



SOUTH AFRICAN TOURISM

Delivered by e-mail

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Dear Bidder

Subject Matter: RFQ-HC-19-22 - Request for a proposal for an Occupational Therapist as and when required for a period of twelve (12) months.

1. Background and Scope of Work

South African Tourism Board (SA Tourism) was established by section 2 of the Tourism Act No 72 of 1993 and continues to exist in terms of section 9 of the new Tourism Act No 3 of 2014. South African Tourism is a schedule 3A Public Entity in schedule 3 of the Public Finance Management Act 1 of 1999.

The mandate of SA Tourism in terms of the Tourism Act is to provide for the development and promotion of sustainable tourism for the benefit of the Republic, its residents, and its visitors. It is a common cause that tourism is a key strategic industry in terms of The National Tourism Sector Strategy documents 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. SA Tourism is on a journey towards re-establishing the entity as the main tourism authority and the thought leader to provoke, inspire, and challenge the thinking of the sector and players within and in adjacent industries to increase the contribution of tourism to bettering the lives of citizens within and outside of the tourism value chain.

BUSINESS PROBLEM

The HC unit is a business unit within SA Tourism. The unit aims to build an inspiring and energised SA Tourism by enabling and supporting the delivery of its strategy through building the human capital competitiveness capability that will enhance organisational performance and effectiveness.

Part of this strategic intent is organisational health and employee relations which seeks to promote a culture of employee wellness and to create a sound employee relations climate. Currently, there is a recommendation, following a few health incidents in the organisation, that an occupational therapist (OT) be appointed for the purposes of reintegration and evaluation of employees daily tasks and in line with relevant legislation. Furthermore, the unit has experienced several incidents where the unit has identified that the services of experienced Occupational Therapists (OT) would be needed to help employees and line managers to adjust to working life after an injury or illness.

The purpose of this RFQ is to find a health services company that will assess employee's capabilities and needs which will guide the assessment and intervention going forward.

WHAT IS NEEDED?

The HC unit is looking for reputable and suitably qualified companies who have experience in the health profession that involves the therapeutic use of everyday activities, or occupations, to treat the physical, mental, developmental, and emotional conditions that impact an employee's ability to perform day-to-day tasks that provide learnings and deliver insight and have clear recommendations. Bidders will need to

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demonstrate a good understanding of the various uses therapeutic techniques to improve, rehabilitate, or maintain an employee's ability to perform everyday activities, how to use occupational tools to restore, rebuild and enhance employees' lives and how to apply the relevant labour laws.

SCOPE OF WORK:

- Review and Evaluate an employee's condition and needs;
- Provide assessment which include a comprehensive physical, cognitive and psycho-emotional evaluation;
- supporting employees and line managers by adapting the work environment to continue to perform roles following an illness or accident;
- Developing treatment plans to address an employee's needs and help them meet specific goals;
- Assessing an employee's home and/or work environment and recommending adaptations to fit the employee's needs and improve independence;
- Training employee's and their line managers to use special techniques selected for their support;
- Develop a treatment plan with defined goals and clear stages;
- Assess and document progress for evaluation, costs, and reporting purposes.

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 :-

- (a) Cover letter introducing your firm and credentials, capacity, capability and experience for this assignment;
- (b) National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status;
- (c) Valid certified copy of B-BBEE certificate;
- (d) 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.
- (e) Overview of the methodology your firm will apply for this assignment;
- (f) 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;
- (g) Outline of the qualifications and related experience of the proposed candidate who will be assigned to the matter and three examples of content pieces written that are in line with our target audience from the candidate who will be assigned to this matter;
- (h) Financial proposal to deliver the assignment including any other cost SA Tourism should be aware off for the successful completion of the assignment;
- (i) Declaration of Interest - SBD 4;

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 methodology to keep the cost to a minimum. SA Tourism reserves the right to request additional information or clarity on cost proposals before the evaluation thereof.

4. Evaluation Method

The evaluation process of bids will comprise of the following phases:

Phase 1	Phase 2	Phase 3
Administration bid requirements	Functionality	Price and B-BBEE
Compliance with administration bid requirements	Bids will be evaluated in terms of functionality	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, 80 points will be awarded for price while 20 points will be allocated for preference points for BBBEE as prescribed in the regulations.

4.1 Administration and Mandatory bid requirements

- National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status;
- valid copy of B-BBEE certificate or sworn affidavit;
- Financial proposal to deliver the assignment including any other cost SA Tourism should be aware off for the successful completion of the assignment;
- Declaration of Interest - SBD 4;
- Bidders independent bidding declaration - SBD 9 and
- Preference points claim form in terms of the PPR 2017 - SBD 6.1

4.2. Points awarded for functionality:

EVALUATION CRITERIA	Rating			Weight
	1	2	3	
The Bids will be evaluated on a scale of 0 - 3 in accordance with the criteria below. The rating will be as follows: 0 = None responsive 1 = unsatisfactory, 2 = acceptable, 3 = excellent,				
Bidders relevant experience to the assignment specifically demonstrating capacity to assess cases referred to them, evaluate where and how the employer can reasonable accommodate and provide a report of recommendations to the employer. 3 years up to 5 = 1 + 5 years up to 7 = 2 more than 7 years = 3				20
Company track record: The bidder 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 official letterhead from clients where <u>similar services</u> have been provided and should not be older than three (3) years. 1 reference = 1 2 references = 2 3 references = 3				20

EVALUATION CRITERIA	Rating			Weight
	1	2	3	
Approach and Execution plan: Provide the methodology or approach used for the dealing with matters of incapacity, reasonable accommodation and workplace reintegration in line with the South African legislation. The methodology must include a timeline.				20
Accreditation: The provider should be accredited by professional bodies such as PsySSA, SIOPSA, HPCSA, and other applicable professional bodies certificate				20
Expertise and experience of proposed Occupational Therapist to be assigned to this project: Proven experience with proposed resources to be deployed to the project. Detailed CV of resources must be submitted, detailing the projects and organizations they have serviced. The number of years' experience in providing coaching: 3 to 4 years = 1 5 to 6 years = 2 7 or more years = 3				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 - 3 rating scale as shown in the functionality criteria matrix under paragraph 4.2.
- 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.

4.3. Technical Functional Evaluation Matrix

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services. Response identifies factors that will offer potential value, with supporting evidence.	3
Acceptable	Satisfies the requirement with minor additional benefits, above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services. Response identifies factors that will offer potential required services, with supporting evidence.	2

Rating	Definition	Score
Average	Submission meets the minimum requirement with major reservations. 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.	1
Unacceptable	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resources & quality measures required to provide the goods/services, with little or no supporting evidence.	0

4.4. 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

4.5. 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.

5. 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.

6. Deadline for submission

All proposals must be downloaded on this link: <https://forms.gle/4TmvDdQTTJ5NYvZp7> no later than 12h00 on Friday, 25 November 2022 and should remain valid for at least 45 days after the closing date.

7. 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 confidentiality 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 the written approval of SA Tourism.

8. Terms of Engagement

Prior to commencing with the assignment, the successful bidder will be required to meet with the Chairperson of SA Tourism's Audit and Risk Committee to align the final statement of work (SOW) and criteria for approval.

9. 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 contract, 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.

10. 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.

11. Retention

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

12. 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.

13. 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.

14. 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: The Sourcing Manager.

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

Yours in Tourism

Email: quotes@southafrica.net