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**REQUEST FOR INFORMATION (RFI)**

**OPERATION AND USE OF THE FLOREUM VENUE AT THE JOHANNESBURG BOTANICAL GARDENS (EMMARENTIA DAM)**

**REFERENCE:** JCPZ/RFI/JBG01/2026 - JBG FLOREUM

**1. PURPOSE OF THE REQUEST FOR INFORMATION (RFI)**

The purpose of this Request for Information (RFI) is to obtain market input from interested parties to assist Johannesburg City Parks and Zoo (JCPZ) in understanding operator capabilities, potential operating models and commercial considerations relevant to the possible operation of the Floreum venue at the Johannesburg Botanical Gardens.

This RFI is issued solely for information-gathering and planning purposes. It does not constitute an invitation to tender, a Request for Proposal (RFP) or any commitment by JCPZ to appoint an operator, enter into any agreement or initiate a procurement process. Information received may be used to inform internal planning and should JCPZ elect to proceed, the development of a future procurement process.

Participation in this RFI is voluntary. Respondents may choose to respond to any or all sections and participation or non-participation will not confer any advantage or disadvantage in any subsequent process that JCPZ may undertake. JCPZ is under no obligation to make use of, adopt, or act on any information received through this RFI.

All costs associated with the preparation and submission of responses to this RFI shall be borne solely by the respondents. JCPZ shall not be liable for, nor reimburse, any costs incurred in connection with participation in this RFI.

**2. INTRODUCTION & STRATEGIC INTENT**

The Floreum is located within the Johannesburg Botanical Gardens, adjacent to the Emmarentia Dam precinct. The venue is intended to operate as a destination food and beverage offering that enhances the everyday visitor experience through high-quality casual dining, café culture and curated wine and dining experiences that are appropriate to and respectful of the natural environment.

The strategic emphasis for the venue is on the provision of consistent, day-to-day restaurant and café services to the general public. The operating model under consideration prioritises hospitality offerings that complement the recreational and leisure use of the Botanical Gardens.

While the Floreum is capable of accommodating selected events, such activities are envisaged as secondary and complementary in nature, supporting the core hospitality operation rather than serving as a primary focus of the venue.

**3. CORE OPERATING FOCUS: RESTAURANT, CAFÉ & DINING EXPERIENCE**

The primary objective of this RFI is to appoint an operator capable of delivering:

- A high-quality café and restaurant offering and serving daily visitors to the Botanical Gardens;
- A welcoming, family-friendly daytime environment supported by professional food, beverage and service standards;
- A menu concept aligned to the garden setting with an emphasis on fresh, seasonal and well-executed fare;
- Responsible beverage service, including coffee, non-alcoholic and (where approved) wine and light alcoholic offerings;
- A sustainable operating model that supports regular foot traffic, repeat visitation and long-term financial viability.

- The kitchen and service areas are well-suited to light-to-medium food production, café service and curated dining formats.

### **3.1 Main Dining Hall**

- Accommodates approximately 80–100 guests in a seated restaurant layout or up to 40 dining tables depending on configuration;
- Designed primarily for à la carte service, private dining experiences, chef’s tables and curated set-menu events;
- Ideal for wine tastings, food and wine pairings, soft launches, bookable group dining and intimate celebratory occasions such as anniversaries or milestone dinners;
- The ambience supports refined background entertainment (such as curated visuals or discreet sporting highlights) only where it enhances the overall culinary and dining experience.

### **3.2 Secondary Indoor Space**

- Primarily intended to support daily café seating and dining.
- The long-term intention is for this area to be constructed and fully developed to operate as a formal extension of the primary indoor area.
- May be reconfigured after hours for experiential dining, small private functions or film-and-food evenings.

### **3.3 Library & Meeting Room**

- Maximum capacity of 20 participants;
- Suitable for book clubs, tastings, small meetings or discussion forums related to food, culture or nature.

### **3.4 Outdoor Areas**

- Informal outdoor seating and children’s play area to support family dining;
- Potential for low-impact enhancements to improve guest experience, subject to approval.

## **4. PRESENT STATE OF THE VENUE (FACILITIES & INFRASTRUCTURE)**

The Floreum currently includes:

- A functional kitchen suitable for café and light restaurant operations, indoor and outdoor dining areas, storage areas, male and female ablution facilities, overhead projection capability, JoJo water tanks, provision for external signage (subject to approval).

## **5. FUTURE DESIRED STATE**

Through this RFI, Johannesburg City Parks and Zoo (JCPZ) is seeking to understand proven hospitality operating approaches that could be suitable for the Floreum venue. These may include models that support high-quality daily restaurant and café operations, enhance visitor experience and align with the environmental and public-access objectives of the Botanical Gardens.

