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| **FERRY OPERATOR CONCESSION REQUEST FOR PROPOSAL** **Bidders are invited to submit qualified bids for a concession opportunity to manage the operations of a ferry boat and trips up the Keurbooms River, at Keurbooms River Nature Reserve, close to Plettenberg Bay in the Western Cape Province.**  |

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| **Background** | CapeNature is responsible for the management of nature reserves in the Western Cape and its vision is to conserve, protect and restore our natural environment by inspiring and influencing positive change.CapeNature invites bidders with the necessary experience and expertise, to submit business proposals, to operate a ferry boat as a tourism concession venture, on a 7km section up the Keurbooms River Nature Reserve. Bidders may include the creation of additional tourism products in their offering, for consideration. The operation of the ferry boat is required daily, at various times, from the Keurbooms River jetty. It is a key requirement that the boat ride includes interpretive talks of the nature reserve, to ferry visitors. **IMPORTANT:** * The ferry may not operate any bar or restaurant facilities or activities for this concession. The selected operator may utilise the picnic areas along the Keurbooms River, if required.

***Keurbooms River Nature Reserve****Overview of reserve and location:**GPS: 34 0 6.54 S 23 24 8.30 E**Six hours from Cape Town, on the scenic Garden Route toward Nature’s Valley, lies the Keurbooms River Nature Reserve.**It is just six kilometres outside of the popular tourist destination of Plettenberg Bay. A variety of habitats are conserved in the reserve, such as the relatively unspoilt riverine gorge and patches of Knysna forest along the flood banks. In the protected kloofs you will also find coastal fynbos, and estuarine littoral dune fields.**Named after the Western keurboom tree, the reserve is a sanctuary for indigenous trees, including the Cape beech, giant stinkwoods and the beautiful Outeniqua yellowwoods. A lush destination filled with an abundance of plant life, the reserve can be explored on boat trips and canoe trails. Swimming and bird watching are also popular activities. Visitors should look out for the quirky vervet monkey, the shy blue duiker, beautiful grysbok and mongoose. Those patient and lucky enough could even spot the elusive leopard. The many bird species provide a musical background to the lush surroundings, with contributions from the Knysna loerie, giant kingfisher, Knysna woodpecker, sunbirds, yellow-billed ducks and more.****The Keurbooms River Nature Reserve can be viewed at:*** [***https://www.capenature.co.za/reserves/keurbooms-river-nature-reserve***](https://www.capenature.co.za/reserves/keurbooms-river-nature-reserve)***Maps and directions to all facilities are available on CapeNature’s website – www.capenature.co.za*** |
| **Requirements for bidders’ applications** | • Qualification criteria:• No less than 5 years’ experience in this field • Registration of the company,• proven ownership of a boat,• a valid South African Maritime Safety Authority (SAMSA) certification,• a valid commercial skipper’s license, SAMSA qualifications for any additional skippers• Southern African Tourism Services Association (SATSA) registered guides,• First Aid certificate for each operating staff, • Public Liability Insurance• Bidder information, contact details and registration number* ALL BIDS MUST INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:
* Company Portfolio:
* Overview of tourism operator ownership, business registration, past education, BEE certification, past and current hospitality / tourism experience. Proof must be included.
* Ownership and interested parties in company portfolio clearly identified with roles and responsibilities reflected in organogram.
* Proof of ability to meet operational and financial requirements.
* Proof of ability to source funding, with record of available funds.

Comprehensive Business Plan, Operational & Financial Proposal:* Value for money objectives include:
	+ Revenue Generation
	+ BEE
	+ Job creation
	+ Tourism promotion
	+ Conservation management objectives and model
* Site specific details to reflect in the proposal/bid.
	+ Financial Plan and Capital Investment Outlay
		- Product and service offering/s
		- Operational standard
		- Service standard
		- Staff structure and local community job creation overview
		- Marketing & Promotion plan and budget
		- Development plan
		- Waste Management
		- Fire Management
		- Infrastructure management, maintenance, and replacement plan
		- Activity plan
* Detailed return on investment to CapeNature over a period of 5 (five) years - % profit share and conservation fees per visitor.
* **Operational starting date 1st April 2024.**
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| **Proposal, delivery, and closing date** | The deadline for proposals to be delivered or sent via WeTransfer to the recipients concerned is 15h00 on 28 April **2023** Incomplete bids will be disqualified.**NB:** Please note that a site visit for interested bidders to gain a better understanding of the specific site, tourism facilities and complexities of a nature reserve, therefore a site will take place on 17 **March 2023** at 10h00, please RSVP. Telephone: 087 087 3056 or Miranda Mayipheli on mmayipheli@capenature.co.za Telephone: 087 087 3949 All proposals must be sent via the following mediums, to reach us by the deadline date:Send via WeTransfer to: Glendyrr Fick on Tourism@capenature.co.zaIMPORTANT: Mark clearly for the attention of Glendyrr Fick Proposals can also be mailed or couriered to the following address: Cape Nature Regional Office, Fourth Floor,100 York Street, George. |