



SOUTH AFRICAN TOURISM

Delivered by e-mail

RFQ number: 15/02/2022/DIGITECH

Date: 15 February 2022

Dear Bidder

Subject Matter: Request for quotations for the review and development of new DIGITECH IT Policies and Procedures

The South African Tourism Board (SA Tourism) was established by section 2 of the Tourism Act, 1993 and continues to exist in terms of section 9 of the Tourism Act, 2014. SA Tourism is a Schedule 3 Part A Public Entity in terms of the Public Finance Management Act, 1999.

The mandate of SA Tourism in terms of the Tourism Act, 2014 is to provide for the development and promotion of sustainable tourism for the benefit of the Republic, its residents and its visitors. Tourism is a key strategic industry in terms of The National Tourism Sector Strategy as it supports governments' objectives of alleviating the triple challenges of unemployment, poverty and inequality.

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.

Having regard for the aforementioned SA Tourism is hereby extending an invitation to you, as part of a competitive bidding process, to submit a technical and cost proposal for your possible appointment/secondment as a Legal Services Provider to and on behalf of SA Tourism.

Background

SA Tourism is a global organization that relies heavily on automated business processes to ensure efficiency in its operations. SA Tourism operates its head office in South Africa with a centralized ICT environment where SAT users and clients from all over the world produce, ingest and interact with data from all aspect of business processes.

Recently the Digital Marketing and the ICT business units were merged to provide the business with improved, robust and one stop strategic service for digital marketing and information and communication technology services. The combined business units are now known as DIGITECH.

The need for policies as well procedures to be developed was identified out of the merger of these two business units, to ensure compliance, relevance and continued best practice support to SAT various business units.

Therefore, SAT requires the consulting services of a suitably qualified service provider to develop DIGITECH policies and procedures as detailed in the scope of work section 1.

1. Scope of work

The scope of services is to develop the following policies and procedures for SAT DIGITECH and not limited to:

- (a) ICT Acceptable Usage Policy
- (b) ICT Disaster Recovery Plan
- (c) ICT Data Backup and Recovery Policy
- (d) ICT Operating System Security Controls Policy
- (e) ICT Security Controls Policy
- (f) ICT Service Level Agreement Management Policy - External Service Providers
- (g) ICT Service Level Agreement Management Policy - ICT and SAT
- (h) ICT User Access Management Policy including password policy
- (i) ICT DR Business Impact and Risk Analysis
- (j) ICT DR Test Plan
- (k) ICT DR Architecture Policy
- (l) ICT Network Maintenance Policy
- (m) ICT Change Management Policy
- (n) ICT Social Media Policy
- (o) SA Tourism Digital Platform Access and Use by External Parties.
- (p) Personal information/Data processing by external service providers
- (q) Deployment of new digital platforms
- (r) Digital platforms change management
- (s) Purchasing of digital and technology solutions
- (t) Social media management
- (u) Other recommended ICT Policies and Procedures

Review and Update of the current ICT Governance framework to include the below processes and procedures but not limited to:

- ICT controls and risk mitigation
- ICT Information systems management practices
- ICT Business and disaster recovery procedure
- ICT Benefits realisation processes including ROI
- ICT acquisition and disposal processes

Confidentiality

Due to the confidentiality of the information that will be made available, the service provider will be required to sign a SA Tourism Non-Disclosure Agreement.

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: -

- Cover letter introducing your firm and credentials, capacity, capability and experience for this assignment.
- National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status.
- Valid certified copy of B-BBEE certificate.

- Bidders must have specific experience and submit at least three recent references (in a form of written proof(s) on their client’s letterhead including relevant contact person(s), office telephone & fax number, website and email address) where similar work were undertaken.
- Overview of the methodology your firm will apply for this assignment.
- Project approach and plan which outlines the activities to be undertaken during the process bearing in mind that SA Tourism requires the entire process to be finalised as rapidly as possible.
- Outline of the qualifications and related experience of the proposed candidate who will be assigned to the matter.
- Financial proposal to deliver the assignment including any other cost SA Tourism should be aware of for the successful completion of the assignment.
- Declaration of Interest - SBD 4.
- Preference Point Claim Form - SBD 6.1.
- Declaration of Bidder’s Past Supply Chain Management Practices - SBD 8; and
- 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 project. Bidders should also propose innovation in their technical proposals to keep the cost to a minimum where SA Tourism will still benefit from the best possible qualitative outcome. 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
Administration and Mandatory bid requirements	Functionality	Price and B-BBEE
Compliance with administration and mandatory bid requirements.	<p>Bidders must meet the minimum threshold of 75% to proceed to Phase 3: Price and Preference (B-BBEE) evaluation.</p> <p>Failure to meet the minimum points threshold will result in disqualification in this phase</p>	<p>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,</p> <p>80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.</p>

5. 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	
<p>Methodology and approach: Bidders must provide a detailed description of how they intend to deliver the ICT Policies and Procedures Development Project Including the ICT Governance Framework. This must include, as a minimum, a project plan with clear time frames, skills and resources utilized in each area This must include:</p> <p>(a) Defined strategy for the assignment (b) Project plan with resources, tasks and schedule management (c) Project plan with clear timelines and a process to be followed to undertake the tasks (d) Process to support project approach (e) Stakeholders and reporting management</p>	40
<p>Company track record: The Bidders are required to provide three (3) contactable, credible client references where its delivery/past performance can be verified for ICT Related Policy and Procedures development Including the ICT Governance Framework. 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. It is ideal that the reference letters be same with the appointment letters above and from the respective companies. Three (3) reference letters = 1 Four (4) reference letters = 2 Five (5) reference letters = 3 Six (6) or more reference letters =4 Seven- (7) or more references Letters = 5</p>	40
<p>Experience of proposed team to be assigned to the project: 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. Number of years' experience of the proposed team member in: 1 years up to 2 =1 2 years up to 3 =2 3 years up to 5 = 3 + 5 years up to 7 = 4 more than 7 years = 5</p>	20
TOTAL POINTS FOR FUNCTIONALITY	100
A threshold of 75% is applicable.	

“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.

6. 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 **75%**) 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 BBEE 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

7. 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.

8. 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.

9. Deadline for submission

All quotations must be e-mailed, in PDF format, to quotes@southafrica.net no later than **12h00 on Wednesday, 23 February 2022** and should remain valid for at least 45 days after the closing date.

10. 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.

11. Terms of engagement

Prior to commencing with the assignment, the successful bidder will be required to meet with the GM: GRC and Company Secretary or any other nominated official to align the final statement of work (SOW).

12. 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 assignment, 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.

13. 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.

14. Retention

Upon completion of the assignment and / or termination of the agreement, the successful bidder shall on demand hand over to SA Tourism's GM: ICT all documentation, information, etc. relevant to the assignment without the right of retention.

15. 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.

16. 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.

17. 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: quotes@southafrica.net

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

Yours in Tourism

