



SOUTH AFRICAN TOURISM

GENERAL TENDER CONDITIONS

AND

TENDER - REQUEST FOR PRESENTATION

Tender no SAT Central Europe 001/19

Integrated PR and Marketing Services

Date issued: 6th September 2019

Tender due date: 30 September 2019

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS - (NOT TO BE RE-TYPED) AND THE ENTIRE BID DOCUMENT SHOULD BE INCLUDED AS PART OF YOUR PROPOSAL

INDEX		PAGE
1	INTRODUCTION	4
2	CLOSING DATE	4
3	TENDER DOCUMENTS MARKING	4
4	SECURITY AND INTERGRITY CLEARENCE	5
4.1	FALSE INFORMATION	5
4.2	VAT,DUTIES AND OTHER TAXES	5
5	SPECIAL CONDITION	5
5.1	TENDER SECURITY	6
5.2	DOWNSCALING OF WORK	6
5.3	VALIDITY PERIOD	6
5.4	COMPLETENESS OF THE SOLUTION	6
5.5	CONTRACTUAL IMPLICATIONS	6
5.6	CONDITIONS OF PAYMENT	6
5.7	QUALITY ASSURANCE	7
5.8	INTELECTUAL PROPERTY RIGHTS	7
5.9	AWARDING OF CONTRACT	7
6	TERMINATION OF CONTRACT	7
7	TENDER DOCUMENT SUBMISSION & ANNEXURES	8
8	SOUTH AFRICAN TOURISM BUSINESS MODEL	9
8.1	BACKGROUND ON SOUTH AFRICAN TOURISM	9
8.2	SOUTH AFRICAN TOURISM'S BUSINESS UNITS & COUNTRY OFFICES	9
8.3	MANDATE	10
8.4	VISION	11
8.5	THE ORGANISATIONAL STRUCTURE	11
8.6	SCOPE OF SERVICES	12
8.7	PROPOSAL DETAILS	13
8.8	SHORTLISTING	14
8.9	ASSOCIATION BETWEEN CONSULTANTS	14
8.10	BID PROTOCOL	14
8.11	ANTI-CORRUPTION COMPLIANCE	16
8.12	PERIOD OF APPOINTMENT	16
8.13	EVALUATION PROCESS	16

9	PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS	18
10	ANNEXURE B - COMPANY INFORMATION	21
11	ANNEXURE C - DETAILS BREAKDOWN OF TOTAL COST AND STANDARD SERVICES	26
12	TIMEFRAMES	25
13	ANNEXURE D - ACCEPTANCE OF GENERAL TENDER CONDITIONS OF SOUTH AFRICAN TOURISM	27
14	ANNEXURE E - DECLARATION OF INTEREST FOR TENDERS	29
15	ANNEXURE F - DECLARATION OF INTEREST FOR TENDERS (SBD4)	30
16	ANNEXURE G - DECLARATION OF BIDDERS PAST SUPPLY CHAIN MANAGEMENT PRACTICES (SBD8)	33
17	ANNEXURE H - CERTIFICATE OF INDEPENDENT BID DETERMINATION (SBD9)	35
18	CERTIFICATE OF INDEPENDENT BID DETERMINATION	36

1 INTRODUCTION

South African Tourism is a statutory body whose main objective is to promote tourism to and within The Republic of South Africa, by marketing the country as a tourism destination both internationally and domestically. Although accountable to Parliament of The Republic of South Africa, South African Tourism is an independent and impartial organization affiliated to the Government of the Republic of South Africa.

As a South African Government agency operating in Germany, our organization is compelled to operate within the confines of the Public Finance Management Act (PFMA) of The Republic of South Africa which have been established to secure transparency, accountability, and sound management of the revenue, expenditure, assets and liabilities of all South African Government Agencies.

Compliance to the regulations of the Public Finance Management Act (PFMA) forms part of South African Tourism's annual audit review by the Auditor General of South Africa at which time our organisation have to prove that our procurement processes took place within the minimum norms and standards as provided for within the Public Finance Management Act of The Republic of South Africa whilst having regard for the laws and regulations which governs procurement in the country in which goods and services will be delivered.

Section 217 of the Constitution of the Republic of South Africa, 1996, prescribes that goods and services must be contracted through a system that is fair, equitable, transparent, competitive and cost-effective where every potential supplier are given the opportunity to offer goods and services to South African Tourism when needed.

The submission of proposals will be in terms of this document. All information requested, must be supplied and all annexure completed, whether such information or annexure refers to the eventual tender or not. This information will form part of the eventual tender and must thus be completed, as there will not be an opportunity to do so later. Thus it essential that the information supplied is both correct and true.

2 CLOSING DATE

The closing date for the submission of proposals is 30 September 2019. No late submissions will be accepted.

3 TENDER DOCUMENTS MARKING

3.1 Failure on the part of the tenderer to sign/mark this tender form and thus to acknowledge and accept the conditions in writing or to complete the attached forms, questionnaires and specifications in all respects, may invalidate the tender.

3.2 Tenders must be completed in black ink where mechanical devices, e.g. typewriters or printers, are not used.

3.3 Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted with regard to claims arising from the fact that pages are missing or duplicated.

3.4 **Each tender, including 2 printed copies, and 1 electronic copy (in PDF format), must be submitted in a sealed envelope with the following markings:**

Tender Number	: SAT Central Europe 001/19
Description	: Integrated PR and Marketing Services
Closing date	: 30 th September 2019 12H00hours (Berlin time)
Name of Company	: South African Tourism
Contact Person	: Beatrix Stenitzer

- 3.5 Tenders should be hand delivered or couriered to the following address so as to reach the destination no later than the closing date and time:

Administrative Coordinator
Beatrix Stenitzer
South African Tourism
Friedensstr. 6-10
60311 Frankfurt am Main
Germany

- 3.6 No tenders transmitted by telegram, telex, facsimile, E-mail or similar apparatus will be considered.

- 3.7 All inquiries must be directed in writing to: The Administrative Coordinator, Ms Beatrix Stenitzer, Email: beatrix@southafrica.net

- 3.8 Shortlisted agencies (agencies who meets the minimum requirement for functionality) or only the preferred bidder may be required to formally present their proposals to South African Tourism at its offices situated in Frankfurt at a time and date which will be communicated in due course should the need exist.

4 SECURITY AND INTEGRITY CLEARANCE

All information documents, records and books provided by South African Tourism to any tenderer, regarding the invitation to tender or otherwise, are strictly private and confidential. These will not be disclosed by any tenderer to any third party, except with the express consent of South African Tourism, which will be granted in writing prior to such disclosure. South African Tourism, however, reserves the right to disclose any information provided by any tenderer to any of the employees of South African Tourism for successful tenders.

A proposal for award will be rejected if South African Tourism determines that the supplier recommended for award, has engaged in corrupt or fraudulent activities in competing for the contract in question.

South African Tourism may require contractors to permit South African Tourism to inspect their accounts and records relating to the performance of the contract and to have them audited by auditors appointed by South African Tourism.

