



SOUTH AFRICAN TOURISM

Delivered by e-mail

Date: 03 June 2021

Dear Supplier

Subject Matter: Short-term rental data provider

The South African Tourism (SAT) invites reputable and experienced data service providers, with a good track record, to submit proposals that demonstrate their ability and capability to deliver services as required through the request for proposal. What is required are comprehensive monthly trended reports and data on vacation rentals.

Background:

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.

BUSINESS CHALLENGE

The Insights team are charged to be forward looking and have insightful information integrated into the strategies and marketing activities of the organization. SIA is in the process of creating a new brand for the unit which is linked to be a "Knowledge Leader" in the industry. For this to occur, the unit will share content for consumption and consideration of broader audiences; to extend the SIA brand more effectively into the industry and to the public. Looking for new sources that take a deeper look at short term rental industry, benchmarks and industry trends.

This is needed particularly in the context of South African Tourism's ambitious targets and vision to champion the growth of tourism, creation of opportunities for the population and delivery of quality experiences to tourists. South African Tourism is looking for partners and providers of the latest thinking, cutting edge short-term rental data, insights and market analysis to empower South African Tourism.

WHAT IS NEEDED?

SAT's SIA business unit is inviting reputable and suitably qualified sources for monthly reports on short-term rental trends for South Africa, the rest of Africa and the global performance. Each of the reports must include the following aspects in the deliverable:

- Analysis of trends in the short-term rental industry
- Analysis of the number of nights stayed in the accommodation
- Trended data on number of short-term rental listings, occupancy rate, average daily rate, RevPAR, rooms sold and rooms available.
- The period of stay; day of the week, day, month and year
- The location of the accommodation
- The guest details such as city and country of origin
- Accommodation segmentation by property type and number of bedrooms
- Isolate seasonal trends and anomalies with monthly, annual and year-on-year view

SCOPE OF WORK:

The unit is charged with internal and external reporting and the content within the reports is often re-purposed by the unit to extend the reach of the knowledge from the reports to broader audiences.

This procurement process is in pursuance of **monthly short-term rental reports** from the selected supplier(s) which will be:

1. Infused into South African Tourism's internal and external reports and may be used in public platforms of South African Tourism. As such the respondent must be clear on the rights of the reports shared. South African Tourism will use these reports in strategy development, inclusion into insights reports and for presentations within the South African Tourism ecosystem to further the Tourism agenda of South Africa as a destination, including partners, provinces and other government or private tourism players as South African Tourism sees fit.
2. Source material for South African Tourism to develop strategies, campaigns and innovations for the benefit of tourism in and to South Africa
3. Provide insights on the tourism industry from a broader vantage to better understand the accommodation sector

The outputs are required in a format readily accessible, intuitive and not requiring any special software, training or any other prework or additional resources beyond the specifications of this request for proposal.

Proposals will be accepted from performance reporting service providers as well as other companies with products or services geared towards monitoring and tracking the short-term rental industry.

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 concise, written in plain English and simply presented in the same order as indicted below:-

- (a) Cover letter introducing your firm and credentials, capacity, capability and experience for this assignment;
- (b) National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status;
- (c) Valid certified copy of B-BBEE certificate;
- (d) 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.
- (e) Overview of the methodology your firm will apply for this assignment;

- (f) Project approach and plan which outlines the activities to be undertaken during the process bearing in mind that SA Tourism requires the entire process to be finalised as rapidly as possible;
- (g) Outline of the qualifications and related experience of the proposed candidate who will be assigned to the matter and three examples of content pieces written that are in line with our target audience from the candidate who will be assigned to this matter;
- (h) Financial proposal to deliver the assignment including any other cost SA Tourism should be aware off for the successful completion of the assignment;
- (i) Declaration of Interest - SBD 4;
- (j) Preference Point Claim Form - SBD 6.1;
- (k) Declaration of Bidder's Past Supply Chain Management Practices - SBD 8; and
- (l) Independent Bid Determination - SBD 9.

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.

Time sheets need to be submitted for payment to take place.

Evaluation Method:

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

Phase 1	Phase 2
Functionality	Price and B-BBEE
Proposals will be evaluated in terms of functionality	Suppliers 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, 80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.

Functionality:

“**functionality**” means the measurement according to predetermined norms, as set out in the RFP 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 and viability of a service and the technical capacity and ability of a supplier.

