



**SOUTH AFRICAN TOURISM**

**SAT Tender 185/21**

**Notes for Bid Clarification**

**The Development and Implementation of a South African Tourism Net Promoter Score and Improvement Plan**

**Date issued: 27 August 2021**

**Tender closing date: 20 September 2021 at 12h00**

## Introduction

This Addendum with clarification notes serves to inform potential bidders of changes, amendments and/or clarifications made to the bid documentation. The following questions and/or changes have been received from those that are in position of the bid documentation.

Item	Questions and Responses
1	<p><b><u>Question</u></b></p> <p>In the document titled: <b>Part-c-tender-evaluation-process-for-sat-tender-185_21</b>, the following sections appear in the <b>Table 3: Phase 3 Evaluation</b> on page 4 of the document:</p> <p>Valid Corporate membership with the Institute of Risk Management (IRMSA), The Ethic 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><li>• One relevant (IRMSA/EI and ACFE) and valid certificate =4</li><li>• Two relevant (IRMSA/EI and ACFE) and valid certificates =5</li></ul> <p>and</p> <p>Expertise of proposed Project Leader to be assigned to the project: 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></ul> <ul style="list-style-type: none"><li>o None submission of the relevant qualifications as indicated above = 0</li><li>o 1 years up to 2 =1</li><li>o 2 years up to 3 =2</li><li>o 3 years up to 5 = 3</li><li>o + 5 years up to 7 = 4</li><li>more than 7 years = 5</li></ul> <p>We would like to verify whether these are the intended qualification requirements at the Corporate and Team leader level for this tender?</p> <p><b><u>Response</u></b></p> <ul style="list-style-type: none"><li>• Please refer to Annexure 1 attached for the corrected <b><u>Table 3 - Phase 2 Evaluation</u></b>.</li></ul>

End.

**Annexure 1:**

**Table 3: Phase 2 Evaluation**

Deliverables / Performance Indicators	Weight	Reference Page in Bidders Proposal
<p><b>Company track record:</b></p> <p>The bidder is required to illustrate its proven capability by citing and referencing similar projects executed successfully in the past ten years.</p> <p>The bidder is required to provide at least three (3) contactable client references where its services where its <u>customer satisfaction services</u> can be verified. (or for similar projects).</p> <p>References should be presented in a form of a written letter on an official letterhead from clients where <u>similar/equivalent customer satisfaction and improvement development and implementation services</u> have been provided and should not be older than (3) years.</p> <p><b><u>Number of years of experience in customer satisfaction information development and improvement plan implementation of three to five years.</u></b></p> <p><i>Scores will be allocated as follows:</i></p> <ol style="list-style-type: none"> <li>1. One letter that is dated and signed by a client, on the client’s official letterhead, demonstrating a <b>scope of work in customer satisfaction information development and improvement plan implementation</b> or similar scope of work that has been undertaken within the last 10 years will receive a score of 3 points. The reference letter should not be older than three years.</li> <li>2. Two letters that are dated and signed by clients, on the client’s official letterhead, demonstrating a <b>scope of work in customer satisfaction information development and improvement plan implementation</b> or similar scope of work that has been undertaken within the last 10 years will receive a score of 4 points. The reference letters should not be older than three years.</li> <li>3. Three letters that are dated and signed by clients, on the client’s official letterhead, demonstrating a <b>scope of work in customer satisfaction information development and improvement plan implementation</b> that has been undertaken within the last 10 years will receive a score of 5 points. The reference letters should not be older than three years.</li> </ol>	10	
<p><b>Methodology and approach:</b></p> <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>Comprehensive</p> <p>The bid submission must include a clear, comprehensive description of the NPS tool and improvement plan implementation and project management methodology / approach with the bidder giving a thorough explanation of how they will implement this tool and detail the frequency of collecting data, as well as to project manage the tool from inception to completion. This detailed methodology that presents:</p> <ol style="list-style-type: none"> <li>1. Well-defined chronological sequence of activities involved in executing the scope of work outlined in the terms of reference and the related deliverables.</li> </ol>	20	