4.1 FALSE INFORMATION

Should the Tenderer provide and/or provides South African Tourism intentionally or negligently with false and/or misleading information or intentionally or negligently omitted any material fact that may have rendered any statement made by the Tenderer misleading, in connection with this Tender Request for Presentation or supporting information or any subsequent requests for information and/or such misleading and/or false information and/or omission of any material fact induced South African Tourism in awarding the Tender and/or concluding any subsequent agreement shall entitle South African Tourism in its sole discretion forthwith to disqualify the Tenderer and/or to immediately terminate any agreements subsequently entered into without prejudice to any of South African Tourism's rights it has in terms of such agreement and/or any law.

4.2 VAT, DUTIES AND OTHER TAXES

Prices must be quoted inclusive of VAT and all other relevant taxes and duties (where applicable) and should be shown separately.

5 SPECIAL TENDER CONDITIONS

This tender and its acceptance will be subject to the terms and conditions described below.

South African Tourism is/will not be liable for any costs incurred in preparation and delivery of tenders.

All documents, samples and materials submitted as part of a tender become the property of South African Tourism, and yet in any event South African Tourism will not be liable for loss or damage to any documents, samples and materials submitted.

5.1 TENDER SURETY

South African Tourism requires no Tender surety, but tenderers should note the conditions set out below. However South African Tourism reserves the right to review this position at contractual stages.

5.2 DOWNSCALING OF WORK

South African Tourism reserves the right to downscale the required services should the need arise. In such cases, South African Tourism will only downscale such services after every completed contractual period of 12 months. At least 3 months' notice of such downscaling will be provided to the successful bidder.

5.3 VALIDITY PERIOD

The tender proposal must remain valid for at least four (4) months after the tender due date. All prices indicated in the proposal and other recurrent costs must remain firm for the period of the contract.

5.4 COMPLETENESS OF THE SOLUTION

The tenderer must complete all documents in full and submit these with the proposal. Failure to comply with these requirements may invalidate the tenderer or disqualify the proposal.

Notwithstanding any possible shortcomings and / or inconsistency in the specifications, the tenderer must ensure that the solution offered will form a complete, cost effective and functional proposal for the whole project solution.

5.5 CONTRACTUAL IMPLICATIONS

The tenderer must complete all documents in full and submit these with the proposal. Failure to comply with these requirements may invalidate the tenderer or disqualify the proposal.

- 5.5.1 Upon submission of the tender response, the Tenderer is unconditionally bound by the terms and conditions of the Request for Proposal (RFP) and the tender response. In the event of any conflict or confusion arising between the terms and conditions of the RFP and the tender response, the RFP shall prevail.
- 5.5.2 The Tenderer acknowledges that awarding of the Tender is based solely on the information supplied in the tender response, accordingly the relevant Terms and Conditions of the Request for Proposal and the tender response will be incorporated in the subsequent written agreement, unless otherwise provided by South African Tourism.
- 5.5.3 Other than providing rights to South African Tourism, nothing in this Tender Request and tender response should be construed to give rise to South African Tourism having any obligations or liabilities whatsoever, express or implied.
- 5.5.4 The successful Tenderer shall only be entitled to render services and/or provide goods to South African Tourism once a separate written contract has been signed by both the Tenderer and South African Tourism, whereupon the Request for Proposal and tender response will cease to have force and effect.
- 5.5.5 The successful tenderer will assume sole responsibility, regardless of any third party or subcontracting agreements it may enter.
- 5.5.6 The terms and conditions of this Request for Proposal and any agreement entered between South African Tourism and a Tenderer as a result of a successful proposal by the Tenderer to this Request for Proposal (RFP) shall always be interpreted and subject to the laws of the Federal Republic of Germany. The terms and conditions of this sub- clause 5.5.6 shall survive any subsequent contractual provision or agreement attempting to evade, amend or nullify the said provisions of this sub - clause 5.5.6 to the Request for Proposal.

5.6 CONDITIONS OF PAYMENT

South African Tourism will approve all content reviews and assessments set. No service will be provided to South African Tourism before an official purchase order has been issued to the supplier and service delivery will be within the specified time scale after the receipt of the official order.

All invoices will become due and payable 30 (thirty) days after receipt thereof unless otherwise agreed beforehand.

Notwithstanding any provisions in this document, no payment will become due or payable unless the invoice is accompanied with a statement, reconciling all monies already paid and still outstanding.

All invoices to be issued must be in EURO currency.

5.7 QUALITY ASSURANCE

All services rendered by the Tenderer, its personnel, agents or sub-contractors will be subject to on-going evaluation to determine its effectiveness and will be so guaranteed for the full duration of the contract period by the Tenderer after acceptance by South African Tourism.

5.8 INTELLECTUAL PROPERTY RIGHTS

All intellectual property rights, including, but not limited to, copyright, trademarks, design rights, patent rights and other similar rights in the Request for Presentation and the tender response and in any works or products created as a result of the performance of the Tenderer in relation to this Request for Presentation and tender response, will vest in, and are hereby assigned to South African Tourism, unless specifically agreed otherwise, in the form of individual written Agreements signed by both parties.

5.9 AWARDING OF CONTRACT

Proven relevant experience and success, as well as the ability to deliver services required will be important considerations.

By the submission of tender, each submitter warrants that he/she/it is highly skilled, professional, competent and experienced in the area for which he/she has tendered. Any work performed by a successful tenderer will be evaluated.

The tenderer also warrants that the service provided will be of a superior standard, and is unlikely to cause undue difficulties.

The Tender may be awarded, in part or in full, at the sole discretion of South African Tourism, to one or more concerns on a non-exclusive basis. Tenders that are qualified by a tenderer's own conditions may be rejected as being invalid, and failure of the submitter to renounce such conditions when called upon to do so may invalidate the Tender.

The contract will be valid for 5 (five) years from date of contract conclusion.

South African Tourism may request clarification or additional information regarding any aspect of the Tender. The tenderer must supply the requested information within 24 hours after the request has been made, otherwise the tenderer may be disqualified. South African Tourism may also request a demonstration, and submitters must comply with such a request within a reasonable time as mutually agreed.

6 TERMINATION OF CONTRACT

South African Tourism reserves the right to curtail the scope of any tender awarded or to curtail any aspect of any tenderer. In the event of any such cancellation, the tenderer will have no claim against South African Tourism.

South African Tourism also reserves the right to terminate, in South African Tourism's sole discretion and without providing any reason for the termination, the award of any Tender to any party if such party breaches, on 2 or more occasions, any component of the Service Level Agreement to be signed by both the supplier and South African Tourism.

7 TENDER DOCUMENT SUBMISSION

All annexure must be completed in full, using the given numbering format. All attachments or references to attachments must be clearly marked and specific to information required. Compliance or Non-compliance with detailed information must be indicated per paragraph as per numbering format if there are additional and/or alternative products/services, options must be separately tendered for in the form of a separate document with a complete schedule describing deviations from specifications and technical brochures must be submitted where applicable.

If any of the conditions on this tender form are in conflict with any special conditions, stipulations or provisions incorporated in the tender, such special conditions, stipulations or provisions will apply.

Companies who fail to adhere to the above requirements; risk being disqualified from the evaluation process.

