



REQUEST FOR QUOTATION

Terms of Reference

**INVITATION TO BID FOR THE APPOINTMENT OF A SERVICE PROVIDER
FOR THE PRODUCTION AND PRINTING OF THE SANPARKS TOURISM
RESEARCH REPORT**

RFQ NO.

RFQ-102a-25

REQUEST FOR QUOTATION

You are hereby invited to submit a price quotation for:

APPOINTMENT OF A SERVICE PROVIDER FOR THE PRODUCTION AND PRINTING OF THE SANPARKS TOURISM RESEARCH REPORT

RFQ NUMBER:	RFQ-102a-25
ADVERTISEMENT DATE:	15 September 2025
CLOSING DATE:	26 September 2025
CLOSING TIME:	12:00
BID DOCUMENT DELIVERY ADDRESS:	scmquotations@sanparks.org (Please note that any submissions made to any other email other than the designated email will not be accepted)
BID VALIDITY PERIOD:	90 days (commencing from the RFQ Closing Date)
TECHNICAL RELATED QUERIES	Liandi Slabbert
SCM RELATED QUERIES	Mpho Masia

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

Bidders shall submit proposal responses in accordance with the prescribed manner of submissions as specified above. Bids received after the time stipulated shall not be considered.

Where applicable, the successful bidder will be required to fill in and sign a written Contract Form (SBD 7).

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

NB: No proposal shall be accepted by SANPARKS if submitted in any manner other than as prescribed above.

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE SOUTH AFRICAN NATIONAL PARKS					
BID NUMBER:	RFQ-102a-25	CLOSING DATE:	26 September 2025	CLOSING TIME:	12:00
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE PRODUCTION AND PRINTING OF THE SANPARKS TOURISM RESEARCH REPORT				
BID RESPONSE DOCUMENTS MUST BE SENT TO THE DESIGNATED EMAIL ADDRESS					
scmquotations@sanparks.org					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Mpho Masia		CONTACT PERSON	Liandi Slabbert	
TELEPHONE NUMBER	012 426 5083		TELEPHONE NUMBER	012 426 5346	
E-MAIL ADDRESS	mpho.masia@sanparks.org		E-MAIL ADDRESS	liandi.slabbert@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:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	[TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT ☐ Yes ☐ No		[TICK APPLICABLE BOX] ☐ Yes ☐ No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED? ☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]		
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
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 GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g., company resolution)

DATE:

1. PURPOSE

The purpose of these Terms of Reference is to outline the scope, objectives, and deliverables for the production (design, layout, typesetting, integration of visual elements) and printing of the SANParks Tourism Research Report. The aim is to:

- Solicit competitive bids from experienced publication production service providers.
- Appoint a qualified partner to produce a high-quality, professionally designed and printed report.
- Ensure the publication effectively communicates the breadth and depth of tourism research conducted in SANParks over the past decade, in a visually engaging and reader friendly format.
- Deliver both printed copies and a high-resolution, print-ready PDF in book (spreads) format for electronic distribution.

2. BACKGROUND

South African National Parks (SANParks) is the custodian of South Africa's national parks system, managing 21 parks that span over four million hectares of protected land. Our parks are home to diverse ecosystems, world-renowned wildlife, rich cultural heritage sites, and unique tourism experiences. As a conservation authority under the Department of Forestry, Fisheries and the Environment (DFFE), SANParks is tasked with balancing biodiversity preservation with the promotion of responsible tourism and public access to these national assets.

SANParks has a long history of using tourism research to inform strategic planning and management decisions. Over the past decade (2015–2025), research in SANParks has evolved into a structured, collaborative effort that supports evidence-based decision-making across multiple management areas. This report synthesises ten years of tourism research, showcasing the breadth and depth of studies that have contributed to responsible tourism development, improved visitor experiences, greater operational efficiency, and the long-term sustainability of the national parks system.

This RFQ is issued in response to the need for a skilled and experienced service provider to manage the full production of SANParks' Tourism Research Report. The selected provider will be responsible for the design, layout, typesetting, typography, integration of illustrations, infographics, graphs, tables and text boxes, and the final printing of the report. The service will ensure a professional, visually appealing, and reader friendly publication that reflects a decade of tourism research in SANParks and effectively communicates its findings to stakeholders.

