INVITATION TO BID FOR THE APPOINTMENT OF AN ACCREDITED SERVICE PROVIDER FOR THE PROVISION OF CARD PRESENT (CP) AND CARD NOT PRESENT (CNP) GATEWAY SERVICES FOR SANPARKS FOR A PERIOD OF 5 YEARS.

Bid Number	GNP-001a-26
Advert Date	25 November 2026
Issuer	South African National Parks
Closing date and time	12 January 2027 Time: 11:00am

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

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

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

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

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

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ABBREVIATIONS

Abbreviation	Description
3DS	3D Secure — Authentication protocol for online card transactions
AOC	Attestation of Compliance
AOV	Attestation of Validation
API	Application Programming Interface
B-BBEE	Broad-Based Black Economic Empowerment
BEC	Bid Evaluation Committee
BIN	Bank Identification Number
BSC	Bid Specification Committee
CAB	Change Advisory Board
CNP	Card Not Present — Transactions where the card is not physically present
CP	Card Present — Transactions where the card is physically present
CSD	Central Supplier Database
CVV	Card Verification Value
EAD	Enterprise Applications Development
ECM	Enterprise Content Management
EFT	Electronic Funds Transfer
EMV	Europay, Mastercard and Visa — Global standard for chip card payments
GCC	General Conditions of Contract
HCM	Human Capital Management
HSM	Hardware Security Module

ICT	Information and Communications Technology
IDS/IPS	Intrusion Detection System / Intrusion Prevention System
IT OPS	Information Technology Operations
KPI	Key Performance Indicator
MCC	Merchant Category Code
MFA	Multi-Factor Authentication
MSC	Merchant Service Commission
NESA	Non-listed Encryption Solution Assessment
NFC	Near Field Communication — Technology enabling contactless payments
P2PE	Point-to-Point Encryption
PAN	Primary Account Number — The card number
PASA	Payments Association of South Africa
PCI DSS	Payment Card Industry Data Security Standard
PED	Payment Entry Device / PIN Entry Device
PFMA	Public Finance Management Act
PIIA	Personal Information Impact Assessment
PIM	P2PE Instruction Manual
POI	Point of Interaction
POPIA	Protection of Personal Information Act
POS	Point of Sale
PTS	PIN Transaction Security
QR	Quick Response — Type of barcode used for payments

QSA	Qualified Security Assessor
RBAC	Role-Based Access Control
RMA	Return Merchandise Authorisation
ROC	Report on Compliance
ROV	Report on Validation
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SARB	South African Reserve Bank
SAST	South African Standard Time
SBD	Standard Bidding Document
SCA	Strong Customer Authentication
SCC	Special Conditions of Contract
SCM	Supply Chain Management
SDK	Software Development Kit
SIT	System Integration Testing
SLA	Service Level Agreement
SO	System Operator
SRED	Secure Reading and Exchange of Data
TCS	Tax Compliance Status
TPMS	Tourism Property Management System
TPS	Transactions Per Second
UAT	User Acceptance Testing
USSD	Unstructured Supplementary Service Data

WAF	Web Application Firewall
WAN	Wide Area Network

INTRODUCTION TO SANPARKS

SANParks was established under the National Parks Act, 57 of 1976, and continues to operate under the National Environmental Management: Protected Areas Act, 57 of 2003. Its mandate is to conserve, protect, control, and manage national parks and other protected areas and their biodiversity. As a Schedule 3 Part A public entity, SANParks is also governed by the Public Finance Management Act, 1 of 1999 (as amended by Act 29 of 1999).

Vision:

A world-class system of sustainable National Parks reconnecting and inspiring society.

Mission:

To develop, protect, expand, manage, and promote a system of sustainable national parks representing natural and cultural heritage, through innovation, excellence, responsible tourism, and just socio-economic benefit for current and future generations.

Regional Structure

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

Business Unit Responsible for This Bid

The ICT Department of SANParks manages the organisation's technology infrastructure through two (2) operational units:

- **Enterprise Applications Development (EAD):** Manages all software systems including e-commerce, finance, SCM, HCM, ECM, and tourism platforms, and is responsible for software quality assurance and technical support.
- **IT Operations (IT OPS):** Manages networks, servers, security, and telecommunications infrastructure.

The Finance department plays a major role in this bid, overseeing financial reconciliation, transaction settlement, merchant account management, and compliance with financial reporting and audit requirements.

The Tourism department is the primary end user of the reservation system. It facilitates bookings and customer-facing payment operations across SANParks' parks, camps, and gates, and provides the business requirements for point-of-sale systems and payment devices at park entrances and facilities.

CONTEXT OF THIS PROCUREMENT

SANParks currently uses a payment solutions partner that acts as a direct gateway and an aggregator to facilitate transactions across multiple payment systems. These cover Card Present transactions (in-park point-of-sale, front offices, reservations desk, etc.) and Card Not Present transactions, such as those processed through Tourism Property Management Systems (TPMSs), and all e-commerce platforms (Travel Trade, Quick Pay, Fundraising, Wild Card renewals, etc.).

SANParks seeks to consolidate all payment processing under a single, fully integrated gateway solution to improve efficiency, security, and customer experience. The key goals are: streamlined transaction management, robust Card Present and Card Not Present payment processing, improved reconciliation, reduced costs, reliable reporting, fast API integrations, and consistent compliance with global payment and data security standards.

TRANSACTION VOLUMES | LAST FINANCIAL YEAR: APRIL 2025 – MARCH 2026

The table below reflects actual recorded transaction volumes and values for the last complete financial year (April 2025 – March 2026). These figures are provided as a baseline reference for pricing purposes only.

Payment Channel	Transaction Count	Transaction Value (ZAR)
E-Commerce (Card Not Present — CNP)	307,126	R 1,200,539,275.83
PED — Card Present (CP)	351,214	R 941,522,485.76
COMBINED TOTAL	**658,340**	**R 2,142,061,761.59**

Monthly Transaction Profile (Indicative Baseline)

Metric	Value
Monthly transaction volume	56,000
— of which Card Present (CP)	30,000
— of which Card Not Present (CNP)	26,000
Indicative annual transaction value	**R 2.14 billion**

Note: These figures are estimates only. Volumes fluctuate according to seasonal and economic factors. The transaction volumes and values above are provided for indicative pricing reference purposes only and do not constitute a guaranteed minimum or a commitment to future volumes. SANParks accepts no liability for volumes not achieved during the contract period.

Current Challenges

Fragmented Gateway Management

- The current partner manages contracts and support for multiple subcontracted gateways. This complicates addressing new requirements, updating existing requirements, and resolving payment errors and limitations.

Operational Inefficiencies

- Inconsistent reporting formats make consolidated financial analysis difficult.
- Reporting is restricted to one (1) calendar month at a time — annual or multi-month reports are not possible.
- Users cannot combine filters (e.g., pull reports for selected merchants only).
- No RESTful API support for building custom reporting systems with refined data extraction options (by period, payment type, merchant, etc.).

Expected Benefits

Benefit Area	Description
Financial	15–25% reduction in gateway transaction costs through consolidated volume pricing (acquiring bank merchant service commission is contracted separately); improved cash flow via real-time visibility and faster settlements.
Operational	70–80% reduction in reconciliation time; single point of contact reducing resolution time by ~50%; 60% reduction in admin burden through consolidated vendor management.
Customer Experience	Consistent payment experience across web, mobile, and in-park; target: <3 sec online, <2 sec POS; support for NFC, digital wallets, QR payments, instant EFT (domestic and international/cross-border); target transaction success rate >98.5%.
Strategic	Real-time business intelligence; scalable infrastructure; enhanced data security through encryption and tokenisation; more efficient revenue collection for conservation and fundraising.

Strategic Alignment

This procurement directly supports SANParks' strategic objectives:

- **SANParks Vision 2040:** A unified gateway supports the transformation towards inclusive, technologically advanced, and financially sustainable conservation, enabling seamless visitor experiences, efficient revenue collection, and digital-first tourism services.
- **Digital Transformation:** This consolidation is a foundational component of SANParks' broader digital transformation strategy, reducing system complexity, improving process efficiency, and enabling an agile response to changing business requirements.
- **Financial Sustainability:** The new infrastructure optimises operational expenditure through cost consolidation, improves revenue assurance, and enhances financial reporting and transparency.

Acquiring Bank Transition Capability

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

Requirements

- **Multi-Bank Support:** The gateway must be capable of integrating with acquiring banks listed on the National Treasury's approved list.
- **Transition Obligation:** On SANParks' written instruction, the Service Provider must complete integration with a new acquiring bank within 90 calendar days.
- **Seamless Migration:** Bank transitions must occur with zero data loss, no changes to SANParks' systems or processes, and downtime not exceeding one scheduled maintenance window (maximum 4 hours).
- Device Transition: Where a new acquiring bank provides new or different payment devices (PEDs), the Service Provider must integrate with those devices, and coordinate key injection or re-keying with the acquiring bank, within the same transition period.
- **No Financial Penalties:** No additional licensing, platform, or early termination fees will apply when SANParks changes acquiring banks. All integration costs must be disclosed upfront.

Contract Period

The contract is for a period of five (05) years.

TERMS OF REFERENCE — SCOPE OF WORK

Overview

SANParks requires a comprehensive, unified payment gateway solution to consolidate and modernise payment processing across its national network of parks, camps, and digital channels. The appointed Service Provider will deliver an end-to-end payment platform supporting both Card Present (CP) and Card Not Present (CNP) transactions.

Parameter	Detail
Contract Duration	Five (5) years
Geographic Coverage	National deployment across 20 national parks and 100+ operational sites
Transaction Channels	POS terminals, unattended kiosks, web (hosted payment page), mobile applications and API integrations
Current Environment	Consolidation of multiple existing payment gateways into a single integrated platform
Primary Acquirer	Current acquirer, with flexibility for multi-acquirer support

Service Provider Requirements

The successful bidder must demonstrate:

- Proven experience delivering enterprise-scale payment gateway solutions in South Africa.
- Full compliance with PCI DSS Level 1 (Service Provider), and a card-present encryption solution that is either a PCI SSC-listed P2PE solution or a non-listed device encryption solution, as set out in Phase 1 Mandatory Criterion 3.
- Technical capability to integrate with SANParks' core tourism systems: reservations, property management, access control, ticketing, Quick Pay, Travel Trade, gate and permit sales, and the Wild Card loyalty programme.
- Capacity to support SANParks' current and projected transaction volumes with high availability.
- An administrative interface for transaction reporting, filtering, and exporting (Excel, CSV, PDF), and for adjustments such as reversals.
- Secure, scalable administration tools with multi-factor authentication (MFA), role-based access control (RBAC), and robust RESTful API integration services using standard authentication, response formats, and HTTP response structures.
- Strong track record in the tourism, hospitality, or public sector environment.
- Demonstrated performance during high-demand and high-traffic periods (e.g., Black Friday, public holiday peaks).

Deliverables

1. Payment Gateway Services

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

The Service Provider must deliver a unified payment gateway platform supporting:

- Card Present transactions: point-of-sale, front office, ticketing, kiosk, and mobile terminals.
- Card Not Present transactions: website, mobile app, e-commerce, Wild Card programme, and fundraising.
- Hosted payment page**:** All Card Not Present e-commerce payments must use a full redirect of the customer's browser from the SANParks webpage to the Service Provider's hosted payment page (for example, by an HTTP 30x redirect, meta-refresh tag or JavaScript redirect), with all payment page elements delivered only and directly from the Service Provider's PCI DSS-validated environment. Embedded payment pages or forms (including iframes and hosted fields), direct post, and JavaScript-rendered or client-side encryption integrations are not acceptable. Mobile applications and mobile web must hand off to the same hosted payment page. The redirect must pass SANParks' booking or reservation reference to the hosted payment page and return it, together with the gateway transaction ID, token and result, to the originating SANParks system via server-to-server callback. The Service Provider must provide a PCI DSS responsibility matrix and all evidence SANParks requires to confirm the above.
- Real-time transaction authorisation, settlement, refund, reversal, and reconciliation.
- Multi-acquirer connectivity.
- Major card schemes: Visa, Mastercard, American Express, Diners Club, and China UnionPay.
- Modern payment methods (where applicable): NFC/contactless (tap to pay), digital wallets (Apple Pay, Google Pay, Samsung Pay, PayPal and equivalents), QR-based payments (Zapper, SnapScan, generic QR), domestic instant EFT solutions (Ozow, PayFast, etc.), international/cross-border instant EFT or real-time payment capability (to accommodate SANParks' international visitor base), and USSD mobile payments. For Card Not Present payments, digital wallets must be presented on the Service Provider's hosted payment page.
- Server-to-server integrations via webhooks and callbacks to ensure data integrity and service availability (gateway-to-SANParks or SANParks partner server and back).
- High-availability hosting on load-balanced, scalable/redundant servers with fixed IP ranges (to allow whitelisting on SANParks' Cloudflare/FortiWAF and other WAFs).