7.1 ANNEXURES TO TENDER - REQUEST FOR TENDER DOCUMENTS SUBMISSION PRIOR TO PRESENTATION DATE

7.2 ANNEXURE A: DETAILED SPECIFICATION OF GOODS & SERVICES

7.3 ANNEXURE B: COMPANY INFORMATION

An affidavit detailing the company structure, classification, sector, assets etc. of a firm is required. The affidavit provides vital information required to evaluate a tender. It is therefore compulsory that the document be completed and stamped by a Notary (*a person who has the authority to act as an official witness when legal documents are signed*).

7.4 ANNEXURE C: DETAILED BREAKDOWN OF TOTAL COST AND STANDARD SERVICES

7.5 ANNEXURE D: ACCEPTANCE OF GENERAL TENDER CONDITIONS OF SOUTH AFRICAN TOURISM

7.6 ANNEXURE E: DECLARATION OF INTEREST FOR TENDERS

7.7 ANNEXURE F: DECLARATION OF INTEREST FOR TENDERS (SBD4)

7.8 ANNEXURE G: DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

This annexure serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.

The tender of any tenderer may be disregarded if that tenderer, or any of its directors have:

- Abused the institution's supply chain management system;
- Committed fraud or any other improper conduct in relation to such system; or
- Failed to perform on any previous contract.

7.9 ANNEXURE H: CERTIFICATE OF INDEPENDENT BID DETERMINATION

7.10 SUPPLIER REGISTRATION

Bidders registered as legal entities outside the borders of South Africa is exempted from registering on National Treasury's Centralized Supplier Database (CSD) in South Africa but will have to submit affirmation of certification of registration with the Chamber of Commerce (C.C.I.A.A.) or equivalent.

8 ANNEXURE A: DETAILED SPECIFICATION OF GOODS AND SERVICES

8.1 Background on South African Tourism

South African Tourism Board was established by section 2 of the Tourism Act No 72 of 1993 and continues to exist in terms of section 9 of the new Tourism Act No 3 of 2014. South African Tourism is a schedule 3 A Public Entity in terms of schedule 3 of the Public Finance Management Act 1 of 1999.

The mandate of the South African Tourism Board in terms of the Tourism Act is to provide for the development and promotion of sustainable tourism for the benefit of the Republic, its residents and its visitors. It is common cause that tourism is a key strategic industry in terms of National Tourism Sector Strategy documents as it supports government objectives of alleviating the triple challenges of unemployment, poverty and inequality.

8.2 South African Tourism's Business Units and Country Offices

South African Tourism executes a broad spectrum of segment-specific marketing activities and support activities throughout the world through its 20 Business Units. Details of these are as follows:

Name of Business Unit	Designation of Business Unit Manager	Sub Business Units and key projects falling under this Business Unit
1. Strategy, Insight & Analytics	Chief Strategy Officer	1.1 Insights 1.2 Strategy & Innovation 1.3 Analytics
2. National Convention Bureau (including Business Tourism)	Chief Convention Bureau Officer	2.1 Meetings and Convention sales 2.2 Exhibitions, Strategic & Mega Events 2.3 Business events development & services support
3. Tourism Execution	Chief Operating Officer	3.1 Regional General Manager: Europe 3.2 Regional General Manager: Americas 3.3 Regional General Manager: Asia, Australasia & Middle East 3.4 Regional General Manager: Africa 3.5 Regional General Manager: South Africa 3.6 Human Capital 3.7 ICT
4. Europe	Regional General Manager: Europe	4.1 UK & Ireland Hub 4.2 South Europe Hub 4.3 Central Europe Hub 4.4 North Europe Hub
5. UK & Ireland Hub	Head: UK & Ireland	5.1 United Kingdom 5.2 Ireland
6. South Europe Hub	Head: South Europe Hub	6.1 France 6.2 Spain 6.3 Portugal 6.4 Italy
7. Central Europe Hub	Head: Central Europe Hub	7.1 Germany 7.2 Austria 7.3 Switzerland
8. North Europe Hub	Head: North Europe Hub	8.1 Netherlands 8.2 Belgium 8.3 Nordics
9. Asia, Australasia, Middle East	Regional General Manager: Asia, Australasia, Middle East	8.1 Australia/New Zealand Hub 8.2 MEISEA Hub 8.3 Asia Pacific Hub
10. Australia / New Zealand Hub	Head: Australia / New Zealand Hub	10.1 Australia 10.2 New Zealand
11. MEISEA Hub	Head: MEISEA Hub	11.1 Middle East 11.2 India 11.3 South East
12. Asia Pacific Hub	Head: Asia Pacific Hub	12.1 China 12.2 Japan
13. Americas Hub	Head: USA & Canada Hub	13.1 USA 13.2 Canada 13.3 Argentina
14. Africa Portfolio	Regional General Manager: Africa	14.1 Africa Portfolio Head Office 14.2 East Africa hub office (Kenya/Tanzania/Uganda) 14.3 West Africa hub office (Nigeria/Ghana)

Name of Business Unit	Designation of Business Unit Manager	Sub Business Units and key projects falling under this Business Unit
		14.4 Angola office 14.5 DRC marketing activities
15. South Africa Hub	Regional General Manager: South Africa	
16. Human Capital	General Manager: Human Capital	
17. ICT	General Manager: ICT	
18. Brand and Marketing	Chief Marketing Officer	18.1 Brand & Marketing 18.2 Global Trade Relations & Air Access 18.3 Global PR, Communications and Stakeholder relations 18.4 Quality Assurance
19. Finance	Chief Financial Officer	19.1 Financial Management 19.2 Supply Chain & Asset Management
20. Office of the CEO/COO	Chief Operating Officer	20.1 CMO 20.2 CFO 20.3 CSO 20.4 COO 20.5 CCBO 20.6 Internal Audit 20.7 Corporate Governance & Risk Management

8.3 Mandate

South African Tourism (SAT) is a Schedule 3A Public Entity, listed in terms of the Public Finance Management, 1999 (Act No. 1 of 1999), and it is accountable to the Minister of Tourism. SAT is a public entity established in terms of section 2 of the Tourism Act, 2014, (Act No. 72 of 2014). In line with its mandate, SAT receives funding for its operations from government.

Chapter 3 of the Tourism Act, 2014 provides the following as functions of the SAT:

- Market South Africa as a domestic and international tourist destination;
- Market South African tourism products and facilities internationally and domestically;
- Develop and implement a marketing strategy for tourism that promotes the objectives of the Act, and the National Tourism Sector Strategy;
- Advise the Minister on any other matter relating to tourism marketing;
- With the approval of the Minister, establish a National Convention Bureau in order to market South Africa as a destination for business events by:
- Coordinating bidding for international conventions;
- Liaising with other organs of state and suitable bodies to promote South Africa as a destination for business events; and
- Reporting to the Minister on the work performance of the National Convention Bureau.

- The Board of SAT must perform any function imposed on it, in accordance with a policy directive of the Minister, and not in conflict with the Act. Additionally, Chapter 4 of the Tourism Act, 2014 provides the following as functions of the Grading Council:
- Implement and manage the national grading system for tourism, as contemplated in section 28. The Minister must oversee the functioning of the Council, and
- The Council is, in this respect, accountable to the Minister for the proper implementation and management of the national grading system.