Information on governance, financial controls, staffing and training approaches applicable to a revenue-share hospitality partnership is also requested.

## **6. CONDITIONS & DISCLAIMERS**

Johannesburg City Parks and Zoo (JCPZ) does not intend to allocate an internal budget for the operation of the Floreum venue. The envisaged operating model is based on a commercially self-sustaining arrangement with a suitably qualified hospitality operator.

Accordingly, this Request for Information (RFI) is issued to obtain market information that will assist JCPZ in understanding potential operating models, commercial structures and financial assumptions relevant to such an arrangement and to ensure a transparent and competitive process should JCPZ elect to proceed with a future procurement.

## 7. INFORMATION REQUESTED – OPERATOR CAPABILITIES CHECKLIST

Respondents are requested to indicate capability/availability by selecting Yes/No for each item below and to provide brief supporting notes where appropriate.

SECTION	QUESTION	YES	NO
General Hospitality Capability	Daily restaurant and café service with a family-friendly environment.		
General Hospitality Capability	Menu concept aligned to garden setting; seasonal sourcing and preparation.		
General Hospitality Capability	Responsible beverage service (incl. coffee, non-alcoholic and where approved, limited alcohol).		
General Hospitality Capability	Capability to configure seating for à la carte and small curated dining events.		
General Hospitality Capability	Accessibility provision for differently-abled guests (seating, access routes, restrooms)		
SECTION	QUESTION	YES	NO
Operations & Staffing	Documented Food Safety Management System (e.g., HACCP principles) and kitchen hygiene controls		
Operations & Staffing	Staff recruitment, onboarding and ongoing service training plan		
Operations & Staffing	Housekeeping and cleaning schedules for front- and back-of-house		
Operations & Staffing	Queue/guest flow management for peak periods and families with children		
Operations & Staffing	Security coordination and incident reporting procedures		
SECTION	QUESTION	YES	NO
Financial & Governance	POS with itemised, auditable sales records and user access controls		
Financial & Governance	Cashless payments capability (cards, contactless, mobile wallet)		
Financial & Governance	Stock control processes (receiving, storage, variance reporting)		
Financial & Governance	Monthly revenue-share statements and supporting documentation		
Financial & Governance	Public liability insurance and statutory registrations (COIDA, UIF)		
SECTION	QUESTION	YES	NO
Systems & Integrations	Cloud-based back-office for reporting and remote oversight		
Systems & Integrations	Ability to integrate or export financial data for JCPZ systems (e.g., SAP/Great Plains)*		
Systems & Integrations	Digital reservations/waitlist and basic event enquiry handling		
Systems & Integrations	Document/images attachment to records (e.g., compliance, menus)		
Systems & Integrations	Custom and standard reporting (sales, covers, occupancy, labour)		
SECTION	QUESTION	YES	NO
Sustainability & Community	Waste separation and recycling plan (front- and back-of-house)		
Sustainability & Community	Water-saving measures (e.g., low-flow fixtures, JoJo tank utilisation)		
Sustainability & Community	Energy efficiency considerations (LED, equipment scheduling)		

Sustainability & Community	Local supplier development and/or community engagement initiatives		
Sustainability & Community	Environmental impact mitigation aligned with garden conservation values		
<b>Section</b>	<b>Question</b>	<b>Yes</b>	<b>No</b>
Public Experience & Access	Wayfinding and signage proposals (subject to approvals)		
Public Experience & Access	Family amenities (kids' menu, highchairs, pram-friendly areas)		
Public Experience & Access	Complaints handling and guest feedback loop		
Public Experience & Access	Basic marketing and communications plan to drive repeat visitation		
Public Experience & Access	Ability to accommodate small private bookings without displacing core service		

## 8. SUBMISSION DETAILS

All submissions in response to this RFI must be physically delivered to Johannesburg City Parks & Zoo, No. 40 De Korte Street, Braamfontein, Johannesburg, 2000.

For enquiries relating to the RFI, please contact Mr. Tumi Mputle at 27 76 950 5152 (email: [tmputle@jhbcityparks.com](mailto:tmputle@jhbcityparks.com)), Ms. Bohlale Mohlathe at 27 83 425 2744 (email: [bmohlathe@jhbcityparks.com](mailto:bmohlathe@jhbcityparks.com)) or Mr. Tshepang Makganye at 27 82 626 1225.

Johannesburg City Parks & Zoo (JCPZ) expressly reserves the right to utilise any or all ideas submitted in the proposals received, unless such ideas are protected by valid patent or proprietary rights, which must be clearly indicated in the proposal submitted in response to this RFI.

**Closing date & time: 13 February 2026**

**Late or incomplete submissions will not be accepted.**