3. SCOPE OF WORK AND SPECIFICATIONS

The appointed service provider will be responsible for the full production of the SANParks Tourism Research Report, including all design and print preparation processes, to ensure a professional, visually appealing, and print-ready publication. The work will include, but is not limited to:

1. Concept development and layout design

- Develop an overall design concept for the report, aligned with the organisation's corporate identity guidelines.
- Create a consistent and visually appealing layout for all sections, ensuring readability and effective presentation of content.
- The overall design should be visually engaging and reflect the diversity and richness of tourism experiences in South African National Parks. The design should make extensive use of full-colour tourism images – including landscapes, wildlife, people, and visitor experiences – to bring the content to life and appeal to a broad readership. Layout should be clean, professional, and accessible, with a balance between text, infographics, and photographs to ensure readability and visual impact. The overall look and feel should align with SANParks' brand identity, while presenting the research in a way that is visually appealing, showcasing the significance of tourism research within a vibrant, engaging format.

2. Typesetting and typography

- Professionally typeset all text in accordance with the approved design.
- Apply appropriate typography to ensure legibility, correct hierarchy, and stylistic consistency throughout the document.

3. Presentation of visual elements

- Design and integrate illustrations, infographics, graphs, tables, maps, and text boxes into the layout in a clear, aesthetically pleasing, and functional manner.
- Ensure all graphics are high-resolution and aligned to the overall design style.
- Infographics should be designed to summarise and communicate complex information or data clearly and attractively, ensuring they are consistent in style and branding throughout the report.

4. Proofing and revisions

- Provide electronic proofs for review and incorporate feedback from the SANParks editorial team.
- Ensure all corrections and adjustments are implemented accurately before final approval.

5. Printing and delivery

- Print the approved final report to the required quantity, specifications, and quality standards.
- Deliver the printed reports to the specified location(s) within agreed timelines.

6. Deliverables

- High-resolution, print-ready PDF in book (spreads) format of the final report, ready for online distribution.
- 120 printed copies as per agreed specifications.

SANParks requires from the service provider:

- Itemised billing, as specified below, combined in ONE single quotation.
- Experience in doing glossy annual or research reports or research brochures for a research, tourism, conservation, government or NGO institution, such as academic institutions, SANParks, SANParks Honorary Rangers, South African Tourism, WWF, BirdLife SA, CapeNature, or an equivalent institution.
- Portfolio of previous work.
- Three (3) sample spreads in order to be evaluated against Functionality / Technical requirements. Details are provided below.

Production specifications:

- The service provider will be required to produce a high quality, high-resolution, glossy, research report, of roughly 200 pages in keeping with the SANParks corporate identity, but with a large amount of creative flexibility.
- Design and layout will be based on an A4 copy edited MS Word doc. provided by the client containing all text, some photos and some design notes.
- Graphs, diagrams, data and infographics (6-8) to be carefully planned and designed to reflect the style and tone of the rest of the research report and ensure the report is relevant and reader friendly.
- Innovative professional page layouts and section openers that are appropriate to the target audience – researchers, tourism and conservation practitioners - and the general conservation-minded public.
- While some photos to be included in report will be provided - additional photos may need to be sourced by producer, under guidance from SANParks. A range of high-resolution photos will be provided in order to allow production team flexibility on terms of selection of photos and design.
- The service provider will be required to engage with the SANParks editorial team regularly and throughout production of the report, at least at weekly intervals.
- Graphic design technical skills to create front and back cover for maximum impact and tying into the look and feel of the report.
- Final proofs to be signed off by SANParks (and small editorial changes to be allowed on proofs).
- High resolution and low-resolution soft copies to be provided to client before going to print, easy view electronic copies will be seen as added extra.
- Production turnaround time: between receiving word doc and final proofs – approximately 2 months.