8.4 The Vision

The organisation's vision is, for South Africa, to be one of the preferred tourist destinations in the world in order to maximise the economic potential of tourism for the country and its people.

The vision will be achieved through the following:

- Facilitating the strategic alignment of the provinces and industry in support of the global marketing of tourism to South Africa;
- Removing all obstacles to tourism growth;
- Building a tourist-friendly nation; and
- Ensuring that tourism benefits all South Africans.

8.5 The Organizational Structure

SAT has four (4) divisions, Tourism Execution, Brand & Marketing, Finance & Supply Chain, National Convention Bureau (NCB), SAT furthermore operates twelve (12) offices internationally, which serve as delivery stations for international markets and they are spread across five (5) continents, it also has an office within the Africa Region (with plans to expand further). SAT operates its domestic and SADC marketing activities from its head office based in Johannesburg, Sandton.

SAT currently employs about 198 employees across all business units; its approved staff compliment is approximately 202. Of the 198 staff members, fifty-eight (58) are based in the international offices, two in the Regional office and the balance at head office.

Country Office Locations

CONTINENT / REGION	COUNTRY
North America	1. USA (New York)
South America	2. Brazil (Sao Polo)
Europe	3. Germany(Frankfurt) 4. UK (London) 5. France (Paris) 6. Netherland (Amsterdam)
Asia	7. China (Beijing) 8. Japan (Tokyo) 9. India (Mumbai)
Australasia	10. Australia (Sydney)
Africa	11. Nigeria (Lagos) 12. Angola (Luanda)

8.6 Scope of services

South African Tourism is operating in a high-performance marketing environment in Central Europe. To raise positive awareness for South Africa and break through the highly cluttered consumer environment, South African Tourism focuses its marketing on high return-on-investment activities to maximize budget effectiveness. To this extent, South African Tourism needs an innovative integrated marketing and PR agency to assist the organization in making a quantum leap forward with the development and execution of a fully integrated marketing effort over the next 5 years.

The Central Europe Hub with the office in Frankfurt, Germany, is responsible for the German, Austrian and Swiss markets. There is a need to address the consumer directly and with the tonality and nuance in localised content that triggers desire with the consumer.

South African Tourism's lead agency based in Johannesburg will define and outline a multi-year Global Communications Strategy identifying how best to brand the country globally.

8.6.1 South African Tourism is therefore inviting proposals from reputable service providers in a bid to be appointed as the preferred "Integrated PR and Marketing Services Agency" for South African Tourism Central Europe. The appointed service provider should be based in Germany and will localise the South African Tourism global brand positioning as conceptualised by the lead agency to meet the following key objectives:

- Increase tourism arrivals from the Central Europe (Germany, Austria and Switzerland) to South Africa.
- Increase tourism spend (contribution to the South African economy).

Consequently, the appointed agency will be responsible for, but not limited to the following:

8.6.2 The entire project management and execution of consumer and trade marketing and PR, including:

8.6.2.1 CONSUMER FACING PR:

- a) Fully integrated PR and marketing development, planning, execution and monitoring (incl. optimisation and reporting) of the annual marketing plan which includes i.e. digital, offline and social media PR expertise. Check and advise on legislative framework for the relevant campaign or when related to SAT directly e.g. GDPR advise SAT to finalise the legal documents relevant for the market in the specific language.
- b) Create, implement and track campaign messaging for the hub and tweak where applicable for the various markets (based on market check). Work in collaboration with the creative agency appointed to align campaign messaging. Ensure consistent messaging for integrated consumer and trade campaigns in the hub across the relevant channel mix.
- c) Proactive idea generation to enrich the overall regional marketing plan with breakthrough projects/campaigns to address the SAT defined targets. Identify and with non-travel and travel-related brands to boost confidence in destination South Africa and extend reach and share of voice in the region.
- d) Implement a smart and clear ROI model throughout all activities.
- e) Amplify agreed integrated marketing and PR plan and campaign(s), identify and propose platforms and/or ideas to maximise consumer campaign leveraging and partnerships in market.
- f) Handle or produce the required digital inventory with relevant partners to implement through the integrated social and digital channels as proposed in the annual integrated marketing plan.
- g) Increase PR coverage on the destination South Africa annually according to set targets.
- h) Evaluate and possibly amplify fiscal media buy by negotiating advertorial and editorial where applicable.
- i) Create and manage a top SA consumer and trade media database as per GDPR framework.
- j) Consumer and Trade Media: Identify, execute and monitor Media activation including Media networking events, round tables, etc. as per agreed integrated marketing & PR plan or on as an ad hoc project with specific purpose and deliverable(s).
- k) Media Hosting: Negotiate deals with press for press trips, incl. Indaba media hosting and handle the press trips following SAT procedures

- l) Write and distribute newsworthy press releases and provide copywriting, translations and editorial support as required to implement the overall regional marketing plan. All content produced should be as per defined brief and address a specific purpose in the region for the relevant audience set
- m) Assist activation needs at global platforms in market e.g. sourcing photographers, videographers, facilitators etc to activate in the region as per global SAT needs and as briefed

8.6.2.2 TRADE FACING PR:

- a) Amplify the marketing and PR campaign in the hub through i.e. relevant trade extensions and platforms for consumer facing campaigns to integrate conversion elements and negotiate such relevant options with trade in the region. Implement and monitor such trade amplification.
- b) Handle trade facing campaigns in the region where required by SAT.
- c) Identify annual events relevant to SAT to leverage captive audience (credible “third party” endorsement)
- d) Identify, evaluate, execute and monitor trade campaigns specific in Austria and Switzerland with an experienced resource to represent SAT as an expert in these 2 markets.
- e) Identify, implement and monitor trade focused events relevant for the integrated marketing and PR plan. Handle logistics i.e. booking of the venues, invitation management aligned to SAT procurement.

8.6.2.3. REPUTATION MANAGEMENT PR:

- a) Develop, implement and monitor a positive messaging strategy for the region
- b) Develop, implement and monitor a crisis management strategy and plan
- c) Supporting SAT office when needed (during business trips to SA)
- d) General reputation: approach media and secure interviews for SAT spokespersons during the year, as well as secure possibilities to submit campaign concepts for awards
- e) Stakeholder relations: Identify and alert SAT where lobbying or high-level intervention may be required in-market, propose activation suggestions
- f) Monitoring media (offline and digital) clippings about South Africa (incl. reporting: in-depth during crises / regularly on monthly basis incl. activity and contact reports). Propose and negotiate the most cost-effective clipping service solution for the region. Collate the relevant set of clippings, analyse and produce monthly report to inform integrated marketing plan in the region.
- g) Monitoring Social Media Channels incl. making use of relevant content, community management within the relevant set of Social Media Channels
- h) Track and report monthly PR value for the region by channel
- i) Update WIP (Work in Progress) minutes regularly
- j) Fill in monthly reports for SAT Management
- k) Provide input for Quarterly reports
- l) Provide input for the Annual report
- m) Develop and track the relevant competitor analyses in the region
- n) Develop and track relevant airlift analyses for the region

