

**PART B: SCOPE OF WORK (SAT 191/21 RISK SERVICES)**

<b>Bid Description</b>	
<b>Risk Management Services</b>	
<b>Bidder Name:</b>	
<b>CSD MAA number</b>	MAAA
<b>Tender Number:</b>	SAT Tender number 191/21
<b>Closing Time:</b>	<b>12h00</b>
<b>Closing Date:</b>	<b>22 September 2021</b> <b>(No late submission will be accepted)</b>
<b>Compulsory Session:</b>	<b>06 September 2021</b>
<b>Date and Time:</b>	11h00
<b>Venue/Link:</b>	<a href="https://meet.google.com/igi-gkes-ygg?hs=122&amp;authuser=0">https://meet.google.com/igi-gkes-ygg?hs=122&amp;authuser=0</a>
<b>Contact Person</b>	Pulane Muligwa
<b>Bid Submission Address</b>	<a href="https://e-procurement.southafrica.net">https://e-procurement.southafrica.net</a>
<b>Envelope Addressing</b>	<p>SA Tourism have developed and implemented an on-line e-Procurement Portal which will enable bidders to respond to procurement opportunities as and when they are issued by SA Tourism. The portal is the official portal for SA Tourism, which ensures an open, transparent, and competitive environment for any person participating in the procurement processes.</p> <p>The portal enables a bidder to register as a supplier on the system and to RSVP to tender briefings and to submit tender responses on the portal.</p> <p>The Portal's URL (<a href="https://e-procurement.southafrica.net">https://e-procurement.southafrica.net</a>) is compatible with Google Chrome, Microsoft Edge, Internet Explorer, Fire-Fox and Safari. Interested bidders should with</p>

	<p>immediate effect consider registering and submitting their bid proposals on the portal which has specifically been developed and implemented for this purpose.</p> <p><b>Bidders to use Microsoft recognised files such as PDF, Excel, and ZIP file as an exception as this is generated from a Microsoft Windows tool. The following files will be accepted on the e-procurement portal: .zip, .pdf, .doc, .docx, .tif, .tiff, .png, .jpeg, .jpg, .xls, .xlsx, .pptx and .dotx</b></p> <p><b>Bidders are encouraged to upload tender proposals way ahead of time to avoid any disappointments due system errors, file size, wrong file types/unsupported files (RAR files) etc. SA Tourism will not accept late submissions for any reason.</b></p> <p>The supplier user manual can be viewed and downloaded on SA Tourism's website at <a href="https://www.southafrica.net/gl/en/corporate/page/tenders">https://www.southafrica.net/gl/en/corporate/page/tenders</a>.</p> <p>All bidders should therefore take note that the physical drop-offs and courier of bid responses to SA Tourism's physical address is no longer permitted.</p> <p>Prospective tenderers must periodically review both <a href="http://www.southafrica.net/gl/en/corporate/page/tenders">http://www.southafrica.net/gl/en/corporate/page/tenders</a> and <a href="https://e-procurement.southafrica.net">https://e-procurement.southafrica.net</a> for updated information or amendments with regard to this tender, prior to due dates.</p> <p>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.</p> <p>Tenders must be completed in black ink where mechanical devices, e.g. typewriters or printers, are not used.</p> <p>Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.</p>
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	<b>No tenders transmitted by telegram, hand delivery telex, facsimile, E-mail or similar apparatus will be considered.</b>
<b>Section</b>	Supply Chain Management
<b>Contact Person</b>	Pulane Muligwa
<b>Email Address</b>	<a href="mailto:pulane@southafrica.net">pulane@southafrica.net</a>

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS - (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT

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## **1 CLOSING DATE**

The closing date for the submission of proposals is **22 September 2021**. No late submissions will be accepted.

Compulsory Briefing Session - **06 September 2021 at 11 h00** <https://meet.google.com/igi-gkes-ygg?hs=122&authuser=0>

## **2. E PROCUREMENT TENDER PORTAL AND TENDER DOCUMENTS MARKING**

2.1 SA Tourism have developed and implemented an on-line e-Procurement Portal which will enable bidders to respond to procurement opportunities as and when they are issued by SA Tourism.

The portal is the official portal for SA Tourism, which ensures an open, transparent, and competitive environment for any person participating in the procurement processes.

The portal enables a bidder to register as a supplier on the system and to RSVP to tender briefings and to submit tender responses on the portal.

The Portal's URL (<https://e-procurement.southafrica.net>) is compatible with Google Chrome, Microsoft Edge, Internet Explorer, FireFox and Safari. Interested bidders should with immediate effect consider registering and submitting their bid proposals on the portal which has specifically been developed and implemented for this purpose.

**Bidders to use Microsoft recognised files such as PDF, Excel, and ZIP file as an exception as this is generated from a Microsoft Windows tool. The following files will be accepted on the**

e-procurement portal: .zip, .pdf, .doc, .docx, .tif, .tiff, .png, .jpeg, .jpg, .xls, .xlsx, .pptx and .dotx

Bidders are encouraged to upload tender proposals way ahead of time to avoid any disappointments due system errors file size, wrong file types/unsupported files (RAR files) etc. SA Tourism will not accept late submissions for any reason.

All bidders should therefore take note that the physical drop-offs and courier of bid responses to SA Tourism's physical address is no longer permitted.