Printing specifications:

- Number of copies to be printed: 120
- A4 Booklet (297 x 210mm) based on product produced above
- Full Colour
- Cover: 250g/m2 digital matt art
- Inner: 135g/m2 digital matt art
- Finishing: PUR bound and packed
- Cover: Spot Gloss UV Varnish - One Side Only
- A single pilot copy to be printed and signed off by SANParks before printing of additional books
- Printing turnaround time: 2 weeks
- Delivery of books to the SANParks Head Office (643 Leyds Street, Muckleneuk, Pretoria)

4. TIMELINES

Upon appointment the recommended service provider is expected to deliver the service as per the terms of reference of the RFQ, failure to confirm, SANParks reserve the right to cancel the Purchase Order.

Milestone	Estimated Timeline
Kick-off meeting. SANParks delivers A4 copy edited MS Word doc to service provider	31 October 2025
Supplier submits initial design concept & sample spread showcasing look & feel, typography, colour palette, and layout style	7 November 2025
Revisions and approval of initial design concept	7 – 14 November 2025
25% content layout proof (Check early layouts for accuracy and visual style before more content is processed)	28 November 2025
50% content layout proof (Review mid-point progress, confirm direction, and make any structural adjustments)	9 January 2026
Delivery of full first proofs to SANParks	23 January 2026
SANParks delivers inputs for final editing	6 February 2026
Deliver pilot hard and soft copies to SANParks for sign-off	10 February 2026
SANParks sign-off of final book, followed by printing process	17 February 2026
Printing and binding	18 February – 4 March 2026
Delivery of 120 copies to SANParks	6 March 2026

5. COMPLIANCE AND GOVERNANCE VERIFICATION DOCUMENTS (Standard Bidding Documents)

The verification during this phase is to assess the bid responses for purposes of verifying compliance with RFQ requirements, whereby a bidder may be disqualified if they do not fully comply with which requirements as stipulated below:

- Submission of fully completed SBD1 (Invitation to Bid),
- Submission of a quotation on the company letterhead,
- Submission of fully completed SBD 4 (Bidder's disclosure),
- Submission of fully completed SBD 6.1 (accompanied by the original or certified B-BBEE Status Level Verification Certificate or B-BBEE Sworn Affidavit). (DTIC/CIPC)
- Submission of fully completed SBD 7.2 Contract Form
- Submission of General Conditions of a Contract

6. CENTRAL SUPPLIER DATABASE – MANDATORY COMPLIANCE

Bidders are required to be registered on the Central Supplier Database (CSD) of the National Treasury prior to submitting their bid (open tenders). Failure to being registered on the CSD and failure to submit the requested proof of registration on CSD information will lead to disqualification. (Please provide proof of registration on the Central Supplier Database).

7. MANDATORY REQUIREMENTS

Bidders will be disqualified if they do not fully comply with all mandatory requirements. No “unanswered” questions will be allowed. If a response to a question has been indicated as comply but not elaborated upon or substantiated it shall be regarded as mandatory non-compliance and the bidder shall be disqualified.

Given the specialised nature of the SANParks Tourism Research Report – which features research-focused content, complex datasets, and high-quality visuals – SANParks requires that bidders have proven experience in producing annual or research reports for reputable research, tourism or conservation organisations.

NO	MANDATORY REQUIREMENT	COMPLY	NOT COMPLY
1.	The bidder must submit evidence of having completed glossy reports or brochures with specifications similar to this RFQ (both production and printing) in the last five (5) years. At least one (01) of these must have been produced for a reputable research, tourism, conservation, government or NGO institution or Private Nature Reserve or Municipality Reserve, such as academic institutions, SANParks, SANParks Honorary Rangers, South African Tourism, WWF, BirdLife SA, CapeNature, or an equivalent institution. The bidder must submit sample reports and letters with contactable references for each of the three reports.		

8. EVALUATION CRITERIA

Bidders are measured against both Functionality / Technical Capability (Phase 1) and cost-competitiveness (price) (Phase 2).

An assessment of Functionality will be based on the evaluation criteria noted in the table below. Each of the evaluation criteria in the table will carry a weighting as indicated, and the bidder will be required to score a minimum of **75 points** (out of the 100 points) e.g. **75%** for Functionality in order to qualify. Failure to score **75%**, implies the bidder will be disqualified and not proceed to the stage of price.