<p>2. All these activities and deliverables must have timelines and completion dates.</p> <p>3. All activities must lead to the required deliverables as detailed in the TOR.</p> <p>4. Demonstrate that they have considered possible limitations to the NPS and advise how to mitigate possible limitations</p> <p>5. Data validation / Quality assessment: (Supplier should relate, quality measures that are applied by the entity to ensure that the data is of sound quality)</p> <p><b>Scores will be allocated as follows:</b></p> <p>1. If a bidder meets all three requirements as set out in the bullet points above a full score of 5 will be given.</p> <p>2. If a bidder meets two of the requirements above, it will receive a score of 4 points.</p> <p>3. If a bidder only meets one requirement, it will receive a score of 3 points.</p> <p>4. If the methodology is not aligned to any of the requirements, it will receive a score of 0 points.</p> <p>Note: There will be penalties for failure to meet the planned project timeframe after project kick-off. Bidders are required to provide their respective suggested penalties and failure to propose penalties will result into zero score.</p>		
<p><b>NPS Tool and Improvement Plan Presentation:</b></p> <p><b>Score 3 =</b> Presentation of overview of customer satisfaction projects undertaken with years of operation. Presentation of innovative Project, Data Migration, Business continuity and Support Approaches to be adopted. Bidder's Presentation Delegation has one or two members as members of proposed team. Presented System meeting 50% to 60% of the above-mentioned technical and functional requirements and automated hosting business processes including value adds as per this scope of work</p> <p><b>Score 4 =</b> Presentation of overview of projects undertaken with years of operation. Presentation of Project, Data Migration, Business continuity and Support Approaches to be adopted. Each Bidder Delegation for presentation, with two or three members as members of proposed team. Presented NPS Tool &amp; Improvement Plan meeting 60% to 79% of the above-mentioned technical and functional requirements and automated NPS tool business processes including value adds as per this scope of work.</p> <p><b>Score 5 =</b> Presentation of overview of projects undertaken with years of operation. Presentation of Project, Data Migration, Business continuity and Support Approaches to be adopted. Each Bidder Delegation for presentation, with two or three members as members of proposed team. Presented System meeting 80% and above of listed technical and functional requirements and automated hosting business processes including value adds as per this scope of work.</p> <p><b>Note: Presentation should match what is in the submitted proposal.</b></p>	35	
<p><b>Support Service Approach:</b></p> <p><b>Score 3 =</b> Bidders to provide a clear description of how support service will be provided during production period. Skill and technology resources to be utilized need to be clearly stated. Remote or onsite support to be clearly stated. Service level of turnaround time of 9 to 11 hours for resolution of high priority calls.</p> <p><b>Score 4 =</b> Bidders to provide a clear description of how support service will be provided during production period. Skill and technology resources to be utilized need to be clearly stated. Remote or onsite support to be clearly stated. Service level of turnaround time of 7 to 9 hours for resolution of high priority calls.</p> <p><b>Score 5 =</b></p>	25	

<p>Bidders to provide a clear description of how support service will be provided during production period. Skill and technology resources to be utilized need to be clearly stated. Remote or onsite support to be clearly stated. Service level of turnaround time of less than 7 hours for resolution of high priority calls.</p>		
<p><b>Bidders relevant experience and capabilities:</b></p> <p>Expertise and experience of proposed local team in South Africa including a The knowledge, understanding and application of relevant legislation and regulatory requirements i.e. PFMA, Treasury Regulations and Government legislative and regulatory instruments relevant to the SAT environment and its operations.</p> <p><b>Score 3 =</b> Detailed CVs of proposed team must be submitted which must elaborate on areas that they will be involved in. Proven experience of proposed personnel to be deployed to the project. Contactable references per project within the system implementation scope. Average Number of years' experience of the proposed team member is three (3) to Five (5) years.</p> <p><b>Score 4 =</b> Detailed CVs of proposed team must be submitted which must elaborate on areas that they will be involved in. Proven experience of proposed personnel to be deployed to the project. Contactable references per project within the system implementation scope. Average Number of years' experience of the proposed team member is six (6) to Seven (7) years.</p> <p><b>Score 5 =</b> Detailed CVs of proposed team must be submitted which must elaborate on areas that they will be involved in. Proven experience of proposed personnel to be deployed to the project. Contactable references per project within the system implementation scope. Average Number of years' experience of the proposed team member is over seven years.</p> <p><b>NOTE:</b> <b>All CV's must have signatures of respective resources and project manager.</b></p>	10	
<p><b>TOTAL</b></p>	<p><b>100</b></p>	