2. Systems Integration

The Service Provider must integrate with SANParks' core tourism systems:

- Reservation and Property Management System (accommodation and activities).
- Access Control and Ticketing Systems (gate entry and park access).
- SANParks public website and e-commerce portals.
- Wild Card Programme and membership platform.
- Travel Trade and external satellite office reservations.
- Quick Pay (SANParks web portal for client payments).

Integration requirements:

- RESTful API integration, SDKs, and sandbox environments for development and testing.
- Test payment cards (supporting any amount, available 24/7) for development, UAT, and SIT.
- Real-time reporting and transaction data synchronisation between SANParks systems and the payment platform.
- No clear-text card data in SANParks systems: SANParks' merchant systems (including the Reservation and Property Management, Access Control and Ticketing, Quick Pay, Travel Trade and Wild Card systems) must not receive, process, store or transmit clear-text account data at any point. All card-present integrations must use a semi-integrated architecture, in which the merchant system sends transaction instructions (such as amount and reference) and receives only the transaction result, token and masked card data. Masked card data returned to SANParks systems must not exceed the BIN and last four digits of the PAN, and tokens must be irreversible by SANParks (resolvable only within the Service Provider's token vault).
- Tokenised post-authorisation processing: Refunds, reversals, reconciliation, reporting and any other post-authorisation process must operate on tokens or gateway transaction identifiers, never on full PAN.
- Transport-agnostic scope reduction: The card-present solution must be designed so that SANParks' LAN/WAN does not transmit clear-text account data, so that it can be excluded from PCI DSS scope, subject to acceptance by SANParks' QSA.

3. Technical Performance Requirements

3.1 Authorisation Response Times

All response times are measured from the moment the gateway receives the authorisation request to the moment the response is returned to SANParks' merchant system. Section 10.2 is the contractual service level for these targets.

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

3.2 Settlement Processing

- Batch Settlement Window: Daily settlements completed between 23:00 and 06:00 SAST.
- Settlement Confirmation: Confirmation available within 1 hour of settlement.
- Settlement Reconciliation: CSV (comma-delimited) reconciliation files generated at close of business.
- Failed Delivery Retry: Automatic retry of failed settlement file submissions and webhook/callback deliveries, with 3 attempts at 30-minute intervals, using idempotency keys to prevent duplicates. Declined or failed authorisations must never be resubmitted automatically.

3.3 Refund and Reversal Processing

- Card Not Present Refunds: Processed on settled transactions; available to Finance Admin users only.
- Card Present Reversals: Same-day reversals processed before end-of-day banking submission.

3.4 System Throughput and Capacity Requirements

Metric	Minimum Requirement	Peak Capacity (Holiday/Season)
Transactions Per Second (TPS)	50 TPS sustained	150 TPS burst
Concurrent Transactions	500 simultaneous	1,500 simultaneous
Daily Transaction Volume	22,000 / day	65,000 / day
Monthly Transaction Volume	650,000 / month (10× baseline)	1,950,000 / month (30× baseline)

Scalability: The system must scale to 200% of peak capacity on 48 hours' notice.

3.5 Concurrent User and Device Capacity

- Concurrent POS/Terminal Devices: Minimum 250 devices processing simultaneously.
- Concurrent API Calls: Minimum 100 API requests per second.
- Administrative Users: Minimum 50 concurrent users accessing reporting dashboards.

3.6 Transaction Reporting Capacity

The solution must support reporting from one (1) day up to twelve (12) months of data, with filters for:

- Merchant Account
- Payment Status
- Card Present or Card Not Present
- BIN (first 6 digits, or first 8 digits for card numbers longer than 16 digits) and last 4 digits of the card number
- Transaction Amount
- Transaction Date
- Reference Number
- Cardholder Name and/or Surname

3.7 API Performance Requirements

API Function	Response Time (95th percentile)	Timeout Threshold	Rate Limit
Payment Authorisation	≤ 2 seconds	60 seconds	100 req/sec
Payment Capture	≤ 3 seconds	60 seconds	50 req/sec
Refund Request	≤ 3 seconds	60 seconds	25 req/sec
Transaction Status Query	≤ 500 ms	5 seconds	200 req/sec
Tokenisation Request	≤ 1 second	10 seconds	100 req/sec
Report Generation	≤ 5 seconds	90 seconds	10 req/min

These performance benchmarks apply under standard network conditions. In remote or underserviced geographical areas where connectivity or infrastructure is limited, bidders must declare applicable constraints and propose equivalent service levels, subject to approval. Where an authorisation request times out, the gateway must automatically initiate a timeout reversal to the acquirer and return a definitive transaction status to the merchant system, so that no duplicate or orphaned authorisations result.

3.8 API Reliability and Error Handling

- API Availability: 99.9% uptime (measured monthly).
- Error Rate: Less than 0.5% of all API requests.
- Retry Logic: Automatic retry with exponential backoff for transient failures.
- Error Response Time: Error responses returned within 2 seconds.
- API Documentation: Complete OpenAPI/Swagger documentation provided.
- Webhook Delivery: Webhook notifications delivered within 30 seconds of event.
- Reporting API: Supports transaction reporting and status polling (single or bulk) for 1 day to 12 months, with filters for Merchant Account, Payment Status, and CP/CNP.

3.9 Database Performance

- Query Response Time: ≤ 100 ms for transaction lookups.
- Write Operations: ≤ 50 ms for transaction commits.
- Historical Report Generation (1 year): Within 30 seconds.
- Database Replication Lag: ≤ 5 seconds between primary and replica.
- Automatic index optimisation for transaction tables.

3.10 Reporting and Dashboard Performance

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

Dashboards must support a minimum of 50 concurrent users without performance degradation.

3.11 Performance Monitoring

- Real-time 24/7 automated monitoring of all performance metrics.
- Real-time performance dashboards accessible to SANParks.
- Automatic alerts when performance drops below 80% of target.
- Monthly performance reports showing results against all SLAs.
- Historical trend analysis over time.
- Quarterly performance optimisation reviews and recommendations.
- Annual load testing demonstrating capacity to handle 200% of peak volumes.
- Performance baseline established within 30 days of go-live.

3.12 Performance Remediation

If performance falls below specified targets for three (3) consecutive days, the Service Provider must:

- Submit a root cause analysis within 24 hours.
- Provide a remediation plan within 48 hours.
- Implement fixes within five (5) business days.
- Demonstrate restored performance through documented testing.

3.13 Performance Testing Schedule

- Before go-live: Full performance testing and validation before production deployment.
- Annually: Annual testing to verify continued compliance with all performance standards.
- Major releases: Testing as part of the change control process.

Each test cycle must include: load testing at 100%, 150%, and 200% of peak volumes; stress testing; 24-hour endurance testing; API response time validation; database performance verification; and network latency/throughput testing. Test results must be submitted to SANParks within five (5) business days of test completion.

4. Security and Compliance

- Full and current compliance with PCI DSS Level 1 (Service Provider); a card-present encryption solution meeting Option A (PCI SSC-listed P2PE) or Option B (non-listed device encryption solution) of Phase 1 Mandatory Criterion 3, maintained for the full contract period; and gateway-level operational support for EMV chip card transaction processing (see Hardware and Devices section for contractual obligation).
- Tokenisation of sensitive payment data and end-to-end encryption across all channels.
- Support for EMV 3-D Secure (version 2.2 or later) authentication for Card Not Present transactions.
- Fraud monitoring tools: blacklisting, velocity checks, and transaction screening.

5. POPIA Compliance Requirements

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

5.1 Lawful Processing and Data Minimisation

- Process personal information only for the specific, lawful purpose of facilitating SANParks payment transactions.
- Collect only the minimum personal information necessary to process payments.
- Not process personal information for secondary purposes without explicit consent.
- Provide SANParks with the inputs required for its Personal Information Impact Assessment (PIIA), as contemplated in Regulation 4(1)(b) of the POPIA Regulations, 2018, in respect of the payment processing performed by the Service Provider.

5.2 Consent and Privacy Notices

- Support SANParks in providing clear, plain-language privacy notices on the hosted payment page and mobile hand-off (in-park notices at POS terminals will be provided by SANParks, e.g. through signage and receipts).
- Make notices available in English and at least one other official South African language.
- Clearly identify SANParks as the responsible party and the Service Provider as the operator.
- Specify data retention periods and provide contact details for POPIA queries.
- Implement a consent management system recording what, when, and how consent was obtained.

5.3 Data Subject Rights

- Right of Access: Assist SANParks to respond to access requests by providing the customer's information within 10 business days of SANParks' request, in a structured, commonly used format.
- Right to Correction: Correct inaccurate information within seven (7) days of SANParks' instruction.
- Right to Deletion: Delete personal information on SANParks' instruction, subject to legal retention requirements.
- Right to Object: Support SANParks in giving effect to objections, including opt-outs from direct marketing or automated decision-making.
- Maintain a data subject rights request log with response time tracking.

5.4 Technical Data Security Measures

- End-to-end encryption (AES-256 or equivalent) for all payment data in transit and at rest.
- Tokenisation of Primary Account Numbers (PAN) immediately upon decryption or receipt by the Service Provider, so that only tokens are returned to SANParks systems.
- Multi-factor authentication for all administrative access.
- Hardware Security Modules (HSMs) for key management.
- Quarterly vulnerability scanning and penetration testing.
- Intrusion Detection and Prevention Systems (IDS/IPS).
- Encrypted backup and recovery procedures.

5.5 Organisational Safeguards

- Background checks for all personnel with access to payment systems.
- Annual POPIA and PCI DSS training for all relevant staff.
- Role-based access controls and segregation of duties.
- ISO/IEC 27001:2022 certification (preferred).
- Documented information security policies and procedures.

5.6 Data Breach Management

- 24/7 security monitoring to detect potential breaches.
- Root cause analysis completed within 5 business days of a breach.
- Detailed breach reports, submitted to SANParks within 72 hours of detection: nature, extent, affected persons, and remediation measures.
- Documented incident response procedures with annual breach simulation exercises.

Timeframe	Action	Recipient	Basis
T + 0 (immediately)	Initial notification of suspected breach	SANParks	Immediately, and in any event within 4 hours of detection
T + reasonable period	Notification to the Information Regulator and affected data subjects (POPIA section 22)	Information Regulator and affected data subjects (notified by SANParks as the responsible party, with the Service Provider's assistance)	"As soon as reasonably possible"

5.7 Data Residency and Cross-Border Transfers

- All SANParks payment data must be processed and stored within the Republic of South Africa unless explicitly authorised in writing.
- Where cross-border transfer is necessary (e.g., card scheme authorisation), the recipient must provide adequate protection per POPIA section 72(1).
- SANParks must be notified in advance of any cross-border data flows.
- Appropriate safeguards (encryption, contractual protections) must be implemented.
- The bidder must provide data residency confirmation, data flow diagrams, and cross-border transfer agreements (if applicable).

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

5.8 Third-Party and Sub-Processor Management

- Maintain a comprehensive register of all sub-processors (acquiring banks, card schemes, infrastructure providers).
- Ensure all sub-processors comply with POPIA and sign data processing agreements.
- Give SANParks 30 days' notice of sub-processor changes.
- Remain fully liable for any POPIA violations by sub-processors.
- Provide the current sub-processor register, template agreements, and compliance certificates.

5.9 Data Retention and Destruction

- Transaction data: In accordance with SANParks' records retention requirements, and not less than 5 years.
- Sensitive authentication data (CVV2/CVC2, PIN/PIN block, full track or chip data): must never be stored after authorisation.
- PAN: Must be tokenised immediately upon decryption or receipt by the Service Provider.
- Audit logs: Minimum 12 months (24 months for forensic investigations).

Destruction requirements:

- Irreversible destruction or anonymisation at end of retention period.
- Secure deletion methods: cryptographic erasure, physical destruction, or overwriting.
- Certificate of destruction provided to SANParks on contract termination.
- All personal information destroyed within 30 days of contract end (except where legal retention applies).

