



PART A REQUEST FOR QUOTATIONS (RFQ)

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (SA TOURISM)					
RFQ NUMBER:	RFQ- GRADING CRITERIA-23 (02)	CLOSING DATE:	19 July 2023	CLOSING TIME:	14:00
DESCRIPTION	Review of the Tourism Grading Council of South Africa's Quality Grading Criteria and Universal Accessibility Criteria (Re-issue)				
BID RESPONSE DOCUMENTS MAY BE PROVIDED BY THE BELOW METHODS					
All proposals must be sent using: quotes@southafrica.net NOTE: IT IS THE BIDDER'S RESPONSIBILITY TO ENSURE THE COMPLETED RFQ DOCUMENT WITH APPROPRIATE SUPPORTING DOCUMENTS ARE DELIVERED TO THE CORRECT ADDRESS ON OR BEFORE THE CLOSING DATE AND TIME. NB: Please upload a Zip Folder					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO					
CONTACT PERSON	Thembelihle Nyide				
TELEPHONE NUMBER	011-895-3000				
E-MAIL ADDRESS	quotes@southafrica.net				
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER (If applicable)					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?			<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, PLEASE PROVIDE DETAILS]		
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					



**PART B
TERMS AND CONDITIONS FOR BIDDING**

1. BID SUBMISSION:	
<p>1.1. BIDS MUST BE DELIVERED BY THE STIPULATED DATE AND TIME TO THE CORRECT EMAIL ADDRESS AND OR PLATFORM. NO HAND DELIVERY MAY BE ACCEPTED. ALL COMPLETED DOCUMENTS SHOULD BE SEND TO quotes@southafrica.net FAILURE TO COMPLETE THE REGISTER WILL INVALIDATE THE RFQ. LATE BIDS/RFQ WILL NOT BE CONSIDERED WHEN MAKING A DECISION TO AWARD.</p> <p>1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED – OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT. THE STANDARDS BIDDING DOCUMENTS (SBD) FORMS MUST BE COMPLETED, SIGNED AND RETURNED WITH THE RFQ / BID DOCUMENTS.</p> <p>1.3. BIDDER'S ARE NOT ALLOWED TO ALTER THE CONTENT AND SEQUENCE OF INFORMATION IN THE SBD4 FORM.</p> <p>1.4. THE UNDERSIGNED BIDDER DECLARES AND FURTHER AGREES TO HAVE READ 2010 VERSION OF THE GENERAL CONDITIONS OF CONTRACT (GCC) IS AVAILABLE ON THE NATIONAL TREASURY WEBSITE. TO ACCESS THE GCC THE BIDDER SHOULD CLICK THE FOLLOWING LINK http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/ OR DOWNLOAD THE DOCUMENT FROM THE WEBSITE OF NATIONAL TREASURY.