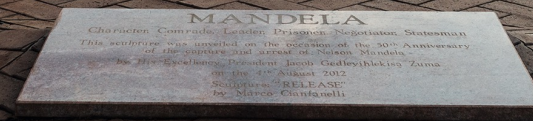




SOUTH AFRICAN TOURISM

# SAT Tender 191/21 Risk Services

COMPULSORY BRIEFING SESSION  
06 September 2021



1. Introduction
2. Tender Information
3. Evaluation Process
4. Background and Scope of Work
5. Questions and Answers (Q & A)

# TENDER INFORMATION



SOUTH AFRICAN TOURISM

## 2.TENDER INFORMATION

---

- SAT 110/21 Risk Services
- Advertised on **27 August 2021**
- Compulsory Briefing session on **06 September 2021 at 11:00 - 13:00**
- Tender Closing Date - **22 September 2021 at 12h00**
- Submission of proposals must be done on the e-procurement portal using the following link: <https://e-procurement.southafrica.net>
- Any proposals not submitted on the e-procurement portal will not be considered for this tender
- All questions should be sent to Pulane Muligwa (pulane@southafrica.net), no later than **10 September 2021** and 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>

- Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database
- Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database
- Bidder(s) must be compliant when submitting a proposal to South African Tourism and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).

- It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- Bidders who are not registered on CSD can do so on <https://secure.csd.gov.za/>

# EVALUATION PROCESS



SOUTH AFRICAN TOURISM

### 3. EVALUATION PROCESS

---

- 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 supportive documentation for all functional requirements as indicated in the Terms of Reference. The panel 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
- The score for functionality will be calculated in terms of the table below where each Bid Evaluation Committee (BEC) member will rate each individual criterion on the bid evaluation score sheet using the value scale/matrix as stipulated in the RFP document.

### 3. EVALUATION PROCESS

Phase 1 Evaluation Requirements	Phase 2 Technical Criteria	Phase 3 Price and B-BBEE Evaluation
Bidders must complete and submit all documents as outlined in phase1 in order to proceed to Phase 2.	Bidder(s) are required to achieve a minimum threshold of 75% 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:PRE-QUALIFICATION CRITERIA

---

- As a schedule 3 A Public Entity in terms of schedule 3 of the Public Finance Management Act 1 of 1999, SA Tourism fully conforms and supports transformation initiatives embedded in the Preferential Procurement Regulations, 2017 issued in terms of section 5 of the Preferential Procurement Policy Framework Act, Act Number 5 of 2000 (PPPFA) when procuring goods or services from suppliers

# Phase 1: PRE-QUALIFICATION CRITERIA:



SOUTH AFRICAN TOURISM

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 ( <i>South African Companies only</i> ) CSD report confirming the bidder's Tax Compliant status.
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> ( <i>Failure to submit sworn affidavit will results in non-compliant on preference points system</i> ) ( <i>South African Companies only</i> )
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. ( <i>South African Companies only</i> )
Annexure D-Preferential Procurement SBD 6.1		Complete and sign the supplied pro forma document
Annexure E-Declaration of Interest -		Complete and sign the supplied pro forma document
Slide no. 11 SBD 4)		
Annexure F-Declaration of		Complete and sign the supplied pro forma document

## Phase 2:Functional Evaluation

Deliverables / Performance Indicators	Weight	Reference Page in Bidders Proposal
<p><b>Bidders relevant experience and knowledge</b></p> <ul style="list-style-type: none"><li>• The bidder must demonstrate number of years' experience and expertise in the field of risk, ethics and fraud risk management.</li><li>• Kindly provide a table of current and previous contracts relating to risk, ethics and fraud risk management indicating the client, contract duration and value of contract.<ul style="list-style-type: none"><li>○ Scoring Guide:</li><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>	10	

