



## SOUTH AFRICAN TOURISM

### PART C: TENDER EVALUATION PROCESS FOR THE DEVELOPMENT AND IMPLEMENTATION OF A SOUTH AFRICAN TOURISM NET PROMOTER SCORE AND IMPROVEMENT PLAN.

South African Tourism has set minimum standards (Phases) that a bidder needs to meet to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

**Table 1: Evaluation Summary**

Phase 1 Administrative and Mandatory bid requirements	Phase 2 Desktop Functional Technical Evaluation	Phase 3 Price and B-BBEE Evaluation
Bidders must complete and submit all documents as outlined in table 2 in order to proceed to Phase 2.	Bidder(s) are required to achieve a minimum threshold of 70% to proceed to Phase 3.	<p>The tender will be evaluated on either the 80/20 or 90/10 preference point system.</p> <p>Once a tender is received, the lowest acceptable tender will be used to determine the preference point system to be used for the evaluation. Where the lowest acceptable tender is below R50 million, the 80/20 preference point system must be used and If the lowest acceptable tender is above R50 million, the 90/10 preference point system must be used.</p>

#### Phase 1: Administrative and Mandatory Bid Requirements

Without limiting the generality of South African Tourism's other critical requirements for this Bid, bidder(s) must submit all the documents required.

All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase, bidders' responses will be evaluated based on compliance with the listed administrative and mandatory bid requirements.

**Table 2: Phase 1 Evaluation**

Document that must be submitted	YES/NO	Non-submission may result in disqualification?
Confirmation of valid Tax Status		Written confirmation that SARS may, on an ongoing basis during the tenure of the contract, disclose the bidder's tax compliance status. SARS Tax Compliance System Pin
B - BBEE Certificate 1		B - BBEE Certificate (South African Companies) or, for companies that have less than R10 million turnover, a sworn affidavit or is required. A copy of the template for this affidavit is available on the Department of Trade and Industry website <a href="https://www.thedti.gov.za/gazette/Affidavit_EME.pdf">https://www.thedti.gov.za/gazette/Affidavit_EME.pdf</a> (Failure to submit sworn affidavit will results in non-compliant on preference points system) (South African Companies only)
Annexure A-Invitation (SBD 1)		Complete and sign the supplied pro forma document
Annexure B-Registration on Central Supplier Database (CSD)		All agencies including proposed partner/subcontractor agencies must be registered as a service provider on National Treasury's Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number. Submit proof of registration. (South African Companies only)
Annexure E-Declaration of Interest - (SBD 4)		Complete and sign the supplied pro forma document
Annexure D-Preferential Procurement SBD 6.1		Complete and sign the supplied pro forma document
Annexure F-Declaration of Bidder's Past Supply Chain Management Practices - (SBD 8)		Complete and sign the supplied pro forma document
Annexure G-Certificate of Independent Bid Determination - (SBD 9)		Complete and sign the supplied pro forma document

**Phase 2: Technical Evaluation Criteria = Weighting out of 100 basis points**

All bidders are required to respond to the technical evaluation criteria scorecard and provide information/portfolio of evidence that they unconditionally hold the available capacity, ability, experience, and qualified staff to provide the requisite business requirements to South African Tourism under this tender.

Bidders will be required to achieve a minimum threshold of 70% in order to proceed to Phase 3 for Price and BBBEE level of contribution evaluations.

**Table 3: Phase 2 Evaluation**

Deliverables / Performance Indicators	Weight	Reference Page in Bidders Proposal
<p><b>Company track record:</b></p> <p>1. Credentials and experience relevant to the scope of work under this RFP:</p> <ul style="list-style-type: none"> <li>• Experience on working on similar projects (Industry, methodology and size; suppliers should clearly state work done similar to a project of this nature)</li> <li>• 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.</li> <li>• Scoring Guide: <ul style="list-style-type: none"> <li>• 0 years' experience = 0 Point</li> <li>• 1-2 years' experience = 1 Points</li> <li>• 3-4 years' experience = 2 Points</li> <li>• 4-5 years' experience = 3 Points</li> <li>• 5-6 years' experience = 4 Points</li> <li>• 6-7 years' or more experience = 5 Points</li> </ul> </li> </ul>	15	
<p><b>2. Methodology and approach:</b></p> <p>Proposed methodology, technique and approach to be applied to the project:</p> <ul style="list-style-type: none"> <li>• Comprehensive application of the research design and demonstrate understanding of the business goal/problem (Supplier to give a thorough explanation of how they will conduct the study, and should demonstrate that they have considered possible limitations to the study and advise how to mitigate possible limitations);</li> <li>• Proposal to include output examples reflecting the study objectives</li> <li>• Data validation / Quality assessment: (Supplier should relate, quality measures that are applied by the entity to ensure that the data is of sound quality)</li> </ul> <p>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 timeframes, skills and resources utilized in each area, nature of compliance checks conducted, and how the bidder intends on delivering on the services required by SA Tourism.</p> <p>The quality of the references will be evaluated based on the evaluation matrix on Table 4</p>	35	
<p><b>3. Demonstration of results of previous NPS studies conducted in the past. Brand / Clients details must be omitted for privacy and integrity purposes.</b></p> <p>The quality of the references will be evaluated based on the evaluation matrix on Table 4</p>	20	