5.10 Accountability and Governance

- Designate an Information Officer responsible for POPIA compliance, with contact details provided.
- Have annual POPIA compliance audits conducted by an independent third party.

Submit quarterly compliance reports to SANParks covering: data processing activities; security incidents and breaches; data subject rights requests and resolution; sub-processor changes; training completion rates; and audit findings and remediation status.

6. Hardware and Devices (Card Present)

Note: Physical Payment Entry Devices (PEDs) are provided, maintained, and supported by the acquiring bank. This includes hardware provisioning, deployment, repair, replacement, RMA, firmware updates, and end-of-life management. The Service Provider is NOT responsible for PED hardware or logistics.

The Service Provider must ensure seamless software-level integration with the PEDs provided by the acquiring bank, specifically:

- Remote device management and configuration control from the gateway side (terminal status monitoring, transaction routing, parameter settings via acquirer APIs).
- Coordination with the acquiring bank on key injection and encryption key lifecycle management.
- Compatibility with NFC/contactless, mobile wallet, and EMV chip transactions as supported by bank-provided devices. The payment gateway must support the processing of EMV chip card transactions as transmitted by acquiring bank-certified payment terminals. Compliance with this requirement is a contractual obligation of the appointed Service Provider and will be verified during the implementation and go-live phase in conjunction with the relevant acquiring bank.

- Technical troubleshooting limited to gateway-to-device communication issues, with hardware faults escalated to the acquiring bank.
- Collaboration with the acquiring bank during device rollout, replacement, or RMA processes to validate end-to-end transaction flows.

7. Reporting, Analytics, and Reconciliation

- A unified reporting dashboard accessible to authorised SANParks staff.
- Ability to generate real-time and scheduled reports segmented by park, channel, device, or transaction type — for a single transaction up to 12 months (or more if required).
- Automated reconciliation with SANParks' financial systems using unique transaction IDs.
- Audit logs and data retention aligned with SANParks' governance and PFMA requirements.

8. Service Management and Support

- 24/7 helpdesk and technical support.
- Defined SLAs covering uptime, incident response, and resolution times.
- Comprehensive training and knowledge transfer for up to 50 SANParks staff across Finance, Reservations, and Wild Card departments — including hands-on sessions covering gateway administration, transaction reporting, reconciliation, and issue escalation.
- Regular system updates, compliance maintenance, and advisory services on new payment technologies and regulatory changes.

9. Change Management Process

All system changes — updates, feature enhancements, configuration modifications, security patches, and integration changes — must follow SANParks' formal change control process.

9.1 Change Classification

- Emergency Changes: Critical security patches or system-down fixes requiring implementation within 24 hours.
- Standard Changes: Routine updates or minor fixes requiring 5–10 business days' notice.
- Major Changes: Significant upgrades, new features, or architectural changes requiring a minimum of 30 business days' notice.

9.2 Change Request Content

All change requests must be submitted in writing and include: a detailed description of the change, business justification, affected systems and components, affected stakeholders and clients, estimated operational impact, proposed implementation timeline, rollback procedures, and responsible departments.

9.3 Approval Requirements

- Emergency: Approval from SANParks ICT, with notification to Finance and Tourism.
- Standard: Approval from SANParks Project Manager or Technical Lead.
- Major: CAB review and approval, completed performance testing, backup and rollback plan, SANParks sign-off, and a scheduled implementation window.

9.4 Testing Requirements

All changes must be tested in a non-production environment before production deployment. Tests must include: functional, integration, security, performance, and UAT (where applicable). SANParks reserves the right to participate in UAT for major changes.

9.5 Implementation Windows

- Standard and major changes: During agreed maintenance windows (typically 22:00 – 06:00 SAST, Monday to Thursday). SANParks CAB meets every Tuesday.
- Emergency changes: May be implemented immediately with appropriate communication.
- No non-emergency changes over weekends (Friday to Sunday).

9.6 Post-Implementation Documentation

Following each change, the Service Provider must provide: a change completion report; any deviations from the plan; issues encountered and resolutions; post-implementation validation results; and updated system documentation.

9.7 Rollback

- Documented rollback procedures for all changes.
- Rollback possible within 2 hours for standard changes and 4 hours for major changes.
- Rollback reason and revised implementation plan required if rollback is executed.

9.8 Blackout Periods

No changes are permitted during SANParks peak operational periods (public holidays, school holidays, or any periods designated as high-traffic) without explicit written approval from SANParks.

10. Service Level Agreements (SLAs)

10.1 System Availability

- Gateway Platform Availability: 99.9% uptime per calendar month (excluding scheduled maintenance).
- Maximum Scheduled Downtime: 4 hours per month, communicated 7 days in advance. Authorisation services must remain available during scheduled maintenance (rolling or zero-downtime maintenance).
- Maximum Unscheduled Downtime: Measured within the 99.9% availability target above (approximately 43 minutes per month); no separate cap applies.
- Active monitoring and proactive risk management in place.

10.2 Transaction Processing Performance

- Card Present Authorisation: ≤ 2 seconds for 95% of transactions.
- Card Not Present Authorisation: ≤ 3 seconds for 95% of transactions.
- Daily Settlement: Batch settlements completed by 06:00 SAST.
- Transaction Success Rate: ≥ 98.5% (excluding declines from the issuing bank).

10.3 Incident Response and Resolution

Severity	Definition	Response Time	Resolution Time
P1 – Critical	Complete system outage; no transactions processing; revenue impact.	15 minutes	2 hours
P2 – High	Major functionality degraded; affecting multiple sites/channels; no workaround.	1 hour	4 hours
P3 – Medium	Partial functionality impaired; single site/channel affected; workaround available.	4 hours	8 hours
P4 – Low	Minor issue, informational, or feature request.	8 hours	5 business days

10.4 Support Availability

- Helpdesk: 24 hours/day, 7 days/week, 365 days/year.
- Support Channels: Toll-free telephone, email, web portal, ticketing/issue tracking system, and SMS alerts.
- First-Line Response: Immediate acknowledgement via ticketing system.
- Clear escalation path to second- and third-line support within defined timeframes.

10.5 Reporting and Reconciliation SLAs

- Real-time Transaction Reporting: Available within 5 minutes of transaction completion.
- Daily Reconciliation Reports: Available by 08:00 SAST daily.
- Monthly Performance Reports: Delivered within 5 business days of month-end.
- Report Accuracy: 99.9% in transaction reconciliation.
- Reports available for export and viewing (via admin dashboard) from 1 day to 12 months.

10.6 Security and Compliance SLAs

- PCI DSS Level 1 certification maintained throughout the contract.
- Card-present encryption solution validation maintained throughout the contract: for Option A, the solution must remain listed as a validated P2PE solution on the PCI SSC website; for Option B, any Non-listed Encryption Solution Assessment (NESA) report submitted must be renewed every 12 months, together with the current PCI DSS AOC. Approval of the card-present encryption solution by the bank acquiring SANParks' card-present transactions is a condition before go-live and must remain in force for the contract period. Any lapse in listing or validation must be reported to SANParks within 5 business days, with a remediation plan.
- Security Incident Notification: Immediately, and in any event within 4 hours of detection.
- Critical vulnerability patches: Applied within 48 hours.
- Non-critical patches: Applied within 7 days.
- Compliance Audit Reports: Submitted to SANParks quarterly.

- Payment system authorisation maintained throughout the contract: the Service Provider and any subcontractor processing payments must each keep its SARB System Operator authorisation or Third Party Payment Provider registration (or equivalent authorisation under any SARB directive) valid for the contract period. Any suspension, withdrawal or lapse must be reported to SANParks within 5 business days, with a remediation plan.

10.7 SLA Reporting and Governance

- Monthly SLA Reports: Detailed performance against all metrics, submitted by the 10th of the following month.
- Quarterly Business Reviews: Face-to-face or virtual review with SANParks management.

10.8 Service Credits for SLA Non-Compliance

In the event that the Service Provider fails to meet the agreed Service Level Agreement (SLA) targets, SANParks shall be entitled to service credits calculated as a percentage of the monthly invoice for gateway fees (excluding the acquiring bank's merchant service commission), applied as follows (total service credits in any month are capped at 30% of that month's invoice and are without prejudice to SANParks' other remedies under GCC 22 and 23):

- Gateway Availability: A credit of 5% of the monthly fee for every 0.1% that the monthly availability falls below the 99.9% target.
- Priority 1 (P1) Incidents: A credit of 10% of the monthly fee for each P1 incident that exceeds the stipulated resolution time.
- Priority 2 (P2) Incidents: A credit of 5% of the monthly fee for each P2 incident that exceeds the stipulated resolution time.

10.9 SLA Exclusions

- Scheduled maintenance windows (with proper notification).
- Force majeure events.
- Issues caused by SANParks' own infrastructure, network, or systems.
- Third-party service failures outside the Service Provider's control (e.g., card scheme outages, acquirer downtime). The Service Provider must provide real-time API logging that clearly distinguishes between gateway-level timeouts/errors and acquiring bank/card scheme declines. Service credits will only be waived if the Service Provider's logs definitively prove the failure originated at the acquirer level.

11. Strategic Advisory

- Ongoing guidance on payment innovation, digital transformation, and regulatory compliance (PCI, EMVCo, PASA).
- Recommendations for process improvement, cost optimisation, and relevant emerging payment solutions.

12. Roles and Responsibilities

Activity	Service Provider Responsibility	SANParks Responsibility
System Design	Develop, propose, and document a detailed system design and integration plan.	Review, provide input, and approve design documentation.
Integration Development	Develop, configure, and test integrations with SANParks' tourism, POS, and e-commerce systems.	Provide access to development teams, APIs, and test environments.
System Setup	Configure gateway, merchant profiles, and transaction routing.	Approve configuration parameters and test data setup.
Testing and UAT	Facilitate and support system and integration testing; resolve defects.	Conduct UAT and provide written sign-off for acceptance.
Deployment / Go-Live	Implement production environment and support go-live activities.	Approve deployment plan and schedule go-live activities.
Hardware (PEDs)	Work with the acquiring bank to plan and execute device rollout.	Facilitate network access and placement; oversee deployment and assist where necessary.
Training	Provide user manuals, technical documentation, and on-site or virtual training.	Ensure staff participation and confirm training completion.
Support and Maintenance	Provide 24/7 support, monitor performance, and maintain uptime per SLA.	Report incidents through agreed channels and monitor SLA compliance.
Compliance and Security	Maintain EMV and PCI DSS compliance, and either P2PE listing (Option A) or non-listed device encryption (Option B); implement updates and audits.	Review compliance reports and facilitate internal audits.
SLA Monitoring	Monitor all SLA metrics in real time; submit monthly SLA reports by the 10th; notify	Review monthly reports; attend quarterly reviews;

	SANParks immediately of any breaches; conduct root cause analysis for P1/P2 incidents.	escalate persistent failures; validate service credits.
Reporting / Reconciliation	Provide unified dashboards, APIs, and reconciliation tools.	Validate data, oversee financial reconciliation, escalate discrepancies.
Advisory	Advise on emerging payment technologies, trends, and process optimisations.	Evaluate and implement approved recommendations.
Governance	Submit monthly performance and compliance reports; attend quarterly review meetings; present improvement plans.	Appoint a SANParks Project Manager; attend progress meetings; review SLA adherence.

INFRASTRUCTURE OVERVIEW — CARD PRESENT DEVICES

The table below lists the current deployment of Card Present payment devices (PEDs/terminals) across SANParks' national footprint. These devices are in use at park gates, rest camps, tourism offices, and other point-of-sale environments. All listed sites are expected to be supported under this contract.

Note: PEDs are provided and maintained by the acquiring bank. See the Scope of Work for the Service Provider's software-level integration responsibilities.

