

RFP NO.02/23/24THE APPOINTMENT OF AN OPERATOR TO OPERATE CAPE MORGAN NATURE RESERVE'S HOTEL, CONFERENCE CENTRE AND RESTAURANT FACILITIES FOR A PERIOD OF 15 YEARS WITH AN OPTION TO EXTEND FOR A FURTHER PERIOD OF 5 YEARS – 4 December 2023

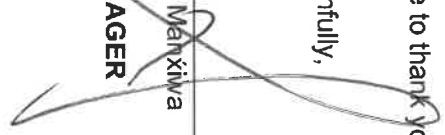
No	QUESTIONS	ECPTA RESPONSES
1.	Does the centre have visitor profile and occupancy rate? What are the previous year's trends for the centre?	The Entity has provided the information relating to the centre referee to Annexure A
2.	Does the Entity have plans to fix the road leading to the centre after one has passed the Golf Course and the alternative route to the centre?	The Entity is only responsible for management roads inside the reserve. Roads that are outside the reserve are public roads and are the responsibility of local municipal authorities or Provincial Department
3.	Are nature-based activities meant to be packaged by the by operator or the operator must partner with local stakeholders for activities? Can the operator introduce new activities?	The bid/opportunity makes allowance for the operator to develop their own nature-based activities which must be linked to the Hotel and Conference Centre. Bidders are expected to introduce new activities that will enhance the opportunity. It is also up to the Operator to partner with local tour operators who are already activating eco-tourism experiences across the Kei Mouth region and surrounding areas.
4.	There are vegetation and trees blocking some of the signage leading to the Centre. Who is responsible for signage leading to the conference centre and for clearing the vegetation that is obstructing signage?	The relevant local authority (Great Kei Municipality) is responsible for clearing vegetation along the public roads. The ECPTA will help with signage/ information boards inside the precinct.

<p>5. Will the operator be allowed to amend the facilities to be fit for the operator's operational plan, e.g., laundry services?</p>	<p>Yes, the ECPTA will allow the appointed concessionaire to amend the operation to be fit for purpose. Any amendments must be done in consultation with ECPTA and are subject to approval by ECPTA. Any amendments/ modification to the precinct must be recouped within the 15 years of operations.</p>
<p>6. How will the bid be evaluated as the bidders will have different ideas or concepts?</p>	<p>The Evaluation Criteria is clear and subjects all bidders to pre-set technical requirements, financial evaluation as well as post qualification due diligence, and designed in a manner that enables bidders to prove their capacity and capability to operate the facility.</p> <p>The model of a hotel & conference operation is the same for all bidders, all efficiencies will be evaluated based on the same model.</p>
<p>7. Will there be a Standard Operating procedure (SOP) for the security, between gate guard and operators' security</p>	<p>Yes, the ECPTA will develop a Standard Operating Procedure which will be included in the concession agreement.</p>
<p>8. What is the Evaluation criteria for Job creation?</p>	<p>Bidders are to outline their job creation plan for the 15 year period and the evaluation of the job creation plan will be as follows:</p> <ul style="list-style-type: none"> • More than 30 Job creation = 30 points • Less than 25 jobs = 3 points • Less than 20 jobs = 0 points • Not submitted = 0 points
<p>9. Are bidders expected to submit an Environmental Plan that is specific to the operations at precinct or for the entire reserve?</p>	<p>ECPTA will share the Environmental Management Plan for the Reserve. However, the Operator is still required to develop their own plan for</p>

	<p>the precinct as part of the proposal, outlining how they intend maintaining the area of operation in line with the environmental regulations and laws.</p>
<p>10. Is there a standard regulated percentage for the variable offer or can bidders propose any percentage?</p>	<p>There is no standard regulated percentage for the variable offer, the offer is based on the bidder's operational and financial plan.</p>
<p>11. For individual or one-man business, what evidence can the business submit to support their experience in the instance where there are no formal arrangements in place?</p>	<p>For bidders that have no formal arrangements in place, customer satisfactory survey, references from clients/invoices are still an acceptable form of evidence that can be submitted. Submitted information will be vetted to establish authenticity.</p>
<p>12. The bidder has numerous and various overheads, how did the Entity derive the rental amounts?</p> <p>Why is the Entity utilising the gross revenue amount as opposed to the net amount in the calculation of the Entity profit sharing model?</p>	<p>In calculation of monthly rental, the ECPTA took into consideration:</p> <ul style="list-style-type: none"> - Total rentable space (It should be noted that non-revenue generating aspects of the facility, such as entrance gate and ablution facilities were not included in the calculations). - Capital costs for building and the facilities; and - Return on Investment and opportunity cost <p>The use of percentage of gross revenue as opposed to net revenue is in line with the ECPTA's Concession Framework, which was benchmarked against practices at other Destination Marketing Organisations in South Africa</p>
<p>13. In the submission of bid documents, can the copy be in the form of a CD disk or are only USB drives acceptable?</p>	<p>Yes, both forms a CD disk or USB drive are acceptable as a form of submission.</p>

I would like to thank you on behalf of Eastern Cape Parks and Tourism Agency (ECPTA) for expressing your interest in the bid.

Yours Faithfully,



Mr. Siviwe Manxiwa
SCM MANAGER

DATE 20/12/2023