The bidder must submit three (03) sample spreads in order to be evaluated in this section. A spread refers to two facing pages of a publication (e.g., pages 2–3, 4–5) designed as a single cohesive layout. The sample spreads must:

- Be created specifically for this bid and reflect the requirements of the brief.
- Use the fictional data and content provided by SANParks to produce text, tables, graphs, and text boxes.
- Use vibrant tourism-themed colours and photographs appropriate for SANParks. Relevant photographs must be sourced by the supplier.
- Incorporate at least two (2) custom-designed infographics across the three spreads.
- Demonstrate professional typography, balanced layout, and visual consistency.
- Be submitted in PDF format at A4 size, with each spread presented as two facing pages.

Annexure A: Design concept brief for sample spreads

Purpose of annex

This annex provides the fictional content and requirements for the three (3) sample spreads bidders must submit as part of their design concept. The purpose is to assess the bidder's creative, technical, and typographic competence, as well as their ability to present research data, visuals, and narrative in a visually appealing, reader-friendly format suited to SANParks publications.

Content to use

Bidders must use the **fictional data and text provided** in this annex, based on the fictional *Linyati Highlands National Park – Visitor Experience & Behaviour Survey 2024*. This ensures all bidders are working from the same content for fair evaluation.

The provided content includes:

- Park overview
- Survey methodology
- Respondent profile (tables A & B)
- Visitor motivations (Table 1)
- Visitor preferences (Table 2)
- Travel behaviour (Tables 3 & 4)
- Key findings (narrative)
- Management implications (narrative)
- Suggested elements for design (charts, infographics, highlight boxes, quotes, image placeholders)

Design & layout requirements

The bidder must:

1. Submit at least **three (3) sample spreads** (i.e., three double-page layouts / six pages total) in PDF format, A4 size.
2. Treat each spread as a cohesive design unit showing professional handling of text, tables, and visual elements.
3. Incorporate **all** of the following within the three spreads:
 - At least **two (2) custom-designed infographics**
 - Tables (use at least two from the content provided)
 - Graphs or charts visualising numerical data
 - Pull quote – use “The views from Eagle’s Peak were the highlight of our trip — we’ll definitely return!”
 - Highlight boxes
 - Vibrant tourism-related colours and photography suitable for SANParks
4. Use the fictional data as provided but you may create **mock placeholder images** relevant to the text (e.g., scenic views, wildlife, visitor activities).
5. Apply correct typographic conventions (e.g., spacing between numbers and units, consistent headings, accessible fonts).

Submission Format

- Submit the three spreads **as a single PDF document**, with each spread displayed as facing pages.
- Clearly label the file with the bidder’s company name.
- Ensure all fonts and images are embedded in the PDF.

The fictional data and accompanying text are provided on the following pages.

Fictional Content: Linyati Highlands National Park – Visitor Experience & Behaviour Survey 2024

1. Park overview

Linyati Highlands National Park (LHNP) is a fictional protected area located in the mountainous eastern region of South Africa, covering 145,000 hectares. It is known for its rugged peaks, high-altitude grasslands, endemic alpine flowers, and rare bird species. The park offers a mix of outdoor activities including hiking, birdwatching, cultural heritage tours, and scenic drives.

2. Objective of the study

The primary objective of the Linyati Highlands National Park Visitor Experience & Behaviour Survey was to generate robust, evidence-based insights to guide tourism planning, management, and marketing strategies. For park management, understanding who visits the park, why they choose LHNP, how they engage with its offerings, and what influences their satisfaction is critical to making informed decisions. This research provides a comprehensive profile of visitor motivations, preferences, and travel behaviours, enabling management to identify strengths to build upon and areas requiring improvement. It also helps in prioritising resource allocation, refining product development, and ensuring that visitor services align with expectations, ultimately enhancing the overall visitor experience. By capturing statistically reliable data, the survey equips LHNP with the ability to track trends over time, respond proactively to market shifts, and support sustainable tourism development that balances visitor enjoyment with conservation imperatives.