Cluster	Park	Site / Device Count
Frontier	Addo Elephant National Park	Addo Rest Camp (6 devices)
Frontier	Addo Elephant National Park	Matyholweni Rest Camp (2 devices)
Frontier	Camdeboo National Park	Camdeboo Rest Camp (2 devices)
Frontier	Garden Route National Park	Ebb & Flow Rest Camp (3 devices)
Frontier	Garden Route National Park	Knysna Rest Camp (2 devices)
Frontier	Garden Route National Park	Nature’s Valley Rest Camp (1 device)
Frontier	Garden Route National Park	Storms River Rest Camp (4 devices)

Frontier	Karoo National Park	Karoo Rest Camp (3 devices)
Frontier	Mountain Zebra National Park	Mountain Zebra Rest Camp (2 devices)
Northern	Golden Gate Highlands National Park	Glen Reenen Rest Camp (2 devices)
Northern	Golden Gate Highlands National Park	Golden Gate Hotel (5 devices)
Northern	Mapungubwe National Park	Leokwe Camp (2 devices)
Northern	Marakele National Park	Bontle Rest Camp (2 devices)
Cape	Agulhas National Park	Agulhas Rest Camp (2 devices)
Cape	Bontebok National Park	Lang Elsieskraal (2 devices)
Cape	Table Mountain National Park	TMNP Newlands (2 devices)
Cape	Table Mountain National Park	TMNP Kloofnek (2 devices)
Cape	Tankwa Karoo National Park	Tankwa Karoo Rest Camp (2 devices)
Cape	West Coast National Park	West Coast Rest Camp (2 devices)
Arid	Augrabies National Park	Augrabies Rest Camp (3 devices)
Arid	Kgalagadi Transfrontier Park	Mata Mata Rest Camp (2 devices)
Arid	Kgalagadi Transfrontier Park	Nossob Rest Camp (2 devices)
Arid	Kgalagadi Transfrontier Park	Twee Rivieren Rest Camp (2 devices)
Arid	Mokala National Park	Lilydale Rest Camp (1 device)
Arid	Mokala National Park	Mosu Lodge (1 device)
Arid	Namaqua National Park	Skilpad Rest Camp (2 devices)

Arid	Richtersveld National Park	Sendelingsdrift Rest Camp (2 devices)
Kruger	Northern Region	Bateleur Bushveld Camp (1 device)
Kruger	Northern Region	Giriyondo Border Gate (2 devices)
Kruger	Northern Region	Letaba Rest Camp (3 devices)
Kruger	Northern Region	Mopani Rest Camp (3 devices)
Kruger	Northern Region	Olifants Rest Camp (3 devices)
Kruger	Northern Region	Pafuri Border Camp (1 device)
Kruger	Northern Region	Pafuri Gate (1 device)
Kruger	Northern Region	Phalaborwa Gate (3 devices)
Kruger	Northern Region	Punda Maria Gate (1 device)
Kruger	Northern Region	Punda Maria Rest Camp (1 device)
Kruger	Northern Region	Shimuwini Bushveld Camp (2 devices)
Kruger	Northern Region	Shingwedzi Rest Camp (2 devices)
Kruger	Northern Region	Sirheni Bushveld Camp (1 device)
Kruger	Southern Region	Berg-en-Dal Rest Camp (3 devices)
Kruger	Southern Region	Biyamiti Bushveld Camp (1 device)
Kruger	Southern Region	Crocodile Bridge Rest Camp (5 devices)
Kruger	Southern Region	Kruger Gate (3 devices)

Kruger	Southern Region	Lower Sabie Rest Camp (2 devices)
Kruger	Southern Region	Malelane Gate (3 devices)
Kruger	Southern Region	Numbi Gate (2 devices)
Kruger	Southern Region	Orpen Gate (2 devices)
Kruger	Southern Region	Phabeni Gate (4 devices)
Kruger	Southern Region	Orpen Rest Camp (2 devices)
Kruger	Southern Region	Pretoriuskop Rest Camp (3 devices)
Kruger	Southern Region	Satara Rest Camp (3 devices)
Kruger	Southern Region	Skukuza Rest Camp (6 devices)
Kruger	Southern Region	Talamati Bushveld Camp (2 devices)
Head Office	Pretoria (Head Office)	Reservations Counter (5 devices)
Head Office	External Offices	CTT Waterfront / Blaauwberg / Burg Street / Canal Walk / Kirstenbosch / Long Street / Muizenberg / Simon's Town / Somerset West / V&A Waterfront / Willowbridge / Nelson Mandela Bay Tourism / Ezi Bookings / Lowveld Info Nelspruit / Nkomashe Investment, etc.

THE BIDDING SELECTION PROCESS

The evaluation of bids is conducted in four sequential phases. A bidder must pass each phase to proceed to the next.

Phase	Name	Outcome
Phase 1	Mandatory Evaluation	COMPLY / DISQUALIFIED
Phase 2	Technical and Functionality Evaluation (100 points)	Minimum 75/100 to proceed
Phase 3	Live Demonstration	Minimum 75/100 to proceed
Phase 4	Pricing and Preference Points (80/20)	Final ranking and award

PHASE 1 — MANDATORY EVALUATION CRITERIA

Bidders must indicate **COMPLY or NOT COMPLY** for each criterion below and provide the required supporting evidence. If additional space is needed, ensure cross-references are clearly marked.

Failure to comply with ANY mandatory requirement, or failure to provide the required evidence, will result in immediate disqualification. The bidder will not be considered for Phase 2.

Requirement	Comply / Not Comply	Comment or Reference to Proposal
CRITERION 1 — Industry Registration and Accreditation		

The bidder must:
• At the bid closing date, hold a valid authorisation to act as a System Operator (SO), either:
  • issued by the South African Reserve Bank (SARB); or
  • issued by the Payments Association of South Africa (PASA) before 11 August 2026, and still recognised under the SARB's transitional arrangements.
• Where the bid is submitted by a joint venture or consortium, or relies on a subcontracted processor, ensure that **every** entity performing a regulated payment function (i.e. e-commerce and card-present transactions) under the contract holds such authorisation.
• Keep the authorisation valid for the full contract period, and notify SANParks within five business days if it is suspended, withdrawn or lapses.
Evidence required:
• A copy of a current and valid SO authorisation (SARB authorisation letter or PASA-issued certificate) for each entity performing a regulated function. Each copy must show the entity's name, authorisation number and validity date.
• For a joint venture, consortium or subcontracted processor: a separate SO authorisation for each member or subcontractor that operates, processes or settles payment transactions.		

Requirement	Comply / Not Comply	Comment or Reference to Proposal
CRITERION 2 — PCI DSS Compliant Payment Gateway Services		
The bidder must provide payment gateway services for e-commerce (card-not-present) transactions, and the proposed solution must: • Support secure online payment processing • Integrate with merchant systems The payment gateway service must have current PCI DSS Level 1 Service Provider validation against PCI DSS v4.0.1 (or the version current at bid closing), covering the services being offered. **Evidence required:** • A valid and current PCI DSS Attestation of Compliance (AOC) for Service Providers, signed by a Qualified Security Assessor (QSA), for the bidder and for each member or subcontractor described above. Each AOC must: o be dated within 12 months of the bid closing date; and o list, in Part 2a (Scope Verification), the payment gateway services offered in this bid as services **included** in the assessment.		
CRITERION 3 — Card-Present Encryption		
The bidder must offer a card-present encryption solution that: • Encrypts account data within the payment device at the point of interaction, so that clear-text account data is never available within SANParks' systems or network; and • Integrates with acquiring-bank-provided merchant devices, such as the Verifone P400 or equivalent. The bidder must comply with **either Option A or Option B** below.		

Requirement	Comply / Not Comply	Comment or Reference to Proposal
Option A — PCI-Listed P2PE Solution A currently validated Point-to-Point Encryption (P2PE) solution listed on the PCI Security Standards Council (PCI SSC) website at the bid closing date. **Evidence required (Option A):** • P2PE Attestation of Validation (AOV) **AND** evidence that the solution is listed on the PCI SSC website, including the PCI SSC listing reference number. **Option B — Non-Listed Encryption Solution** The solution must meet **all** of the following: • Account data is encrypted within the payment device (a PCI PTS POI-approved device with SRED enabled) at the point of interaction. • The encryption keys are managed either by SANParks' acquiring bank or by the bidder under key management assessed against the PCI PIN Security Requirements or the PCI P2PE Standard, so that decryption occurs only at the acquiring bank or within the bidder's secure decryption environment. • SANParks has no access to the keys and no ability to decrypt account data at any point. • The bidder must state whose HSM performs decryption; where decryption occurs in the bidder's environment, that environment must be within the scope of the bidder's PCI DSS AOC. • A change of acquiring bank may require re-keying of devices, which must be addressed under the Acquiring Bank Transition requirements.		

Requirement	Comply / Not Comply	Comment or Reference to Proposal

Evidence required (Option B — all items):
• A valid and current PCI DSS Attestation of Compliance (AOC) signed by a Qualified Security Assessor (QSA). The AOC must be dated within 12 months of the bid closing date.
• For each device model offered: the model name and its PCI PTS POI approval number, showing SRED approval.
• A written statement, signed by an authorised executive of the bidder, confirming:
  ○ that SRED is enabled and used to encrypt account data at the point of interaction;
  ○ which party manages the encryption keys, and whose HSM performs decryption; and
  ○ that SANParks has no access to the encryption keys and no ability to decrypt account data at any point.
 	
Where decryption occurs in the bidder's environment: confirmation that this environment is listed as included in Part 2a of the AOC submitted.		

CRITERION 4 — Local Presence and Support		
The bidder must have: • A physical office in South Africa • Local technical support capacity **Evidence required:** • Proof of physical presence: a COR39 registration; OR a current (valid) lease agreement in the bidder's name; OR a formal letter of occupancy on the		

Requirement	Comply / Not Comply	Comment or Reference to Proposal

building management's letterhead; OR a utility bill or municipal account dated within 90 days before the bid closing date.
• Signed declaration on the bidder's letterhead confirming:
  ○ the South African support telephone number, email address and support hours; and
  ○ the names and roles of at least two (2) technical support staff working from the bidder's South African office.		

Non-Compliance

Failure to meet **any** of the above mandatory requirements will result in:

- The bid being declared **non-responsive**
- **Exclusion from further evaluation**

PHASE 2 — TECHNICAL AND FUNCTIONALITY EVALUATION

All bidders who passed Phase 1 will be scored against the criteria below. The maximum score is 100 points. Bidders must achieve a minimum of **75 out of 100 points (75%)** to progress to Phase 3.

Evidence Submission Requirements

- Bidders must clearly reference supporting evidence for each evaluation criterion within their proposal.
- Evidence must be explicitly linked to the relevant criterion. Generic, unstructured, or excessive documentation that is not clearly referenced will not be considered during evaluation.
- All submitted documentation must be clear, legible, and sufficiently detailed to demonstrate practical applicability to the requirement.

The Bid Evaluation Committee (BEC) will only assess evidence that has been properly identified and aligned to the respective criterion.

Criterion	Documents Required	Points	Scoring Guide
CRITERION 1 — Company Profile & Industry Experience (6 points)			
Evidence that the bidder is an established, operational payment gateway service provider in South Africa. **Note:** Bidders with fewer than 3 years of demonstrated operation in payment gateway services will score a maximum of 2 points on this criterion regardless of other submission content.	Submit a company profile document covering all 5 elements: 1. Legal name and company registration number. 2. Number of years in operation providing payment gateway services. 3. Ownership structure. 4. Core business areas. 5. Geographic footprint in South Africa.	**6**	**0 points:** No profile submitted. **1 point:** Profile submitted but 1 or more elements missing. **2 points:** Fewer than 3 years in operation (maximum score regardless of other content). **4 points:** All 5 elements present; 3 to 4 years in operation. **6 points:** All 5 elements present; 5 or more years in operation.
CRITERION 2 — Client References & Track Record (8 points)			
Evidence of successful delivery of comparable payment gateway solutions at a similar scale and complexity.	**Track Record with Supporting Reference Letters**	**8**	**0 points:** No references or track record submitted. **1 point:** Fewer than 2 reference letters. **4 points:** 2 to 3 reference letters.

Criterion	Documents Required	Points	Scoring Guide
	A table listing the relevant completed projects, each showing: client name, year, type of solution, and a brief description of the project. Each project entry must be supported by a signed client reference letter on official client letterhead, dated within 24 months of the bid closing date, with verifiable contact details. ***Note:*** *A project will only be counted if both the project details and the accompanying reference letter meet all listed criteria.*		**6 points:** 4 reference letters. **8 points:** 5 or more reference letters.
CRITERION 3 — Supported Payment Channels (8 points)			
Evidence that the gateway supports the full range of payment channels required for SANParks' operational environment, covering both customer-initiated digital channels and physical on-site channels.	Submit documented evidence (e.g. product specifications, screenshots, or technical documentation) confirming support for each of the following 8 channels: **Digital / Customer-Initiated Channels:** 1. Web — Standard credit/debit card processing via full redirect to the bidder's hosted payment page. 2. Mobile — In-app payments and mobile web, via hand-off to the same hosted payment page. 3. Digital Wallets — Apple Pay, Google Pay, Samsung Pay, PayPal and equivalents (for web and mobile, presented on the hosted payment page). 4. QR Codes — SnapScan, Zapper, and equivalents. 5. Instant Payments (Local and International).	**8**	**0 points:** No payment channel documentation submitted; or fewer than 3 channels evidenced. **2 points:** 3 to 4 channels documented; channels drawn from one category only. **4 points:** 5 to 6 channels documented, with representation from both digital and physical categories. **6 points:** 7 channels documented across both categories. **8 points:** All 8 channels documented and evidenced across both digital and physical categories.