</p> <p>1.5. THE 80 / 20 PREFERENTIAL POINT SYSTEM WILL BE APPLIED WHEREIN 80 POINTS IS FOR PRICE AND 20 POINTS IS FOR SPECIFIC GOALS. TENDERS WITH A RAND VALUE OF BETWEEN R 2 000 BUT NOT EXCEEDING R 50 MILLION (INCLUSIVE OF ALL APPLICABLE TAXES). FIRSTLY, THE SUBMISSION / RFQ WILL BE EVALUATED IN LINE WITH THE SET CRITERIA OR FUNCTIONALITY (<i>IF APPLICABLE</i>) AND THEREAFTER PROPOSAL WILL BE EVALUATED ON POINTS FOR PRICE AND SPECIFIC GOALS.</p> <p>1.6. POINTS SCORED FOR SPECIFIC GOALS WILL BE ADDED TO THE POINTS SCORED FOR PRICE AND THE TOTAL WILL BE ROUNDED OFF TO THE NEAREST TWO (2) DECIMAL PLACES.</p> <p>1.7. A TENDER OR RFQ MUST BE AWARDED TO THE TENDERER WHO SCORE THE HIGHEST TOTAL NUMBER OF POINTS IN TERMS OF THE PREFERENCE POINT SYSTEM (<i>PRICE AND SPECIFIC GOALS</i>) UNLESS OBJECTIVE CRITERIA IN TERMS OF SECTION 2 (1)(F) OF THE PPPFA JUSTIFY THE AWARD OF THE TENDER TO ANOTHER TENDERER</p> <p>1.8. BIDDERS ARE REQUIRED TO SUBMIT RESPONSIVE BIDS BY COMPLETING ALL PRICING AND ITEM INFORMATION IN LINE WITH THE ENTIRE SCOPE OF WORK/GOODS/SERVICES. SHOULD THE SUPPLIER FAIL TO QUOTE ON THE ENTIRE SCOPE OF WORK AS PER THE RFQ THE SAT MAY NOT AWARD THE CONTRACT TO THE SUPPLIER.</p> <p>1.9. THE SAT RESERVES THE RIGHT TO NEGOTIATE WITH THE BIDDERS PRIOR OR POST AWARD.</p> <p>1.10. THE SAT MAY ALLOCATE ZERO/NIL POINTS FOR SPECIFIC GOALS WHERE PROOF IS NOT SUBMITTED WITH THE RFQ.</p> <p>1.11. THE BID MUST BE VALID FOR A PERIOD OF 45 CALENDAR DAYS FROM THE CLOSING DATE AND TIME</p>	<input style="width: 80px; height: 20px;" type="text"/>
2. TAX COMPLIANCE REQUIREMENTS	
<p>2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</p> <p>2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.</p> <p>2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA</p> <p>2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.</p> <p>2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.</p> <p>2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.</p>	