Prospective tenderers must periodically review both <http://www.southafrica.net/gl/en/corporate/page/tenders> and <https://e-procurement.southafrica.net> for updated information or amendments with regard to this tender, prior to due dates.

- 2.2 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.
- 2.3 Tenders must be completed in black ink where mechanical devices, e.g. typewriters or printers, are not used.
- 2.4 Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

### 3 CONTACT AND COMMUNICATION

- 3.1 A nominated official of the bidder(s) can make enquiries in writing, to the specified person, Pulane Muligwa via email [pulane@southafrica.net](mailto:pulane@southafrica.net). Bidder(s) must reduce all telephonic enquiries to writing and send to the above email address.
- 3.2 Bidders are to communicate any technical enquiries through the nominated official in writing, no later than **10 September 2021**.

All responses will be published by the **15 September 2021** on the following links:

<https://www.southafrica.net/gl/en/corporate/page/tenders>; and  
<https://e-procurement.southafrica.net>.

#### 3.3 VALIDITY PERIOD

The tender proposal must remain valid for at least five (5) months after the tender due date. All contributions / prices indicated in the proposal and other recurrent costs must remain firm for the period of the contract

#### 3.4 DURATION OF THE CONTRACT

South African Tourism intends to enter into a twenty-four (24) month contract and service level agreement with the successful bidder(s). The contract will also be subject to a periodic performance evaluation on agreed terms and conditions unless the parties agree otherwise.

## 4 DETAILED SCOPE OF WORK

### 4.1 Background

Risk Management is a sub-division of the Governance, Risk and Compliance Business Unit, consisting of the Head of Risk Management. The Head of Risk Management is responsible for the implementation of the enterprise-wide risk management framework and subsequent implementation of enterprise risk management activities and processes in order to instil a risk management culture within the organisation. The role includes *inter alia*, managing the process of identifying and assessing the risks affecting the organisation, overseeing the implementation of the risk plan, preparing the organisation's

appropriate risk reports both internally and externally, implement business continuity management processes and providing training and support to the entire organisation on risk management culture.

Ideally, the Risk Management function would have the structure as depicted below, however due to the limitations within the overall organisational structure plus a moratorium on filling in vacancies, it is not possible to fully capacitate the office, hence the need to appoint a service provider.



## 4.2 Scope of work

The scope of work defines the deliverables to be provided by the successful Bidder for a period of twenty-four (24) months:

- Implement and maintain an enterprise-wide risk management framework, policies and procedures in line with relevant frameworks, guidelines and best practices;
- Improve the risk maturity and risk profile of SA Tourism;
- Provide project risk management services and support to EPMO;
- Utilise the available ERM Solution;
- Provide resources who are duly qualified to represent ERM for tender evaluations (12 tenders only per annum) 15 hours per tender
- Provide resources who are duly qualified with the requisite experience to perform the services in accordance with the Key Outputs below.

## 4.3 Key Outputs:

### 4.3.1 Enterprise Risk Management:

- Facilitate review of operational risk registers (including, but not limited to, workshops, interviews, surveys, site visits, process walkthroughs, documentation reviews, benchmarking etc.) with Management according to SA Tourism's Risk Management Methodology and Approach;
- Facilitate the reviews, track and monitor SA Tourism's strategic risk profile on an annual basis;

- Perform data analytics to identify new, emerging and/or materialised risks;
- Use an early warning system to identify emerging risks within the tourism sector and performance of the sector domestically, regionally and internationally and determine how this impacts the tourism value chain/ eco-system and SAT Operations and plans;
- Prepare periodic (Monthly, quarterly) reports to EXCO and quarterly reports to the Audit and Risk Committee on all the activities, including risk report for the annual report;
- Short and medium-term planning, co-ordination and execution of risk management activities and projects;
- Track, monitor, update and report on the implementation of the Risk Appetite and Tolerance Framework; and
- Conduct maturity assessment and recommended improvement strategies.

#### **4.3.2 Ethics Risk Management:**

- Advise employees on ethical matters;
- Implement ethics awareness and other ethics training programmes;
- Conduct Ethics Risk assessments, develop 3-year ethics strategy and implementation plan and make recommendations to SA Tourism;
- Provide regular feedback on trends and patterns to the Executive management on ethics performance and challenges; and
- Prepare periodic (Monthly, quarterly) reports to EXCO and quarterly reports to the Audit and Risk Committee on all the Ethics activities, including Ethics report for the annual report.

#### **4.3.3 Fraud Risk Management:**

- Review Anti-fraud and Corruption Policy and Strategy;
- Conduct annual Fraud Risk assessment;
- Monitor the monthly and quarterly implementation of the Fraud Prevention Strategy;
- Track and monitor fraud risk register in the organisation;
- Conduct reviews of high risk fraud areas in line with the results of the fraud risk assessment and the anti-fraud plan;
- Collaborate with Internal Audit to implement fraud awareness and anti-corruption measures; and
- Prepare periodic (Monthly, quarterly) reports to EXCO and quarterly reports to the Audit and Risk Committee on all the Fraud risk management activities, including fraud report for the annual report.
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#### **4.8 PRICING SCHEDULE**

A detailed pricing schedule should be included in the bid proposal, detailing all aspects to

deliver the requirements to South African Tourism as required under this tender. The detailed pricing schedule should, for the avoidance of doubt, also be summarised under Part A (ANNEXURE C) of the bid document.

For the purpose of evaluation, the price shall include all local taxes and other reimbursable expenses.

**END**