8.6.2.4. SOCIAL PR, DIGITAL PR & TRADITIONAL PR STRATEGY :

- a) Analyse the existing social media footprint and identify how best to meet SAT’s consumer strategy
- b) Handle the existing relevant social media interfaces for SAT i.e. Facebook, Pinterest pages to attract desired audiences
- c) Conceptualise and run innovative social media campaigns to support offline and enhance digital activity
- d) Develop a social media strategy to provide a central interaction platform for all stakeholders
- e) Manage and work with the digital audience, engage in dialogue and drive positive engagement
- f) Liaise with influential bloggers to take on familiarisation trips

8.6.2.5 PROJECT MANAGEMENT:

- a) Project communication and consultancy;
- b) Workflow-management;
- c) Weekly updates to SAT;
- d) Monthly reporting as per SAT requirements;

8.6.3 Example of general campaign management services:

- 8.6.3.1 Campaign creative concept.
- 8.6.3.2 Activation Production.
- 8.6.3.3 Activation Execution.
- 8.6.3.4 Activation Logistics.
- 8.6.3.5 Budget Management.
- 8.6.3.6 Activation Report

8.7 Proposal Details

Proposals from bidders should clearly demonstrate their understanding of the brief and should further demonstrate their ability to successfully deliver on all the requirements as outlined under section 8.3 above.

8.7.1 Proposals should also include credentials in the form of at least 2 examples of exemplary work carried out in the following areas:

- 8.7.1.1 Consumer communication and marketing campaigns
- 8.7.1.2 Events, roadshows and/or training workshops

8.7.2 All credentials should highlight your methodology around concept development, creative capabilities and any instances where you have leveraged other 3rd parties or departments within your wider organisation. They should not be older than two years and should include:

- 8.7.2.1 Client name & background;
- 8.7.2.2 Challenge faced by client;
- 8.7.2.3 Solution delivered by your agency with supplementary graphics and/or URLs where appropriate;
- 8.7.2.4 Value added by your agency;
- 8.7.2.5 The process that led to this solution, including how you found unique differentiators from competitors and innovate ways to engage consumers and travel trade;
- 8.7.2.6 Social media impact of activations - number of shares, buzz monitoring, trends;
- 8.7.2.7 Outline of tools used to project manage events and ensure they are delivered efficiently;
- 8.7.2.8 Examples of how you engaged other client agencies to leverage activations through the line.

8.7.3 South African Tourism expects to receive several proposals, in order for our bid committee to effectively evaluate the proposals, prospective bidders are required to **include information relevant to the following six topics in addition to section 8.6 - 8.7 above:**

8.7.3.1 Introduction

- Agency overview, size, company structure; and
- Relationship with other subsidiaries of your parent company

8.7.3.2 Marketing capabilities and USP

- Describe any prior destination marketing experience;
- Outline how other experiences outside of destination marketing would allow you to deliver innovative solutions to this sector; and
- Describe any competitive advantages that differentiate you from your competitors

8.7.3.3 Solution overview

- Brief description of your understanding of South African Tourism's needs and the challenges it faces in Central Europe. In doing so, please do not paraphrase or repeat the content of this RFP; and

- Describe how you would deliver on each Scope of Services section and any additional value-added services that you could offer based on your understanding of South African Tourism's challenges

8.7.3.4 Experience, skills and qualifications of the proposed team who will work on the project/account

- Provide a chart illustrating the specific human resources that will be assigned to the project and their experience on similar projects;
- Indicate how the quality and availability of staff will be assured over the term of the agreement; and
- Outline the reporting structure and how each team member would liaise with the client lead and the PR and media buying account leads.

8.7.3.5 Work plan and project management

- Propose a work plan with associated timelines that will accomplish the tasks mentioned under scope of services; and
- Outline plans to monitor the campaign's performance and implement corrective measures where necessary.

8.7.3.6 Cost

- Provide all management fees and detailed resource rate cards
- An anonymised detailed cost breakdown of a previous project delivered for EUR 100k
- An anonymised detailed cost breakdown of a previous project delivered for EUR 250k

Cost should be presented in the same format for 5 years (with applicable escalation where relevant) and should separately indicate any once-off cost associated with the project.

8.8 Short listing

The final evaluation might look at short-listed bidders (bidders who meets the minimum required score for functionality) in more detail and may call for additional information and presentations.

8.9 Association between consultants

Service providers may associate with each other to complement their respective areas of expertise, or for other reasons. Such an association may be for the long term (independent of any particular assignment) or for a specific assignment. The "association" may take the form of a joint venture or a sub-consultancy. In case of a joint venture, all members of the joint venture should sign the contract and are jointly and severally liable for the entire assignment. Once the bids or Requests for Proposals (RFPs) from service providers are issued, any association in the form of joint venture or sub-consultancy among firms should be permissible only with the approval of SAT. SAT will not compel consultants to form associations with any specific firm or group of firms, but may encourage associations with the aim to enhance transfer of skills.

8.10 Bid protocol and packaging of bids

Bidders should take precaution to not contravene the provisions of Section 4 (1) (b) (iii) of The Republic of South Africa's Competition Act No. 89 of 1998, as amended, which prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).

An agreement to engage in a restrictive horizontal practice is presumed to exist between two or more firms if -

- any one of those firms owns a significant interest in the other, or they have at least one director or substantial shareholder in common; and
- any combination of those firms engages in that restrictive horizontal practice;
- an agreement for co-operation between two or more competing businesses operating at the same level in the market;

- d) Price fixing- an arrangement in which several competing businesses make a secret agreement to set prices for their products to prevent real competition.

8.10.1 Proposals are expected to be presented in one pack. The pack, however, should be noticeably **subdivided into 3 parts** in the following order:

Bid protocol and packaging of bids

Part A: Documents and information relating to the vetting of company/commercial information where the following information and supporting documents should be provided in sequential order, for vetting and verification purposes:

- a) Cover letter introducing your company;
- b) National Treasury Centralized Supplier Database (CSD) registration summary report (only applicable to entities legally registered within the borders of South Africa);
- c) Affirmation of certification of registration with the Chamber of Commerce (C.C.I.A.A.) or equivalent report (only applicable to entities legally registered outside the borders of South Africa);
- d) Valid certified copy if B-BBEE certificate ((only applicable to entities legally registered within the borders of South Africa);
- e) Copies of latest Statement of financial position, Statement of financial performance and Cash flow statement;
- f) Letter of Good standing - Compensation Fund (COIDA) (only applicable to entities legally registered within the borders of South Africa);
- g) Certified copies of Identity Documents or Valid Passports of Members, Directors or owner (*Copy with original stamp*), GDPR regulations are adhered to regarding personal information;
- h) Bidders must have specific experience and submit at least three recent references (in a form of written proof(s) on their client's letterhead including relevant contact person(s), office telephone & fax number, website and email address) where similar work were undertaken.

Part B- All documents and completed annexures of the Request for Proposal (RFP) in sequential order as they have been issued where bidders are required to:

- a) Initial each page of the Request For Proposal (RFP) to confirm that they have read and understood the contents of the bid;
- b) Duly completed (and signed where relevant) all Standard Bidding Documentation (SBD's) as required from section 9 onwards, including Annexure A-K and provide certificates where relevant.

