



iSimangaliso
Wetland Park



REQUEST FOR PROPOSALS (RFP)

**REQUEST FOR PROPOSAL TO
APPOINT AN OPERATOR TO MANAGE
GATES, FACILITIES AND UTILITIES
WITHIN ISIMANGALISO WETLAND
PARK FOR A PERIOD OF THREE (3)
YEARS**

NOVEMBER 2025

IMPORTANT NOTICE

This Request for Proposals (“RFP”), together with all attachments, has been prepared by the **iSimangaliso Wetland Park Authority** (“iSimangaliso”) in relation to the gates, facilities and utilities management opportunity within the iSimangaliso Wetland Park.

iSimangaliso makes no representation or warranty, express or implied, as to the accuracy, reliability, or completeness of the information contained in this RFP. Any liability for the use of, or reliance upon, this information by interested parties is expressly disclaimed.

The RFP is provided solely to enable recipients to assess the management opportunity and to decide whether to submit a proposal. It is **not intended to serve as the sole basis for any operational decision**, and recipients are expected to conduct their own due diligence and obtain independent professional advice as they consider necessary.

iSimangaliso reserves the right to amend, supplement, or replace any part of this RFP at any time, without prior notice or obligation to provide reasons.

Should this process result in the appointment of an Operator, the appointment will only become binding upon the conclusion of a duly signed management agreement between iSimangaliso and the successful bidder

03 November 2025



iSimangaliso
Wetland Park



REQUEST FOR PROPOSAL

YOU ARE HEREBY INVITED TO SUBMIT A BID TO MEET THE REQUIREMENTS OF THE ISIMANGALISO WETLAND PARK AUTHORITY	
BID NUMBER:	
NON-COMPULSORY BIDDERS CONFERENCE DETAILS:	TO BE HELD ON 7th NOVEMBER 2025
CLOSING DATE:	Friday 24th NOVEMBER 2025
CLOSING TIME:	12H00
PERIOD FOR WHICH BIDS ARE REQUIRED TO REMAIN OPEN FOR ACCEPTANCE:	120 days
DESCRIPTION OF BID:	REQUEST FOR PROPOSAL TO APPOINT AN OPERATOR TO MANAGE GATES, FACILITIES AND UTILITIES WITHIN ISIMANGALISO WETLAND PARK FOR A PERIOD OF THREE (3) YEARS
NAME OF BIDDER:	
CONTACT PERSON:	
EMAIL ADDRESS:	
TELEPHONE NUMBER:	
FAX NUMBER:	
BIDDER'S STAMP OR SIGNATURE	

I. Contents

II.	GLOSSARY OF TERMS.....	5
1.	INTRODUCTION	6
2.	iSIMANGALISO COMMERCIALISATION STRATEGY	7
3.	VALUE FOR MONEY OBJECTIVES	8
4.	B-BBEE / TRANSFORMATION.....	9
5.	GATES, FACILITIES AND UTILITIES MANAGEMENT OPPORTUNITY	10
6.	BID RULES.....	11
7.	DISQUALIFICATION	14
8.	INCOMPLETE BIDS	15
9.	BID PROCESS INFORMATION	15
10.	BIDDERS CONFERENCE	17
11.	BID SUBMISSION	17
12.	CONTENT AND SUBMISSION OF BIDS	17
13.	HOW THE BIDS WILL BE OPENED	18
14.	EVALUATION CRITERIA	18
15.	SCORING FOR FUNCTIONALITY (ENVELOPE 1).....	19
16.	MANAGEMENT FEE OFFER & BBEE COMMITMENTS/SPECIFIC GOALS (ENVELOPE 2)	19
17.	SELECTION OF PREFERRED BIDDER	20
18.	SIGNATURE AND EFFECTIVENESS OF MANAGEMENT CONTRACT	21
19.	PUBLICITY	21
20.	INFORMATION PACK FOR BIDDERS	21
21.	ANNEXURE 1 - INFORMATION REQUIRED	22
22.	ANNEXURE 2 - FUNCTIONALITY EVALUATION REQUIREMENTS	25
23.	ANNEXURE 3 - BIDDERS MANAGEMENT FEE OFFER	31
24.	ANNEXURE 4 – MANAGEMENT CONTRACT	32
25.	ANNEXURE 5 - BID COVER PAGES.....	33
26.	ANNEXURE 6 – GATES TO BE MANAGED.....	34
27.	ANNEXURE 7 – NUMBER OF FACILITIES	35
28.	ANNEXURE 8 – GREENING AND CLEANING AREAS.....	36
29.	ANNEXURE 9 – MAINTENANCE SCHEDULE	39
30.	ANNEXURE 10 – LANDLORD REPORT ON GATE REVENUE	48

II. GLOSSARY OF TERMS

Act	The World Heritage Convention Act, 1999 (Act No. 49 of 1999) and regulations issued under the Act;
Bidder	A person or persons or a special-purpose entity formed to represent individuals, groups of individuals or organisations who submit(s) a Bid in terms of this RFP;
DFFE	Department of Forestry, Fisheries and Environment
Ezemvelo	Ezemvelo KwaZulu Natal Wildlife established in terms of Section 20 of the KwaZulu-Natal Nature Conservation Management Act, 1997 (Act No. 9 of 1997) or its successor;
IMP	The Integrated Management Plan prepared in terms of the Act applicable to the Park;
iSimangaliso	The iSimangaliso Wetland Park Authority established by the Minister in terms of Government Notice 4477 dated 24 November 2000;
Management Contract	The agreement to be entered into between the iSimangaliso and the operator in respect of the contract to manage gates, facilities and utilities within the Park;
Management Fee	The Fee payable by the Operator;
Local community	A black person or persons usually resident in the uMkhanyakude District and Umfolozi local Municipal Areas;
Management Agreement	the Management Agreement entered into between Ezemvelo and the iSimangaliso Authority in respect of Park management dated September 2001;
Minister	The Minister of Forestry Fisheries and Environment;
Official Bid Representative	The iSimangaliso Project Officer as contemplated in the RFP;
PAA	The National Environment Management Act: Protected Areas Act, 2003 (Act No. 57 of 2003) including regulations issued under the PAA;
Park	The iSimangaliso Wetland Park was established by the Minister in terms of Government Notice 4477 dated 24 November 2000 issued in terms of the Act (the ex- tent of which as may be amended from time to time);
PFMA	The Public Finance Management Act, 1999 (Act No. 1 of 1999) including regulations issued under the PFMA; and
PPPFA	Preferential Procurement Policy Framework Act
RFP	This request for proposals.