<p><b>4. Bidders Expertise:</b></p> <ul style="list-style-type: none"> <li>• Infrastructure, capacity and capability,</li> <li>• Field force and fielding tools</li> <li>• Data processing capabilities</li> </ul> <p>Technology applications/tools (optional); supplier may propose efficient, technologically advanced tools that are either cost effective and/or robust, and/or have a quicker turnaround time compared to traditional tools.</p> <p>The quality of the references will be evaluated based on the evaluation matrix on Table 4</p>	15	
<p><b>4.1 Expertise of proposed Project Leader to be assigned to the project:</b></p> <p>Proposed team leader should have:</p> <ul style="list-style-type: none"> <li>• None submission of the relevant profile as indicated above = 0</li> <li>• 1 years up to 2 =1 points</li> <li>• 2 years up to 3 =2 points</li> <li>• 3 years up to 5 = 3 points</li> <li>• + 5 years up to 7 = 4 points</li> <li>• more than 7 years = 5 points</li> </ul>	15	
<b>TOTAL</b>	<b>100</b>	

South African Tourism will reserve its rights to request Bidders for goods and/or services presentations and/or product demos where these demonstrations will provide an opportunity for the Bid Evaluation Committee to look more closely at the proposals and identify gaps between how the bidder indicated that their proposed solution met the business requirements and what the Bid Evaluation Committee is able to discern regarding how closely it actually meets the needs of the business.

The presentations and/or demos, if required, will be at a high level where key functions will be identified that the Bid Evaluation Committee might be interested in looking more closely at. During these presentations and/or demos, the Bid Evaluation Committee will ask questions and make note of what they consider to be gaps in the proposals compared with how well the business requirements are satisfied.

- Bids proposals will be evaluated strictly according to the bid evaluation criteria stipulated in this section.
- Bidders must, as part of their bid documents, submit supporting documentation for all functional requirements as indicated in the Terms of Reference. The Bid Evaluation Committee responsible for scoring the respective bids will evaluate and score all bids based on information presented in the bid proposals in line with the RFP and the subsequent presentations and/or demos if applicable.

The score for functionality will be calculated in terms of the table below where each Member of the Bid Evaluation Committee (BEC) will rate each individual criterion on the score sheet using the following value scale

**Table 4: Functional Evaluation Matrix**

Rating	Definition	Score
<b>Excellent</b>	<b>Exceeds</b> the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential value, with supporting evidence.	<b>5</b>

<b>Good</b>	<b>Satisfies</b> the requirement with <b>minor additional benefits</b> . Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential required services, with supporting evidence.	<b>4</b>
<b>Acceptable</b>	<b>Satisfies</b> the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence.	<b>3</b>
<b>Minor Reservations</b>	Satisfies the requirement with <b>minor reservations</b> . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	<b>2</b>
<b>Serious Reservations</b>	Satisfies the requirement with <b>major reservations</b> . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	<b>1</b>
<b>Unacceptable</b>	<b>Does not meet the requirement</b> . Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence.	<b>0</b>

### Phase 3: Price and BBBEE Evaluation (80+20) = 100 points

Only bidder(s) who meets the minimum threshold of 70% for the pitch presentation during Phase 3 will be further evaluated for comparative price and BBBEE level of contribution.

The total points for price evaluation (out of 80/90) and the total points for BBBEE evaluation (out of 20/10) will be consolidated. The bidder who scores the highest points for comparative pricing and B-BBEE status level of contributor after the consolidation of points will normally be considered as the preferred bidder who South African Tourism will enter into further negotiations with.

Upon the successful negotiation and signing of a contract and services level agreement with the preferred bidder all other bidders will be considered as unsuccessful. That was tendered for.

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

Upon the successful negotiation and signing of a contract and services level agreement with the preferred bidder all other bidders will be considered as unsuccessful.

**END.**