicable - Flat rate applies"**

Note: All volume-based fees shown above are exclusive of VAT. VAT at 15% will be added to all transaction processing fees.

4. ADDITIONAL FEES

Fee Type	Amount	Unit
Chargeback Handling Fee	R	Per chargeback
Refund Processing Fee	R	Per refund
Reversal Processing Fee	R	Per reversal
Bank Transition/Integration Fee	R	Per bank (or state "Included")
Additional Merchant Account Setup	R	Per merchant
Additional Lane/Terminal Setup	R	Per lane
Custom Report Development	R	Per hour or fixed fee
Training	R	Per person (or state "Included")
Sub-Total Additional Fees (Excl VAT)	R	
VAT (15%)	R	
Total Additional Fees (Incl VAT)	R	

5. SUPPORT AND MAINTENANCE

Indicate whether the following services are included in the base fees or charged separately:

Service	Included? (Yes/No)	If No, Annual Cost
24/7 Helpdesk Support		R
Incident Management		R
System Updates and Patches		R
Performance Reporting		R
PCI DSS/P2PE Compliance Maintenance		R
Sub-Total Support & Maintenance (Excl VAT)		R
VAT (15%)		R
Total Support & Maintenance (Incl VAT)		R

6. ANNUAL ESCALATION (Years 2-5)

Specify escalation methodology:

- ☐ Fixed percentage: _____% per annum

- ☐ CPI-linked: CPI + _____%

- ☐ No escalation (fixed pricing for 5 years)

7. TOTAL 5-YEAR CONTRACT VALUE (ESTIMATED)

Based on the following assumptions, provide estimated total contract value:

Monthly transactions: 95,000 (55,000 CP + 40,000 CNP)

Average transaction value: R2,500

Annual transaction value: R2.85 billion/year

Year	Estimated Annual Cost
Year 1 (Excl VAT)	R
Year 2 (Excl VAT)	R
Year 3 (Excl VAT)	R
Year 4 (Excl VAT)	R
Year 5 (Excl VAT)	R
Sub-Total 5-Year Value (Excl VAT)	R
VAT (15%)	R
TOTAL 5-YEAR VALUE (Incl VAT)	R

MANDATORY SUBMISSION REQUIREMENT

Bidders must submit a **detailed quotation on company letterhead** that includes:

- Complete breakdown of all fees (exclusive of VAT, with VAT shown separately)

- Clarification of any assumptions made

- All terms and conditions related to pricing

- Statement confirming acceptance of PFMA payment terms (30 days from valid invoice)

STANDARD BIDDING DOCUMENTS

ANNEXURE A

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE SOUTH AFRICAN NATIONAL PARKS				
BID NUMBER:	GNP-009-25	**CLOSING DATE:**	**06 March 2026**	**CLOSING TIME:** 11:00 am
DESCRIPTION	APPOINTMENT OF ACCREDITED SERVICE PROVIDER FOR THE PROVISION CARD PRESENT (CP) AND CARD NOT PRESENT (CNP) GATEWAY SERVICES FOR SANPARKS FOR A PERIOD OF 5 YEARS.			

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT
643 LEYDS STREET, MUCKLENEUK, PRETORIA **(MAIN GATE: TENDER BOX)**   **NB: No proposal shall be accepted by SANParks if submitted to any address and manner other than as prescribed above. No Bids from any bidder shall be accepted if sent via the Internet or e-mail.**   There shall be **no public opening** of the Bids received.   **No late submissions will be accepted.**

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	Thivhulawi Ratshibvumo	**CONTACT PERSON**	Nedret Stuart Hammond
TELEPHONE NUMBER	012 426 5227	**TELEPHONE NUMBER**	012 426 5283
E-MAIL ADDRESS	Thivhulawi.ratshibvumo@sanparks.org	**E-MAIL ADDRESS**	Nedret.stuarthammond@sanparks.org

SUPPLIER INFORMATION				
NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		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]				

2.1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]	2.2 ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?**	☐Yes ☐No [IF YES, ANSWER PART B:3]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? YES ☐ NO	☐
DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? YES ☐ NO	☐
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? YES ☐ NO	☐
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? YES ☐ NO	☐
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.	

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, 2022, 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) AND/OR AN SLA.**

2. TAX COMPLIANCE REQUIREMENTS

2.3 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.

2.4 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.

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

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

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

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

2.9 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: …………………………

Bidders are not allowed to contact any other SANParks staff in the context of this tender other than the indicated officials under SBD 1 above or as mentioned under "correspondences".

Briefing Session	Non-compulsory briefing session 13 February 2026 Venue: Microsoft Teams Link:https://teams.microsoft.com/meet/36280816228818?p=cvjbD0EMSumk20vnHl Contact Person: Thivhulawi Ratshibvumo Email address: Thivhulawi.ratshibvumo@sanparks.org
Bid Validity	**Validity Period from Date of Bid Closure:** **150 Days**
	The tender proposal must remain valid for at least 150 days after the tender closing date and time.

CORRESPONDENCES / QUERIES

Should it be necessary for a bidder to obtain clarity on any matter arising from or referred to in this RFB document, please refer queries, in writing, to the contact person(s) listed above in SBD 1 or below. Under no circumstances may any other employee within SANParks be approached for any information. SANParks reserves the right to place responses to such queries on the website.