3. Survey methodology

The Linyati Highlands National Park (LHNP) Visitor Experience & Behaviour Survey was conducted over a 12-month period, from January to December 2024, to gain in-depth insights into visitor motivations, preferences, and travel behaviour. Data collection used a mixed-methods approach, combining online questionnaires distributed through the park's official website and social media platforms with in-person intercept surveys at key visitor touchpoints, including major park entry gates, accommodation facilities, and visitor centres. This approach ensured broad coverage of both first-time and repeat visitors. A total of 1,248 fully completed responses were obtained through stratified sampling, allowing for a balanced representation of both domestic and international visitors, as well as capturing differences between peak and off-peak travel periods. This sample size yields a margin of error of $\pm 3\%$ at a 95% confidence level, ensuring that the findings are statistically reliable and reflective of the park's diverse visitor base. The survey forms the foundation for understanding how LHNP can enhance the visitor experience, improve service offerings, and guide strategic tourism management decisions.

4. Respondent profile

Table A: Visitor demographics

Demographic variable	Domestic visitors	International visitors
Gender – Male (%)	48%	51%
Gender – Female (%)	52%	49%
Average Age	38 years	42 years
Education – Tertiary (%)	66%	78%
First-time visitors (%)	58%	77%
Repeat visitors (%)	42%	23%

Table B: Origin of visitors

Origin Region/Country	% of Respondents
Gauteng	26%
Western Cape	18%
KwaZulu-Natal	12%
Other South African provinces	14%
Germany	9%
United Kingdom	8%
Netherlands	5%
Other international	8%

5. Visitor Motivations

Table 1: Main reasons for visiting LHNP (Respondents could select up to 2 reasons)

Motivation	% of Respondents
Enjoy scenic landscapes	62%
Wildlife viewing (birds, mammals)	48%
Hiking	41%
Photography	28%
Cultural heritage sites	19%
Peace and solitude	16%

6. Visitor Preferences

Table 2: Preferred activities during visit

Activity	Very Interested (%)	Somewhat Interested (%)	Not Interested (%)
Guided birdwatching tours	55%	33%	12%
Overnight hiking trails	42%	40%	18%
Cultural village experiences	37%	45%	18%
Scenic 4x4 routes	33%	39%	28%
Photography workshops	31%	48%	21%

7. Travel behaviour

Table 3: Travel party composition

Group Type	% of Respondents
Couple	46%
Family with children	28%
Solo traveller	15%
Friends group (3–6 people)	11%

Table 4: Average trip details

Measure	Domestic visitors	International visitors
Average length of stay (nights)	3.2	5.7
Average spend per trip (ZAR)	4,200	12,800
% staying inside park	64%	88%

8. Key findings

- **Visitor satisfaction** is high: 86% rated their experience as “excellent” or “very good.”
- **Most valued features:** Scenic viewpoints (74% positive mentions) and birdwatching hides (61%).
- **Challenges:** Limited Wi-Fi access (32%), high accommodation prices (28%), and road maintenance issues (22%).
- **Repeat visitation:** 44% overall, with most repeat visitors returning within 3 years.
- **Marketing channels:** 53% discovered LHNP via social media, 27% via friends/family, 14% via travel blogs.
- **Seasonality:** Peak visitation is October–December during wildflower season.

9. Management implications

The results of the Linyati Highlands National Park Visitor Experience & Behaviour Survey reveal clear opportunities and priorities for management. The strong interest in nature-based activities, wildlife photography, and guided cultural experiences highlights the need to maintain and enhance these offerings, ensuring they remain high quality and authentic. The data also showed that visitors value accessibility, informative signage, and eco-friendly facilities, suggesting that infrastructure investments should focus on these areas to sustain high satisfaction levels. Seasonal patterns and differences in domestic versus international visitor preferences imply that marketing and programming should be tailored to target each segment effectively, particularly during off-peak periods to optimise occupancy. In addition, the findings on preferred communication channels and booking behaviours will allow management to refine digital engagement strategies, ensuring the park remains competitive in an evolving tourism market. Overall, the insights equip LHNP with a practical evidence base to balance visitor enjoyment, financial sustainability, and conservation imperatives.