Should these documents **not** be included and signed where applicable, the bidder may be disqualified on the basis of non-compliance/ non-responsiveness.

Part C- Credentials against the proposed scope of services, including a cover letter introducing your company and any information which will demonstrate:

- a) Bidders' capability to provide the required services, this may include but not limited to resources e.g. equipment, staff, asset register, global footprint etc. in line with SAT's request for proposals (RFP);
- b) Description and location of proposed premises where the actual services will be delivered from (SAT may perform site inspections of the proposed premises of shortlisted bidders);
- c) Proof of previous relevant experience;
- d) Proposal in line with your understanding of what the scope of work entails and any additional information which you deem valuable for consideration during the bid evaluation process;
- e) Any value added services you are able to offer relevant to this scope of services;
- f) Proposed team structure and skills of team members who will be assigned to this contract should you be the successful bidder;
- g) A detailed cost breakdown (inclusive of VAT) based on your understanding of SAT's full requirements under this tender. Where unsure, as much detail as possible should be provided. Also clearly indicate any once-off cost. The cost should be shown for 5 years but where each respective year is clearly defined.

Companies who fail to adhere to the above requirements; risk being disqualified from the evaluation process.

8.11 Anti-Corruption Compliance

South African Tourism is committed to conducting its business ethically and to achieving and maintaining the highest standards of corporate governance, particularly in respect of anti-corruption compliance. We require all of our business partners, suppliers, vendors, contractors and service providers, who play an important and valued role in our continuing business success, to behave ethically and to avoid engaging in corrupt business activities.

To assist South African Tourism in respect of its commitment to ethical business practices, all successful bidders are required to complete an anti-bribery compliance questionnaire and thereafter to undergo an anti-bribery due diligence check ; the outcome thereof may determine, at South African Tourism's discretion, whether South African Tourism will enter into any contractual agreement or other arrangements with the supplier, or not.

South African Tourism reserves the right to disqualify bidders based on the results and outcomes of its risk based anti-bribery due diligence procedures and will not furnish reasons for such decisions.

Successful bidders will further be required to sign warranties and undertake contractually that, in carrying out their responsibilities on behalf of South African Tourism, neither they nor their owners, officers, directors, employees, or their agents or subcontractors will pay, offer, or promise to pay, or authorize the payment directly or indirectly, of any money, gift, or anything of value to any government official or anyone else for the purpose of influencing any act or decision of such official or of the government to obtain or retain business, or to direct business to any person.

8.12 Period of appointment

The appointment of the successful bidder will be subject to the signing of a contract and service level agreement based on the preferred bidder's tender proposal and final agreed scope of work by South African Tourism.

8.13 Evaluation process

The evaluation process will comprise of the following phases:

Phase I	Phase II	Phase III	Phase IV
Administration and Mandatory bid requirements	Functionality	Price	Recommendation and Appointment
Compliance with administration and mandatory bid requirements	Bids will be evaluated in terms of functionality (Refer to section 8.6.3 & 9.2.1 of the bid document)	Bids evaluated in terms of the 90/10 preference system	Recommendation to South African Tourism Bid Adjudication Committee and appointment

9. PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2011 (this is only applicable for South African -registered legal entities).

BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011.

9.1 The 90/10 preference point systems will be applicable for this bid as the equivalent South African Rand currency (ZAR) value of the bid is expected to exceed ZAR 1 000 000 (all applicable taxes included).

9.2 Preference points for this bid shall be awarded for:

Functionality, Comparative Price and B-BBEE Status Level of Contribution.

9.2.1 The maximum points for this bid are allocated as follows:

Category	Points
Functionality	300
Comparative Price (90) & B-BBEE status level of contribution (10)	300

“**functionality**” means the measurement according to predetermined norms, as set out in the presentation, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;

“**Comparative price**” means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration.

“**B-BBEE status level of contributor**” means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act. Only legal entities registered within the borders of South Africa will qualify for this possible additional 10 points provided that they can submit proof of a valid B-BBEE assessment certificate.

Failure on the part of a bidder to fill in and/or to sign this form and submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS) or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or an Accounting Officer as contemplated in the Close Corporation Act (CCA) together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed;

9.2.2 South African Tourism reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required.

9.2.3 Criteria and weighting for Functionality:

Deliverables / Performance Indicators	Value allocated
Expertise and experience in traditional and digital PR - provide client testimonials/contactable references on a letterhead within the last 12 months and accolades. <ul style="list-style-type: none"> • 3 references = 3 • 4 - 5 references = 4 • Over 5 references = 5 	25
Creativity and Innovation in PR around consumer brands and the distribution channels - provide case studies that shows different aspects of creativity and innovation <ul style="list-style-type: none"> • 3 case studies =3 • 4 - 5 case studies = 4 • Over 5 case studies = 5 	25

Media Monitoring, Reputation Management Tracking and Reporting - approach, service and tools that will be made available to South African Tourism	20
Expertise and experience of proposed team: Proven experience of proposed team to be deployed to the project. Number of years' and level of experience of the proposed team member. Abridged CV that includes key skills, clientele and work experience.	20
Proposed cost structure model i.e. project fees, output based etc. (not actual bid price)	10
Total	100
Weight	

9.2.4 Bids will be evaluated strictly according to the bid evaluation criteria stipulated in this section.

9.2.5 Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements as indicated in the Terms of Reference. The panel responsible for scoring the respective bids will evaluate and score all bids based on bidders' submissions and the information provided.

9.2.6 The score for functionality will be calculated as in terms of the table below where each Bid Evaluation Committee (BEC) member will rate each individual criterion on the score sheet using the following value scale:

Performance	Description	Score
Excellent	Response meets and exceeds the functionality requirements	5
Very good	Above average compliance to the requirements	4
Good	Satisfactory should be adequate for the stated elements	3
Average	Compliance to the requirements	2
Poor	Unacceptable, does not meet the set criteria	1

9.2.7 The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These scores will be added and expressed as a fraction of the best possible score for all criteria. The total score will be converted to a percentage and only Bidders that have met or exceeded the minimum threshold of 70% for functionality will be evaluated and scored in terms of the pricing and B-BBEE status level of contributor.

9.2.8 Individual value scores will be multiplied with the specified weighting for the criterion to obtain the marks scored for all the elements. These marks will be added and expressed as a fraction of the best possible score for all criteria. This score will be converted to a percentage.

9.2.9 Any proposal not meeting the minimum score of 70 percent on the technical/functionality evaluation will be disqualified and the financial proposal will not be considered.

9.3 Points awarded for B-BBEE status level of contributor

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	8
4	5
5	4
6	3

7	2
8	1
Non-compliant contributor	0

Failure on the part of a bidder to fill in and/or to sign this form and submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS) or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or an Accounting Officer as contemplated in the Close Corporation Act (CCA) together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed;

- 9.3.1 Bidders who qualify as EMEs in terms of the B-BBEE Act must submit a certificate issued by an Accounting Officer as contemplated in the CCA or a Verification Agency accredited by SANAS or a Registered Auditor. Registered auditors do not need to meet the prerequisite for IRBA's approval for the purpose of conducting verification and issuing EMEs with B-BBEE Status Level Certificates;

"EME" means any enterprise with annual total revenue of R5 million or less.