1. INTRODUCTION

- 1.1.** iSimangaliso Wetland Park (“the **Park**”) was proclaimed a World Heritage Site by regulation published in the Government Gazette under notice number 4477 on 24 November 2000. The Park stretches across open sea, reefs, beaches, forests, savannahs, lakes, rivers and mountains to include all the natural wonders that have drawn travellers and explorers to Africa for centuries.
- 1.2.** It is approximately 1,328,901 hectares in size. The Indian Ocean forms the eastern boundary of the Park, which extends from the Mozambican border in the north, to Maphelane in the south and includes the uMkhuze section in the west. The Park traverses approximately one-third of The KwaZulu-Natal coastline.
- 1.3.** This Request for Proposals (“RFP”) is issued by iSimangaliso Wetland Park Authority (“iSimangaliso”) in accordance with the applicable provisions of the Public Finance Management Act (“PFMA”), Act No. 1 of 1999, and the relevant Treasury Regulations governing the procurement of services by public entities. This RFP seeks to appoint a suitably qualified Operator to manage gates, facilities and utilities within iSimangaliso Wetland Park under a three (3) year Management Contract.
- 1.4.** As part of its Commercialisation Strategy, iSimangaliso Wetland Park Authority (“iSimangaliso”) has identified the opportunity to appoint an Operator to manage gates, facilities and utilities within the Park. The selected Operator will be appointed to operate, manage, and maintain these facilities under a three (3) year Management Contract.
- 1.5.** It is intended that by entering into a Management Contract with a suitably qualified Operator, iSimangaliso will generate revenue through management fees paid to it by the appointed Operator, while allowing iSimangaliso to focus on its core mandate of conservation. The appointed Operator will be responsible for the day-to-day operation, management, and maintenance of the identified gates, facilities and utilities, in strict compliance with environmental standards, Protected Areas conservation guidelines, existing environmental authorisations, permits, and operating licences.

LEGAL, REGULATORY & INSTITUTIONAL FRAMEWORK

- 1.6.** The Park is under the control of the iSimangaliso Wetland Park Authority. The iSimangaliso Authority reports to the Minister and is mandated to implement the policies and principles of the World Heritage Convention and the Act. The iSimangaliso Authority is listed as a Schedule 3A Public Entity under the PFMA and is the protected area manager in terms of the Protected Areas Act (PAA).

- 1.7. The iSimangaliso Authority entered into the Management Agreement with Ezemvelo which has been appointed the day-to-day conservation manager.
- 1.8. Other key legislation applicable to the Park includes the Marine Living Resources Act, 1998 (Act No. 18 of 1998) and National Environmental Management: Integrated Coastal Management Act, 2008 (Act No 24 of 2008).

INTEGRATED MANAGEMENT PLAN

- 1.9. The iSimangaliso Authority manages the Park in accordance with an Integrated Management Plan (IMP). The IMP provides a framework for conservation, tourism and zonation of activities allowed in the Park.
- 1.10. Specific Park directives and rules are also issued from time to time by the iSimangaliso Authority.

2. iSIMANGALISO COMMERCIALISATION STRATEGY

- 2.1. To become self-sufficient and reduce reliance on funder grants, iSimangaliso Authority developed a commercialisation strategy. The strategy aims to increase park revenue, minimize losses, optimize underperforming assets, create jobs, empower Black communities, upgrade infrastructure, and promote tourism.
- 2.2. The commercialisation strategy includes the commercialisation of both existing and new tourism sites in iSimangaliso Wetland Park. The commercialisation strategy sets out specific areas for eco-tourism development. These areas are in line with the park's established zones and rules, which spell out the criteria for development in the park's different areas according to the Integrated Management Plan (IMP).
- 2.3. The Operator appointment process adopted by iSimangaliso Authority is intended to ensure the effective operation, maintenance, and upgrading of the gates, facilities and utilities in line with iSimangaliso's commercialisation strategy, pending the finalisation of the Public, Private Partnership process as sanctioned by Regulation 16 of the National Treasury. This approach will enhance the sustainability of the establishments, improve service standards, and increase their overall appeal to both domestic and international tourists.

3. VALUE FOR MONEY OBJECTIVES

3.1. Value-for-money is defined in terms of the Authority’s mandate and corporate strategy and is tailored to the specific characteristics of each management contract. During the term of the management contract, these objectives will serve as benchmarks in assessing the effectiveness and success of the appointed Operator.

3.2. The value-for-money objectives for the management of the identified gates, facilities and utilities are summarised in the table below:

Objective	Value for Money
Protect, conserve, and present the Park	<ul style="list-style-type: none"> • Application of sound environmental management practices in daily operations
	<ul style="list-style-type: none"> • Maintain and enhance public access
	<ul style="list-style-type: none"> • Support the safeguarding of the World Heritage Site status
Encourage job creation and ensure benefit flow to communities	<ul style="list-style-type: none"> • Local community participation and empowerment initiatives
	<ul style="list-style-type: none"> • Optimal job creation (with clear employment targets)
	<ul style="list-style-type: none"> • Skills transfer and training programmes
Promote and facilitate optimal tourism and related development in the Park	<ul style="list-style-type: none"> • Professional operational and hospitality management
	<ul style="list-style-type: none"> • Marketing and tourism promotion to increase visitor numbers
	<ul style="list-style-type: none"> • Enhanced visitor experiences through improved services
Financial sustainability	<ul style="list-style-type: none"> • Realistic and achievable business and operations plan
	<ul style="list-style-type: none"> • Revenue generation and cost efficiency
	<ul style="list-style-type: none"> • Contribution to the Authority’s financial sustainability

4. B-BBEE / TRANSFORMATION

- 4.1.** One of the iSimangaliso Authority's mandates is transformation which includes the delivery of socio-economic benefits to communities living in and adjacent to the Park. This is an underlying principle in all the concessions and licenses it enters. Detailed information pertaining to the B-BBEE requirements is set out in Annexure 1 and Annexure 3.

Draft

5. GATES, FACILITIES AND UTILITIES MANAGEMENT OPPORTUNITY

5.1. iSimangaliso has identified a management opportunity for the gate, facilities and utilities management within the Park and its offices. The opportunities identified are as follows:

5.1.1. Gate Management Services

- **Gate Management:**

The appointed Operator will be responsible for the efficient, secure, and fully compliant management of all entry and exit gates across the Park. This includes implementing robust visitor verification protocols, ensuring accurate collection and reconciliation of gate fees, maintaining real-time digital recording of all entries and exits, and operating intelligent surveillance systems. The Operator must deploy trained personnel, adhere to strict access-control standards, and integrate all gate operations into a centralised management platform that provides live monitoring, reporting, and auditability.

5.1.2. Facilities Management (iSimangaliso Offices and Public Amenities)

- **Cleaning:**

Regular and deep-cleaning services for the Park offices, Siyabonga Centre and Public amenities.

- **Greening:**

Maintenance and beautification of outdoor spaces, including lawn mowing, trimming road verges to create aesthetically pleasing and sustainable environments.

- **Waste Management:**

Collection, segregation, and eco-friendly disposal of general, hazardous, and recyclable waste.

- **Maintenance:**

Covers electrical, plumbing, and minor repairs to ensure buildings and facilities are fully functional. Includes preventive maintenance schedules and 24/7 support for emergency repairs.

5.1.3. Utilities Management (iSimangaliso Offices and Public Amenities)

- **Sewer:**

Overseeing wastewater and drainage systems to maintain sanitation standards.