Criterion	Documents Required	Points	Scoring Guide
	Physical / On-Site Channels: 6. POS — Standard card swiping/dipping at reception, shops, and restaurants. 7. Contactless / NFC — Tap-to-pay at attended terminals. 8. Kiosk — Unattended/self-service payments at entry gates.		
CRITERION 4 — Technical Architecture, APIs & Performance (15 points)			
A documented solution design showing the gateway's technical architecture, API capabilities, and performance specifications. Scoring is based on the number of required components present and documented. Evaluators check whether each component has been submitted — no technical judgement is required.	Submit a Solution Design Document containing all 7 components: 1. Architecture diagram: gateway, acquirer connections, APIs, databases, and hosting environment. 2. Transaction flow diagrams: authorisation, settlement, refund, and reversal. 3. API documentation: payment processing, webhooks/callbacks, and reporting endpoints, with code examples in at least 2 programming languages. 4. Screenshots of: merchant portal, transaction dashboard, and reconciliation reports. 5. Hosting and disaster recovery: data centre locations, redundancy approach, and RTO/RPO figures. 6. Performance specifications: authorisation response times, TPS capacity, settlement windows, and scalability approach. 7. Data flow diagram showing where encryption is applied, plus written confirmation that no raw card data (PAN) is stored on SANParks' systems at any point.	**15**	**0 points:** Fewer than 2 components present or generic marketing material only. **3 points:** 2 to 3 components present. **6 points:** 4 to 5 components present. **10 points:** 6 components present. **15 points:** All 7 components present and clearly documented.
CRITERION 5 — Acquiring Bank Integration Capability (12 points)			

Criterion	Documents Required	Points	Scoring Guide
Ability to switch to multiple acquiring banks.	For each bank integration claimed, submit: 1. Current integration certificate or written confirmation from the bank, specifying the nature of the integration (direct or intermediary) and the services supported (CP and/or CNP). All bidders must also submit: 2. Written commitment on company letterhead, signed by an authorised executive, confirming integration with any SANParks-designated acquiring bank within 90 calendar days of written instruction, with zero data loss and downtime not exceeding one scheduled maintenance window (maximum 4 hours). 3. Fixed or capped cost schedule for bank transitions, or written confirmation that all transition costs are included in the base contract price. 4. At least one signed client reference letter confirming a successful live acquiring bank migration with zero data loss and maintained service continuity.	**12**	**0 points:** No evidence of bank integration provided. **3 points:** Certified integration with 1 bank. **6 points:** Certified integrations with 2 banks. **9 points:** Certified integrations with 3 banks. **12 points:** Certified integrations with 4 or more banks.
CRITERION 6 — Service Functionality: Administrative Reporting (10 points)			
Evidence that the gateway's administration interface meets SANParks' operational reporting requirements. Evaluators check whether each of the 5 requirements has been evidenced by the submitted documentation.	Submit screenshots, user guides, or documented specifications evidencing all 5 requirements: 1. Role-Based Access Control (RBAC): how users are set up, roles assigned, and access restricted. 2. Transaction search and filtering: by merchant, payment status, CP/CNP, card BIN (first 6 or 8 digits)/last 4 digits, amount, date, reference number, and cardholder name.	**10**	**0 points:** Fewer than 3 requirements evidenced. **3 points:** 3 requirements evidenced. **6 points:** 4 requirements evidenced, or all 5 with minor limitations (e.g. date range capped below 12 months). **10 points:** All 5 requirements evidenced with no limitations.

Criterion	Documents Required	Points	Scoring Guide
	3. Date range filtering: any range from 1 day up to a minimum of 12 months. 4. Export formats: Excel, CSV, and PDF all supported. 5. API access for reporting: list of reporting APIs available for SANParks or third-party system integration.		
CRITERION 7 — Implementation, SLA & Monitoring Framework (10 points)			
Evidence that the bidder has a credible, detailed plan to implement the solution within 1 month (preferred), and in any event within 3 months, and to sustain contractual performance commitments throughout the 5-year contract period.	Submit two documents covering all 7 components: **Part A — Implementation Plan (4 components):** 1. Gantt chart or work breakdown structure showing phased rollout: testing, pilot, go-live, and post-go-live support. 2. Firm written commitment to complete full implementation within 1 month (preferred), or at most within 3 months, of contract signing. 3. Risk register with a minimum of 5 identified risks and specific mitigation actions for each. 4. Training plan for SANParks personnel: materials, schedules, and change management approach. **Part B — SLA & Monitoring Commitments (3 components):** 5. Performance commitment schedule: uptime guarantees, transaction authorisation times, settlement windows, and support response times.	**10**	**0 points:** No implementation plan or generic template only. **2 points:** 2 to 3 components present; major gaps in plan or evidence. **4 points:** 4 to 5 components present; timeline unclear or exceeds 3 months; limited track record. **6 points:** 6 or 7 components present; implementation committed within 3 months but not within 1 month; risk register and track record evidence present. **8 points:** 6 components present; firm commitment to implement within 1 month; basic risk register; partial track record. **10 points:** All 7 components present; firm commitment to implement within 1 month; detailed risk register with 5 or more risks; strong 24-month performance track record.

Criterion	Documents Required	Points	Scoring Guide
	6. Monitoring approach: how performance will be tracked, measured, and reported to SANParks, including frequency and format. 7. Actual performance evidence from existing clients over the past 24 months (sample reports or documented uptime records).		
CRITERION 8 — Security & Compliance (13 points)			
Evidence that the gateway's security posture and compliance framework meet the requirements for a payment solution handling sensitive financial data at the scale of this contract. Evaluators check whether each of the 5 components has been submitted. No technical assessment is required — evaluators verify presence and completeness of documents only.	Submit documentation covering all 5 components: 1. PCI DSS and card-present encryption: Implementation documentation for the card-present encryption solution offered under Phase 1 Mandatory Criterion 3. Supply the PCI DSS AOC for Service Providers and the PCI DSS responsibility matrix (requirement 12.9.2), plus either the P2PE Instruction Manual (PIM) and PCI SSC listing for Option A, or the technical documentation submitted for Option B. The PCI DSS ROC and P2PE ROV must be made available for inspection under a non-disclosure agreement if SANParks' QSA requires. 2. Data protection: data flow diagram showing where encryption is applied across all transaction channels, plus written confirmation that no raw card data (PAN) is stored on SANParks' systems at any point. 3. 3D Secure & Authentication: evidence of EMV 3-D Secure (version 2.2 or later) support for Card Not Present transactions and Strong Customer Authentication (SCA) capability. 4. POPIA compliance posture: the bidder's own POPIA compliance documentation covering data handling procedures, sub-processor data processing agreements, and the breach notification procedure to SANParks.	**13**	**0 points:** Fewer than 2 components or no documentation submitted. **3 points:** 2 components submitted. **5 points:** 3 components submitted. **8 points:** 4 components submitted. **10 points:** All 5 components submitted with complete documentation. **13 points: Independent** validation of card-present encryption submitted (PCI SSC P2PE listing for Option A, or a NESA report for Option B).

Criterion	Documents Required	Points	Scoring Guide
	5. Vulnerability management: evidence of a quarterly vulnerability scanning and penetration testing programme, critical security patch policy (applied within 48 hours), and annual compliance audit conducted by an independent third party. **Optional — independent validation of card-present encryption:** a PCI SSC P2PE listing (Option A), or a Non-listed Encryption Solution Assessment (NESA) report against the applicable domains of the current PCI P2PE Standard, performed by a PCI SSC-listed P2PE QSA company and dated within 12 months of the bid closing date (Option B). Not mandatory.		
CRITERION 9 — Team Competence & Key Personnel (10 points)			
Evidence that the team assigned to SANParks is appropriately qualified, certified, experienced in payment gateway implementations, and locally based in South Africa.	Submit all three items: 1. CVs for all key personnel covering: name, proposed role, qualifications, and relevant experience in payment gateway implementations. 2. Copies of professional certifications aligned to role: — Project Manager: project management certification (e.g. PMP, PRINCE2, or equivalent). — Technical Lead: payment or integration certification (e.g. PCI QSA, PCI ISA, or equivalent). — Support Lead: IT service management certification (e.g. ITIL Foundation or equivalent). 3. Written confirmation of dedicated local South Africa-based technical support presence, including physical office address.	**10**	**0 points:** No CVs or team information submitted. **1 point:** CVs for 1 role only; no certifications; no evidence of local support. **4 points:** CVs for 2 key roles; limited certifications; local support arrangement unclear. **7 points:** CVs for all 3 roles; some certifications present; local support mentioned but not fully confirmed. **10 points:** CVs for all 3 key roles; role-appropriate certifications present for each; dedicated SA-based support confirmed with physical address.

Criterion	Documents Required	Points	Scoring Guide
CRITERION 10 — Acquiring Bank Approval of Card-Present Encryption Solution (maximum 8 points)			
Recognition of acquiring bank approval of the card-present encryption solution offered under Phase 1 Mandatory Criterion 3 (Option A or Option B). Acquiring bank approval is not a mandatory requirement. However, approval by the bank acquiring SANParks' card-present transactions is a contractual condition before go-live (see 10.6); this criterion recognises approvals across acquiring banks. Evaluators count the number of valid approval letters submitted. No technical assessment is required.	For each acquiring bank approval claimed, submit a written approval letter that: 1. Is issued by a South African acquiring bank on the bank's official letterhead, signed by an authorised official of the bank, with verifiable contact details. 2. Identifies the card-present encryption solution by name (and version, where applicable) and the PCI PTS POI device model(s) covered, and corresponds to the solution offered under Phase 1 Mandatory Criterion 3. 3. Confirms that the bank approves the solution, including its encryption key management arrangements, for card-present transactions acquired by that bank. 4. Is dated within 12 months of the bid closing date. **Note:** Only one approval per acquiring bank will be counted. SANParks reserves the right to verify any approval directly with the issuing bank.	**8**	2 points for each valid acquiring bank approval submitted (e.g. 1 approval = 2 points; 3 approvals = 6 points). 0 points: No valid approval submitted. Maximum 8 points: 4 or more valid approvals.
TOTAL PHASE 2 SCORE (maximum)		**100**	**Minimum 75 points required to proceed to Phase 3.**

PHASE 3 — LIVE DEMONSTRATION

SANParks will invite all bidders who achieved the Phase 2 minimum threshold of **75/100** to a live demonstration. Demonstrations will be conducted via Microsoft Teams.

Consistency with Proposal

The solution demonstrated must be consistent with the solution submitted in the bidder's written proposal. Material deviations between the demonstration and the submitted proposal may result in score adjustment or disqualification.

Demonstration Format Requirements

Demonstrations must be conducted live using an active system or sandbox environment. Pre-recorded demonstrations will only be permitted where agreed in advance with SANParks and must be supplemented with live system interaction during the session.

Evidence During Demonstration

SANParks reserves the right to request supporting evidence during the demonstration. Bidders may be required to validate demonstrated functionality using live transactions, system screens, or supporting documentation where applicable.

Demonstration Parameter	Detail
Format	Virtual via Microsoft Teams
Duration	Maximum 90 minutes (60 min presentation + 30 min Q&A)
Evaluation Panel	Representatives from Tourism, Finance, ICT, and SCM departments
Outcome Notification	Within 5 business days of the presentation
Outcome Basis	75/100 required to proceed to Phase 4. In addition, bidders must score at least 18/30 on Criterion 2 (System Demonstration) and at least 15/25 on Criterion 3 (Integration Capability). A bidder that does not meet either minimum will not proceed to Phase 4, regardless of its total score.