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Table A: Provide documentation and/or information [South African Tourism (SAT) reserves the right to review and verify submitted documentations on mandatory requirements/information]	Comply	Not Comply NB:(Non-compliant on any of the below will result in disqualifications unless SAT indicates as not applicable)
1.1. Proof of National Treasury Central Supplier Database (CSD) Summary report - SAT may verify the information as per the CSD) (unless supplier is a foreign supplier)		
1.2. CSD Overall Tax Status must be compliant (Tax Compliant during evaluation and award stage) (unless it's a foreign supplier)		
1.3. Conformance to the Scope of Work/ Terms of Reference (ToR)		

3. LIST OF RETURNABLES

BIDDERS SHOULD PLEASE ADHERE TO THE FOLLOWING INSTRUCTIONS

- a) TICK APPLICABLE BOX
- b) ENSURE THAT THE FOLLOWING DOCUMENTS ARE COMPLETED, SUBMITTED AND SIGNED WHERE APPLICABLE

ANNEXURES	DOCUMENT DESCRIPTION	YES	NO
PART A & B	IS BID INVITATION FORM , TERMS, AND CONDITIONS FOR BIDDING COMPLETED, SIGNED, AND SUBMITTED?		
SUPPLIER IS REQUIRED TO USE THE PRESCRIBED SEQUENCE IN ATTACHING THE ANNEXURES THAT COMPLETE THE BID OR RFQ DOCUMENT			
ANNEXURE A	IS THE STANDARD BID DOCUMENT (SBD4) FORM BIDDER'S DISCLOSURE COMPLETED, SIGNED AND SUBMITTED?		
ANNEXURE B	IS BIDDER'S SWORN AFFIDAVIT – EXEMPTED MICRO ENTERPRISE (EME) – OR QUALIFYING SMALL ENTERPRISE (QSE) – STILL VALID (FOR A <i>PERIOD OF 12 MONTHS</i>) FROM THE DATE SIGNED BY COMMISSIONER SUBMITTED TO CLAIM POINTS FOR SMME'S?		
ANNEXURE C	IS THE BIDDER'S QUOTED PRICE OR FINANCIAL OFFER SUBMITTED AND ALIGNED WITH THE SCOPE OF WORK? OR STATED IN THE BELOW TABLE OF DESCRIPTION OF SERVICE/GOODS?		
ANNEXURE D	IS PROOF OF OWNERSHIP BY BLACK WOMAN ATTACHED IN THE FORM OF (A) COPY OF THE FOUNDING DOCUMENTATION OF THE COMPANY WITH WHICH THE OWNERSHIP IS LISTED, (B) COPY OF THE ID-DOCUMENT(S) OF THE BLACK WOMAN(E)		
ANNEXURE E	IS PROOF OF OWNERSHIP BY BLACK PERSON (S) IN THE FORM OF, (A) COPY OF THE FOUNDING DOCUMENTATION OF THE COMPANY WITH WHICH THE BLACK OWNERSHIP IS LISTED, AND (B) COPY OF IDENTITY DOCUMENTS.		
ANNEXURE F	IS PROOF OF OWNERSHIP BY BLACK YOUTH ATTACHED IN THE FORM OF (A)) COPY OF THE FOUNDING DOCUMENTATION OF THE COMPANY WITH WHICH THE OWNERSHIP IS LISTED, (B) COPY OF THE ID-DOCUMENT(S) OF THE BLACK YOUTH.		
ANNEXURE G	IS THE LATEST REPORT FROM CENTRAL SUPPLIER DATABASE (CSD) SUBMITTED? THE REPORT WILL BE USED AMONGST OTHERS TO VERIFY TAX COMPLIANT AND BANKING DETAILS. TO FURTHER CONFIRM IF THE SHAREHOLDERS/DIRECTORS OF THE COMPANY ARE BLACK WOMEN, BLACK YOUTH OR BLACK-OWNED. INFORMATION AND DETAILS ON BLACK WOMEN, BLACK YOUTH AND BLACK OWNERSHIP SHOULD BE SIMILAR TO THE INFORMATION SUBMITTED ON ANNEXURES C, D,E AND F ABOVE.		

4. APPLICATION OF PREFERENCE POINT SYSTEM

4.1 DEFINITIONS

HISTORICALLY DISADVANTAGED INDIVIDUALS (HDI) IS DEFINED AS A SOUTH AFRICAN CITIZEN –



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- a) WHO, DUE TO THE APARTHEID POLICY THAT WAS IN PLACE, HAD NO VOTING RIGHTS IN THE NATIONAL ELECTIONS PRIOR TO THE INTRODUCTION OF THE CONSTITUTION OF THE REPUBLIC OF SOUTH AFRICA, 1983 (ACT NO. 100 OF 1983) OR THE CONSTITUTION OF THE REPUBLIC OF SOUTH AFRICA, 1993 (ACT NO. 200 OF 1993) (“THE INTERIM CONSTITUTION”) AND OR
- b) WHO IS A WOMAN AND/OR
- c) YOUTH

4.2 WITH THE UNDERSTANDING THAT ANY PERSON WHO RECEIVED SOUTH AFRICAN CITIZENSHIP ON OR BEFORE THE INTRODUCTION OF THE INTERIM CONSTITUTION, WILL NOT BE DEEMED TO BE HDI.

4.3 ANY REFERENCE TO WORDS “BID” OR “BIDDER” HEREIN AND/OR IN ANY OTHER DOCUMENTATION SHALL BE CONSTRUED TO HAVE THE SAME MEANING AS THE WORDS “TENDER” OR “TENDERER”.

