

Date: 02 June 2021

Dear Bidder

Subject Matter: Request for a proposal for a data collection survey software

The South African Tourism (SA Tourism) invites reputable and experienced service providers, with a good track record, to submit proposals that demonstrate their capability to deliver services as required through the request for proposal. South African Tourism hopes to solicit the services of a data collection survey service provider, to procure a data collection service tool, that enables the organisation to undertake easy to complex surveys in-house for some of its ad-hoc and syndicated studies. The tool / software will need to have the following attributes and capabilities:

The platform should allow for user to create, deploy surveys, as well as to have feedback reporting capabilities that include engagements per survey, automated and customisable reminders and close out dates. The tool should have capabilities to perform various types of surveys, from simple to complex. It should have both simple, advanced and sound built in logic verifiers proficiencies, and be able to provide features that include complex grid questions, along with well-versed and comprehensive quota management capabilities, allowing for varying sampling needs.

The tool should have competencies that facilitate collection for both online and offline surveys, as well as being versatile to allow for multi-channel and cross-channel deployment such as deploy them through any channel and at every touchpoint (SMS, email, website, apps, USSD, CATI). The service provider should be agile and abreast with sophisticated technology and methodology trends, the platform should be compatible and complement various systems, such as the integration with databases, reporting platforms, and data warehousing tools (PowerBI, SQL, CRM, etc.)

The tool should be able to deploy large to unlimited mass mailing lists, as well as be compliant with individual and private information protection policies such as POPI, GDPR. The service provider should be able to provide onboarding training and / or operational manuals to the team that will be using the tool.

Having regard for the aforementioned SA Tourism hereby extends an invitation to organisations, as part of a competitive bidding process, to submit a cost proposal to provide the service of data collection survey tool.

1. Deliverables

- Sophisticated, user friendly, data collection survey software license
- Training

The appointment of the successful bidder will be subject to the signing of a Service Level Agreement with SA Tourism which will clearly outline the key deliverables, project duration and other terms and conditions which will be negotiated at the appropriate time.

2. Format of proposals

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

Bidders are advised that their proposals should be comprehensive, written in plain English and simply presented in the same order, detailing the above mentioned capabilities. In addition to providing information to allow for evaluation of proposals in terms of the functional criteria detailed in section 7 below, bidders are also required to provide the following information:

- (a) Cover letter introducing your firm and credentials, capacity, capability and experience for this assignment;
- (b) 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 was undertaken.
- (c) Financial proposal to deliver the assignment, i.e. your firm's daily rate for facilitation services, including any other cost SA Tourism should be aware off for the successful completion of the assignment;
- (d) Declaration of Interest – SBD 4;
- (e) Preference Point Claim Form – SBD 6.1;
- (f) Declaration of Bidder's Past Supply Chain Management Practices – SBD 8; and
- (g) Independent Bid Determination – SBD 9.

3. Cost structure and project plan:

SA Tourism solicits the services for the period 2021 to 2024 (3 years), Bidder will be required to therefore submit a detailed comprehensive cost structure delineating various cost points, and not an aggregated fee. Bidders are to submit two cost options, one for providing the services for only a period of 1 year and another cost option for 3 years' service provision for 5000 completed interviews.

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. SA Tourism reserves the right to request additional information or clarity on cost proposals prior to the evaluation thereof.

4. 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
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 Preferential Procurement Policy Framework Act

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						
Company capabilities: <ul style="list-style-type: none"> a. Built in verification methods - (10) b. Multi-channel and cross-channel - (10) c. Feedback reporting capabilities - (10) d. Complex Logic verifiers - (10) e. Sophisticated technology - (5) f. Quota management capabilities - (10) g. Large and unlimited mass mailing capabilities - (5) h. System integration capabilities - (10) i. Individual and private information protection policies compliance - (5) 						85

j. Training & Support (what training will entail) – (10)	
Company background, experience, including factors that contribute to company's competitive advantage	15
TOTAL POINTS FOR FUNCTIONALITY	100
A threshold of 70% 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 4.1.
- 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.

5. **Deadline for submission**

All proposals must be e-mailed, in PDF format, to sizakele@southafrica.net before Tuesday, 15 June 2021 no later than 13:00 and should remain valid for at least 1 month after the closing date.

6. **Confidentiality**

The request for a technical and 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 organisation or individual. The bidders may not disclose any information, documentation or products to other clients without written approval of SA Tourism.

7. **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 contract, 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.

8. **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, the Board of SA Tourism must be given immediate written notice to this effect.

9. Retention

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

10. 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.

11. Cancellation of the request for a technical and cost proposal

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 for technical and cost proposals, to amend the term or to postpone this work by email notice to all parties who have received this request.

12. Clarification

Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning this request for technical and cost proposals, is to be requested in writing from:

Sizakele Nkosi
Sourcing Specialist – Intern
Email: sizakele@southafrica.net

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