Citation

Linyati Highlands National Park, 2025. *Visitor Experience & Behaviour Survey 2024: Insights into motivations, preferences, and travel patterns*. SA

Phase 1: Functionality / technical evaluation criteria (total 100 points)

No	Criteria	Weight	Ideal Requested Standard	Points Allocation
1	Stylistic and typographical competence	20	Adheres to sound typographic principles: consistency, legibility, readability, correct ratio of line length to type size, avoidance of unnecessary capitals, line spacing $\geq$ word spacing, no widows/orphans, typeface suitable for research (not ornate), consistent letter/word spacing, correct punctuation and hyphenation, absence of typos, structural consistency across all sections.	20 points – Fully meets all standards (no errors). 15 points – Meets most standards, ≤ 3 minor errors. 10 points – Meets standards but has 3–5 errors. 5 points – Substandard, >5 errors.
2	Presentation of graphs, tables, illustrations, photos, and text boxes	20	Consistent look and feel, legible, clear prime points of interest, appropriate font size and labelling, effective use of colour, graphics placed within margins, consistent figure/table captions, accurate data representation.	20 points – Fully meets all aspects of the ideal standard: layout is professional, visually appealing, and error-free; design principles consistently applied; all visuals integrate seamlessly with text and enhance understanding. 15 points – Meets most aspects of the ideal standard; minor inconsistencies in alignment, style, or visual treatment that

No	Criteria	Weight	Ideal Requested Standard	Points Allocation
				do not affect clarity or accuracy. 10 points – Several deviations from the ideal standard; noticeable inconsistencies in style or formatting; some visuals reduce clarity or appear out of alignment, though data remains accurate. 5 points – Does not meet the ideal standard; poor layout, inconsistent styling, difficult-to-read visuals, or errors in data representation.
3	Infographic accuracy	10	Translates data and concepts into clear, useful, and accurate infographics.	10 points – Accurate, error-free. 7 points – Minor errors (≤ 3). 3 points – Major errors (> 3).
4	Infographic technical competence & visual appeal	10	Balanced integration of text and visuals, uncluttered layout, good white space use, harmonious colour choice, appropriate font usage, professional and engaging.	10 points – Fully meets the ideal standard: perfect balance between text and visuals, clean and uncluttered layout, excellent white space usage, harmonious colours, professional typography, and high overall visual appeal.

No	Criteria	Weight	Ideal Requested Standard	Points Allocation
				7 points - Meets most aspects of the ideal standard: generally well-designed with only minor issues in layout, spacing, colour harmony, or typography that slightly affect the visual impact. 5 points – Adequate but inconsistent: some balance between text and visuals, but noticeable clutter, uneven white space, or less effective use of colour and fonts. 3 points – Weak: cluttered layout, poor balance between elements, limited white space, or jarring colour/typography choices that hinder readability.
5	Overall visual impression and impact	20	Visually compelling, cohesive design, balanced text/graphics/white space, harmonious colour palette, creative but functional layout.	20 points – Strong and memorable impression; design is highly professional, cohesive, and visually engaging; excellent balance between text, graphics, photographs and white space; harmonious colours; creative layout that enhances readability and impact.

No	Criteria	Weight	Ideal Requested Standard	Points Allocation
				15 points – Adequate visual appeal; design is generally cohesive and professional but lacks distinctive impact; balance between elements is mostly good with minor inconsistencies in colour, spacing, or layout. 10 points – Moderate impact; some aspects of the design work well, but there are noticeable imbalances in text/graphics/white space, less harmonious colour usage, or a layout that feels functional but uninspired. 5 points – Poor visual impact; disjointed design, imbalanced elements, ineffective use of colour, or cluttered layout that detracts from readability and overall professionalism.

No	Criteria	Weight	Ideal Requested Standard	Points Allocation
6	Project team experience	10	Combined years of relevant experience in design/layout/typesetting of annual or research reports.	10 points - ≥15 years combined relevant experience 7 points - 10–14 years combined relevant experience 5 points - 5–9 years combined relevant experience 3 points – 3-4 years combined relevant experience 1 point – less than 3 years combined relevant experience
7	Project plan & timeline alignment	10	Detailed project plan aligns with SANParks' proposed milestones, includes clear proofing stages, communication points, and risk mitigation.	10 points – Fully aligns with all SANParks milestones; includes clear proofing stages at each key point, proactive communication checkpoints, and comprehensive risk mitigation strategies. 7 points – Aligns with most milestones; proofing and communication stages are included but may require minor adjustments; basic risk mitigation

No	Criteria	Weight	Ideal Requested Standard	Points Allocation
				provided. 5 points – Partially aligns; some key milestones are missing or not well defined; proofing stages are incomplete or unclear; minimal risk mitigation. 3 points – Misaligned; major milestones missing or unrealistic; lacks adequate proofing, communication plan, or risk management.

