



SOUTH AFRICAN TOURISM

Delivered by e-mail

Date: 19 August 2021

RFQ/07/DIGITECH/21

Dear Bidder

**Subject Matter: Urgent Request for proposal for support and development of the Digital Platform for South African Tourism for a period of Four (4) Months.**

The South African Tourism Board (South African 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. SA 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 South African 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 strategic industry in terms of the National Tourism Sector Strategy as it supports government objectives of alleviating the triple challenges of unemployment, poverty and inequality.

The scope of South African Tourism's business includes four (4) distinct areas of business focus and delivery, with different target markets and segments:

- I. International Leisure and Domestic Leisure Tourism (travel trade and consumer),
- II. Business events through the delivery unit the South African National Convention Bureau (Meetings, Incentives, Conferences, Exhibitions);
- III. Quality assurance of the tourism sector/industry through the delivery of both Visitor Experience and the Tourism Grading Council of South Africa.
- IV. Corporate - enhancing the South African Tourism brand.

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.

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

South African Tourism has a detailed evaluation methodology premised on Treasury Regulation 16A.3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No. 5 of 2000) read with Preferential Procurement Regulations 2017, and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

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 technical and cost proposal for the possible appointment of a service provider for the Digital Platform Support and Development for South African Tourism.

**1. The scope of services will therefore need to include, but will not be limited to, at least the following:**

SA Tourism is looking for the ICT service provider to provide the system development, support, maintenance and hosting services on current digital platform solutions including websites with related applications/portals. Among other support services will be:

- Database management and backups,
- Website service monitoring,
- App Service management and deployment,
- Resource group maintenance
- Bug fixing,
- Security monitoring and reporting,
- Disaster recovery testing (subject to approved implementation on particular service/platform),
- Service uptime monitoring, etc.
- Digital channel support and user trouble shooting

New development of websites and related applications as well as major change requests impacting the delivery of business imperatives and strategic outcomes will be out of scope and costed separately because it is the service required as and when the need arise.

Full handover and knowledge transfer of systems, platforms, back-end components and all items related the functioning thereof. The following is required no later than 20 working days prior to the conclusion of the services

- Systems documentation
- Platform code-base documented and handed over to SAT and or delivery partners
- Admin access details documented and handed over the SAT
- And other elements and components that are critical to secure business continuity.

Support of websites and related applications includes legacy websites, which are hosted at Xneelo, production websites hosted in the MS Azure cloud and management of disaster recovery solution. Portals are mainly related to:

- Travel,
- Business,
- Corporate, and
- Trade

Leisure portals are broken into various languages to cover the countries in which SA Tourism operates. Only English is used for Trade, Business and Corporate portals.

The following developed elements are used across the portals:

- Umbraco,
- Angular components, and
- Content items.

Consulting service costs to deliver the above mentioned services are based on the following skilled resources:

- Head of Development,
- Full stack Developer,
- Quality Assurance, and
- Project Manager.

**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 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) Proof of B-BBEE status level contributor;
- (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.

### 3. 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 assignment. The bid price for the project, inclusive of VAT

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
<b>Administration and Mandatory bid requirements</b>	<b>Functionality Evaluation</b>	<b>Price and B-BBEE</b>
Compliance with administration and mandatory bid requirements	Bidders who meet the 70% threshold will be evaluated for phase 3.	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,  80 points will be awarded for price while 20 points will be allocated for preference points for BBBEE as prescribed in the regulations.

5.1 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						
<b>Bidders relevant experience</b> to the assignment specifically demonstrating capacity and capability pertaining developing and supporting websites and digital Platforms. 3 years up to 5 = 3 + 5 years up to 7 = 4 more than 7 years = 5						30
<b>Methodology and approach:</b> Bidders must provide a detailed description of how they intend executing the assignment from inception to completion. This must include, as a minimum, a project plan with clear time frames, skills and resources utilized in each area, nature of compliance checks conducted, how the bidder intends on delivering on the services required by SA Tourism etc.						30
<b>Company track record:</b> 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
<b>Expertise and experience of proposed resource to be assigned to the project:</b>  Proven experience of proposed personnel to be deployed to the project. Detailed CVs of proposed team must be submitted which must elaborate on areas that they were involved in.  Number of years' experience of the proposed team member in: <b>Website and digital platform support and development</b> 3 years up to 5 = 3 + 5 years up to 7 = 4 more than 7 years = 5						20
TOTAL POINTS FOR FUNCTIONALITY						100
<b>A threshold of 70% is applicable.</b>						

“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.

## 5.2 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 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 BBBEE 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

## 5.3 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.

## 6 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.

## 7. Deadline for submission

All proposals must be e-mailed, in PDF format, to [leratos@southafrica.net](mailto:leratos@southafrica.net) no later than 14h00 on Thursday, 26 August 2021 and should remain valid for at least 1 month after the closing date.

## 8. 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 confidentially 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.

## 9. Terms of engagement

Prior to commencing with the assignment, the successful bidder will be required to meet with the Project lead to align the final statement of work (SOW) and criteria for approval.

## 10. 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.

## 11. 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 Audit and Risk Committee must be given immediate written notice to this effect.

## 12. Retention

Upon completion of the assignment and / or termination of the agreement, the successful bidder 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.

## 13. 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.

## 14. 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.

## 15. 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: The Sourcing Specialist.

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

Yours in Tourism

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