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| **CALL FOR EXPRESSIONS OF INTEREST****CapeNature is looking for a suitable local (residing within Bitou Municipality) individual or company who would be interested in providing the professional services of managing an on-reserve mobile kiosk, selling food & beverages, at Robberg Nature Reserve, close to Plettenberg Bay, in the Western Cape Province.**  |

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| **Location of the Reserve** | Robberg Nature Reserve is situated 8km south of Plettenberg Bay on the Garden Route, a World Heritage Site. Rocks from this region date back 120 million years to the break-up of Gondwanaland and evidence of middle and late Stone Age inhabitation has been found in a few of the caves on the peninsula.The reserve also extends 1.8km offshore, providing protection to a range of vulnerable fish species. Visitors can expect inspiring landscapes, exciting dolphin, and whale sightings in season, and to be accompanied on their walks or hikes by a variety of bird species and the occasional seal. **GPS Co-ordinates**: 34 06 15.30 S 23 23 31.56 E**View CapeNature’s website for more information:** <https://www.capenature.co.za/reserves/robberg-nature-reserve> |
| **Overview of Opportunity** | A business opportunity exists at Robberg Nature Reserve, for the management and operations of an on-reserve mobile kiosk, selling food and beverage items, to the reserve’s day & overnight visitors.This will include:* Offering professional customer service to the visitors of Robberg Nature Reserve
* Selling CapeNature merchandise at the shop
* Financial management of the shop
* Providing a mobile kiosk or similar, in which to trade from
* Providing own stock for selling of pre-approved items by CapeNature, for a period of 3 (three) years
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| **Requirements** | **Key Requirements:*** A beverage trailer should be provided by the successful applicant, which will be used for selling products.
* The beverage trailer will occupy one (1) parking bay, in the parking area, located 400 m from the main reserve gate and in a position, as advised by the CapeNature Reserve Management.
* The maximum size of the beverage trailer should be no larger than 2.6m X 5.8m.
* There will be an electrical connection and a water point for the beverage trailer to connect to. Alternative electricity must be provided for by the concessionaire during loadshedding.
* The beverage trailer should be equipped with.
* Appropriate basins for washing of utensils and hand washing.
* All equipment required must be included in the truck.
* Include appropriate disposal solutions for waste removal of all items including water, in compliance with CapeNature’s reserve management rules & regulations.

**Standards for Beverages and foodstuff*** An overview of the stock items for sale should include hot and cold beverages, and pre-packed edible food items. All food and beverage items must be pre-approved by CapeNature’s Reserve Management. A list of items must be included in the business proposal.
* As far as possible the products on sale should be sourced locally.
* All produce on sale should be of superior quality and be packaged in environmentally friendly /recyclable material.
* No beverages containing alcohol should be sold on the premises.
* No food preparation should take place on the premises, all goods should be pre-packed.

**Business hours and staff conduct*** Operational hours will be determined by the Reserve Management.
* Staff responsible for the kiosk should be always punctual and professional.
* Staff should be neatly dressed, in a recognisable uniform and relevant PPE.
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| **Bid Specifications**  | **All bids must include, but are not limited to the following**:* Overview of business ownership, business registration, past education, past and current hospitality / sales experience. Proof must be included.
* Ownership and interested parties in company portfolio clearly identifying roles and responsibilities, reflected in an organogram.
* Proof of ability to meet operational and financial requirements.
* Proof of ability to source funding, with record of available funds.
* Site specific details to reflect in the proposal/bid.
* Value for money objectives include:
	+ Revenue generation
	+ BEE
	+ Job creation
	+ Tourism promotion
	+ Conservation management objectives and model

**Qualification criteria:*** + Registration of the company
	+ Proven ownership of the business
	+ Be in possession of a valid Health Certificate issued by the local municipality
	+ First Aid certificate for the operating staff member/s
	+ The kiosk and all equipment must be insured
	+ Bidder information, contact details and registration number
	+ Financial plan and capital plan
	+ No less than 5 (five) years’ experience in the food & beverage field

**Business operation plan and implementation plan must include**:* + - Product & / or Service offering/s
		- Overview and specifications of mobile kiosk. Please include an image (internal and external) of all sides of the unit, as well as a diagram of the space measurements
		- Operational standards
		- Service standards
		- Staff structure
		- Marketing & Activity plan
		- Waste Management
		- Fire Management
		- Infrastructure management, maintenance, and replacement plan
		- Comprehensive business plan
		- Detailed return on investment to CapeNature

**NB:** Please note that a site visit is highly recommended for interested bidders, to gain a better understanding of the specific site, tourism facilities and complexities of a nature reserve. A site visit will take place on the 17 March 2023, at 12h30.Please RSVP with Miranda Mayipheli on mmayipheli@capenature.co.zaTelephone: 087 087 3949 |
| **Proposal, delivery, and closing date** | The deadline for proposals to be send via WeTransfer is 28 **April 2023.**IMPORTANT: Mark clearly for the attention of Glendyrr Fick Send via WeTransfer to: Tourism@capenature.co.zaProposals can also be mailed or couriered to the following address: Cape Nature Regional Office, Fourth Floor ,100 York Park Building, York Street, George  |