- 9.3.2 Bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS;
- 9.3.3 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate;
- 9.3.4 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid;
- 9.3.5 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice;
- 9.3.6 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract;
- 9.3.7 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

10. ANNEXURE B - COMPANY INFORMATION

THE FOLLOWING PARTICULARS MUST BE FURNISHED (FAILURE TO DO SO MAY RESULT IN YOUR BID BEING DISQUALIFIED)		
BID IN RESPECT OF TENDER NO	SAT Central Europe 001/19	
LEGAL NAME OF BIDDER		
TRADING NAME OF BIDDER		
COMPANY REGISTRATION NUMBER		
POSTAL ADDRESS		
STREET ADDRESS		
CONTACT PERSON FOR THIS TENDER		
TELEPHONE NUMBER	Code:	Number:
CELLPHONE NUMBER		
FACSIMILE NUMBER	Code:	Number:
E-MAIL ADDRESS		
TYPE OF COMPANY/FIRM		
<input type="checkbox"/> PARTNERSHIP / JOINT VENTURE / CONSORTIUM		
<input type="checkbox"/> ONE PERSON BUSINESS / SOLE PROPRIETY		
<input type="checkbox"/> CLOSE CORPORATION		
<input type="checkbox"/> COMPANY		
<input type="checkbox"/> BV		
<input type="checkbox"/> Other - Specify		
DESCRIBE PRINCIPAL BUSINESS ACTIVIES		
COMPANY CLASSIFICATION		
<input type="checkbox"/> MANUFACTURER		
<input type="checkbox"/> SUPPLIER		
<input type="checkbox"/> PROFESSIONAL SERVICE PROVIDER		
<input type="checkbox"/> OTHER e.g. transport etc (specify)		

Total number of years the firm has been in business		
Total number of employees :		
Full Time		
Part Time		
Street Address of all Facilities used by Firm (eg. Warehousing, storage space, offices etc.)		
Do you Share Facilities	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, which facilities		
With who do you share facilities (Name of Firm / Individual)		
Is the firm registered or does it have a business license		
<input type="checkbox"/> Registered	Number :	
<input type="checkbox"/> Company Registration Number	Number :	
Detail all trade associations in which you have membership		
Did the firm exist under another name	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, What was the firm's previous name		
Who were the owners / partners / directors		

List the current partners, proprietors and shareholders by name, Passport number, Citizenship, and Ownership, as relevant

Shareholder Name	Passport Number	Citizenship	Date of Ownership	Percentage Voting

Note. Identify should owners themselves be a company or partnership

Complete the following information for each Partner, Proprietor, Shareholder, Director, and Officer of the Firm (viz. chairperson, company secretary, director, etc.) Should space be insufficient, please attach annexures

Title	Name	Gender (M/F)	Percentage of time devoted

Identify any owner or management officer who has an ownership interest in another firm. Should space be insufficient, please attach annexures

Name	Name & address of other firm	Percentage Owner	Type of other business

Identify any owner or management officer who is an employee of, or has duties in another business enterprise

Name	Type of other business

List the major items of equipment, plant and vehicles owned by the firm			
Item Description			Quantity
What is the enterprises annual turnover (excluding taxes) during the lesser period for which the business has been operating, or for the previous three financial years			
EUR amount :	€		
Or Previous three financial years	Year	Year	Year
	€	€	€
List the four largest contracts / assignments completed by your firm in the last three years			
Work Performed	For whom	Contact Person & Telephone numbers	Contract Fee Amount

ARE YOU AN ACRREDITED REPRESENTATIVE IN UNITED KINGSDOM & IRELAND FOR THE GOODS / SERVICES / WORKS OFFERED?	YES or NO
---	-----------

The undersigned is duly authorised on behalf of the firm and affirms that the information furnished is true and correct	
Name and surname	
Signature	
Capacity under which the bid is signed	
Duly authorised to sign on behalf of	
Date	
Notary/Solicitor Signature	
Notary/Solicitor Stamp	

11. ANNEXURE C: DETAILED BREAKDOWN OF TOTAL COST AND STANDARD SERVICES

Tenderers must ensure that a detailed pricing schedule is included that is broken down to meet the conditions set out in this document. If uncertain, as much detail as possible should be provided.

List any third party's involvement in your solution and include costs thereof. Provide a summary of all costs. The tender prices should be quoted in EURO currency. Refer to Validity Period with regard to costs.

Please summarize the total cost below which agrees to your detailed pricing schedule:

SUMMARY OF TOTAL PROJECT COST

TOTAL BID PRICE FOR 3 YEARS	EUR (Including all applicable taxes)	Projected annual escalation Percentage
YEAR 1		
YEAR 2		
YEAR 3		
OTHER (SPECIFY)		
OTHER (SPECIFY)		
OTHER (SPECIFY)		
TOTAL COST FOR YEARS		

SUMMARY OF TOTAL PROJECT COST

TOTAL BID PRICE FOR 5 YEARS	EUR(Including all applicable taxes)	Projected annual escalation Percentage
YEAR 4		
YEAR 5		
OTHER (SPECIFY)		
OTHER (SPECIFY)		
TOTAL COST FOR 5 YEARS		

12. TIME FRAMES

Pricing schedule should include stipulated time frames for delivery and/or execution and a detailed project / roll-out plan where applicable.

13. ANNEXURE D: ACCEPTANCE OF GENERAL TENDER CONDITIONS OF SOUTH AFRICAN TOURISM

I/We hereby tender to supply all or any of the services described in the Tender Request for Presentation, in accordance with the specifications stipulated therein (and which will be taken as part of, and incorporated into, this tender submission) at the prices and on the terms regarding time for delivery and/or execution inserted therein, to South African Tourism on the terms of the General Tender Conditions of South African Tourism

I/WE AGREE THAT -

- 13.1 The offer herein will remain binding upon me/us and open for acceptance by South African Tourism during the Validity Period indicated and calculated from the closing time of the tender.
- 13.2 if I/we withdraw my/our tender within the period for which I/we have agreed that the tender will remain open for acceptance, or fail to fulfill the contract when called upon to do so, South African Tourism may, without prejudice to its other rights, agree to the withdrawal of my/our tender or cancel the contract that may have been entered into between me/us and South African Tourism and I/we will then pay to South African Tourism any additional expense incurred by South African Tourism having either to accept any less favorable tender or, if fresh tenders have to be invited, the additional expenditure incurred by the invitation of fresh tenders and by the subsequent acceptance of any less favourable tender; South African Tourism will also have the right to recover such additional expenditure by set-off against moneys which may be due or become due to me/us under this or any other tender or contract or against any guarantee or deposit that may have been furnished by me/us or on my/our behalf for the due fulfillment of this or any other tender or contract and pending the ascertainment of the amount of such additional expenditure to retain such moneys, guarantee or deposit as security for any loss the Province may sustain by reason of my/our default;
- 13.3 if my/our tender is accepted the acceptance may be communicated to me/us by e-mail, letter or order by ordinary post or registered post;
- 13.4 Laws of England will govern the contract created by the acceptance of my/our tender.