No.	Criterion	Max Points	Scoring Anchor Points
1	**Understanding of SANParks Requirements** Demonstrated understanding of SANParks' business, systems, and operational context.	15	**Score: 0 / 3 / 6 / 9 / 12 / 15** **0 / 15:** No demonstrated understanding; response is absent or entirely generic. **3 / 15:** Superficial awareness of SANParks' context; no reference to specific systems or operations. **6 / 15:** Basic understanding shown; limited reference to SANParks environment with notable gaps. **9 / 15:** Adequate understanding; references SANParks systems or operations but alignment to requirements is partial. **12 / 15:** Good understanding; clear reference to SANParks context with minor gaps in alignment. **15 / 15:** Thorough understanding; specific reference to SANParks systems, operations, and business challenges with full alignment of the proposed solution.
2	**System Demonstration — Payment Gateway Functionality** Live or sandbox demonstration of key functions: transaction flow, authorisation, settlement, refund, and reconciliation (5 elements).	30	Score: **0 / 6 / 12 / 18 / 24 / 30 (below 18 = eliminated)** **0 / 30:** No demonstration provided or system failed to load. **6 / 30:** 1 of 5 elements demonstrated successfully. **12 / 30:** 2 of 5 elements demonstrated successfully. **18 / 30:** 3 of 5 elements demonstrated successfully. **24 / 30:** 4 of 5 elements demonstrated successfully. **30 / 30:** All 5 elements demonstrated clearly and successfully.

No.	Criterion	Max Points	Scoring Anchor Points
3	**Integration Capability** Practical demonstration of the integration approach with SANParks' named systems (5 elements: API connectivity, authentication, error handling, data mapping, and test environment).	**25**	Score: **0 / 5 / 10 / 15 / 20 / 25 (below 15 = eliminated)** **0 / 25:** No demonstration; theoretical description only with no evidence of integration capability. **5 / 25:** 1 of 5 integration elements demonstrated. **10 / 25:** 2 of 5 integration elements demonstrated. **15 / 25:** 3 of 5 integration elements demonstrated. **20 / 25:** 4 of 5 integration elements demonstrated. **25 / 25:** All 5 integration elements demonstrated with clear methodology.
4	**Reporting and Reconciliation Tools** Demonstration of dashboards, transaction logs, and audit trails (3 elements).	**15**	Score: **0 / 5 / 10 / 15** 0 / 15: No tools demonstrated. 5 / 15: 1 of 3 tools demonstrated (dashboard, transaction log, or audit trail). 10 / 15: 2 of 3 tools demonstrated. 15 / 15: All 3 tools demonstrated, including filtering and export capability.
5	**Security and Compliance Features** Presentation of encryption, PCI DSS compliance, tokenisation, and fraud monitoring (4 elements).	**10**	Score: **0 / 2 / 4 / 6 / 8 / 10** **0 / 10:** No security or compliance features presented. **2 / 10:** 1 of 4 features presented with minimal supporting evidence. **4 / 10:** 2 of 4 features presented adequately. **6 / 10:** 3 of 4 features presented adequately. **8 / 10:** All 4 features presented with adequate evidence.

No.	Criterion	Max Points	Scoring Anchor Points
			10 / 10: All 4 features presented comprehensively and specifically referenced to SANParks' requirements.
6	**Team Presentation and Competence** Accuracy and completeness of responses to technical questions. Demonstrated knowledge of the proposed solution. Clarity in explaining implementation and operational approach.	**5**	Score at anchor points only: **0 / 3 / 5** **0 / 5**: The team could not answer questions, or answers were unclear and off-topic. **3 / 5:** The team answered most questions satisfactorily but with some gaps in knowledge or clarity. **5 / 5**: The team answered all questions clearly, accurately, and with confidence; strong knowledge of the solution and how it will be implemented.
	TOTAL PHASE 3 SCORE (maximum)		100 **Minimum 75/100 required to proceed to Phase 4, with at least 18/30 on Criterion 2 and 15/25 on Criterion 3.**

PHASE 4 — PRICING SCHEDULE (SBD 3.1 Professional Services)

All pricing must be quoted in South African Rand (ZAR) for the full 5-year contract period. All fees must be quoted exclusive of VAT, with VAT shown separately.

1. Gateway Platform Fees

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

2. Transaction Processing Fees

Select ONE fee structure model and complete it accordingly. Gateway fees quoted in this schedule exclude the acquiring bank's merchant service commission (MSC) and interchange, which SANParks contracts for directly with its acquiring bank.

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

Note: Tick as applicable: ☐ Option A ☐ Option B ☐ Option C. All transaction fees are exclusive of VAT.

3. Volume-Based Pricing Tiers

Complete the table below. If flat-rate pricing applies, state: "Not Applicable — Flat rate applies."

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

4. Additional Fees

Disclose ALL additional fees below. Where no fee applies, state "R 0" or "Included." Any fee not disclosed here and later charged will be treated as a contract breach.

Fee Type	Amount	Unit
Chargeback Handling Fee	R	Per chargeback
Refund Processing Fee	R	Per refund
Reversal Processing Fee	R	Per reversal
Bank Transition / New Acquirer Integration Fee	R	Per bank transition
Additional Merchant Account Setup	R	Per merchant
Additional Lane/Terminal Setup	R	Per lane
API Usage Fee (if applicable — beyond base volume)	R	Per call or per month
Reporting/Dashboard Access Fee (if applicable)	R	Per user or per month
Custom Report Development Fee	R	Per hour or fixed fee
New Integration / Connector Development Fee	R	Per integration
Training	R	Per person (or state "Included")

5. Support and Maintenance

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

Service	Included? (Yes/No)	If No — Annual Cost
24/7 Helpdesk Support		R
Incident Management		R
System Updates and Patches		R
Performance Reporting		R
API Access and Integration Maintenance		R

6. Annual Escalation (Years 2–5)

Specify escalation methodology:

- ☐ Fixed percentage: _____% per annum
- ☐ CPI-linked: CPI + _____% per annum
- ☐ No escalation (fixed pricing for 5 years)

7. PRICING TRANSPARENCY DECLARATION

MANDATORY — BIDDER MUST COMPLETE THIS SECTION

This declaration ensures that SANParks can evaluate the true total cost of ownership over the 5-year contract term.

Failure to complete this declaration or any deliberate omission of fees will result in disqualification.

Declaration Item	Yes	No
7.1 I confirm that ALL fees applicable to this contract are disclosed in this pricing schedule. There are no other fees, charges, or surcharges that may be applied during the contract period beyond those expressly stated.	☐	☐
7.2 I confirm that there are no hidden or conditional fees for: API usage (including standard transactional and reporting API calls); access to the reporting dashboard or admin portal; export of transaction data in any format (Excel, CSV, PDF); or integration with SANParks' existing or future systems.	☐	☐
7.3 I confirm that the bank transition / acquirer integration cost is: (a) fully included in the base contract price, OR (b) disclosed in Section 4 above as a fixed capped amount. No other acquiring bank integration fees will apply.	☐	☐
7.4 I confirm that all pricing for new integrations with third-party systems (e.g., Zapper, SnapScan, Ozow, PayFast) is disclosed in Section 4. No additional integration fees will be charged without prior written agreement with SANParks.	☐	☐
7.5 I confirm that pricing for all years (Years 1–5) shown in this schedule is complete and reflects ALL costs (platform, transactions, support, compliance). No additional annual or ad-hoc fees will be applied unless specifically agreed in writing.	☐	☐
7.6 I accept SANParks' payment terms of 30 days from receipt of a valid invoice, in line with the PFMA.	☐	☐

If any answer to 7.1 – 7.6 is NO, the bidder must provide a full written explanation below:

_____

_____

Authorised Signatory Name:	
Designation:	
Signature:	
Date:	
Company Name:	
Company Stamp/Seal:	

8. Estimated Total 5-Year Contract Value

Bidders must complete the 5-year cost estimate table below using the indicative volume assumptions provided. These assumptions are provided for the sole purpose of enabling SANParks to compare bids on a consistent basis.

INDICATIVE VOLUMES — NOT A GUARANTEED COMMITMENT

The transaction volumes and values used in this section are indicative assumptions for pricing evaluation purposes only. They are derived from SANParks' recorded figures for the last financial year (April 2025 – March 2026), with a projected growth allowance applied to reflect anticipated demand over the 5-year contract term.

These figures do not constitute a guaranteed minimum volume or a commitment by SANParks to any specific level of future transactions. Actual volumes processed under this contract may be higher or lower depending on seasonal, operational, economic, and global factors outside SANParks' control.

SANParks accepts no liability for volumes not achieved. Pricing submitted on the basis of these assumptions will be used for comparative evaluation only. The contract will be administered on actual volumes transacted, at the unit rates submitted in Sections 2 and 3 of this Pricing Schedule.

Pricing Assumptions — Projected Annual (Indicative, Not Guaranteed)

Metric	Value
Monthly transaction volume	65,000
— of which Card Present (CP)	35,000
— of which Card Not Present (CNP)	30,000
Indicative annual transaction value	**R 2.5 billion**
Active lanes/terminals	**130**
Merchant accounts	**58**
Administrative users	**50**
Annual volume growth applied (Years 2–5)	**2–5% (estimated)**

OVERALL COST FOR 5 YEARS

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

STANDARD BIDDING DOCUMENTS
ANNEXURE A

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE SOUTH AFRICAN NATIONAL PARKS				
BID NUMBER:	GNP-001a-26	**CLOSING DATE:**	12 January 2027	**CLOSING TIME:** 11:00 am
DESCRIPTION	**APPOINTMENT OF ACCREDITED SERVICE PROVIDER FOR THE PROVISION OF CARD PRESENT (CP) AND CARD NOT PRESENT (CNP) GATEWAY SERVICES FOR SANPARKS FOR A PERIOD OF 5 YEARS.**			

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT

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

NB: No proposal shall be accepted by SANParks if submitted to any address and manner other than as prescribed above. No Bids from any bidder shall be accepted if sent via the Internet or e-mail.

There shall be **no public opening** of the Bids received.

No late submissions will be accepted.

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**	
CONTACT PERSON	Mpho Masia	**CONTACT PERSON**	Nedret Stuart Hammond
TELEPHONE NUMBER	012 426 5083	**TELEPHONE NUMBER**	012 426 5283
E-MAIL ADDRESS	mpho.masia@sanparks.org	**E-MAIL ADDRESS**	nedret.stuarthammond@sanparks.org

SUPPLIER INFORMATION	
NAME OF BIDDER	
POSTAL ADDRESS	
STREET ADDRESS	

TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	[TICK APPLICABLE BOX] ☐Yes ☐No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] ☐Yes ☐No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]				

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

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐ YES ☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7) AND/OR AN SLA.**
2. TAX COMPLIANCE REQUIREMENTS
2.3 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.4 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.5 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.6 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.7 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.8 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.9 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.

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

SIGNATURE OF BIDDER: ……

CAPACITY UNDER WHICH THIS BID IS SIGNED: ……

(Proof of authority must be submitted e.g., company resolution)

DATE: ……

Bidders are not allowed to contact any SANParks staff in connection with this tender other than the officials indicated in SBD 1 above or under "Correspondence / Queries" below.

<table>
<tr><td>Questions and Answers</td><td colspan="2">Bidders must send questions to the contact persons listed in SBD 1 no later than 15 December 2026. Responses will be published on the SANParks website and the e-Tender Portal by 17 December 2026</td></tr>
<tr><td rowspan="2">Bid Validity</td><td>Validity Period from Date of Bid Closure:</td><td>150 days</td></tr>
<tr><td colspan="2">The tender proposal must remain valid for at least 150 days after the tender closing date and time.</td></tr>
</table>

CORRESPONDENCE / QUERIES

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

Any queries regarding the bidding procedure may be directed to:

Department: Supply Chain Management

Contact Person: Mpho Masia

Tel: 012 426 5083

E-mail address: mpho.masia@sanparks.org

CONDITIONS AND INSTRUCTIONS TO BIDDERS

a) The Bid forms should not be retyped or redrafted, but photocopies may be prepared and used.
b) Only documents completed in black ink will be accepted.
c) Bidders should check the numbers of the pages to satisfy themselves that none is missing or duplicated. SANParks will accept NO liability in regard to anything arising from the fact that pages are missing or duplicated.
d) Counter Conditions: SANParks draws bidders' attention to the fact that amending any of the Bid Conditions, or setting counter conditions, will result in the invalidation of such bids.
e) Response preparation costs: SANParks is NOT liable for any costs incurred by a bidder in the process of responding to this Bid Invitation, including on-site presentations.
f) Cancellation prior to awarding: SANParks reserves the right to withdraw and cancel the Bid Invitation prior to making an award. Grounds for cancellation include insufficient funds, an award price outside the objectively determined fair market-related price range, or any process impropriety.
g) Collusion, fraud and corruption: Any effort by a bidder to influence evaluation, comparisons, or award decisions in any manner will result in the rejection and disqualification of the bidder concerned.
h) Fronting: SANParks, in ensuring that bidders conduct themselves honestly, will, as part of the bid evaluation processes where applicable, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in the bid documents. Should SANParks establish any of the fronting indicators as contained in the Department of Trade and Industry's "Guidelines on Complex Structures and Transactions and Fronting" during such enquiry/investigation, the onus is on the bidder to prove that fronting does not exist. Failure to do so within 7 days of the date of notification will invalidate the bid/contract and may also result in the restriction of the bidder from conducting business with the public sector for a period not exceeding 10 years, in addition to any other remedies SANParks may have against the bidder concerned.

INTENTION TO SELL

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

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

DISCLAIMERS

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

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

SANParks does not sell bid documents. All documents are available on the SANParks website and the National Treasury e-Tender Portal, and awarded bids are published on the website under “Bids Awarded”. SANParks will never ask any bidder for a monetary gratuity in exchange for information or for influencing the outcome of a bid.

BID DOCUMENTS

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

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

At this stage, bid responses are reviewed for compliance with the RFB requirements. A bidder that does not fully comply may be disqualified. The requirements include the following:	
Invitation to Bid (SBD 1) must be fully completed and signed.	Refer to Annexure A
Submission of fully completed Pricing Schedule [SBD 3.1: Firm Prices].	Refer to Phase 4 – Pricing Schedule
Submission of fully completed SBD 4 (Bidder's Disclosure).	Refer to Annexure B
Submission of fully completed SBD 6.1 (Preference Claim Certificate), accompanied by the relevant proof for the points claimed for specific goals.	Refer to Annexure C
Submission of fully completed SBD 7.2 (Contract Form).	Refer to Annexure D
Submission of the General Conditions of Contract (GCC).	Refer to Annexure E
Submission of Standard Terms of Conditions of Contracts for Services– Request for Goods	Refer to Annexure F

CENTRAL SUPPLIER DATABASE – MANDATORY COMPLIANCE

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

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

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

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

REASONS FOR DISQUALIFICATION

SANParks reserves the right to disqualify, without prior notice, any bidder who has:

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

ANNEXURE B

SBD 4 - BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest1 in the enterprise,

employed by the state? **YES/NO**

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.

2.1.1 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**

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.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6 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

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.

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

ANNEXURE C

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

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1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 To be completed by the organ of state

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

a) The 80/20 preference point system will apply to this tender, and the lowest acceptable tender will be used to determine the applicable system (Regulation 3(2) of the Preferential Procurement Regulations, 2022).

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

***Note to tenderers: The tenderer must indicate how they claim points for each preference point system.*)**

The specific goals allocated points in terms of this tender	**Number of points allocated (80/20 system) (To be completed by the organ of state)**	**Number of points claimed (80/20 system) (To be completed by the tenderer)**
SPECIFIC GOAL 1: Promotion of enterprises owned by black people with at least 51% shareholding or more;	Total Points 10 91% to 100% Black Owned = 10 81% to 90% Black Owned = 8 71% to 80% Black Owned = 6 61% to 70% Black Owned = 4 51% to 60% Black Owned = 2 Less than 50% Black Owned = 0	
SPECIFIC GOALS 2: Preference to enterprises owned by women with at least 30% shareholding;	Total Points: 10 71% to 100% Female Ownership = 10 61% to 70% Female Ownership = 8 51% to 60% Female Ownership = 6 41% to 50% Female Ownership = 4 30% to 40% Female Ownership = 2 Less than 29% Female Ownership = 0	
Total	**20**	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm……

4.4. Company registration number: ……

4.5. TYPE OF COMPANY/ FIRM

- □ Partnership/Joint Venture / Consortium
- □ One-person business/sole proprietorship
- □ 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: .....

.....

.....

.....

ANNEXURE D

SBD 7.2

CONTRACT FORM - RENDERING OF SERVICES

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

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

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

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

   (i) Bidding documents, *viz*
   - Invitation to bid;
   - Pricing schedule(s);
   - Filled in task directive/proposal;
   - Preference claims for Specific Goal/s

   (ii) General Conditions of Contract; and

   (iii) Other (specify)

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

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

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

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

NAME (PRINT) …….

CAPACITY …….

SIGNATURE …….

NAME OF FIRM …….

DATE …….

WITNESSES

1 …….

2 …….

DATE: …….

SBD 7.2

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

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

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

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

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

4. I confirm that I am duly authorised to sign this contract.
SIGNED AT ……ON…….

NAME (PRINT) …….

SIGNATURE ……

OFFICIAL STAMP

WITNESSES

1 ……

2 ……

DATE:……

ANNEXURE E

GENERAL CONDITIONS OF CONTRACT

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

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

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

		processing, or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
	1.7.	"**Day**" means calendar day.
	1.8.	"**Delivery**" means delivery in compliance of the conditions of the contract or order.
	1.9.	"**Delivery ex stock**" means immediate delivery directly from stock actually on hand.
	1.10.	"**Delivery into consignees store or to his site**" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
	1.11.	**"Dumping"** occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
	1.12.	" **Force majeure**" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars, or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
	1.13.	"**Fraudulent practice**" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
	1.14.	"**GCC**" mean the General Conditions of Contract.
	1.15.	"**Goods**" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
	1.16.	"**Imported content**" means that portion of the bidding price represented by the cost of components, parts or materials which

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

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

	5.3. Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so, required by the purchaser. 5.4. The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so, required by the purchaser.
GCC6	6. **Patent rights**
	6.1. The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
GCC7	7. **Performance security**
	7.1. Within thirty days (30) of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC. 7.2. The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract. 7.3. The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms: 7.3.1. bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or 7.3.2 a cashier's or certified cheque 7.4. The performance security will be discharged by the purchaser and returned to the supplier within thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise

	specified in SCC.
GCC8	8. **Inspections, tests and analyses**
	8.1. All pre-bidding testing will be for the account of the bidder. 8.2. If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the purchaser or an organization acting on behalf of the purchaser. 8.3. If there are no inspection requirements indicated in the bidding documents and contract makes no mention, but during the contract period, it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned. 8.4. If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser. 8.5. Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the supplier shall defray the cost in connection with these inspections, tests, or analyses. 8.6. Supplies and services referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected. 8.7. Any contract supplies may on or after delivery be inspected, tested, or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies are held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies, which do comply with the requirements of the contract. Failing such removal, the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may,

		without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier. 8.8. The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract because of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.
GCC9	9.	**Packing**
	9.1.	The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt, and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit. 9.2. The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.
GCC10	10.	**Delivery and Documentation**
	10.1.	The supplier in accordance with the terms specified in the contract shall make delivery of the goods/services. The SCC specifies the details of shipping and/or other documents furnished by the supplier. 10.2. Documents submitted by the supplier are specified in SCC.
GCC11	11.	**Insurance**
	11.1.	The goods supplied under the contract are fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

GCC12	12. **Transportation**
	12.1. Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.
GCC13	13. **Incidental services**
	13.1. The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC: 13.1.1. Performance or supervision of on-site assembly and/or commissioning of the supplied goods; 13.1.2. Furnishing of tools required for assembly and/or maintenance of the supplied goods; 13.1.3. Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods; 13.1.4. Performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and 13.1.5. Training of the purchaser's personnel, at the supplier's plant and/or on-site, conducted in assembly, start-up, operation, maintenance, and/or repair of the supplied goods. 13.2. Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.
GCC14	14. **Spare parts**
	14.1. As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier: 14.1.1. Such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and

	14.1.2. In the event of termination of production of the spare parts: 14.1.2.1. Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and 14.1.2.2. Following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.
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.
	23.6.	If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:
	23.6.1.	The name and address of the supplier and / or person restricted by the purchaser;
	23.6.2.	The date of commencement of the restriction
	23.6.3.	The period of restriction; and
	23.6.4.	The reasons for the restriction.
		These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.
	23.7.	If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years.

		The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.
GCC24	24.	**Anti-dumping and countervailing duties and rights**
	24.1.	When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him
GCC25	25.	**Force Majeure**
	25.1.	Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
	25.2.	If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

GCC26	26. **Termination for insolvency**
	26.1. The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.
GCC27	27. **Settlement of disputes**
	27.1. If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation. 27.2. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party. 27.3. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law. 27.4. Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC. 27.5. Notwithstanding any reference to mediation and/or court proceedings herein, 27.5.1. The parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and 27.5.2. The purchaser shall pay the supplier any monies due the supplier.
GCC28	28. **Limitation of liability**
	28.1. Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;

	28.1.1. The supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and 28.1.2. The aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
GCC29	29. **Governing language**
	29.1. The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
GCC30	30. **Applicable law**
	30.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
GCC31	31. **Notices**
	31.1. Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice 31.2. The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice
GCC32	32. **Taxes and duties**
	32.1. A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the

		purchaser's country. 32.2. A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser. 32.3. No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid, the SANParks must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services
GCC33	33.	**National Industrial Participation Programme**
	33.1.	The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
GCC34	34.	**Prohibition of restrictive practices**
	34.1.	In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging). 34.2. If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has/have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998. 34.3. If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and

	/ or claim damages from the bidder(s) or contractor(s) concerned.
	Contracted Party Due Diligence SANParks reserves the right to conduct supply chain due diligence, including site visits, and inspections at any time during the contract period.
	Jigs, Tools, and Templates, where applicable Unless otherwise agreed, all jigs, tools, templates, and similar equipment necessary for the execution of this contract are the 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 Contract intellectual property is limited to deliverables developed specifically for SANParks under this contract (such as custom integrations, reports and documentation). The Service Provider's pre-existing payment platform, software and related intellectual property are excluded from the assignment in this clause and from the background intellectual property licence below; SANParks receives a non-exclusive right to use the platform for the contract period. All background intellectual property (existing prior to this contract) vests in and remains the sole property of the contributing party to this contract and/or the contracted supplier 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 (excluding its pre-existing payment platform) 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 vests 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 which may vest 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 survive termination of this contract indefinitely.
	Confidentiality The recipient of confidential information shall be careful and diligent so 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 confidential 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 does 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 is made available solely for the execution of the contract and for no other purpose whatsoever and that the confidential information would not have been made available to the recipient, but for the obligations of confidentiality agreed to herein. Except as expressly herein provided, this contract shall not be construed as granting or confirming, either expressly or impliedly any rights, licences, or relationships by furnishing of confidential information by either party pursuant to this contract.

ANNEXURE F – ICT NETWORK INFRASTRUCTURE

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

The Highest Tech, Signal Reliability and On LTE / VSAT / Microwave columns are taken from SANParks' card-machine site coverage survey. Highest Tech and Signal Reliability refer to public mobile network coverage at the site; the last column lists the WAN links in place (primary first, then secondary where applicable). A dash (—) indicates that the site was not included in the card-machine survey. Bidders must take these connectivity conditions into account when proposing service levels for remote sites (see Section 3.7).

Where a site was not included in the card-machine survey, the Highest Tech and Signal Reliability columns show an indicative desktop estimate marked "(est.)". Estimates are based on published sources (SANParks park and camp information pages, Tracks4Africa location listings and ICASA's State of the ICT Sector Report 2026) or, where no source was found, on location: metropolitan sites are assumed to have good 5G coverage, town and rural sites good 4G coverage, and sites adjacent to a surveyed site are given that site's survey result. Sites marked "Unverified" are remote locations for which no reliable coverage information was found. Estimates are indicative only and do not constitute a representation or warranty by SANParks; bidders must verify coverage at the sites relevant to their proposals.