# Functional Evaluation



SOUTH AFRICAN TOURISM

Deliverables / Performance Indicators	Weight	Reference Page in Bidders Proposal
<p><b>Approach and ability to meet deliverables:</b></p> <p>Bidders must provide a detailed description of how they intend executing the services from inception to completion. This must include:</p> <ul style="list-style-type: none"> <li>(a) Project plan with clear timelines and a process to be followed to undertake the tasks</li> <li>(b) Identify the process of developing the strategic/ operational risk assessments</li> <li>(c) Identify the process of monitoring and tracking progress on risk appetite and tolerance levels (financial and non-financial)</li> <li>(d) Identify the process of developing risk management policies, frameworks, fraud and ethics policies and plans</li> </ul> <p>This criterion will be evaluated in line with evaluation matrix on Table 4.</p> <p><b>Bidders to present the approach to the BEC members.</b></p>	40	

## PHASE 2: FUNCTIONAL EVALUATION

Deliverables / Performance Indicators	Weight	Reference Page in Bidders Proposal
<p><b>Company track record:</b></p> <p>The Bidders are required to provide minimum of three (3) contactable, credible 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 the bidder specifies similar services provided i.e. risk management, ethics and fraud risk management where the services were rendered not older than three (3) years. No appointment letters from clients will be accepted as reference letters.</p> <p>The below references letters will be measured in line with requirements above.</p> <ul style="list-style-type: none"> <li>It is ideal that the reference letters be same with the appointment letters above and from the respective companies.</li> <li>Three (3) reference letters = 1</li> <li>Four (4) reference letters = 2</li> <li>Five (5) reference letters = 3</li> <li>Six (6) or more reference letters =4</li> <li>Seven (7) or more references Letters = 5</li> </ul>	10	
<p><b>Valid Corporate membership</b> with the Institute of Risk Management (IRMSA), The Ethical Institute (EI) and Association for Certified Fraud Examiners (ACFE).</p> <ul style="list-style-type: none"> <li>None submission or irrelevant/invalid certificates =0</li> </ul>	10	
<p>One relevant (IRMSA/EI and ACFE) and valid certificate =4</p> <p>Two relevant (IRMSA/EI and ACFE) and valid certificates =5</p>		

## PHASE 2: FUNCTIONAL EVALUATION

Deliverables / Performance Indicators	Weight	Reference Page in Bidders Proposal
<p><b>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>• Provide copy of Master's Degree in Commerce/ Accounting/ CA or relevant qualification.</li> <li>• Provide copy of a membership Certificate in Risk Management / ACFE or any other relevant certificate etc.</li> <li>○ None submission of the relevant qualifications as indicated above = 0</li> <li>○ 1 years up to 2 =1</li> <li>○ 2 years up to 3 =2</li> <li>○ 3 years up to 5 = 3</li> <li>○ + 5 years up to 7 = 4</li> <li>○ more than 7 years = 5</li> </ul>	15	

## PHASE 2: FUNCTIONAL EVALUATION

Deliverables / Performance Indicators	Weight	Reference Page in Bidders Proposal
<p><b>Experience of proposed team to be assigned to the project:</b></p> <p>Proven experience of proposed resources to be deployed to provide the services.</p> <p>Detailed CVs of proposed team members must be submitted which must elaborate on areas that they were involved in.</p> <p>Number of years' experience of the proposed team member must be clearly against their respective roles.</p>	15	
Total	100	

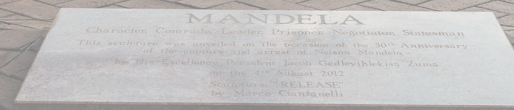
# PHASE 3: PRICE & B-BBEE EVALUATION

---

Only Bidders that who meets the minimum threshold of **75%** on technical and the pitch presentation will be evaluated in Phase 3 for 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 for the respective marketing discipline that was tendered for.

# BACKGROUND AND SCOPE OF WORK



SOUTH AFRICAN TOURISM

- 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 instill 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.

## 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.

- 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

## 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.

- 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.

(Q & A)





SOUTH AFRICAN TOURISM

# THANK YOU



**MANDELA**  
Character: Courageous, Laiden, Driven, Negotiation Statesman  
This sculpture was unveiled on the occasion of the 30th Anniversary  
of the capture and arrest of Nelson Mandela -  
by Mr. Lesetlhame, President Jacob Zuma (Mkomo Zuma)  
on the 4th August 2012  
Sculpture: "RELEASE"  
by Mthembu Chabanele