I/We furthermore confirm that I/we have satisfied myself/ourselves as to the correctness and validity of my/our tender; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the tender documents and that the price(s) and rate(s) cover all my/our obligations under a resulting contract and that I/we accept that any mistakes regarding price(s) and calculations will be at my/our risk.

I/We hereby accept full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on me/us under this agreement as the Principal(s) liable for the due fulfillment of this contract.

I/We agree that any action arising from this contract may in all respects be instituted against me/us and I/we hereby undertake to satisfy fully any sentence or judgment which may be pronounced against me/us as a result of such action.

I/We agree that background screening can be done to all directors of our legal entity that submits this bid

I/We declare that I/we have participation /no participation in the submission of any other offer for the supplies/services described in the attached documents. If in the affirmative, state name(s) of tender(s) involved:

Duly signed by authorized person on this day of as unconditional acceptance of the terms and conditions of this Tender.

Name: _____ Signature: _____

In capacity as: _____

These conditions form part of the tender and failure to comply therewith may invalidate a tender.

14 ANNEXURE E: DECLARATION OF INTEREST FOR TENDERS

This declaration must accompany tender documents submitted.

Any legal person, including persons employed by the South African Tourism or persons who act on behalf of South African Tourism or persons having a kinship with persons employed by South African Tourism including a blood relationship may make an offer or offers in terms of this tender invitation. In view of possible allegations of favouritism, should the resulting tender, or part thereof, be awarded to persons employed by South African Tourism, or to persons who act on behalf of South African Tourism, or to persons connected with or related to them, it is required that the tenderer or his/her authorized representative will declare his/her position vis-à-vis the evaluating authority and/or take an oath declaring his/her interest, where

The tenderer is employed by South African Tourism or acts on behalf of South African Tourism; and/or the legal person on whose behalf the tender document is signed, has a relationship with persons/a person who are/is involved with the evaluation of the tender(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation of the tender.

In order to give effect to the above, complete the following and submit with the tender.

Are you or any person connected with the tenderer, act on behalf of, or employed by South African Tourism?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If Yes, state particulars :		
Do you, or any person connected with the tenderer, have any relationship (family, friend, other) with a person employed in the department concerned or with South African Tourism, and who may be involved with the evaluation or adjudication of this tender?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If Yes, state particulars :		
Are you or any person connected with the tenderer, aware of any relationship (family, friend, other) between the tenderer and any person employed by South African Tourism, who may be involved with the evaluation or adjudication of this tender?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If Yes, state particulars :		

Duly signed by authorised person on this _____ day of _____ 2017 as

Declaration of Interest for the tendering of: _____

TENDER REQUIREMENT, TENDER NUMBER.

Signature: _____
 Print Name: _____
 In capacity as: _____
 For and on behalf of: _____
 COMPANY NAME (TENDERER): _____

Notary/Solicitor Declaration:

15 ANNEXURE F: DECLARATION OF INTEREST FOR TENDERS (SBD4)

This declaration must accompany tender documents submitted.

1 Any legal person, including persons employed by the state, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or Presentation). In view of possible allegations of favoritism, should be the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorized representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is self employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

2.1	Full name of bidders or his or her representative:	
2.2	Passport Number:	
2.3	Position occupied in the company (director, trustee, shareholder):	
2.4	Company registration number:	
2.5	Tax reference number:	
2.6	BTW registration number:	

2.7 Are you or any person connected with the bidder presently employed by the state? YES / NO

2.7.1 If so, furnish the following particulars:

2.7.1.1	Name of person / director / trustee / shareholder / member:	
2.7.1.2	Name of state institution at which you or the person connected to the bidder is employed:	
2.7.1.3	Position occupied in the state institution:	
2.7.1.4	Any other particulars:	

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? YES / NO

2.7.2.1 If yes, did you attach proof of such authority to the bid document? YES / NO

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid)

2.7.2.2	If no, furnish reasons for the non-submission of such proof:
---------	--

2.8 Did you or your spouse, or any of the company's directors/trustees/shareholders/members or their spouses conduct business with the state in the previous twelve months? YES / NO

2.8.1	If yes, furnish particulars:
-------	------------------------------

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation of this bid? YES / NO

2.9.1	If yes, furnish particulars:
-------	------------------------------

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid? YES / NO

2.10.1	If yes, furnish particulars:
--------	------------------------------

2.11 Do you or any of the directors/trustees/shareholders/members of the company have any interest in any other related companies whether or not they are bidding for this contract? YES / NO

2.11.1 If yes, furnish particulars:

--	--

3 Full details of directors/trustees/members/shareholders

	Full Name	Identity Number	BSN Number
3.1			
3.2			
3.3			
3.4			
3.5			
3.6			
3.7			
3.8			
3.9			

4 DECLARATION

I, THE UNDERSIGNED (NAME) _____

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 AND 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 3 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

SIGNATURE

DATE

POSITION

NAME OF
BIDDER

16. ANNEXURE G - DECLARATION OF BIDDERS'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES (SBD8)

This Standard Bidding Document must form part of all bids invited where a service provider has performed work in South Africa during the last 5 years.

It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.

The bid of any bidder may be disregarded if that bidder or any of its directors have-

- abused the institution's supply chain management system;
- committed fraud or any other improper conduct in relation to such system; or
- failed to perform on any previous contract.

In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
15.1	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website (www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
15.1.1	If so, furnish particulars:		
15.2	<p>Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?</p> <p>The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
15.2.1	If so, furnish particulars:		
15.3	<p>Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

15.3.1	If so, furnish particulars:		
15.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
15.4.1	If so, furnish particulars:		

CERTIFICATION

I, the undersigned, (NAME IN FULL) _____, certify that the information furnished on this Declaration is true and correct.

I accept that, in addition to cancellation of a contract, action may be taken against me should this declaration, made on behalf of the tendering company, prove to be false.

Signature

Date

Position

Name of bidder

17. ANNEXURE H - CERTIFICATE OF INDEPENDENT BID DETERMINATION (SBD9)

- 17.1 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 17.2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 17.3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
- a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.

This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.

In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and Presentations.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

18. CERTIFICATE OF INDEPENDENT BID DETERMINATION (SBD9)

I, the undersigned, in submitting the accompanying bid:

.....

(Bid number and Description)

in response to the invitation for the bid made by:

SOUTH AFRICAN TOURISM

Do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of:that:

(Name of Bidder)

- 18.1 I have read and I understand the contents of this Certificate;
- 18.2 I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
- 18.3 I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
- 18.4 Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
- 18.5 For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) Has been requested to submit a bid in response to this bid invitation;
 - (b) Could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) Provides the same goods and services as the bidder and/or is in the same line of business as the bidder.
- 18.6 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 consortium³ will not be construed as collusive bidding.
- 18.7 In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) Prices;
 - (b) Geographical area where product or service will be rendered (market allocation)
 - (c) Methods, factors or formulas used to calculate prices;
 - (d) The intention or decision to submit or not to submit, a bid;
 - (e) The submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) Bidding with the intention not to win the bid.

- 18.8 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 18.9 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 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.
- 18.10 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 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.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder