



SOUTH AFRICAN TOURISM

RFQ-07-HC-21

Delivered by e-mail

Date: 21 April 2021

Dear Bidder

Subject Matter: Request for cost proposal for the development of learning materials for SA Tourism value chain skills programmes and accreditation of skills programmes with relevant SETAs.

South African Tourism Board (SA Tourism) 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 SA Tourism 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 The National Tourism Sector Strategy documents as it supports governments' objectives of alleviating the triple challenges of unemployment, poverty and inequality.

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 and also confers a constitutional right on every potential supplier to offer goods and services to the public sector when needed.

Having regard for the aforementioned SA Tourism is hereby extending an invitation to your firm, as part of a competitive bidding process, to submit a cost to develop learning materials for five (5) SA Tourism value chain skills programmes and ensure accreditation with relevant Sector Education and Training Authorities (SETAs).

To this effect, SA Tourism wishes to procure the following:

Develop learner and facilitator guides including Assessor and PoEs for skills programmes. The five (5) skills programmes should build the following competencies:

- Leadership Capability
- Commercial fluency - fundamental financial capability, negotiation, supply chain management, budget management
- Tourism Fluency - The ins and outs of tourism, understanding the business of destination marketing and management - brand strategy, markets and segments, visitor experience, marketing and sales.
- Labour relations and professional conduct - policies and procedures, work ethics, code of conduct and performance management.
- Innovation and Agility - data management, agility (SCRUM DT), collaboration and problem solving.

The Scope of the project are as follows:

- To design and develop Learner, Assessor and Facilitator guides and PoEs
- Accredite skills programmes with SETAs;
- Provide on-site mentoring (site visits) to ensure transfer of skills as part of the portfolio building process.

1. Format of proposals

Bidders must complete and return all the necessary standard bidding documents (SBD's) attached to this request for financial proposals.

Bidders are advised that their proposals should be concise, written in plain English and simply presented in the same order as indicted below: -

- (a) National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status;
- (b) Valid certified copy of B-BBEE certificate or Sworn Affidavit – B-BBEE Exempted Micro Enterprise;
- (c) 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.
- (d) Financial proposal to deliver the assignment including any other cost SA Tourism should be aware off for the successful completion of the assignment;
- (e) Declaration of Interest – SBD 4;
- (f) Preference Point Claim Form – SBD 6.1;
- (g) Declaration of Bidder’s Past Supply Chain Management Practices – SBD 8; and
- (h) Independent Bid Determination – SBD 9.

2. Cost structure and project plan:

Bidders must submit the total bid price for the assignment based on the skills, resources and time allocated to the project. Bidders should also propose innovation in their technical proposals to keep the cost to a minimum where SA Tourism will still benefit from the best possible qualitative outcome. SA Tourism reserves the right to request additional information or clarity on cost proposals prior to the evaluation thereof.

3. Evaluation Method

The evaluation process of bids will comprise of the following phases:

Phase 1	Phase 2	Phase 3
Administration and Mandatory bid requirements	Functionality	Price and B-BBEE
Compliance with administration and mandatory bid requirements	Bids will be evaluated in terms of functionality	The bidders that have successfully progressed through to Phase 2 will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act,

Phase 1	Phase 2	Phase 3
		80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.

4. Functionality Scoring Points

4.1 Points awarded for functionality:

EVALUATION CRITERIA	Rating					Weight
	1	2	3	4	5	
The Bids will be evaluated on a scale of 1 – 5 in accordance with the criteria below. The rating will be as follows: 1 = Very poor, 2 = Poor, 3 = Good, 4 = Very good, 5 = Excellent						
Bidders relevant experience to the assignment specifically demonstrating capacity and capability pertaining to develop learning materials for skills programmes. 3 years up to 5 = 3 + 5 years up to 7 = 4 more than 7 years = 5						30
Company track record: The bidder is required to provide three (3) contactable client references where its services can be verified. References should be presented in a form of a written letter on an official letterhead from clients where similar services have been provided and should not be older than seven (3) years. No appointment letters from clients will be accepted as reference letters.						20
Expertise and experience of proposed facilitator to be assigned to this project: Proven experience of proposed resources to be deployed to the project. Detailed CV of resources must be submitted. Number of years' experience of developing learning materials: 3 years up to 5 = 3 + 5 years up to 7 = 4 more than 7 years = 5						50
TOTAL POINTS FOR FUNCTIONALITY						100
A threshold of 60% is applicable.						

“**Functionality**” means the measurement according to predetermined norms, as set out in the bid documents, 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.

- i. Bids will be evaluated strictly according to the bid evaluation criteria stipulated in this section;
- ii. Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements. The official responsible for scoring the respective bids will evaluate and score all bids based on bid submissions and the information provided.
- iii. The score for functionality will be calculated in terms of the 1 - 5 rating scale as shown in the functionality criteria matrix under paragraph 5.1;
- iv. 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;

v. The points for functionality and the points for B-BBEE level of contribution will be added together and the proposal from the bidder which meets the highest score will be deemed the preferred proposal.

4.2 Awarding of Points for Price and Broad-Based Black Economic Empowerment

The bidders that have successfully progressed through to Phase 3 (bidders who meets the minimum threshold for functionality of 60% will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act, 2000 and the Preferential Procurement Regulations of 2017. 80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.

Points for B-BBEE level of contribution will be awarded in accordance with the below table: -

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Bidders are required to submit proof of B-BBEE Status Level of contributor. Proof includes original and valid B-BBEE Status Level Verification Certificates issued by a SANAS credited agency or certified copies thereof together with their price quotations, to substantiate their B-BBEE rating claims.

In terms of the Generic Codes of Good Practice, an enterprise including a sole propriety with annual total revenue of R10 million or less qualifies as an EME. An EME is required to submit a sworn affidavit confirming their annual total revenue of R10 million or less and level of black ownership to claim points as prescribed by regulation 6 and 7 of the Preferential Procurement Regulations 2017.

The Codes define a QSE as any enterprise with annual total revenue of between R10 million and R50 million. A QSE is required to submit a sworn affidavit confirming their annual total revenue of between R10 million and R50 million and level of black ownership or a B-BBEE level verification certificate to claim points as prescribed by regulation 6 and 7 of the Preferential Procurement Regulations 2017

Bidders who do not submit B-BBEE Status Level Verification Certificates or Sworn affidavits, in the case of EME's and QSE's, or who are non-compliant contributors to B-BBEE do not qualify for preference points for B-BBEE but will not be disqualified from the bidding process. They will score points out of 80 for price only and zero (0) points out of 20 for B-BBEE.

4.3 Adjudication and Final Award of Bid

The successful bidder will usually be the service provider scoring the highest number of points for comparative price and BBEE level of contribution or it may be a lower scoring bid on justifiable grounds or no award at all.

5. National Treasury Centralized Supplier Registration and B-BBEE Certificates

All bid submissions must include a copy of successful registration on National Treasury's Centralized Supplier Database (CSD) with a valid tax clearance status and an original or certified copy of a B-BBEE verification certificate (if you have been assessed).

Proposals which does not include these documents will not be considered.

6. Deadline for submission

All proposals must be e-mailed, in PDF format, to evah@southafrica.net no later than 14h00 on Monday, 26 April 2021 and should remain valid for at least 30 days after the closing date.

7. Confidentiality

The request for a cost proposal and all related information shall be held in strict confidence by bidders and usage of such information shall be limited to the preparation of the bid. All bidders are bound by a confidentiality agreement preventing the unauthorized disclosure of any information regarding SA Tourism or of its activities to any other organization or individual. The bidders may not disclose any information, documentation or products to other clients without written approval of SA Tourism.

8. Terms of engagement

No service should be provided to SA Tourism and no amount will become due and payable by SA Tourism before an official purchase order has been issued to the supplier where service delivery will be within the specified time scale after the receipt of the official purchase order.

9. Payments

No advance payments will be made in respect of this assignment. Payments shall be made in terms of the deliverables as agreed upon and shall be made strictly in accordance with the prescripts of the PFMA (Public Finance Management Act, 1999. Act 1 of 1999).

The successful bidder shall after completion of the assignment, invoice SA Tourism for the services rendered. No payment will be made to the successful bidder unless an invoice complying with section 20 of VAT Act No 89 of 1991 has been submitted to SA Tourism.

Payment shall be made into the bidder's bank account normally 30 days after receipt of an acceptable, valid invoice.

10. Non-compliance with delivery terms

The successful bidder must ensure that the work is confined to the scope as defined and agreed to. As soon as it becomes known to the bidder that they will not be able to deliver the services within the delivery period and/or against the quoted price and/or as specified, SA Tourism's sourcing specialist must be given immediate written notice to this effect.

11. Retention

Upon completion of the assignment and / or termination of the agreement, the successful bidder shall on demand hand over to SA Tourism all documentation, information, etc. relevant to the assignment without the right of retention.

12. Cost

The bidder will bear all the costs associated with the preparation of the response and no costs or expenses incurred by the bidder will be borne by SA Tourism.

13. Cancellation of the request

SA Tourism may, prior to the award of the bid, have the right to cancel the bid if:

- a) Due to changed circumstances, there is no longer a need for the service; or
- b) Funds are no longer available to cover the part and/or total envisaged expenditure; or
- c) No acceptable bids are received.

SA Tourism reserves the right to withdraw this request, to amend the term or to postpone this work by email notice to all parties who have received this request.

14. Clarification

Any clarification required on any aspect concerning this request is to be requested in writing. From: Mrs. Evah Mkwanzzi, Supply Chain Management Sourcing Specialist.

Thanking you and looking forward to your proposal in this regard.
Yours in Tourism

Evah Mkwanzzi
Sourcing Specialist