9. 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 1 July 2021.

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

10. OCCUPATIONAL HEALTH AND SAFETY

The service provider acknowledges that he is fully aware of the provisions of the OHS Act 85 of 1993 and that he is an employer in his own right with duties and responsibilities as prescribed in the Act.

11. PRICING

APPOINTMENT OF A SERVICE PROVIDER FOR THE PRODUCTION AND PRINTING OF THE SANPARKS TOURISM RESEARCH REPORT			
Item No	Item Description	Quantity	Price Excluding Vat (currency)
1.	Project initiation and development of initial design concept Deliverable: Approved design concept and one sample spread	1	
2.	Layout and typesetting – content production phase Deliverable: Final proofs delivered for SANParks review	1	
3.	Finalisation and pre-press preparation Deliverable: High-resolution, print-ready PDF in book (spreads) format, ready for online distribution	1	
4.	Printing and binding Deliverable: 120 printed copies ready for dispatch	120	
5.	Delivery and handover Deliverable: Physical delivery of 120 copies to SANParks Head Office: 643 Leyds Street, Muckleneuk, Pretoria.	1	
		SUB-TOTAL	R
		VAT @ 15%	R
		GRAND TOTAL	R

12. FINANCIAL PAYMENT

Payment will be made in accordance with the PFMA (within 30 days of receipt of invoice) after delivery of service rendered or goods delivered.

13. FINAL AWARD

SANParks recommends the bidder who has quoted on all the items as required in terms of the RFQ for the contract award subject to the bidder having supplied the relevant administrative documentation and complied in all aspects with the terms and conditions and requirements of the RFQ. Final award will be confirmed by issuing a PO.

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

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 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.

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.

- 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

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

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.

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

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

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

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

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

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to 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 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:
80/20

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

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 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 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 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 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 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)
<u>Specific Goal 1</u> Woman ownership with at least 30% shareholding or more	Total Points: 10 71% to 100% = 10 61% to 70% = 8 51% to 60% = 6 41% to 50% = 4 30% to 40% = 2 Less than 29% = 0	
<u>Specific Goals 2</u> Black Ownership Enterprises owned by Black People with at least 51% shareholding or more	Total Points: 10 91% to 100% = 10 81% to 90% = 8 71% to 80% = 6 61% to 70% = 4 51% to 60% = 2 0% to 50% = 0	
Total Points for Specific goals	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.

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

SURNAME AND NAME:

DATE:

ADDRESS:

.....

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);
 - Preference claim form for Preferential Procurement in terms of the Preferential Procurement Regulations;
 - (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 fulfillment 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:

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 numberdated.....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	TOTAL PREFERENCE POINTS CLAIMED

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

SIGNED ATON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1

2

DATE:

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.
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	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.
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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.
GCC15	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.
GCC16	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.
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	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 counter 25. vailing duties and rights
	25.1. 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	26. Force Majeure
	26.1. 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. 26.2. 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	27. Termination for insolvency
	27.1. 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	28. Settlement of disputes
	28.1. 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. 28.2. 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.

	28.3. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law. 28.4. Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC. 28.5. Notwithstanding any reference to mediation and/or court proceedings herein, 28.5.1. The parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and 28.5.2. The purchaser shall pay the supplier any monies due the supplier.
GCC28	29. Limitation of liability
	29.1. Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6; 29.1.1. 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 29.1.2. 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	30. Governing language
	30.1. 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	31. Applicable law
	31.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
GCC31	32. Notices
	32.1. 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 32.2. 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	33. Taxes and duties
	33.1. A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country. 33.2. A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser. 33.3. 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	34. National Industrial Participation Programme
	34.1. 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	35. Prohibition of restrictive practices
	35.1. 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). 35.2. 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. 35.3. 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.