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity		Highest Tech (3G / 4G / 5G)	Signal Reliability (Good / Marginal / None)	On LTE / VSAT / Microwave?
					Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)			
Yes	Cape	TMNP	Boulders Beach	1 Kleintuin Road, SIMON'S TOWN	1024	256	1024	256	5G (est.)	Good (est.)	—
Yes	Cape	TMNP	Buffelsfontein Visitors Centre (BVC)	Main Road / Plateau Road (M4 / M65), Cape Point, Smitswinkel Bay, SIMON'S TOWN	1024	256	1024	256	4G (est.)	Good (est.)	—
Yes	Cape	TMNP	Cape Point Gate	Main Road / Plateau Road (M4 / M65), Cape Point, Smitswinkel Bay, SIMON'S TOWN	1024	256	1024	256	4G (est.)	Good (est.)	—
Yes	Cape	TMNP	Silvermine	Silvermine Homestead, Ou Kaapseweg, NOORDHOEK	1024	256			4G (est.)	Good (est.)	—
Yes	Cape	TMNP	Tokai Wild Card Sales	Tokai Forest, Tokai Road, TOKAI	1024	256	1024	256	5G (est.)	Good (est.)	—
Yes	Cape Town	Cape	Travel Trade	15th Floor, Pinnacle Building, 2 Burg Street, CAPE TOWN	1024	256	1024	256	5G (est.)	Good (est.)	—

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity		Highest Tech (3G / 4G / 5G)	Signal Reliability (Good / Marginal / None)	On LTE / VSAT / Microwave?
					Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)			
Yes	Free State	Golden Gate	Golden Gate Hotel (Brandwag)	19.7km East of R712, Golden Gate National Park, CLARENS	4096	1024	4096	1024	4G	Good	40 Mbps OpenServe Fibre 18 Mbps Logical VSAT
Yes	Frontier	AENP	Addo Camp	15kms North from Addo Town, on route R335, ADDO	3072	768	3072	768	4G	Good	50 Mbps Microwave 50 Mbps LTE
Yes	Frontier	AENP	Matyholweni Camp & Gate	Turn right 1.9kms South on N2 from Garage in Colchester - Follow the signboards, COLCHESTER	1024	256	1024	256	N/A	None	10 Mbps Microwave
Yes	Frontier	Camdeboo	Camdeboo Offices	2.9km North on N9 towards Middelburg, GRAAFF-REINET	2048	512			4G (est.)	Good (est.)	—
Yes	Frontier	GRNP	Knysna Hotel	19 Queen Street, cnr of Main Road, KNYSNA	2048	512			5G (est.)	Good (est.)	—
Yes	Frontier	GRNP	Nature's Valley Camp	33.6km East from Plettenberg Bay on N2, Take R102 turn off South,	1024	256			4G	Marginal	5 Mbps LTE 5 Mbps Microwave

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity		Highest Tech (3G / 4G / 5G)	Signal Reliability (Good / Marginal / None)	On LTE / VSAT / Microwave?
					Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)			
				8.5km, NATURE'S VALLEY							
Yes	Frontier	GRNP	Stormsriver Gate	6.3 km West on N2 from Stormsrivier, Turn Left towards Tsitsikamma National Park, 10km to Park, STORMS RIVER	2048	512	2048	512	4G	Marginal	20 Mbps Microwave 5 Mbps LTE
Yes	Frontier	GRNP	Wilderness Camp	Head East on N2 from Wilderness for 2.4km, Left on Dumbelton Road, 1.1km into the park. WILDERNESS	2048	512	2048	512	4G	Good	None
Yes	Frontier	Mountain Zebra	Mountain Zebra Camp	4.2km West on N10/R61, 5.5km West on R61, 13.7km Southwest into Park, on left, CRADOCK	2048	512	2048	512	4G	Marginal	50 Mbps Microwave 10 Mbps LTE
Yes	KNP - North	KNP	Bateleur Camp		512	128			N/A	None	10 Mbps Skywire Microwave 10 Mbps Skywire Microwave

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity		Highest Tech (3G / 4G / 5G)	Signal Reliability (Good / Marginal / None)	On LTE / VSAT / Microwave?
					Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)			
Yes	KNP - North	KNP	Giriyondo Gate		512	128			N/A	None	5 Mbps Skywire Microwave
Yes	KNP - North	KNP	Letaba Camp		2048	512	2048	512	3G	Marginal	10 Mbps Skywire Microwave 5 Mbps Logical VSAT
Yes	KNP - North	KNP	Mopani Camp Reception		2048	512	2048	512	3G	Marginal	10 Mbps Skywire Microwave 5 Mbps Logical VSAT
Yes	KNP - North	KNP	Pafuri Gate		1024	256			3G	Marginal	5 Mbps Logical VSAT
Yes	KNP - North	KNP	Phalaborwa Gate		3072	768	3072	768	4G	Good	10 Mbps OpenServe fibre 10 Mbps LTE
Yes	KNP - North	KNP	Punda Maria Camp		1024	256	1024	256	3G	Good	10 Mbps Skywire Microwave 5 Mbps Nerospec LTE

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity		Highest Tech (3G / 4G / 5G)	Signal Reliability (Good / Marginal / None)	On LTE / VSAT / Microwave?
					Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)			
Yes	KNP - North	KNP	Punda Maria Gate		1024	256	1024	256	3G	Good	10 Mbps Skywire Microwave 5 Mbps Nerospec LTE
Yes	KNP - North	KNP	Shimuwini Camp		512	128			N/A	None	10 Mbps Skywire Microwave 10 Mbps Skywire Microwave
Yes	KNP - North	KNP	Shingwedzi Camp		2048	512	2048	512	4G	Marginal	10 Mbps Skywire Microwave 5 Mbps Logical VSAT
Yes	KNP - North	KNP	Shingwedzi Scientists		512	128			4G (est.)	Marginal (est.)	—
Yes	KNP - North	KNP	Sirheni Camp		512	128			N/A	None	10 Mbps Skywire Microwave 10 Mbps Skywire Microwave
Yes	KNP - South	KNP	Skukuza Telkom (Reception) -						4G (est.)	Good (est.)	—

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity		Highest Tech (3G / 4G / 5G)	Signal Reliability (Good / Marginal / None)	On LTE / VSAT / Microwave?
					Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)			
			Telkom entry in Skukuza								
Yes	KNP - South	KNP	Berg-en-Dal Camp		2048	512	2048	512	4G	Good	10 Mbps Skywire Microwave 5 Mbps Nerospec LTE
Yes	KNP - South	KNP	Biyamiti Camp		512	128			N/A	None	5 Mbps Skywire Microwave 5 Mbps Skywire Microwave
Yes	KNP - South	KNP	Crocodile Bridge Camp & Gate		3072	768	3072	768	3G	Good	50 Mbps OpenServe fibre 5 Mbps LTE
Yes	KNP - South	KNP	Kruger Gate		2048	512	2048	512	4G	Good	10 Mbps Skywire Microwave 50 Mbps OpenServe fibre
Yes	KNP - South	KNP	Lower Sabie Camp		2048	512	2048	512	3G	Good	10 Mbps Skywire Microwave

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity		Highest Tech (3G / 4G / 5G)	Signal Reliability (Good / Marginal / None)	On LTE / VSAT / Microwave?
					Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)			
											5 Mbps Logical VSAT
Yes	KNP - South	KNP	Malelane Gate		2048	512	2048	512	3G	Good	10 Mbps Skywire Microwave 50 Mbps OpenServe fibre
Yes	KNP - South	KNP	Numbi Gate		1024	256	1024	256	4G	Good	10 Mbps Skywire Microwave 50 Mbps OpenServe fibre
Yes	KNP - South	KNP	Olifants Camp		2048	512	2048	512	3G	Marginal	10 Mbps Skywire Microwave 5 Mbps Logical VSAT
Yes	KNP - South	KNP	Orpen Camp		2048	512	2048	512	3G	Good	10 Mbps Skywire Microwave 10 Mbps Nerospec LTE

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity		Highest Tech (3G / 4G / 5G)	Signal Reliability (Good / Marginal / None)	On LTE / VSAT / Microwave?
					Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)			
Yes	KNP - South	KNP	Phabeni Gate		1024	256	1024	256	4G	Good	10 Mbps Skywire Microwave 50 Mbps Telkom ME
Yes	KNP - South	KNP	Pretoriuskop Camp		2048	512	2048	512	3G	Good	10 Mbps Skywire Microwave 10 Mbps Nerospec LTE
Yes	KNP - South	KNP	Satara Camp		2048	512	2048	512	4G	Good	10 Mbps Skywire Microwave 5 Mbps Logical VSAT
Yes	KNP - South	KNP	Skukuza Camp		51200	12800	51200	12800	4G	Good	100 Mbps OpenServe fibre 100 Mbps TITC AirFibre
Yes	KNP - South	KNP	Talamati Camp		512	128	512		N/A	None	10 Mbps Skywire Microwave 10 Mbps Skywire Microwave

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity		Highest Tech (3G / 4G / 5G)	Signal Reliability (Good / Marginal / None)	On LTE / VSAT / Microwave?
					Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)			
Yes	Limpopo	Mapungubwe	Mapungubwe Gate	67km West on R572 from MUSINA	2048	512	2048	512	Unverified	Good (est.)	—
Yes	North West	Marakele	Marakele Gate	12,4km Northeast on R510 from Thabazimbi, on left, THABAZIMBI	2048	512	2048	512	4G (est.)	Good (est.)	—
Yes	Northern Cape	Augrabies	Augrabies Camp	Route 359, Augrabies, 40km from KAKAMAS	2048	512	2048	512	4G	Good	20 Mbps OpenServe fibre 10 Mbps LTE
Yes	Northern Cape	Kgalagadi	Mata Mata Camp	147km North West of Twee Rivieren on Namibia border, C15 route in Namibia	2048	512	2048	512	N/A	None	18 Mbps Logical VSAT 8 Mbps OpenServe VSAT
Yes	Northern Cape	Kgalagadi	Nossob Camp	160km North from Twee Rivieren along the Nossob River	2048	512	2048	512	N/A	None	18 Mbps Logical VSAT 10 Mbps OpenServe VSAT
Yes	Northern Cape	Kgalagadi	Twee Rivieren Camp	Kgalagadi National Park, 252km North on R360 from UPINGTON	4096	1024	4096	1024	4G	Good	50 Mbps OpenServe fibre 18 Mbps Logical VSAT

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity		Highest Tech (3G / 4G / 5G)	Signal Reliability (Good / Marginal / None)	On LTE / VSAT / Microwave?
					Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)			
Yes	Northern Cape	Mokala	Lilydale Camp	1 Knoffelfontein Road, Knoffelfontein 104 Farm, Ritchie. Turn West at Jacobsdal (R705) turn off, 16km to Lilydale Entrance Gate, From MODDER RIVIER	1024	256			4G	Marginal	15 Mbps LTE
Yes	Northern Cape	Mokala	Mosu Lodge	20km South on N12 from Jacobsdal (R705) turn off, Turn West, 21km on right is Entrance Gate, MODDER RIVIER	2048	512	2048	512	4G	Marginal	10 Mbps LTE 5 Mbps Logical VSAT
Yes	Northern Cape	Namaqua	Groenrivier Camp	24.3 km South on N7 from Garies, Turn west for 62km, GARIES	1024	256			N/A (est.)	None (est.)	—
Yes	Northern Cape	Namaqua	Skilpad Camp	From N7 turn East into Kamieskroon, 250m left, 3.2km left, 13.1km left, 350m on right, KAMIESKROON	1024	256			4G	Marginal	5 Mbps Logical VSAT

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity		Highest Tech (3G / 4G / 5G)	Signal Reliability (Good / Marginal / None)	On LTE / VSAT / Microwave?
					Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)			
Yes	Northern Cape	Richtersveld	Richtersveld Offices	Sendelingsdrift, border of the Northern Cape and Namibia, at Ferry crossing onto D276 in Namibia, SENDELINGSDRIFT	2048	512	2048	512	3G	Marginal	None
Yes	Pretoria	Head Office	Groenkloof	643 Leyds Street Muckleneuk, PRETORIA	100000	25000	100000	25000	5G	Good	600 Mbps DFA 600 Mbps Telkom fibre
Yes	Western Cape	Bontebok	Bontebok (Lang Elsieskraal)	3.9km East on N2 from R60 Turn off, Swellendam, Turn Right into Park, follow the signs, SWELLENDAM	2048	512			4G	Good	None
Yes	Western Cape	Karoo	Karoo Camp	4.7km South on N1 from Beaufort West (cnr N1 and Voortrekker), turn west into Park, BEAUFORT WEST	2048	512	2048	512	4G	Good	10 Mbps Microwave 5 Mbps LTE

WAN	Region	Park	Site Name	Address	Primary connectivity		Redundant connectivity		Highest Tech (3G / 4G / 5G)	Signal Reliability (Good / Marginal / None)	On LTE / VSAT / Microwave?
					Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)	Bandwidth Primary (kbps)	RT Class bandwidth allocation (kbps)			
Yes	Western Cape	Tankwa Karoo	Tankwa Karoo Reception	From cnr of Vos and Ceres Road, Ceres head North East on Ceres Road (R46), becomes R355 after 40km. After 64km turn North East, continue 65.3km, Turn West and 4.5km at Park	2048	512	2048	512	N/A	None	10 Mbps Microwave 8 Mbps VSAT