



Site visit information:

Please note that the date of the non-compulsory site visit is scheduled for 6-7 of March 2024. For further information please contact Piet van Wyk.

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QUESTIONS AND ANSWERS FOR BID NO. GNP-067-23

Questions	Answers
<ul style="list-style-type: none"> • Annexure 1 – Fleet Register KNP. Please provide the Year registration for the attached vehicles. • As per the Fleet Registers Annexure 1 (KNP) and Annexure 3 (Parks Division), kindly advise which vehicles will be on SLB and which vehicles will be on MM. • Does SanPark’s require branding on the FML vehicles, if so, please provide a detailed specification. • With regards to Driver Identification tags, please confirm the total number of drivers. • Please provide 3 years Claims history for Insurance. In addition, must SanPark’s owned fleet also be insured with the preferred Service Provider. • Annexure 6 – Vehicle Specifications: • Please provide a more detailed specification of the Canopies based on the various categories. • The 2.5L Bakkie are being phased out by the OEM can the OEM’s 1.9L alternative models be included? • Category 34 – where a Petrol model is asked for but only a diesel model is available, can the diesel model be offered? And vice versa. [Example category 34 = (LDV 4X4 Petrol D/Cab). • Category Number 10a – Cars 1500cc Petrol – can a 1.6 sedan be offered. • Please assist with a detailed vehicle category and quantity spilt as per Annexure 5 – Delivery Points. • Will there be a requirement for a Section 197 with regards to SanPark’s Workshops as per Annexure 2. • Tender Document: • Page 7 “Returnable Documents”, the table includes the SBD 7 form, however, the Tender document does not contain this form. Please provide the relevant SBD 7 form. 	<ul style="list-style-type: none"> • Revised document – Annexure 1 - Attached • This will only be determined when Fleet inspection of current fleet is concluded after award. • SANParks will put removable stickers on vehicle`s. • 3000 drivers • SANParks currently self- insures their vehicles. Service provider to insure their own vehicle. We will insure our MM vehicles. We are not able to provide a 3year claims history. • Type of canopy already indicated in Specifications. • No, it must be a similar vehicle to the 2.5L capacity • Yes. preferable Diesel • Yes. • National Park indication will determine delivery point. • No staff to be transferred to Service Provider • SBD 7 refers to the basic contracting form which will not be used on this tender. Contracting will be completed with the successful bidder.

- Page 15 “Bid Documents” Point 12. Kindly confirm, bidders must submit **2 x Original Initialled and Signed Tender document** and not as **1 x Original and 1 x Copy**. In addition, must the Pricing Response also be **x 2 Original and a USB**.
- On the USB submission, must bidders include the non-signed Excel version of Annexure A3 – MM & FML Pricing schedule.
- Page 17 “Mandatory Criteria” Point 1.1 – 1.3 and Pages 20 – 21 “Company Experience” 1.1 – 1.3. Please advise/confirm if bidders can combine the requirements on each point into 1 reference letter or must bidders submit a reference letter for each point’s requirement.
- Page 35, 17.1 “Provision of Vehicles on FML, Finance Lease or Outright Purchase”. Please confirm if this is a requirement and if the bidder needs to provide a submission on Finance Lease and Outright Purchase as Annexure A3 – Pricing schedule only talks to MM and FML.
- Page 39, 17.7 “Maintenance and Repairs for Visitors vehicles”. Please provide more insight/detail into the role and requirements from the Service Providers side.
- Page 49, 17.19 “Integration into SanPark’s ERP and Financial Systems. Please advise, how does SanPark’s want to integrate into the Service Provider’s systems.
- Annexure 10 – Additional Services and Ad-hoc Rental (Pricing schedule). Can SanPark’s please provide this document in an Excel version for ease of completion.
- Please confirm if Annexure 1, 3, 2, 4, 5, 6, 6A, 7, 8, 9, and 11 must be included and form part of the tender document in the submission.
- kindly assist with the detailed specification of the tow trucks that will be based at the KNP workshops.
- Annexure 3 – Fleet Register Parks Division. Kindly check the Category numbers that is allocated to the Category of Vehicle “LDV” however on the Model description it is mismatched indicating “Landini Tractor 75 4X4 4WD”. Please provide the correct Model description.

- You may submit one original, one copy and one electronic copy.
- Submit a signed pdf copy and an excel version.
- The same information can be used, but bidders must clearly reference the relevant information to the criteria.
- This is an error to be addressed in the erratum.
- Service Provider to have a Call centre number where visitors to KNP, experiencing challenges/breakdowns, can get Roadside assistance at the visitors’ cost.
- Details will be part of the service level agreement with the successful bidder after award of tender.
- This document is only available in PDF.
- yes
- Roll back vehicles to transport broken LDV and Sedans, as well as be able to tow a bigger official vehicle: e.g. – 3 - 8-ton trucks, busses.
- Corrected Annexure 3 attached.

<ul style="list-style-type: none"> • Discrepancies have been identified among the specification sheet, fleet register, and pricing template. Please advise if, during the pricing process, we should exclusively use the pricing schedule or consider all three schedules. If all schedules should be considered, I kindly request SanParks to align all schedule with each other. • The successful service provider will incur various overhead costs related to workshops, accommodation, and dedicated staff, as outlined in the tender document. During the briefing session, it was mentioned that pricing should be submitted for one vehicle per category, totalling 60 vehicles. SANParks is uncertain about the exact number of vehicles to be replaced. Can you please confirm that all bidders are expected to recover their overhead costs through the monthly FML rental for the 60 vehicles, as specified in the briefing session? (Please note that allocating these costs across 60 vehicles may significantly increase the rental cost per vehicle compared to spreading the costs across a larger total number, approximately 1000 vehicles. This aspect should be emphasized in an addendum to ensure that all tenderers provide accurate and consistent quotes.) We suggest that SANParks revise the pricing schedule accordingly and distribute it to all participants. • Annexure A3 – Pricing template – Kilometers are different from – Annexure 7 – Please Confirm. • Please supply detailed insurance claims history on a blow-by-blow basis for the past 3 years, please also indicate if the values supplied are inclusive or exclusive of VAT <ul style="list-style-type: none"> ➢ Clause 17.15.3 states “Should the Service Provider opt to insure all vehicles that are leased by SANParks...” Please clarify if insurance should be costed for or if it can be included at the bidders election. ➢ Clause 17.15.4 states the necessary Professional Indemnity and Fidelity Guarantee Insurance must be in place to protect SANParks 	<ul style="list-style-type: none"> • Annexure 1 and annexture 3 Corrected • The overheads should be included in the pricing as per the schedule • Annexure 7 is the replacement parameters of groups of vehicle. This will be detailed in the service level agreement with the successful bidder • Service provider to insure their own vehicle. We will insure our MM vehicles. We are not able to provide a 3 year claims history.

<p>interests. Please clarify with regards to the Fidelity Guarantee insurance what scenarios SANParks are looking for to insure and the limit you require. Also, with regards to the Professional Indemnity cover please indicate what particular risk concerns you have that make you need to have Professional Indemnity cover in place and the limit you require?</p> <ul style="list-style-type: none"> • Workshops located within the KNP – kindly specify the monthly frequency of services, breakdowns, and repairs typically handled by the workshops. Please provide a breakdown differentiating between SANPark vehicles and visitor vehicles? • Please kindly advise on SanParks annual Fuel Spend. This is to ensure an accurate credit facility is in place. • Diesel/Fuel Bowser - Could you confirm whether the client possesses bowsers (tanks mounted on trailers) that are transported from one site to another for refuelling purposes? If so, kindly specify the quantity and size of these bowsers.. • Certification – It's important to note that as a Fleet Company, obtaining RMI certification is not obligatory for us since we do not conduct repairs internally. Instead, we collaborate with several of our sister companies, which are both OEM and RMI approved. Could we please attach a letter confirming our partnership along with their certification? 	<ul style="list-style-type: none"> • This clause will be removed and addressed in the erratum • We are unable to provide this information, the workshop is there to ensure that the servicing and repairs of vehicle id done on site as and when required for both the visitors and Sanparks. Visitors will carry their own cost. • The fuel cost will be for SANParks cost. • KNP: 1 x 2000lit tanker on double axle trailer. 2 x 1000lit tanker on single axle trailer • Yes
<ul style="list-style-type: none"> • Item 51 – 54, 61, 70, 75: Refers to rails in description, please advise on the type of rails to be quoted on and provide the exact measurements? • Item 72: Water tank is this meant for drinking water? 	<ul style="list-style-type: none"> • Rails up to height of cab and are standard across the board • Yes

- Item 90 – 92: – Game capture - Is the crane mounted front or rear and what is crane the size of the crane? RFP mentions a load body for firefighting... please provide detailed description and specifications for the load body.
- On the 3 cube tipper, Must it have drop sides on the sides ?
- Is PTO required or Electro hydraulic system ?
- The game viewers vehicles (trucks) are they auto or manual ?
- Must all the truck be auto or manual ?
- In case of stock shortage on the truck, Will KNP consider Chinese trucks, like Sinotruk or Powerstar trucks ?
- Is there a requirement for vehicle branding , logos and decals, if so, please provide dimensions on all vehicles ?
- We need complete specifications and photos of the branding , logos and decals
- Is there a requirement for Two way radios ?
- We need complete specifications on the Two way radios

Item 100 and 101

Motor Cycles

What is the colour on the motorcycles?

Item 85

Minibus Ambulance conversion

Please provide detailed specifications on the KNP Ambulance conversion.

Item 50

Ambulance 4 ton

Please provide detailed specifications on the KNP Clinic conversion.

Item 75

KNP Load body (3CR12 load body with drainage holes and impounding reservoirs)

Please provide detailed specifications and photo's of the body

- Crane mounted behind cab of vehicle. Crane sizes mentioned in specifications.
- Game Capture vehicles not utilised for firefighting.
- Yes.
- PTO or as per model.
- Can be manual or auto.
- Determined by model.
- NO.
- Removable sticker Logos and decals will be put on vehicles by SANParks.
- N/A
- No
- N/A
- As per manufacturer standard colours.
- Ambulance specification is as per the National health act: Regulations: Emergency Medical services.
- Current Clinic box body to be fitted to Chassis Cab. Current on a Nissan Cabstar 4-ton chassis.
- Current body not according to specifications. This will be a Sale and Leaseback.

Item 114 , 115 , 116

Golf Carts

- Where is delivery of the Golf Carts?
- How many hours will the Golf Carts work per day ?

- What kind of battery is preferred deep-cycle batteries or lithium-ion batteries ?
- What is meant by closed load body, open doors on both sides and open load body ?
- The purpose or use for the Golf Carts? (Will they be used to transport guests or possible load linen from the rooms to be cleaned, a purpose will assist in us quoting on the correct spec Golf cart?)
- Would the golf carts require GPS tracking units too?
- Any indication on how many Golf carts will be required?
- We will quote on both petrol and electric golf carts.

Item 149

Boat Stingray Semi Rigid & Trailer

- Engine – tiller handle or remote control ?
- Is the boat for inland water or sea ?
- What Electronics is required ?
- Where is delivery of the boat ?
- We need more specifications and photo of the boat

- As per delivery points Annexure 5.
- Difficult to determine, it will be determined how busy a camp is.

- Whatever the best options are.

- Linen box with roll-up doors.

- Linen transport, small maintenance (tipper conversion).

- No tracking units.
- 50 Golf Carts , but will depend on the need.
- We need electric golf carts (battery operated) only

- Tiller handle
- Inland and sea
- Standard electronics
- As per delivery points in annexure 5
- Boat Stingray Semi Rigid & Trailer

- On Annexure A3, please advise where to we price on Roadside assistance. The only place where it mentioned roadside is under tracking. Roadside is a stand-alone service outside of tracking.
- Please can you provide us with claims history for insurance
- Can you also send us Annexure 10 in excel format.

- A3 has been amended.
- Service provider to insure their own vehicle. We will insure our MM vehicles. We are not able to provide a 3-year claims history.

<p><u>ANNEXURE 1 – FLEET REGISTER KNP Working File.xlsx</u></p> <ol style="list-style-type: none"> 1. Category 41A – Toyota 2.5 4 x 4 specified – Current Models are 2.4 would this be acceptable? Manual or Automatic? 2. Category 41 – Toyota 2.5 4 x 2 specified – Current Models are 2.4 would this be acceptable? Please confirm MT or AUTO? And if 4 x 4 preferred? 3. Category 32 – Toyota 2.5 4 x 4 specified – Current Models 2.4 would this be acceptable? Single Cab or Double Cab? MT or AUTO? 4. Category 83 – Aircon required? 5. Category 30/31/31A – Toyota 2.0 Aircon required? 6. Category 10 – Toyota Corolla Quest 1.6 – Confirm MT or AUTO required? Could the Toyota Starlet Hatch be an alternative to reduce costs? 7. Category 34 – Toyota 2.4 Double Cab 4 x 4 – Annexure 6 specifies Petrol – Only available in Diesel – Confirm Diesel acceptable. 8. Category 31 & 31B - Toyota 2.0 Aircon required? 9. Category 42 – Game Viewer – Mala – Mala Green – Beige as an alternative? After market respray cost and additional R30k – R40k cost to the conversions. 10. Category 44 - Toyota 3.0 Double Cab – Not available – Consider 2.8 or 2.4 as alternative? 11. Category 31C – Isuzu KB 3.0 Extended Cab discontinued – Alternative Isuzu D-Max 3.0TD Extended Cab LSE acceptable? 12. Category 85 – Toyota Quantum 2.7 Panel Van Petrol – Only available in Diesel, acceptable? 13. Category 10 – Toyota Avanza 1.5 TX – Discontinued – Toyota RUMION 7-Seater as alternative – acceptable? 14. Category 47 – Toyota Landcruiser 4.2 PU S/Cab 10-seater game viewer – Mala – Mala Green - Beige as an alternative? After market respray cost and additional R30k – R40k cost to the conversions. <p><u>ANNEXURE 2A – As per Legislation Detail – Annexure 2A</u> Annexure 2A – Is missing from the Bid Document – Also require Legislation applicable to Ambulance Conversions - Can it please be made available?</p>	<ol style="list-style-type: none"> 1. Manual only 2. Acceptable. All single cabs more than 2.0 lit, need to be 4x4. All manual 3. Acceptable. All single cabs more than 2.0 lit, need to be 4x4. All manual 4. Yes 5. Yes 6. MT. Yes 7. Diesel please 8. Yes 9. All Game viewers in Mala Mala green, not Beige 10. 2.8 11. Alternative acceptable 12. Diesel acceptable 13. Acceptable 14. Mala Mala green, no Beige <ul style="list-style-type: none"> • We don't have 2A but have A2,
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ANNEXURE A3 – GNP-067-23 Pricing Template.xlsx

1. Category 80 that is included on the pricing schedule is a 23–28-seater commuter bus appears under the KNP Fleet as a 65-seater commuter bus and appears under parks Fleet as a 22–28-seater commuter – Clarity required?
2. The following categories have not been included on the pricing schedule.
 - 31A
 - 31B
 - 31C
 - 41A
 - 45A

ANNEXURE 6 – Vehicle Specifications including equipment requirements

- Category 10/10a/10b – No colour specified – Toyota Starlet and Corolla in White be acceptable? Manufacturers will not do a special paint run to respray white vehicles beige. This will be done as an aftermarket exercise and will cost in the region of +/-R30K and add additional cost for SANParks.
- Category 11 – SUV: Petrol A/C + Radio/CD + Towbar – 4 x 2 Diff-Lock Min 2000cc – Does not appear or included in either Annexure 1 (KNP Fleet Register or ANNEXURE 2 (Parks Fleet Register) – To be updated.
- Category 33 – LDV 4 x 4 Petrol D/Cab – The word Petrol has been crossed through – confirm diesel is required?
- Category 40/42/43 – Same as Category 33 above – Confirm diesel acceptable?
- Category 83/85 – Minibus (16-seater) – Please confirm MT or AUTO and Petrol or Diesel?

GENERAL QUESTIONS:

- **FUEL:** Is there an expectation that vehicles are delivered with a full tank of fuel? – Yes/No?
- **LDV Hi RIDE:** Must all the LDV's have Raised Bodies (Hi – Ride) – Yes/No?
- **SERVICING and MAINTENANCE:** – What are the expectations from SANParks in terms of the three (3) SANParks Workshops situated in the KNP?

Ambulance specification is as per the National health act:

Regulations: Emergency Medical services.

1. Cat 80A on KNP list needs to be a 65 seater bus and it Parks 23-28 seater. Both are listed in the pricing schedule

2. Please price as per the pricing schedule

- White preferred

- Please price as per the pricing schedule

- Diesel required.

- Diesel required.

- MT and diesel acceptable

- No

- Yes

- Service provider to accredit the workshops as per OEM requirements

- Having the three (3) Workshops accredited and approved by the relevant OEMs to service the New Vehicles, including the Game Viewing Vehicles and Current Fleet with the relevant Lifts and Special Tools that are required by the OEM's?
- Or are these workshops required for Minor Repairs to the SANParks Own Fleet (Managed Maintenance) and Visitors' vehicles?
- Or would SANParks require the Service Provider to rather send the New Vehicles out to approved OEM Franchised Dealerships outside in proximity of the Kruger Park? (This would add extra costs to the fuel bill).

1. **SALE and LEASE BACK:** –

1. Can you please provide us with the list of cars that SANParks will make available for leaseback.
2. Are we required to lease for equipment?
3. Is the staff equipment new or existing?
4. Will there be Management Houses?
5. Is it compulsory to purchase all cars that would be on the leaseback list?
 - Annexure 1 – Fleet Register KNP Working File.xlsx
 - Annexure 3 – Fleet Register – Parks Division?
 - Fleet Register KNP as of 31 July 2023?