Any queries regarding the bidding procedure may be directed to:

Department: Supply Chain Management

Contact Person: Mr Thivhulawi Ratshibvumo

Tel: 012 426 5227

E-mail address: Thivhulawi.ratshibvumo@sanparks.org

CONDITIONS AND INSTRUCTION TO THE BIDDER

a) The Bid forms should not be retyped or redrafted, but photocopies may be prepared and used.

b) Only documents completed in black ink will be accepted. (Black ink should be used when completing Bid documents).

c) Bidders should check the numbers of the pages to satisfy themselves that none is missing or duplicated. SANParks will accept NO liability in regard to anything arising from the fact that pages are missing or duplicated.

d) Counter Conditions: SANParks draws bidders' attention that amendments to any of the Bid Conditions or setting of counter conditions by bidders will result in the invalidation of such bids.

e) Response preparation costs: SANParks is NOT liable for any costs incurred by a bidder in the process of responding to this Bid Invitation, including on-site presentations.

f) Cancellation prior to awarding: SANParks reserves the right to withdraw and cancel the Bid Invitation prior to making an award. The cancellation grounds include insufficient funds, where the award price is outside of the objective determined fair market-related price range or any process impropriety.

g) Collusion, Fraud, and corruption: Any effort by Bidder/s to influence evaluation, comparisons, or award decisions in any manner will result in the rejection and disqualification of the bidder concerned.

h) Fronting: SANParks, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes where applicable, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in the bid documents. Should SANParks establish any of the fronting indicators as contained in the Department of Trade and Industry's "Guidelines on Complex Structures and Transactions and Fronting" during such inquiry/investigation, the onus is on the bidder to prove that fronting does not exist. Failure to do so within a period of 7 days from date of notification will invalidate the bid/contract and may also result in the restriction of the bidder to conduct business with the public sector for a period not exceeding 10 years, in addition to any other remedies SANParks may have against the bidder concerned.

INTENTION TO SELL

Is the bidder in the process of selling the bidding company?	❏ YES ❏ NO
Does the bidder have any intension of selling the bidding company within the next 12 months?	❏ YES ❏ NO
Does the bidder have any intension of selling the bidding company within the next 12 months to 60 months?	❏ YES ❏ NO

SANParks reserves the right not to award to any bidder who answers any of the questions above "yes" should the bidder be the overall highest points scorer. However, the decision not to award will be on a case-by-case basis

DISCLAIMERS

SANParks has produced this document in good faith. SANParks, its agents, and its employees and associates do not warrant its accuracy or completeness. To the extent that SANParks is permitted by law, SANParks will not be liable for any claim whatsoever and how so ever arising (including, without limitation, any claim in contract, negligence or otherwise) for any incorrect or misleading information contained in this document due to any misinterpretation of this document. SANParks makes no representation, warranty, assurance, guarantee or endorsement to any provider/bidder concerning the document, whether with regard to its accuracy, completeness or otherwise and SANParks shall have no liability towards the responding service providers or any other party in connection therewith.

NB: Important Notice: *Bidders are to be aware of scammers who pose as SANParks employees selling bid documents or offering monetary gratuity in exchange for information or awarding of bids.*

SANParks is in no way selling the bid document, all documents shall be found on the SANParks website and National Treasury e-Tender Portal and awarded bids are notified through the website under "bids awarded" and SANParks shall never ask any bidder for monetary gratuity in exchange for information or manipulating outcome of bids.

BID DOCUMENTS

Number of **ORIGINAL** bid documents for contract signing	**ONE**
Electronic Copy of the original document in PDF (flash drive)	**ONE**
Bid documents must contain **one original document**, **initialled on each page** thereof and **signed where required.** A **digital version on USB/Memory stick** containing the bid document and all other supporting documents (fully submitted bid proposal with its attachments) must be provided of all tender documentation within the bid envelope. These serve as the original sets of bid documents and form part of the contract.	

RETURNABLE DOCUMENTS - COMPLIANCE AND GOVERNANCE VERIFICATION DOCUMENTS (Standard Bidding Documents)

The verification during this stage is to review bid responses for purposes of assessing compliance with RFB requirements, whereby a bidder may be disqualified if they do not fully comply, which requirements include the following:	
Invitation to Bid (SBD 1) must be fully completed and signed.	Refer to Annexure A
Submission of fully completed Pricing Schedule [SBD 3.1: Firm Prices]	Refer to Annexure B
Submission of fully completed SBD 4 (Bidder's disclosure).	Refer to Annexure C
Submission of fully completed SBD 6.1 (Preference Claim Certificate), accompanied by the relevant documents as proof for the points claimed for specific goal/s)	Refer to Annexure D
Submission of fully completed SBD 7.2 (Contract Form).	Refer to Annexure E
Submission of the General Conditions of a Contract (GCC)	Refer to Annexure F

CENTRAL SUPPLIER DATABASE – MANDATORY COMPLIANCE

Bidders are required to be registered on the Central Supplier Database (CSD) of National Treasury. Failure to submit the requested information will lead to disqualification. (Please provide proof of registration on the Central Supplier Database).

PROTECTION OF PERSONAL INFORMATION ACT, 4 of 2013 (POPIA)

SANParks adheres to the Protection of Personal Information Act, 4 of 2013 (POPIA) requirements regarding personal information which came into effect on 1 July 2021.

As SANParks, we are committed to protecting your privacy and ensuring that personal information collected is used properly, lawfully, and transparently.

REASONS FOR DISQUALIFICATION

SANParks reserves the right to disqualify any bidders who do not comply with one or more of the following bid requirements and may take place without prior notice to the bidder:

- submitted incomplete information and documentation according to the requirements of this RFB document.
- submitted information that is fraudulent, factually untrue or inaccurate information.
- failed to comply with **mandatory**, **technical and presentation requirements** as stipulated in the RFB document.
- misrepresented or altered material information in whatever way or manner.
- promised, offered, or made gifts, benefits to any SANParks employee.
- canvassed, lobbied to gain unfair advantage.
- committed fraudulent acts; and
- acted dishonestly and/or in bad faith etc.

ANNEXURE B

SBD 4 - 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

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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.

2.2   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:

………………………………………………………………………………………

………………………………………………………………………………………

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

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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.

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 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

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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

   (*delete whichever is not applicable for this tender*).

a) The applicable preference point system for this tender is the 80/20 preference point system.

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 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

(e) **"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 80/20PREFERENCE POINT SYSTEMS

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

80/20

$$Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where

Ps   =   Points scored for price of tender under consideration

Pt   =   Price of tender under consideration

Pmin   =   Price of lowest 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)
Enterprises with B-BBEE Procurement Recognition Level 1(one) – 4 (four).	Total Points 20 Level 1(one) – 4 (four) = 20 points Level 5 and higher = 0 points	
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.

<div style="border:1px solid black;">

....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: …………………………………………………

DATE: ……………………………………………….

ADDRESS: ……………………………………………….

                                  ……………………………………………….

                                  ……………………………………………….

                                  ……………………………………………….

</div>

CONTRACT FORM - RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution) …………………………………. in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number…………..……… at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.

2. The following documents shall be deemed to form and be read and construed as part of this agreement:

    (i)   Bidding documents, *viz*
        -       Invitation to bid;
        -       Pricing schedule(s);
        -       Filled in task directive/proposal;
        -       Preference claims for Specific Goal/s
    (ii)   General Conditions of Contract; and
    (iii)   Other (specify)

3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

4.   I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfilment of this contract.

5.   I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

6.   I confirm that I am duly authorised to sign this contract.

NAME (PRINT)   ……………………………

CAPACITY   ……………………………

SIGNATURE   ……………………………

NAME OF FIRM   ……………………………

DATE   ……………………………

WITNESSES
1   ....
2   ....
DATE: ....

SBD 7.2

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1.   I……………………………………….   in   my   capacity as……………………...………………………………..
accept your bid under reference number ………………dated……………………….for the rendering of services indicated hereunder and/or further specified in the annexure(s).

2.   An official order indicating service delivery instructions is forthcoming.

3.   I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	SPECIFIC GOAL TOTAL POINTS CLAIMED

4. I confirm that I am duly authorised to sign this contract.

SIGNED AT ………………………………………ON……………………………..

NAME (PRINT)   ……………………………………….

SIGNATURE   ………………………………………

OFFICIAL STAMP

WITNESSES

1   …………………………………….

2   …………………………………….

DATE:……………………………..

ANNEXURE E

GENERAL CONDITIONS OF CONTRACT

In this document words in the singular also mean in the plural and vice versa, words in the masculine mean in the feminine and neuter, words "department" means organs of state inclusive of public entities and vice versa, and the words "will/should" mean "must".

South African National Parks (SANParks) cannot amend the National Treasury's General Conditions of Contract (GCC). SANParks appends Special Conditions of Contract (SCC) providing specific information relevant to a GCC clause that requires the addition of Special Conditions and Special Conditions specific to this bid contract is not part of the General Conditions of Contract. No clause in this document shall be in conflict with another clause. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail.

GCC1	1. **Definitions - The following terms shall be interpreted as indicated:**
	1.1. "**Closing time**" means the date and hour specified in the bidding documents for the receipt of bids.
	1.2. "**Contract**" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
	1.3. "**Contract price**" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
	1.4. "**Corrupt practice**" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
	1.5. "**Countervailing duties**" imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
	1.6. "**Country of origin**" means the place where the goods were mined, grown, or produced, or from which the services are supplied. Goods produced when, through manufacturing, processing, or substantial

and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.7.   "**Day**" means calendar day.

1.8.   "**Delivery**" means delivery in compliance of the conditions of the contract or order.

1.9.   "**Delivery ex stock**" means immediate delivery directly from stock actually on hand.

1.10.   "**Delivery into consignees store or to his site**" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

1.11.   "**Dumping**" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

1.12.   " **Force majeure**" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars, or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.13.   "**Fraudulent practice**" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.14.   "**GCC**" mean the General Conditions of Contract.

1.15.   "**Goods**" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

1.16.   "**Imported content**" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad,

		plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
	1.17.	"**Local content**" means that portion of the bidding price, which is not included in the imported content if local manufacture does take place.
	1.18.	"**Manufacture**" means the production of products in a factory using labour, materials, components, and machinery and includes other related value-adding activities.
	1.19.	"**Order**" means an official written order issued for the supply of goods or works or the rendering of a service.
	1.20.	"**Project site**", where applicable, means the place indicated in bidding documents.
	1.21.	"**Purchaser**" means the organization purchasing the goods.
	1.22.	"**Republic**" means the Republic of South Africa.
	1.23.	"**SCC**" means the Special Conditions of Contract.
	1.24.	"**Services**" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
	1.25.	"**Written**" or "**in writing**" means handwritten in ink or any form of electronic or mechanical writing.
GCC2	2.	**Application**
	2.1.	These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
	2.2.	Where applicable, special conditions of contract laid down to, cover

		specific supplies, services or works.
	2.3.	Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.
GCC3	3.	**General**
	3.1.	Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
	3.2.	With certain exceptions (National Treasury's eTender website), invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za
GCC4	4.	**Standards**
	4.1.	The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.
GCC5	5.	**Use of contract documents and information**
	5.1.	The supplier shall not disclose, without the purchaser's prior written consent, the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure made to any such employed person is in confidence and shall extend only as far as may be necessary for purposes of such performance.
	5.2.	The supplier shall not make, without the purchaser's prior written consent, use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
	5.3.	Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so, required by the purchaser.

	5.4.	The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so, required by the purchaser.
GCC6	6.	**Patent rights**
	6.1.	The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
GCC7	7.	**Performance security**
	7.1.	Within thirty days (30) of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
	7.2.	The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
	7.3.	The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
	7.3.1.	bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
	7.3.2	a cashier's or certified cheque
	7.4.	The performance security will be discharged by the purchaser and returned to the supplier within thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.
GCC8	8.	**Inspections, tests and analyses**

		8.1.	All pre-bidding testing will be for the account of the bidder.
		8.2.	If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the purchaser or an organization acting on behalf of the purchaser.
		8.3.	If there are no inspection requirements indicated in the bidding documents and contract makes no mention, but during the contract period, it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
		8.4.	If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
		8.5.	Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the supplier shall defray the cost in connection with these inspections, tests, or analyses.
		8.6.	Supplies and services referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
		8.7.	Any contract supplies may on or after delivery be inspected, tested, or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies are held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies, which do comply with the requirements of the contract. Failing such removal, the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.
		8.8.	The provisions of clauses 8.4 to 8.7 shall not prejudice the right of

		the purchaser to cancel the contract because of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.
GCC9	9.	**Packing**
	9.1.	The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt, and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
	9.2.	The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.
GCC10	10.	**Delivery and Documentation**
	10.1.	The supplier in accordance with the terms specified in the contract shall make delivery of the goods/services. The SCC specifies the details of shipping and/or other documents furnished by the supplier.
	10.2.	Documents submitted by the supplier are specified in SCC.
GCC11	11.	**Insurance**
	11.1.	The goods supplied under the contract are fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.
GCC12	12.	**Transportation**
	12.1.	Should a price other than an all-inclusive delivered price be required,

		this shall be specified in the SCC.
GCC13	13.	**Incidental services**
	13.1.	The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
		13.1.1. Performance or supervision of on-site assembly and/or commissioning of the supplied goods;
		13.1.2. Furnishing of tools required for assembly and/or maintenance of the supplied goods;
		13.1.3. Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
		13.1.4. Performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
		13.1.5. Training of the purchaser's personnel, at the supplier's plant and/or on-site, conducted in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.
	13.2.	Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.
GCC14	14.	**Spare parts**
	14.1.	As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:
		14.1.1. Such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
		14.1.2. In the event of termination of production of the spare parts:
		14.1.2.1. Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
		14.1.2.2. Following such termination, furnishing at no cost to the

		purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.
GCC1 5	15.	**Warranty**
	15.1.	The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models and those they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
	15.2.	This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.
	15.3.	The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
	15.4.	Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
	15.5.	If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights, which the purchaser may have against the supplier under the contract.
GCC1 6	16.	**Payment**
	16.1.	The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
	16.2.	The supplier shall furnish the purchaser with an invoice

		accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.
	16.3.	Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
	16.4.	Payment will be made in Rand unless otherwise stipulated in SCC
GCC17	17.	**Prices**
	17.1.	Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.
GCC18	18.	**Contract amendment**
	18.1.	No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.
GCC19	19.	**Assignment**
	19.1.	The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.
GCC20	20.	**Subcontract**
	20.1.	The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract
GCC21	21.	**Delays in supplier's performance**

	21.1.	Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
	21.2.	If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration, and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
	21.3.	No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
	21.4.	The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.
	21.5.	Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.
	21.6.	Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.
GCC22	22.	**Penalties**

	22.1.	Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.
GCC23	23.	**Termination for default**
	23.1.	The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
	23.1.1.	If the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
	23.1.2.	If the Supplier fails to perform any other obligation(s) under the contract; or
	23.1.3.	If the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
	23.2.	In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.
	23.3.	Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.
	23.4.	If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5.   Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6.   If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

23.6.1.   The name and address of the supplier and / or person restricted by the purchaser;

23.6.2.   The date of commencement of the restriction

23.6.3.   The period of restriction; and

23.6.4.   The reasons for the restriction.
            These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7.   If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury

		website.
GCC24	24.	**Anti-dumping and countervailing duties and rights**
	24.1.	When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him
GCC25	25.	**Force Majeure**
	25.1.	Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
	25.2.	If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the force majeure event.
GCC26	26.	**Termination for insolvency**
	26.1.	The purchaser may at any time terminate the contract by giving

		written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.
GCC27	**27.**	**Settlement of disputes**
	27.1.	If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
	27.2.	If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
	27.3.	Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
	27.4.	Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
	27.5.	Notwithstanding any reference to mediation and/or court proceedings herein,
	27.5.1.	The parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
	27.5.2.	The purchaser shall pay the supplier any monies due the supplier.
GCC28	**28.**	**Limitation of liability**
	28.1.	Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;
	28.1.1.	The supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

	28.1.2.	The aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
GCC29	29.	**Governing language**
	29.1.	The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
GCC30	30.	**Applicable law**
	30.1.	The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
GCC31	31.	**Notices**
	31.1.	Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
	31.2.	The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice
GCC32	32.	**Taxes and duties**
	32.1.	A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
	32.2.	A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
	32.3.	No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid, the SANParks must be

		in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services
GCC33	33.	**National Industrial Participation Programme**
	33.1.	The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
GCC34	34.	**Prohibition of restrictive practices**
	34.1.	In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
	34.2.	If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has/have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.
	34.3.	If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.
	Contracted Party Due Diligence	
	SANParks reserves the right to conduct supply chain due diligence including site visits and inspections at any time during the contract period.	
	Jigs, Tools, and Templates, where applicable	

	Unless otherwise agreed, all jigs, tools, templates, and similar equipment necessary for the execution of this contract is property of SANParks, if SANParks has paid for these. On completion or cancellation of the contract, the contractor delivers all SANParks property to SANParks premises, properly marked with the contract and the relevant code number as supplied by SANParks.

	Copyright and Intellectual Property
	
	All background intellectual property (existing prior to this contract) invests in and remains the sole property of the contributing party to this contract and/or the contracted discloses the same to SANParks at the commencement of this contract.
	
	The contracted supplier grants SANParks a fully paid up, irrevocable, non-exclusive, and transferable licence to use its background intellectual property including the right to sub-licence to third parties in perpetuity and to the extent that SANParks requires for the exploitation of the contract intellectual property and to enable SANParks to obtain the full benefit of the contract intellectual property.
	
	The parties agree that all right, title, and interest in the contract intellectual property rightly invests in SANParks and to give effect to the foregoing:
	
	    (a) The contracted supplier hereby assigns all rights, titles, and interests in and to the contract intellectual property that it may own to SANParks and SANParks hereby accepts such assignment, and
	
	    (b) The contracted supplier undertakes to assign in writing to SANParks all contract intellectual property, and which may invest in the contracted supplier.
	
	The contracted supplier shall keep the contract intellectual property confidential and shall fulfil its confidentiality obligations as set out in this document.
	
	The contracted supplier shall assist SANParks in obtaining statutory protection for the contract intellectual property at the expense of SANParks wherever SANParks may choose to obtain such protection. The contracted party shall procure where necessary the signatures of its personnel for the assignment of the contract intellectual property to SANParks, or as SANParks may direct, and to support SANParks, or its nominee, in the prosecution and enforcement thereof in any country in the world.
	
	The contracted supplier hereby irrevocably appoints SANParks to be its true and lawful agent in its own name, to do such acts, deeds, and things and to execute deeds, documents, and forms that SANParks, in its absolute discretion, requires in order to give effect to the terms of this clause.

		The rights and obligations set out in this clause shall service termination of this contract indefinitely.
		Confidentiality The recipient of confidential information shall be careful and diligent as not to cause any unauthorised disclosure or use of the confidential information, in particular, during its involvement with SANParks and after termination of its involvement with SANParks, the recipient shall not: (a) Disclose the confidential information, directly or indirectly, to any person or entity, without SANParks' prior written consent. (b) Use, exploit or in any other manner whatsoever apply the confidential information for any other purpose whatsoever, other than for the execution of the contract and the delivery of the deliverables or (c) Copy, reproduce, or otherwise publish confidentiality information except as strictly required for the execution of the contract. The recipient shall ensure that any employees, agents, directors, contractors, service providers, and associates which may gain access to the confidential information are bound by agreement with the recipient both during the term of their associations with the recipient and after termination of their respective associations with the recipient, not to (a) Disclose the confidential information to any third party, or (b) Use the confidential information otherwise than as may be strictly necessary for the execution of the contract, The recipient shall take all such steps as may be reasonably necessary to prevent the confidential information from falling into the hands of any unauthorised third party. The undertakings set out in this clause shall not apply to confidential information, which the recipient is able to prove: (a) Was independently developed by the recipient prior to its involvement with SANParks or in the possession of the recipient prior to its involvement with SANParks; (b) Is now or hereafter comes into the public domain other than by breach of this contract by the recipient; (c) Was lawfully received by the recipient from a third party acting in good faith having a right of further disclosure and who do not derive the same directly or indirectly from SANParks, or

		(d) Is required by law to be disclosed by the recipient, but only to the extent of such order and the recipient shall inform SANParks of such requirement prior to any disclosure.
		The recipient shall within one (1) month of receipt of a written request from SANParks to do so, return to SANParks all material embodiments, whether in documentary or electronic form, of the confidential information including but not limited to:
		(a) All written disclosures received from SANParks;
		(b) All written transcripts of confidential information disclosed verbally by the SANParks; and
		(c) All material embodiments of the contract intellectual property.
		The recipient acknowledges that the confidential information made available solely for the execution of the contract and for no other purpose whatsoever and that the confidential information would not have been made available to the recipient, but for the obligations of confidentiality agreed to herein.
		Except as expressly herein provided, this contract shall not be construed as granting or confirming, either expressly or impliedly any rights, licences, or relationships by furnishing of confidential information by either party pursuant to this contract.

ANNEXURE F – ICT NETWORK INFRASTRUCTURE

SANParks' ICT environment is supported by a wide-area network (WAN) connecting multiple sites nationally, including park offices, rest camps, gates, and head office. The service provider will be expected to ensure that all payment gateway solutions and terminals function reliably within this network environment.

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity	
					Bandwidth Primary (kbps)	RT Class bandwith allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwith allocation (kbps)
Yes	Cape	TMNP	Boulders Beach	1 Kleintuin Road, SIMONS TOWN	1024	256	1024	256
Yes	Cape	TMNP	Buffelsfontein Visitors Centre (BVC)	Main Road / Plateau Road (M4 / M65), Cape Point, Smitswinkel bay, SIMONS TOWN	1024	256	1024	256
Yes	Cape	TMNP	Cape Point Gate	Main Road / Plateau Road (M4 / M65), Cape Point,	1024	256	1024	256

				Smitswinkel bay, SIMONS TOWN				
Yes	Cape	TMNP	Cape Town Technical Offices - Kuilsrivier	Office 121, Ipic shopping Centre, Soneike, cnr off Bottelary rd and Amadel dr, KUILSRIVIER	3072	768		
Yes	Cape	TMNP	Klaasjagersberg Ranger	Main Road / Plateau Road (M4 / M65), Cape Point, Smitswinkel bay, SIMONS TOWN	1024	256		
Yes	Cape	TMNP	Kloofnek Ranger	6 Signal Hill Road, Kloofnek, off Kloof Street, CAPE TOWN	2048	512	2048	512
Yes	Cape	TMNP	Marine Office, Slangkop Tented Camp	South along Lighthouse Road from Kommetjie, Opposite No 45 Lighthouse Road, Turn west next to	1024	256		

				Garages, Building on left with Orange tiled roof, most western end of building (closest to sea) next to tented camp, KOMMETJIE				
Yes	Cape	TMNP	Newlands WfFire	Newlands forestry Station, Union Avenue, CAPE TOWN	2048	512	2048	512
Yes	Cape	TMNP	Orangekloof Ranger	0.5km off Houtbay Main Road, CAPE TOWN	1024	256		
Yes	Cape	TMNP	Silvermine	Silvermine Homestead, Ou Kaapseweg, NOORDHOEK	1024	256		
Yes	Cape	TMNP	Smitswinkel	Main Road / Plateau Road (M4 / M65), Cape Point,	1024	256		

				Smitswinkel bay, SIMONS TOWN				
Yes	Cape	TMNP	Tokai Cape Research Centre (CRC) (Bosdorp)	Tokai Forest, Tokai Road, TOKAI	1024	256		
Yes	Cape	TMNP	Tokai Manor	Tokai Forest, Tokai Road, TOKAI	5120	1280	5120	1280
Yes	Cape	TMNP	Tokai Wild Card Sales	Tokai Forest, Tokai Road, TOKAI	1024	256	1024	256
Yes	Cape	TMNP	Wash houses (Platteklip)	Van Riebeeck Park, Entrance at Cnr of Serpentine Rd and Sidmouth Ave, CAPE TOWN	1024	256		
Yes	Cape Town	Cape	Mount Pleasant Regional Offices	Rhodes Memorial, 2 kms south of UCT, CAPE TOWN	2048	512	2048	512
Yes	Cape Town	Cape	Travel Trade	15th Floor, Pinnacle Building, 2 Burg Street, CAPE TOWN	1024	256	1024	256

Yes	Free State	Golden Gate	Gladstone Admin Offices	17km East of R712, Golden Gate National Park, CLARENS	2048	512		
Yes	Free State	Golden Gate	Golden Gate Hotel (Brandwag)	19.7km East of R712, Golden Gate National Park, CLARENS	4096	1024	4096	1024
Yes	Frontier	AENP	Addo BSP	15kms North from Addo Town, on route R335, ADDO	1024	256		
Yes	Frontier	AENP	Addo Camp	15kms North from Addo Town, on route R335, ADDO	3072	768	3072	768
Yes	Frontier	AENP	Matyholweni Camp & Gate	Turn right 1.9kms South on N2 from Garage in Colchester - Follow the signboards, COLCHESTER	1024	256	1024	256

Yes	Frontier	AENP	Woody Cape Ranger & BSP	8.4km South from Alexandria on unmarked road, just off R72, ALEXANDRIA	1024	256		
Yes	Frontier	Camdeboo	Camdeboo GVA Gate	7.5km North-West on R63, GRAAFF-REINET	512	128		
Yes	Frontier	Camdeboo	Camdeboo Offices	2.9km North on N9 towards Middelburg, GRAAFF-REINET	2048	512		
Yes	Frontier	Camdeboo	Camdeboo Valley Gate	4.5km North-West on R63, GRAAFF-REINET	512	128		
Yes	Frontier	GRNP	Bloukrans Forest Station	33.6km East from Plettenberg Bay on N2, Take R102 turn off North, 400m, PLETTENBERG BAY	1024	256		

Yes	Frontier	GRNP	Diepwalle Forest Station	15.6km North on R339, turn Right, continue 1.5km, Diepwalle Forestry Station, KNYSNA		1024	256		
Yes	Frontier	GRNP	Farleigh Forest Station	4.4km East on N2 from Sedgefield, Turn North on Ruigtevlei Karatara Road, continue for 22.4km to Farleigh Forestry Station, KARATARA		1024	256		
Yes	Frontier	GRNP	George Eco Factory	14 Meul Street, George Industria, GEORGE		1024	256		
Yes	Frontier	GRNP	Harkerville BSP	12.8km East from Knysna on N2, Take turn off South, 1km, KNYSNA		1024	256		
Yes	Frontier	GRNP	Harkerville Forest Station	12.8km East from Knysna on N2, Take		1024	256		

				turn off South, 1km, KNYSNA				
Yes	Frontier	GRNP	Knysna Hotel	19 Queen Street, cnr of Main Road, KNYSNA	2048	512		
Yes	Frontier	GRNP	Natures Valley Camp	33.6km East from Plettenberg Bay on N2, Take R102 turn off South, 8.5km, NATURES VALLEY	1024	256		
Yes	Frontier	GRNP	Rondevlei Offices	6.9km West on N2 from Sedgefield, Turn North on Swartvlei Road, continue for 2.7km, Turn North for 1.1km, SEDGEFIELD	2048	512		
Yes	Frontier	GRNP	Stormsriver Admin	6.3 km West on N2 from Stormsrivier, Turn Left towards Tsitsikamma	1024	256		

				National Park, 10km to Park, STORMS RIVER				
Yes	Frontier	GRNP	Stormsriver Gate	6.3 km West on N2 from Stormsrivier, Turn Left towards Tsitsikamma National Park, 10km to Park, STORMS RIVER	2048	512	2048	512
Yes	Frontier	GRNP	Thesen Island	Thesen Island jetty, Long Street, KNYSNA	5120	1280	5120	1280
Yes	Frontier	GRNP	Tsitsikamma Ranger (Stormsriver Village)	107 Darnell Street, STORMS RIVER	2048	512		
Yes	Frontier	GRNP	Wilderness Camp	Head East on N2 from Wilderness for 2.4km, Left on Dumbelton Road,	2048	512	2048	512

				1.1km into the park. WILDERNESS				
Yes	Frontier	Mountain Zebra	Mountain Zebra Camp	4.2km West on N10/R61, 5.5km West on R61, 13.7km Southwest into Park, on left, CRADOCK	2048	512	2048	512
Yes	Frontier	Port Elizabeth	Frontier Regional Office	42 6th Avenue, Newton Park, PORT ELIZABETH	1024	256		
Yes	George	George	Saasveld	UPE Saasveld Campus, head 5km Northeast on Saasveld Rd from Knysna St junction, Turn North into UPE Saasveld Campus, 1.9km on right, GEORGE	3096	774		

Yes	Heidelberg	Gauteng	Heidelberg Factory	643 Leyds Street Muckleneuk, PRETORIA	512	128		
Yes	KNP - North	KNP	Bateleur Camp		512	128		
Yes	KNP - North	KNP	Giriyondo Gate		512	128		
Yes	KNP - North	KNP	Letaba Camp		2048	512	2048	512
Yes	KNP - North	KNP	Mahlangeni Ranger		512	128		
Yes	KNP - North	KNP	Mopani Camp Reception		2048	512	2048	512
Yes	KNP - North	KNP	Pafuri Gate		1024	256		
Yes	KNP - North	KNP	Pafuri Ranger		512	128		
Yes	KNP - North	KNP	Phalaborwa Gate		3072	768	3072	768

Yes	KNP - North	KNP	Punda Maria Camp		1024	256	1024	256
Yes	KNP - North	KNP	Punda Maria Gate		1024	256	1024	256
Yes	KNP - North	KNP	Shangoni Ranger		512	128		
Yes	KNP - North	KNP	Shimuwini Camp		512	128		
Yes	KNP - North	KNP	Shingwedzi Camp		2048	512	2048	512
Yes	KNP - North	KNP	Shingwedzi Scientists		512	128		
Yes	KNP - North	KNP	Sirheni Camp		512	128		
Yes	KNP - North	KNP	Vlakteplaas Ranger		512	128		
Yes	KNP - North	KNP	Woodlands Ranger		512	128		

Yes	KNP - South	KNP	Skukuza Telkom (Reception) - Telkom entry in Skukuza				
Yes	KNP - South	KNP	Berg-en-dal Camp		2048	512	2048	512
Yes	KNP - South	KNP	Biyamiti Camp		512	128	
Yes	KNP - South	KNP	Crocodile Bridge Camp & Gate		3072	768	3072	768
Yes	KNP - South	KNP	Houtboschrand Ranger		512	128	
Yes	KNP - South	KNP	Kingfisherspruit Ranger		512	128	
Yes	KNP - South	KNP	Kruger Gate		2048	512	2048	512
Yes	KNP - South	KNP	Lower Sabie Camp		2048	512	2048	512

Yes	KNP - South	KNP	Malelane Gate			2048	512	2048	512
Yes	KNP - South	KNP	Nkhuhlu Picnic			512	128		
Yes	KNP - South	KNP	Numbi Gate			1024	256	1024	256
Yes	KNP - South	KNP	Nwanetsi Ranger			512	128	512	
Yes	KNP - South	KNP	Olifants Camp			2048	512	2048	512
Yes	KNP - South	KNP	Orpen Camp			2048	512	2048	512
Yes	KNP - South	KNP	Phabeni Gate			1024	256	1024	256
Yes	KNP - South	KNP	Pretoriuskop Camp			2048	512	2048	512
Yes	KNP - South	KNP	Satara Camp			2048	512	2048	512

Yes	KNP - South	KNP	Skukuza Camp		51200	12800	51200	12800
Yes	KNP - South	KNP	Talamati Camp		512	128	512	
Yes	KNP - South	KNP	Tshokwane Ranger		512	128	512	
Yes	Limpopo	Mapungubwe	Mapungubwe Gate	67km West on R572 from MUSINA	2048	512	2048	512
Yes	North West	Marakele	Dithabaneng Ranger	17.6km Northeast on R510 from Thabazimbi, on left 1.2km, THABAZIMBI	1024	256		
Yes	North West	Marakele	Marakele Gate	12,4km Northeast on R510 from Thabazimbi, on left, THABAZIMBI	2048	512	2048	512
Yes	North West	Marakele	Thutong Visitors Centre	14.6km Northeast on R510 from Thabazimbi, turn North for 12km, Turn	1024	256		

				East 2km inside the Park , THABAZIMBI				
Yes	Northern Cape	Augrabies	Augrabies Camp	Route 359, Augrabies, 40km's from KAKAMAS	2048	512	2048	512
Yes	Northern Cape	Kgalagadi	Mata Mata Camp	147km North West of Twee Rivieren on Namibia border, C15 route in Namibia	2048	512	2048	512
Yes	Northern Cape	Kgalagadi	Nossob Camp	160km North from Twee Rivieren along the Nossob river	2048	512	2048	512
Yes	Northern Cape	Kgalagadi	Twee Rivieren Camp	Kgalagadi National Park, 252km's North on R360 from UPINGTON	4096	1024	4096	1024
Yes	Northern Cape	Kimberley	Kimberley VWS	21 Wilkins close, off Memorial Road (N12), South en	2048	512		

				route Cape Town, KIMBERLEY				
Yes	Northern Cape	Mokala	Lilydale Camp	1 Knoffelfontein Road, Knoffelfontein 104 Farm, Ritchie. Turn West at Jacobsdal (R705) turn off, 16km to Lilydale Entrance Gate, From MODDER RIVIER	1024	256		
Yes	Northern Cape	Mokala	Mosu Lodge	20km South on N12 from Jacobsdal (R705) turn off, Turn West, 21km on right is Entrance Gate, MODDER RIVIER	2048	512	2048	512
Yes	Northern Cape	Namaqua	Groenrivier Camp	24.3 km South on N7 from Garies, Turn west for 62km, GARIES	1024	256		

Yes	Northern Cape	Namaqua	Kamieskroon Offices	350m down Charlotta Street, KAMIESKROON	2048	512	
Yes	Northern Cape	Namaqua	Skilpad Camp	From N7 turn East into Kamieskroon, 250m left, 3.2km left, 13.1km left, 350m on right, KAMIESKROON	1024	256	
Yes	Northern Cape	Richtersveld	Richtersveld Offices	Sendelingsdrift, border of the Northern Cape and Namibia, at Ferry crossing onto D276 in Namibia, SENDELINGSDRIFT	2048	512	2048	512
Yes	Northern Cape	Upington	Upington Regional Office	6 Bi-Lo Office, 9 Groenpunt Road, Keidebees, UPINGTON	1024	256	
Yes	Port Elizabeth	Port Elizabeth	NMMU	SANParks Conservation	2048	512	

				Services, Building 12, University of PE, University Way, PORT ELIZABETH				
Yes	Pretoria	Head Office	Brooklyn	232 Bronkhorts Street, Nieu Muckleneuk, PRETORIA	4096	1024	4096	1024
Yes	Pretoria	Head Office	Groenkloof	643 Leyds Street Muckleneuk, PRETORIA	100000	25000	100000	25000
Yes	Samrand	Head Office	Disaster Recovery Site (DCX)	Datacentrix, 101 Landmarks Ave, SAMRAND	30000	7500		
Yes	Western Cape	Agulhas	Agulhas Admin Offices	158 Lighthouse Road, L'AGULHAS	2048	512	2048	512
Yes	Western Cape	Agulhas	Bosheuwel	5.1km North on R319 from Struisbaai center, Turn Left (West) on the Elim Road for	512	128		

				10.5km, STRUISBAAI				
Yes	Western Cape	Bontebok	Bontebok (Lang Elsieskraal)	3.9km East on N2 from R60 Turn off, Swellendam, Turn Right into Park, follow the signs, SWELLENDAM	2048	512		
Yes	Western Cape	Karoo	Karoo Camp	4.7km South on N1 from Beaufort West (cnr N1 and Voortrekker), turn west into Park, BEAUFORT WEST	2048	512	2048	512
Yes	Western Cape	Tankwa Karoo	Tankwa Karoo Reception	From cnr of Vos and Ceres Road, Ceres head North East on Ceres Road (R46), becomes R355 after 40km. After 64km turn North East, continue 65.3km,	2048	512	2048	512

				Turn West and 4.5km at Park				
Yes	Western Cape	West Coast	Geelbek Visitors Centre	Head North on West Coast Road (R27) from Cape Town, Turn West at West Coast National Park Gate, continue 10km in Park, LANGEBAAN	1024	256		
Yes	Western Cape	West Coast	WCNP Admin Offices New		4096	1024	4096	1024
Yes	Western Cape	West Coast	WCNP Duinepos					
Yes	Western Cape	West Coast	WCNP Gate East		1024	256	1024	256
Yes	Western Cape	West Coast	WCNP Gate North		1024	256	1024	256

Yes	Western Cape	West Coast	WCNP Jetty and proposed new Camp		256	64		
Yes	Western Cape	West Coast	WCNP Kraalbaai		512	128		
Yes	Western Cape	West Coast	WCNP Offices	Cnr Main and Oostewal Street, LANGEBAAN	4096	1024	4096	1024
Yes	Western Cape	West Coast	WCNP Pump Station (Telemetry)		256	64		
Yes	Western Cape	West Coast	WCNP Technical Offices		1024	256		