Bidder(s) are required to achieve a minimum threshold 70% to proceed to Gate 2 of procurement process.

Performance Indicators	Value allocated
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<p>1. Credentials and experience relevant to the scope of work under this RFP</p> <ul style="list-style-type: none"> • 5+ years of company being in existence • Experience on working on similar projects (Industry, methodology and size; suppliers should clearly state work done like a project of this nature) • The supplier 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 three (3) years. No appointment letters from clients will be accepted as reference letters. 	20
<p>2. Demonstration of capability through a sample report with real or dummy data that illustrates the report contents and analysis of the rental industry trends.</p> <ul style="list-style-type: none"> • The supplier is required to provide one (1) report where its services can be verified. This needs to be on an MS Excel or PDF format. This report will be judged on the quality scale below: 5 - excellent quality report with data analysis and trends that lead to actionable recommendations 4 - above average report 3 - average report 2- below average report 1 - poor quality report with no data analysis and trends that lead to actionable recommendations 0 - No report example <p>NB: The contents of the sample report will be taken to represent the type of information that will be available in the report deliverable and the bidder commits to be able to replicate the report for the specific market.</p>	30
<p>3. Depth and breath of topics covered for the specific market.</p> <ul style="list-style-type: none"> • This report will be judged on the quality scale below: 5 - excellent coverage depth and breadth in sample report 4 - above average 3 - average 2 - below average 1 - poor coverage with little depth and breadth in sample report 0 - No report example <p>NB: The contents of the sample report will be taken to represent the type of information that will be available in the report deliverable and the bidder commits to be able to replicate the report for the specific market.</p>	40
<p>4. A project implementation plan with timelines from inception to completion of the project.</p>	10
<p>Total weight</p>	100

Evaluation matrix determining value of weights based on				
Very poor	Poor	Average	Good	Excellent
1	2	3	4	5

Proposals will be evaluated strictly according to the evaluation criteria stipulated in this section

- Suppliers must submit supportive documentation for all functional requirements. The official responsible for scoring the respective proposals will evaluate and score all proposals based on submissions and the information provided.
- The score for functionality will be calculated in terms of the 1 - 5 rating scale as shown in the functionality criteria matrix above
- 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 points for functionality and the points for B-BBEE level of contribution will be added together and the proposal from the supplier which meets the highest score will be deemed the preferred proposal.

Important notice: A minimum threshold of 70% has been set for suppliers to achieve for FUNCTIONALITY during the evaluation process of Phase 1. Any supplier who does not achieve at least 350 points or more (>70%) will be eliminated and will not qualify for further adjudication where only comparative price and B-BBEE level of contributor will be considered.

Points awarded for B-BBEE status level of contributor

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

“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;

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

The suppliers that have successfully progressed through to Phase 2 (suppliers who meets the minimum threshold for functionality of 70%) 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

Adjudication and Final Award of project

The successful supplier 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.

National Treasury Centralized Supplier Registration and B-BBEE Certificates

All 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.

Deadline for submission

All proposals must be e-mailed, in PDF format, to evah@southafrica.net no later than 12h00 on Tuesday, 15 June 2021 and should remain valid for at least 3 months after the closing date.

Confidentiality

The request for a technical and cost proposal and all related information shall be held in strict confidence by suppliers and usage of such information shall be limited to the preparation of the bid. All suppliers 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 suppliers may not disclose any information, documentation or products to other clients without written approval of SA Tourism.

Terms of engagement

Prior to commencing with the assignment, the successful supplier will be required to meet with the Chairperson of SA Tourism's Audit and Risk Committee to align the final statement of work (SOW) and criteria for approval.

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 supplier shall after completion of the contract, invoice SA Tourism for the services rendered. No payment will be made to the successful supplier 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 supplier's bank account normally 30 days after receipt of an acceptable, valid invoice.

Non-compliance with delivery terms

The successful supplier must ensure that the work is confined to the scope as defined and agreed to. As soon as it becomes known to the supplier 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 Audit and Risk Committee must be given immediate written notice to this effect.

Retention

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

Cost

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

Cancellation of the request for proposal

SA Tourism may, prior to the award of the bid, have the right to cancel the RFP 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 proposals 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.

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

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

Yours in Tourism

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