2. **SALE and LEASE BACK:**

WORKSHOP

1. What are the time windows for all these workshops? Operating times? Are they 24/7/365?
2. Manning of the workshops. How many people do we need to employ at these workshops?
3. How much will we pay for staff accommodation?
4. What machinery is at the workshops and is it in working order?
5. How are the workshops powered? Do they have generators or we do not need them in the Kruger?

- Service and repairs done in KNP in workshops.
- No external service providers

1. Sale and Lease back can only be determined after appointment of Service Provider and inspection of current fleet.
2. No equipment in Workshops
3. New staff
4. All houses the same, no specific Management houses.
5. Sale and Lease back can only be determined after appointment of Service Provider and inspection of current fleet.

1. 07h00 to 17h00. Need to have staff available for Roadside assistance.
2. Set out in rental of premises of Tender document.
3. Set out in rental of premises of Tender document.
4. No machinery in working condition.
5. Workshop electricity part of camp circuit. Camps do have generators.
6. Compressors available, very old and need to be replaced.

6. How many Type 30 Compressors do we need at these workshops?
7. Are workshops accredited to service cars that are on motor plan?
8. What will be done at the workshops?
9. How is the traffic at the workshops?
10. How many lifts will we need at all the workshops?
11. Is there sufficient lighting?
12. What hand tools will we need for all the workshops?
13. Which power tools will we need at these workshops?
14. Which diagnostic equipment will we need?
15. Specialized tools for the type of cars that are handled at these workshops?
16. Lubrication and fluid handling? Oil and fluid disposal, oil and fluid storage
17. Shop supplies like safety equipment e.g. fire extinguishers, gloves etc.?
18. What type of vehicle lifts do we need? Scissor, 2 post or 4 post lifts?
19. Storage and organisation e.g. tool chests and cabinets, shelving units for parts, storage bins for small parts
20. Safety equipment?
21. Computer and software that is being used to order parts and also to manage inventory?
22. Waste management e.g. waste disposal containers? Are they enough?
23. Will SANParks be comfortable to share info about their computer system they are using to check the interphase with ours for billing purposes?
24. Cost of accommodation and workshop?

OPERATIONS

1. Where transmission on required vehicles is not specified, would it be accepted to procure manual transmissions?
2. 17.1.2 mentions Finance lease or Outright purchase, should these options be priced and submitted?

7. No accreditation, Service providers responsibility
8. All service and maintenance on vehicles
9. All service and maintenance of our vehicles have to be done in house
10. Service provider to decide.
11. Yes
12. Service providers decision.
13. Service providers decision.
14. Service providers decision.
15. Service providers decision.
16. Service providers responsibility.
17. Service providers responsibility.
18. 4 posts
19. Service providers responsibility.
20. Service providers responsibility.
21. Service providers responsibility.
22. Service providers responsibility.
23. Will be discussed with the successful bidder upon contracting.
24. As per Rental of premises in Tender Document

1. Yes
2. only FML and MM
- 3.
- 4.

3. Internal Question to Afrirent, what is our benchmark kilometres to decide on whether or not a vehicle qualifies for SLB?
4. Internal. Process for MM and MRA repairs
5. How Many technical at KNP X 3 Workshops?
6. Is there available equipment of must new SP supply lifts (etc) that we can take over after inspection?
7. By saying the workshop services will be for visitor's vehicles as well, concessionaire and resident's vehicles' does this mean personal vehicles?
8. Internal staff plan based on current staff plan or less?
9. Can we get maintenance repair history on SANParks owned vehicles to understand particularly, major component work done on the vehicles and service next due date and kilometres?
10. Are workshops x 6 OEM accredited?
11. Internal, voice prompt (Are you an employee of SANParks of a visitor?
12. Are there fuel bowsers, workshops proximity, where are they located?
13. What utilization parameters should be set?
14. Internal Integration with ERP system with billing, Dashboard???

TRACKING

1. **CAMERAS**: What is the intent of purpose of the dashcam?
2. **SPEED GOVENDERS**: Are they required to be static of over the air?
3. **ROADSIDE ASSISTANCE**: Are they allowed in the parks.

5. No staff current at workshops but refer to tender for the requirement
6. No available equipment at workshops
7. Yes at their own cost
8. No current staff
9. No data available
10. No accreditation currently
11. ?
12. No fuel bowsers in workshop. Closest fuel in nearest rest camp?
13. Will be discussed with successful bidder
1. Dashcams requirements will be discussed with the successful bidder.
2. Speed Govender part of tracking system.
3. This will be successful service providers responsibility.