Includes regular inspection, unclogging pipes, and managing wastewater treatment facilities for eco-friendly disposal.

5.2. If you provide these services to eco-tourism facilities, you're entitled to charge the Operator or concessionaire responsible, a separate market related amount.

6. BID RULES

6.1. General

- 6.1.1. This RFP supersedes all other communications between the iSimangaliso Authority and the Bidder.
- 6.1.2. The iSimangaliso reserves the right to change the timelines or otherwise amend, supplement or clarify this RFP at any time. The iSimangaliso Authority may cancel the Bid at any time without prior notice, for any reason whatsoever, and may disqualify any Bidder as provided for in this RFP. The iSimangaliso Authority shall not incur any liability whatsoever in exercising any rights in terms of this RFP or the laws of the Republic of South Africa.
- 6.1.3. The iSimangaliso reserves the right to grant additional Licences/concessions for the same, similar or dissimilar activities at any stage at its sole discretion.
- 6.1.4. The iSimangaliso Authority has the right to accept the Bid as a whole, in part or not at all.
- 6.1.5. This RFP is not intended to serve as the basis for an investment decision on the opportunities available, each bidder is expected to conduct independent due diligence and to obtain independent advice, as to whether to make necessary conclusions and decisions.

6.2. Correspondence

- 6.2.1. All correspondence and any communication must be directed to the Official Bid Representative: via email to ppp@iSimangaliso.com. Bidders are not permitted to correspond or communicate with any member of the project evaluation panel, any technical advisor or consultant to the iSimangaliso Authority or board or staff member of the iSimangaliso Authority in relation to this tender, unless prior written permission thereof has been obtained from the Official Bid Representative. Failure to adhere to this stipulation may lead to disqualification.
- 6.2.2. No verbal agreement or conversation with, nor any verbal clarification from any officer or employee of the iSimangaliso or any of its advisors shall affect or modify any of the terms and conditions contained in this RFP. Only written amendments, supplements or clarifications to this RFP by the Official Bid Representative may be relied upon as authorised.
- 6.2.3. The correspondence contemplated above may include questions by Bidders for clarification. Such questions and the responses thereto shall be circulated to all Bidders

subject to the paragraph below.

6.2.4. In special circumstances, the Bidder may request that a question and the response thereto be treated confidentially. In such an instance, the iSimangaliso Authority, in its sole discretion, may circulate the question and answer to that Bidder only or to all Bidders.

6.2.5. The onus is on the Bidder to ensure that the correspondence is received by the iSimangaliso Authority.

6.2.6. The procurement process will be conducted in accordance with the terms of this RFP, policies of iSimangaliso and the laws of the Republic of South Africa.

6.3. Expenses

Bidders are responsible for all costs, expenses and losses incurred by them in the preparation and submission of Bids or otherwise in connection with the tender. The iSimangaliso Authority will not compensate Bidders for any such costs, expenses or losses, regardless of the outcome of the Bid.

6.4. Identity of Bidders

6.4.1. The Bidder's Bid must be accompanied by an affirmation stating that the Bid contents are true and correct and meet all the criteria in the RFP.

6.4.2. A Bidder may be a single company or an unincorporated joint venture or a trust. The Bidder must meet the operational and financial criteria as contained in this document.

6.4.3. Public institutions are specifically excluded from submitting proposals or bidding for the tender.

6.4.4. Each submission must set out, in detail, the organisational structure that will be adopted for the entity responsible for delivering the management services. The shareholders and/or members must be clearly identified, and their roles and responsibilities listed. The submission should also provide details of equity, ownership, and directorships held by the shareholders and/or members. iSimangaliso Authority does not require the formation of a special purpose vehicle ("SPV") for this Management Contract. However, where any parties are not shareholders but will be integrally involved in the operation or delivery of the management services (e.g., subcontractors, joint venture partners, or strategic partners), such parties must be clearly listed, with their roles and responsibilities specified.

6.4.5. Interested Parties will also be required to provide information on ownership of the

entities of which the Interested Parties are comprised, together with organograms reflecting the ownership proportions.

6.4.6. iSimangaliso reserves the right to request, at any time, additional information or documentation from Bidders.

6.5. Bidder's Responsibilities

The Bidder is responsible for its own due diligence investigation in connection with the Activity and all matters relating to this RFP. Neither iSimangaliso Authority nor any of its officers, employees, agents or advisers make any representation or warranty, direct or implied, concerning any matter affecting the opportunity, other than the representations and undertakings of the iSimangaliso Authority as set out in the Management Contract.

6.6. Acceptance of Terms & Conditions of the Tender

The submission of a Bid by a Bidder implies full knowledge and acceptance of all the terms and conditions set out in this RFP, and all other documents related to the RFP.

Draft

7. DISQUALIFICATION

7.1. A Bid may be disqualified, amongst other things, if the Bidder, any of its members, directors, partners, or shareholders:

7.1.1. Has an unappealable judgement;

7.1.2. Is in arrears in respect of any amounts owing to the iSimangaliso Authority and there are no arrangements in place to pay the debt;

7.1.3. Has contravened any Park Rule, directive, or environmental law in the last three years or has been convicted of any environmental or dishonesty-related offence;

7.1.4. Has received any verbal warning, subsequently confirmed in writing, in respect of its conduct in the Park or any banning or eviction notices that have been upheld for a period of more than one month, or conviction for a wildlife or environmental crime or had a contract with the iSimangaliso Authority terminated or cancelled for non-delivery.

7.1.5. Has been convicted of any offence under the Companies Act without the option of a fine, or of fraud or corruption related crimes;

7.1.6. Has, in the opinion of the iSimangaliso Authority attempted to exercise influence during the Bid process;

7.1.7. Has colluded or attempted to collude with other Bidders during the Bid process;

7.1.8. Appears in the National Treasury Database of restricted Suppliers; or

7.1.9. Is not registered on the CSD National Treasury database.

7.2. A Bid may be disqualified if the Management Fee Offer is ambiguous or if the Bid is conditional.

7.3. A Bid shall be disqualified if:

7.3.1. This business or any other business of the Bidder is operated illegally or any of the members, shareholders, or directors cannot demonstrate validity of tenure for themselves or the business they operate (his includes unlawful occupation of land and non-compliance with EIA or other laws);

8. INCOMPLETE BIDS

8.1. The following shall apply to incomplete bids:

- 8.1.1. The project evaluation committee will inspect Envelope 1 of each bid to see whether all the documentation that this RFP requires has been submitted correctly.
- 8.1.2. If the bid is not complete or something in it is not clear, the project evaluation committee may but is not obliged to ask the Bidder for more information. Communication will be in writing. No substantial changes to the bid will be asked for or allowed, except when there is a clear mistake in the bid.
- 8.1.3. iSimangaliso Authority may but is not obliged to disqualify a bid that is not complete or requires clarification without a request for further information.
- 8.1.4. iSimangaliso Authority shall not be obliged to reimburse Bidders for any costs incurred during the preparation of Bid submissions, in the event of cancellation, disqualification, suspension, modification or delay of the tender.

9. BID PROCESS INFORMATION

9.1. Bid Timetable

An indicative timetable for this Bid process is as follows:

Event	Date
Issue and publishing of RFP advert	03 November 2025
Registration for Bidders Conference. RSVPs to be emailed to: ppp@isimangaliso.com	06 November 2025
Bidders Conference (Platform to be advised)	07 November 2025
Questions of clarification - closing date	14 November 2025
Feedback of Questions of clarification	17 November 2025
Bid submission closing date	24 th November 2025 (12pm)

9.2. Bid Process

9.2.1. After the RFP is issued, Bidders may raise questions of clarification in accordance with paragraphs 8.2 and 11.1.

9.2.2. Bidders who require clarification:

- 9.2.2.1. May request a bid-clarification meeting, in which case a date and a time thereof will be determined by the Official Bid Representative, and the Bidder will be

advised thereof.

9.2.2.2. May be requested to make an oral presentation of their Bids - in addition to their written submission and the Official Bid Representative will facilitate these presentations with the Project Evaluation Committee. Bidders must be available on short notice for such presentations.

9.2.3. Bids will be evaluated according to the criteria set out in the evaluation section.

9.2.4. At any stage in the evaluation process, the iSimangaliso Authority may call for any additional information. If such additional information is not provided by the Bidder within the time specified by the iSimangaliso Authority, the Bid may be disqualified. Bidders must be prepared to provide information on short notice.

9.2.5. The winning Bidder will be announced after all the Bids have been assessed and evaluated. The iSimangaliso Authority will countersign the Management Contract (with or without final amendment) and return it to the Bidder. Where a successful Bidder declines the award, the iSimangaliso Authority will award the Bid to the next best Bidder.

9.2.6. The bid submissions from each Bidder must contain all the information necessary for the iSimangaliso Authority to evaluate the management fee offer, Bidders' existing B-BBEE rating and Functionality capabilities of the Bidder. Bidders are required to submit two sealed envelopes in accordance with the directions below:

9.2.6.1. The **first envelope** shall be clearly marked "**Functionality - original**" on the outside and shall contain all the original non-financial information.

9.2.6.2. The **second envelope** shall be clearly marked "**Bidder B-BEE Proposal/Commitment and Management Fee Offer**" on the outside and will only be opened and evaluated if the minimum threshold for functionality is met.

10. BIDDERS CONFERENCE

- 10.1. A bidder's conference will be held on the date stipulated on the timetable. All interested bidders are required to register for the bidders conference by sending their names, contact telephone and e-mail address to Project Representative e-mail: ppp@iSimangaliso.com .

11. BID SUBMISSION

- 11.1. Bids must be submitted to:

The Business Development Manager
The iSimangaliso Wetland Park Authority
The Dredger Harbour
St Lucia
3936

- 11.2. Bid submissions should be made before **12:00pm on 24 NOVEMBER 2025** (the "Bid Date").

12. CONTENT AND SUBMISSION OF BIDS

- 12.1. Bids and all related correspondence and documents must be in English.
- 12.2. Bidders must submit their bids in two sealed envelopes, clearly marked Envelope 1 and Envelope 2. Envelope 1 shall include all documents required for evaluation on functionality and compliance with the terms of reference. Envelope 2 shall include only the Bidder's B-BBEE proposal and the proposed management fee.
- 12.3. In the first envelope, the following shall apply. There must be submitted one original, and one electronic copy of the Bid. The electronic copy for must be submitted on USB-drive.
- 12.4. Bids must be addressed to the Official Bid Representative, iSimangaliso Wetland Park Authority.
- 12.5. Bids must be submitted at the iSimangaliso Authority's offices at the **Dredger Harbour, St Lucia, KwaZulu Natal, 3935**.
- 12.6. The closing date and time for Bids is as indicated in the table in paragraph 8.1
- 12.7. The first Envelope (Envelope 1) shall be clearly marked Functionality and shall contain all the original non-financial aspects of the submission.

13. HOW THE BIDS WILL BE OPENED

- 13.1.** The Project Officer will separate Envelopes 1 and 2 of all the bids. The unopened Financial Envelopes will be locked away for safekeeping until they are opened following the evaluation of the bids.
- 13.2.** The Functionality Envelopes will be opened by members of a Project Evaluation Committee representing iSimangaliso Authority in the presence of iSimangaliso Authority's Project Officer.

14. EVALUATION CRITERIA

- 14.1.** Bids will be evaluated on these main elements: Functionality, and the Management Fee Offer.
- 14.2. Envelope 1** is for Functionality and is opened first. The bidder must score at least 70% for Functionality
- 14.3. Envelope 2** contains the Bidder's existing B-BBEE rating (verified by a B-BBEE certificate), as well as the Management Fee Offer (Pricing) and will only be opened and evaluated if the minimum threshold under Functionality is met.
- 14.4.** Bid responsiveness to the Mandatory Requirement:
- 14.5.** The first stage of evaluation, iSimangaliso Authority will assess the Bids responses for the mandatory and other administrative requirements. This will entail consideration whether all the required documentation has been submitted by a Bidder in the manner and form prescribed in this RFP.
- 14.6.** Failure by a Bidder to respond adequately to any of the requirements of this RFP shall have an adverse impact on the evaluation of its Bid and shall entitle iSimangaliso Authority, in its sole discretion, to disregard that Bidder's Bid and to disqualify that Bidder from participating in the Project.
- 14.7.** iSimangaliso Authority reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by the institution in respect of such Bid.

15. SCORING FOR FUNCTIONALITY (ENVELOPE 1)

15.1. The functionality aspects of a bid will be scored out of **100 points**. A Bidder must achieve **70%** of the total Functionality points to pass. Functionality is made up of the elements and weights as outlined below:

Elements	Financing & Capital Plan	Business and Operational Plan	Quality Assurance	Risk Matrix
Weight	10%	60%	20%	10%
Minimum Threshold	50%	50%	50%	50%

15.2. The minimum threshold to pass any Functional criteria subcategory (that is Financing & Capital plan, Business and Operational Plan, Quality Assurance and Risk Matrix) is 50%

16. MANAGEMENT FEE OFFER & BBEE COMMITMENTS/SPECIFIC GOALS (ENVELOPE 2)

If the Bidder meet the minimum threshold for Functionality, envelope 2 will be opened.

16.1. The Preferential Procurement Policy Framework Act, 2000 (PPPFA) and PPPFA regulations, 2022 therein will apply with a 80/20 split between the Management Fee Offer and the Bidder's project scorecard commitment/specific goals respectively.

16.2. The Management Fee Offer and the Bidder's existing B-BBEE rating are scored out of a total of 100 points.

16.3. The following table outlines the final score weightings:

Management Fee Offer	B-BBEE Existing rating
80%	20%

MANAGEMENT FEE OFFER

16.3.1. Under the Management Agreement, the Management Fee income to iSimangaliso Authority shall be, as outlined in Section 7 – Management Fee Offer, the **higher** of:

- i. the Minimum Management Fee, which is increased annually by CPI, or
- ii. the Variable Management Fee is expressed as a flat percentage of the gross revenue of the operation earned by the private party in each project year.

16.3.2. The points for the Management Fee Offer are calculated using the prescribed price formula in the regulations of the PPPFA. The maximum points will be awarded to the qualified Bidder that makes the highest Management Fee Offer and the remaining points

being allocated pro rata to the remaining qualified Bidders. Bidders should be aware that a minimum Management Fee might be applied. If the minimum points is not reached, the contract might not be awarded.

90/10 PREFERENCE POINT SYSTEM EVALUATION

16.3.3. The applicable preference point system for this tender is the 90/10 preference point system

16.3.4. A maximum of 90 points is allocated for the price on the following basis: 90/10

$$Ps = 90 \left(1 + \frac{Pt - Pmax}{Pmax} \right)$$

Ps = Points scored for price of tender under consideration

Pt = Management Fee offer under consideration

Pmax = Price of the highest acceptable tender

16.3.5. A maximum of 10 points will be awarded for Specific Goals

16.3.6. In terms of Regulations 5(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 Bidder will be allocated points based on the goals stated in Annexure.

17. SELECTION OF PREFERRED BIDDER

17.1. The Functionality score is only used to pre-qualify the Bidder. Only Bidders who meet the minimum thresholds and achieved the 70% for Functionality are considered in the final stage where B-BBEE and the Management Fee offer will be the determining factor.

17.2. iSimangaliso Authority shall calculate the scores of each bid to calculate an overall bid score.

17.3. The Bidder that receives the highest overall bid score will be declared the preferred Bidder and the Bidder that receives the second highest overall bid score will be declared the reserve Bidder.

17.4. Scores will be presented to the iSimangaliso Authority's Bid Adjudication Committee for review prior to CEO ratifying.

18. SIGNATURE AND EFFECTIVENESS OF MANAGEMENT CONTRACT

18.1. The Operator will be sent a letter of award to notify them that they are the preferred Bidder for the gates, facilities and utilities management opportunity. After receipt of this letter, they will have to clarify any outstanding issues regarding the Management Contract. Thereafter, iSimangaliso Authority will provide the preferred bidder with the final Management Contract, whereupon they will sign and submit it to iSimangaliso Authority to be countersigned. Failure to meet any of these timelines may result in the cancellation of the award to the preferred Bidder. In such a case, iSimangaliso Authority reserves the right to award the contract to the reserve bidder.

18.2. The Management Contract becomes legally binding and enforceable from the Signature Date.

18.3. There will be no Management Fees payable before the Effective Date with Effective Date defined in the Management Contract.

19. PUBLICITY

19.1. iSimangaliso Authority may make announcements concerning the tender from time to time, at its discretion. The Bidder may not make any announcements without the prior written consent of the Official Bid Representative.

20. INFORMATION PACK FOR BIDDERS

20.1. Refer to the following annexures:

- Annexure 1: Information required.
- Annexure 2: Evaluation Criteria
- Annexure 3: Bid Management Fee Offer
- Annexure 4: Management Contract
- Annexure 5: Bid Cover Pages
- Annexure 6: Number of Gates
- Annexure 7: Number of Facilities
- Annexure 8: Cleaning and Greening

21. ANNEXURE 1 - INFORMATION REQUIRED

- 21.1. The Bid Submission must comprise a number of sections.
- 21.2. Each section must have a tabbed covering page clearly setting out the section number and the name of the section, e.g. Section 1: Bidder Information.
- 21.3. Labelled file dividers must be used to separate each of the sections.
- 21.4. The pages must be numbered.
- 21.5. The document must be appropriately bound.
- 21.6. The document must include a contents page with cross-references to the items each Section i.e. 1 to 7 below, for example:

Description	Page Number	Reference to RFP
Name, address, telephone #	1	13.1

- 21.7. The cover of the Bid submission must comprise the document in Annexure 6.
- 21.8. All the information requested below must be provided also refer to Annexure 2 and Annexure 3 for the pertinent information required: incomplete sections may be scored zero or the entire submission may be disqualified if information called for is not provided.

Note The RFP should be included in the Bid submission.

Table 1: Documents that must be submitted for Pre-qualification

21.9. SECTION 1A: QUALIFICATION SUBMISSIONS

Document that must be submitted	Non-submission may result in disqualification?	
Company Registration Documents		Company Registration Documents with company letterhead attached
Registration on Central Supplier Database (CSD)		The Company must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number. Submit proof of registration.
BBBEE		Bidder must be BBBEE Level 1
Submission of Company Profile		Submission of company profile
Proof Experience		List of projects undertaken
Reference/Appointment letters		3 (three) contactable reference letters or Appointment letters of company or team member/s outlining experience in similar work.
Management Fee Offer		Submit full details of the Management Fee Offer

21.9.1. Financial Capacity (Also refer to Annexure 2)

21.9.1.1. The Bidder must demonstrate financial strength. In this regard:

- The Bidder must submit audited or independently reviewed financial statements corresponding to the last three (3) years;

21.10. SECTION 1B: BUSINESS AND OPERATIONAL PLAN

21.10.1. The Bidders must provide the undermentioned information in Section 1B of its Bid submission, labelled *Section 1B: Business & Operational Plan*. **Note: Information in Annexure 2 should be included in this section.** Each of the items listed must be addressed in sufficient detail. It must be clearly demonstrated that the proposed business has been thought through, is logical, is congruent with the financial projections and is likely, on a balance of probabilities, to be commercially sustainable.

21.11. SECTION 1C: BLACK ECONOMIC EMPOWERMENT

21.11.1. Bidders must provide the following in Section 1E of their Bid Submissions labelled Section 1E: Black Economic Empowerment. Bidder should provide written explanations about:

- Ownership -
 - Name of the BEE shareholder or partner and their percentage share in the business, with an indication of whether or not these owners are Local-community members and, if so, supporting documentation indicating place of residence;
 - Other BEE shareholdings and equity interests or board positions not related to this Activity or business and level of involvement in these other businesses.
 - Strategic management & employment equity -
 - A diagram showing the organisational structure, the names, gender and designations of employees, and the levels of the positions in relation to each other.
 - A table showing existing jobs (including job title and number of incumbents) and proposed jobs and, which if any. The positions occupied by Local-community members must be clearly marked as such.

21.12. SECTION 1D: THE MANAGEMENT FEE OFFER (TO BE PUT IN ENVELOPE 2)

21.12.1. The Bidder must offer a monthly management fee, this management fee will escalate annually by CPI.

21.12.2. The Management Fee will be payable monthly in advance to the iSimangaliso Authority in arrears on the first day of each month.

21.12.3. In addition, the Bidder must offer a variable management offer in terms of the percentage of revenue per annum.

21.12.4. The final management fee for the successful bidder will be the offered fixed amount or the variable percentage offered whichever is higher.

21.12.5. The management fee must coincide with that provided for in the financial projections referred to by the Bidder.

22. ANNEXURE 2 - FUNCTIONALITY EVALUATION REQUIREMENTS

The bidder should provide the information required as per the functionality schedule below.

22.1. The bidder should ensure it has responded as per the format and order required for each element and sub-element of the Functionality Schedule in the manner prescribed, i.e. undertaking, detailed plan, detailed description, additional proof or reference documents. Should iSimangaliso Authority not find the information it will be regarded as not submitted and scored zero (0).

22.2. The Bidder should note the weighting, sub-weightings and total maximum score applied in compiling its bid offer.

#	Functionality Criteria	Scoring	Maximum Subtotal/ Weighting	Maximum Total
1.	FINANCIAL & CAPITAL PLAN			10
1.1.	Existing Business Finances		10	
1.1.1.	Audited or independently reviewed annual financial statements for three years	3 years = 5 2 years = 3 1 year = 1	5	
1.1.2.	Vehicle Registration Certificates or Full Maintenance Lease Agreement		1	
1.1.3.	Asset Register		1	
1.1.4.	Public Liability Cover for at least R2 Million		1	
1.1.5.	Proof of valid Registration with Provincial Contract Cleaners Association		2	
2.	BUSINESS & OPERATIONAL PLAN			60
2.1.	Background of Bidding Company & Existing Business		20	
2.1.1.	Status of the Bidding Entity		2	
a.	Bidding entity registered and established business for the minimum period specified of 3 years.		1	
b.	The bidder's company profile		1	
2.1.2.	Bidders existing & past operations		10	
a.	Contactable references where the integrated IT booking system has implemented in conservation and heritage entities	6 or more = 5 5 = 2 4 = 1 1-3 = 0	5	

b.	Demonstrate gate management system has been in operation for 10+ years	10 or more = 5 8 - 9 = 3 5 - 7 = 2 1 - 4 = 0	5	
2.1.3.	Bidding Entity(s) Existing and Past Staff Operations		8	
a.	Key personnel with 10 or more years of experience in Integrated Access control IT Systems	10 or more = 7 8 - 9 = 3 5 - 7 = 2 1 - 4 = 0	7	
b.	Key Personnel is a member of institute of technology professionals or equivalent	Yes - 1 No - 0	1	
2.2.	Operational Vision, Plan and Service Standards methodology		40	
2.2.1.	Gate Management Systems		40	
2.2.1.1.	Existing online and web-based gate management IT system with booking QR codes and booking system that has the following features. This may be confirmed through a live presentation or link (live simulation)		32	
2.2.1.2.	Client facing Application Features		1	
2.2.1.3.	Private cloud infrastructure		1	
2.2.1.4.	E-commerce integration		1	
2.2.1.5.	Identity management system		1	
2.2.1.6.	Business Logic API's		1	
2.2.1.7.	Integration with financial and banking system		3	
3.	QUALITY ASSURANCE			25
3.1. .	Proof that the Bidder is certified with the ISO quality standard bureau or equivalent	Certificate Provided = 25 Stage Completion = 23 Not provided = 0	25	
4.	RISK MATRIX			5

4.1.	Does the bidder commit to the RFP's required risk allocation for the project? (see below for matrix)	Fully = 5 Partially = 2 Not at all = 0	5	
	Total functionality points			100
	Minimum threshold			70

Draft

RISK MATRIX as per point 4 of the Functionality schedule (the wording of the risk must not be changed). The bidder must populate the following columns for each risk

CONCESSIONAIRE RISK MATRIX					
Type of risk	General description of risk	Project specific risk	Mitigation measures	Risk Allocation Private Party %	Risk Allocation iSimangaliso %
Availability risk	The possibility that the service provided by the Private Party does not meet the output specifications				
Financing Risk	The risk that the required capital or OPEX may not be raised/secured; loan repayments might be difficult; tax obligations may not have been fully taken into account or may change; fluctuating inflation, interest rates, fuel prices and currency fluctuations may affect assumptions.				
Cost overruns risk	The possibility that actual project costs will exceed projected costs.				
Environmental risk	The risk of liability for losses caused by environmental damage arising during the operational phases of the project.				
Exchange rate risk	The possibility that the exchange rate fluctuations will impact on the affordability of the project.				
Force Majeure risks	The possibility that the occurrence of unexpected events beyond the control of either party effect the operation of the project.				
Inflation risk	The possibility that the actual inflation rate may exceed the projected inflation rate.				

Insurance risk	The risk of substantial increases in liability/business interruption insurance premiums and/or costs related to excess payments.				
Insolvency risk	The possibility of insolvency of a Private Party				
Interest rate risk	The possibility of interest rate fluctuations affecting the availability and cost of funding.				
Maintenance risk	The possibility that the cost of maintenance exceeds the projected maintenance costs.				
Market, demand or volume risk	The possibility that the demand for service generated by the project may be less than anticipated.				
Operating risk	Factors impacting on the operating requirements of the project and related expenditure.				
Political Risk	The possibility of unforeseeable conduct by iSimangaliso Authority or expropriation of the assets.				
Refurbishment risk	The risk that the refurbishment activities of the physical assets are not completed on time				
Resources or input risk	The possibility of failure or shortage in supply of resources				
Residual value risk	The risk that the assets will not be in the prescribed condition for hand back to iSimangaliso				

Third Party claims	The risk of injury or death due to the guests being in the Park				
Utilities risk	The possibility that the utilities required for operation may not be available.				
Tax rate change risk	The possibility that changes in applicable tax laws decrease the anticipated return on investment.				

Draft

23. ANNEXURE 3 - BIDDERS MANAGEMENT FEE OFFER

Important notes to Bidders

Information on the Management Fee Offer must be contained in Envelope 2 (Bidder's Management Fee Offer) and is not to be submitted in Envelope 1 (Functionality and Compliance).

Bidders must present the Management Fee Offer in the form of a formal letter on the Bidder's official letterhead, inserting the Bidder's name and the proposed management fee (expressed as a percentage and/or fixed amount as required), as indicated below:

Form of Letter

To:

iSimangaliso Wetland Park Authority

[Name of bidder] _____ hereby commits to pay iSimangaliso Authority the higher of:

- a) The minimum Management Fee; and
- b) The Variable Management Fee, expressed as a percentage of aggregate gross revenues as defined in the Management Agreement for the relevant year

The minimum Management Fee which will be adjusted annually by CPI is as follows:

MINIMUM MANAGEMENT FEE OFFER	
Per month (Excl. VAT)	Per Annum (Excl. VAT)
[***]	[***]

The Variable Management Fee bid by [name of Bidder] is ____% (percentage) of gross revenue. [Name of Bidder] hereby warrants that the committed minimum Management Fee and the Variable Management Fee shall be included in the Management Agreement if accepted by iSimangaliso Authority.

The person signing below is a duly authorized representative of the bidder with full power and authority to submit this financial offer and commit the bidder to its terms.

Signed: _____

Name: _____

Title: _____

24. ANNEXURE 4 – MANAGEMENT CONTRACT

The Management Agreement does not form part of the RFP but will be available on the iSimangaliso Website: www.iSimangaliso.com

Draft

25. ANNEXURE 5 - BID COVER PAGES

Each envelope must have a cover sheet. The cover sheet must have the following information:

ENVELOPE 1

BID FOR MANAGING, OPERATING AND MAINTENANCE OF GATES, FACILITIES AND UTILITIES IN ISIMANGALISO WETLAND PARK

ENVELOPE 1: FUNCTIONALITY

Name of Bidder:
Postal Address:
Street Address
Telephone:
Cell phone:
Contact Person:
Email Address:
Signature of
Bidder
Date:
Capacity under which bid is signed.

Signature of this document means that the Bidder accepts the terms and conditions of this bid. Failure

ENVELOPE 2

BID FOR MANAGING, OPERATING AND MAINTENANCE OF GATES, FACILITIES AND UTILITIES IN ISIMANGALISO WETLAND PARK

ENVELOPE 2: MANAGEMENT FEE OFFER

Name of Bidder:
Postal Address:
Street Address
Telephone:
Cell phone:
Contact Person:
Email Address:
Signature of
Bidder
Date:
Capacity under which bid is signed.

Signature of this document means that the Bidder accepts the terms and conditions of this bid. Failure to sign this form may disqualify the bid.

26. ANNEXURE 6 – GATES TO BE MANAGED

Name of Gate	Section of the Park
Maphelane	Maphelane
Dukuduku	Western Shores
Nhlozi	Western Shores
Bhangazi Gate	St Lucia
eMshopi Gate	uMkhuze
Ophansi Gate	uMkhuze
Sodwana Gate	Sodwana Bay
Kosi Bay Gate – Madlangula	Kosi Bay
Kosi Bay Gate – Kosi Mouth	Kosi Bay
False Bay Gate	False Bay
Mabibi	Coastal Forest Reserve
Manzengwenva	Coastal Forest Reserve
Siyabonga Jetty	St Lucia
Sunset Jetty	St Lucia
Ingwe Beach	St Lucia
Sodwana Bay Beach	Sodwana Bay
Cape Vidal	Boom gate access
St Lucia beaches (booms, as & when necessary, which must be manned on a 24-hour basis)	

27. ANNEXURE 7 – NUMBER OF FACILITIES

Section	Ablutions	Buildings (including gates and offices)	Hides	Walkways /Decks	Viewing Towers and jetties	Reservoirs and Boreholes (Grass Cutting and cleaning)	Game Trails
St Lucia	11	3	-	2	2	1	3
E/Shores	5	-	2	2	1	4	-
W/shores	5	3	1	2	1	6	-
False Bay	1	1	-	-	-	-	1
uMkhuze	7	2	3	2	1	-	1
Sodwana	3	1	-	-	-	-	-
Kosi Bay	1	1	-	1	1	-	-
Coastal Forest reserve	3	-	-	-	-	-	-
Total	36	11	6	9	6	11	5

28. ANNEXURE 8 – GREENING AND CLEANING AREAS

Service Site
Maphelane:
Beach from Maphelane the southern boundary of the Park to St Lucia and estuary area
St Lucia:
Siyabonga Tourist Centre & office
Dredger Harbour offices
9 x Residential properties in St Lucia town
Concessionaire Jetty
Sugarloaf jetty
Ski-boat parking (Western)
Ski-boat parking (Eastern)
Sugarloaf boat-launch parking
Ndlovu beach viewing site
Main beach ablutions (North and South), parking, picnic areas & surrounds
Jabula beach ablutions, parking, picnic areas & surrounds
Ingwe beach ablutions, parking, picnic areas & surrounds
Estuary beach ablutions, parking & surrounds
Honeymoon Bend picnic area
Gwala Gwala trail
St Lucia Nature reserve trails
Access roads to beach, estuary & Jetties
Boardwalk from Sugarloaf to beach
St Lucia storage reservoir and borehole and pipelines to build- inas
Iphiva Camp roads, office and borehole
Eastern Shores:
Bhangazi Gate
APU reservoirs and access road
Water reticulation on eastern shores
Perrier's Rock access road and parking
Perrier's Rock reservoir and access road
Mission Rocks reservoir and access road
Mission Rocks main water line pump house
Mission Rocks Picnic Site & ablutions
Mission Rocks parking lot

Mission Rocks look-out point
Mziki day-visitor site & ablutions
Mission Rocks entrance
Amazibu hide
Mfabeni Hide
Catalina day-visitor area & ablutions
Catalina events site
Catalina jetty and approach road
Nkoboyi Picnic site halfway between Catalina & Mission Rock
Mfabeni viewing point
Bhangazi viewing point
Lokthwayo Bhangazi picnic site
Tar road verges
2x4 gravel public roads
Cape Vidal receiving reservoir and borehole (water reservoirs, pumps, and reticulation in the tourism sites are excluded)
Beach from St Lucia to Cape Vidal
Western Shores:
Dukuduku gate complex and ablutions
Nhlozi Gate
Gravel 2x4 public roads (±54km)
Concrete strip roads
Kweyezalukazi Lookout (Palm View)
uBhejane Picnic site & ablutions (Paul Louws)
uBhejane solar borehole
eMgadankawu Hide & ablution
Kwelezintombi pan parking area
uMthoma Aerial boardwalk, car park & ablutions
Nyalazi water purification works and two reservoirs with three contributing boreholes
Water reticulation on Western Shores
Serengeti Hells gate Jo-Jo tanks and artificial watering point
False Bay:
False Bay complex and ablutions
Day-visitor areas
2x4 Gravel road verges(+/- 15 km)
Tar road verges +/- 4 km
uMkuze:
eMshophi Gate complex including borehole
Malibali Hide

Request for proposal to Appoint an Operator to manage gates, facilities and utilities within iSimangaliso Wetland Park for a period of three (3) years

Bhaleni Picnic site
Nxwala Vista Point
Nsumo Bird Hide I
Nsumo Bird Hide II
Nsumo Picnic Site and ablutions
Fig Forest Picnic site and ablutions
Kumasingqa Hide
Kumahlala Hide
Ophansi gate complex and ablutions
Tar road verges {±29km}
Gravel road verges {±64km}
Water reticulation except in tourism facilities
Ozabeni:
Beach from Cape Vidal to Sodwana
Sodwana Bay:
Southern Car Park and ablutions
Northern Car Park & ablutions
Craft market area
Tar road verges
Sodwana Bay entrance gate
Sodwana Bay Beach
Sodwana Bay Beach control tower
Coastal Forest Reserve:
Beaches (Sodwana to Mozambique Border}
Nine Mile ablutions
Nine Mile access road and mitre drains
BlackRock ablutions
Bhanga Neck Ablutions
Kosi Bay:
Beaches
Gate complex

29. ANNEXURE 9 – MAINTENANCE SCHEDULE

Asset Description	Activity	Frequency	Maintenance Task
<p>Borehole (Electrical / Solar power) Borehole Pump</p>	<p>Visual Inspection of headworks and casing, Borehole flushing and cleaning Water quality Testing</p>	<p>Quartely, Every two years Bi-annual</p>	<p>Remove sediment buildup and disinfect borehole, Inspect with camera (if possible) Test pH, turbidity, EC, nitrates, coliforms</p>

	Panel and solar system	Monthly. Quartely, Monthly, Monthly	Clean panels to remove dust and bird droppings, Inspect for cracked or damaged panels, Check inverter output and error logs

	Pump inspection	Monthly. Quartely, Quartely, Semi - annually	Check for abnormal noise or vibration, Inspect discharge rate and pressure, Test for suction line air leaks Inspect pump cable insulation
	Panel and solar system	Monthly. Quartely, Monthly	Clean panels to remove dust and bird droppings, Inspect for cracked or damaged panels, Check inverter output and error logs
	Pump inspection Pump Performance Test	Monthly, Quartely	Check for vibration, unusual noise, and performance, Measure flow rate and discharge pressure

Ablution Facilities			
	Plumbing Toilets & Urinals Showers Basins & Sinks Floors & Walls Lighting & Electrical Doors, Locks & Fixtures Roof & Gutters Consumables Safety & Hygiene	Weekly Monthly Quarterly Weekly Daily Monthly Weekly Monthly Quarterly Weekly Monthly Daily Quarterly Monthly BI-Annual Monthly Bi-annual Daily Quarterly	Check for leaks (taps, toilets, showers) Test water pressure and drainage Inspect septic or sewer connection Check flush mechanisms Clean bowls, seats, and flushing system Inspect water seal / p-traps Clean heads & drains Test hot water temperature Inspect water heater / geyser Check taps and drains Clean Aerators Deep clean and disinfect Inspect for cracks and loose tiles Test lights and fans Inspect Wiring and switches Check hinges, handles, and locks Inspect for leaks Restock soap, paper, and cleaning agents Check signage and emergency lighting

<p>Reservoirs and Storage Tank Including Pump House</p>	<p>Reservoir Structure</p>	<p>Monthly Quarterly Monthly</p>	<p>Visual inspection for cracks, leaks, corrosion, or spalling Inspection Joints, and walls Check roof / covers for integrity</p>
	<p>Valves & Inlets/Outlets</p>	<p>Monthly Quarterly</p>	<p>Inspect and operate sluice, inlet, and outlet valves Check leaks for corrosion</p>
	<p>Pumps & Pipes</p>	<p>Monthly Quarterly</p>	<p>Inspect connected piping for leaks or damage Test Pump performance</p>
	<p>Overflow & Spillways</p>	<p>Monthly Quarterly</p>	<p>Inspect overflow weirs, screens, and spillways</p>
	<p>Ladders, Platforms & Safety Railings</p>	<p>Monthly Monthly</p>	<p>Inspect for rust, loose bolts, and structural integrity</p>

Hides, Viewing Points and Boardwalks			
	Decking / Boards Supporting Structure Handrails & Guardrails Foundations & Pilings Viewpoints / Platforms Lighting & Electrical (if applicable) Cleaning & Safety Surface Treatment Pest Control Emergency / Safety Equipment	Monthly Monthly Weekly Quarterly Quarterly Monthly Quarterly Annually Quarterly Quarterly Monthly Weekly Annually Bi-annual Monthly	Inspect for rot, cracks, loose or broken boards Check for splinters or uneven surface Clean surface from debris, algae, and moss" Inspect beams, joists, piles for corrosion, rot, or damage Check Fasters, bolts and nails Inspect stability and integrity Check for corrosion or wood decay Inspect pilings for water damage, scour, or erosion Inspect structural platform and steps Check safety signage Test lights and power supply Remove litter, algae, bird droppings Apply sealant, stain, or protective coating Check for termite or insect damage Inspect lifebuoys, fire extinguishers

<p>Parking's, Walkways, Meet and Greet or Common Areas, Driveways</p>	<p>Parking Surface / Paving Lighting & Electrical Drainage & Gutters Signage Landscaping & Green Areas Benches, Bollards, and Barriers Trash & Waste Management Safety & Accessibility</p>	<p>"Monthly Weekly Quarterly Annually"</p> <p>"Monthly Quarterly"</p> <p>"Monthly Quarterly"</p> <p>Quarterly</p> <p>"Weekly Monthly Quarterly"</p> <p>Monthly Daily Quarterly</p>	<p>"Inspect asphalt, concrete, or paving for cracks, potholes, uneven surfaces Sweep or Blow Debris, Leaves and Sand Pressure / power wash surfaces Repaint Lines, marking or directional arrows"</p> <p>"Inspect parking and area lighting Test emergency lighting"</p> <p>"Inspect drainage channels, grates, and gullies Inspect slope and surface water flow"</p> <p>Inspect directional, safety, and regulatory signage</p> <p>"Mow, trim, and remove weeds Inspect irrigation system Tree and shrub health check (prune and dead branches to prevent hazards)"</p> <p>Inspect condition and stability Empty bins and clean area Check ramps, tactile paving, guardrails</p>
--	---	---	--

<p>Gate houses, Staff Accommodation and other Building Infrastructure</p>	<p>Structural Doors & Windows Electrical Systems Plumbing HVAC / Ventilation Fire Safety Flooring & Finishes Common Areas External Areas Security Systems</p>	<p>Quarterly Monthly Annually" "Monthly Quarterly" "Monthly Bi-annual" Monthly "Quarterly Quarterly" "Monthly Quarterly" "Quarterly Weekly" Monthly "Monthly Quarterly" Monthly</p>	<p>Inspect walls, columns, beams, and ceilings for cracks or leaks Inspect roof and gutters Check foundation for cracks or settlement" "Inspect hinges, locks, and handles Check for broken glass or seal failure" "Test lighting, power outlets, and circuits Inspect switchboards and wiring" "Inspect water supply lines, taps, and drainage "Clean and service air-conditioning units Inspect vents and ducting" "Inspect extinguishers, alarms, and sprinklers Emergency exit signage & lighting" "Inspect tiles, carpets, and paint Clean floor and polish surfaces" Inspect staircases, handrails, and corridors "Inspect paving, walkways, and parking Check fencing and gates" Test CCTV, alarms, and access control</p>
--	---	---	---

<p>Generators</p>	<p>Ensure generator is in operational condition Verify functionality and system readiness Maintain performance and fuel integrity Ensure mechanical reliability Maintain optimal efficiency Validate generator's performance and compliance</p>	<p>Daily Weekly Monthly Quarterly Semi-Annual Annual</p>	<p>Visual inspection, check fluids, inspect battery, verify control panel, check for leaks Test run under load, record readings, inspect exhaust and fuel system Check air filters, belts, coolant heater, fuel quality Change oil and filters, test safety devices, inspect alternator Replace fuel filters, inspect wiring and exhaust, test coolant Full inspection, replace air filter, coolant, and perform load bank test</p>
--------------------------	--	---	--

30. ANNEXURE 10 – LANDLORD REPORT ON GATE REVENUE

Financial Year	Landlord Report Totals
2022/2023	15 661 335.30
2023/2024	20 245 315.79
2024/2025	20 924 308.00
	<u>56 830 959.09</u>

Draft