4.4 “A WOMAN” REFERS TO A FEMALE PERSON WHO IS A SOUTH AFRICAN CITIZEN

4.5 “HDI EQUITY OWNERSHIP” REFERS TO THE PERCENTAGE OF A PARTNERSHIP OR BUSINESS THAT IS OWNED BY INDIVIDUALS, OR IN THE CASE OF A COMPANY, THE PERCENTAGE OF SHARES WHICH IS OWNED BY INDIVIDUALS WHO ARE ACTIVELY INVOLVED IN THE MANAGEMENT DECISIONS AND DAY TO DAY OPERATIONAL ACTIVITIES OF THE COMPANY OR BUSINESS AND WHO EXERCISES CONTROL IN THE BUSINESS IN RELATION TO THEIR OWNERSHIP AT THE CLOSE OF TENDER. WHERE INDIVIDUALS ARE NOT ACTIVELY INVOLVED IN THE MANAGEMENT AND DAY TO DAY OPERATIONAL ACTIVITIES OF THE BUSINESS AND WHO DOES NOT EXERCISE CONTROL IN RELATION TO THE PERCENTAGE OF THEIR OWNERSHIP, EQUITY OWNERSHIP POINTS CANNOT BE AWARDED.

4.6 “BLACK PEOPLE” IS A GENERIC TERM WHICH MEANS AFRICANS, COLOURED AND INDIANS WHO ARE CITIZENS OF THE RSA BY BIRTH OR DESCENT OR BY NATURALISATION BEFORE 27 APRIL 1994 OR AFTER.

4.7 “SMALL ENTERPRISE” MEANS A SEPARATE AND DISTINCT BUSINESS ENTITY, TOGETHER WITH ITS BRANCHES OR SUBSIDIARIES, IF ANY, INCLUDING COOPERATIVE ENTERPRISES, MANAGED BY ONE OWNER OR MORE PREDOMINANTLY CARRIED ON IN ANY SECTOR OR SUBSECTOR OF THE ECONOMY.

4.8 “YOUTH” IS A GENERIC TERM WHICH MEANS PERSONS BETWEEN 14 TO 35 YEARS OF AGE. (THE MAXIMUM AGE OF PERSON/DIRECTOR/SHAREHOLDER ETC MUST BE BELOW OR 35 YEARS ON OR BEFORE THE CLOSING DATE AND TIME OF THE RFQ)

4.9 “EXEMPTED MICRO ENTERPRISE (EME)” IN TERMS OF THE GENERIC CODES OF GOOD PRACTICE, IT REFERS TO AN ENTERPRISE WITH AN ANNUAL TOTAL REVENUE OF R 10 MILLION OR LESS.

4.10 “QUALIFYING SMALL ENTERPRISE (QSE)” IN TERMS OF THE GENERIC CODES OF GOOD PRACTICE, IT REFERS TO AN ENTERPRISE WITH AN ANNUAL TOTAL REVENUE OF BETWEEN R 10 MILLION AND R 50 MILLION

4.11 “SPECIFIC GOALS ”REFERS TO CONTRACTING WITH PERSONS, OR CATEGORIES OF PERSONS, HISTORICALLY DISADVANTAGED BY UNFAIR DISCRIMINATION ON THE BASIS OF RACE, GENDER OR DISABILITY AND IMPLEMENTING PROGRAMME AS PUBLISHED IN THE GOVERNMENT GAZETTE NO. 16085 DATED 23 NOVEMBER 1994.

4.12 80 / 20 PREFERENCE POINT SYSTEM

TENDERERS WILL BE AWARDED POINTS AS FOLLOWS:

The points must be allocated and awarded as follows:

i.	Total Tendered Price	:	80 points	} Specific Goals (Maximum points)
ii.	Black Women Ownership	:	04 points	
iii.	Black Ownership	:	10 points	
iv.	Black Youth	:	02 points	
v.	Small, Medium and Micro Enterprises (SMME's)	:	04 points	
	Total	:	100 points	

4.13 THE POINTS SCORED FOR SPECIFIC GOALS WILL BE ADDED TO THE POINTS SCORED FOR PRICE AND THE TOTAL MUST BE ROUNDED OFF TO THE NEAREST 2 DECIMAL PLACES

4.14 TENDER PRICE



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THE FOLLOWING FORMULA WILL BE USED TO CALCULATE THE POINTS OUT OF 80 FOR PRICE IN RESPECT OF TENDER WITH A RAND VALUE NOT EXCEEDING R 50 MILLION (INCLUSIVE OF ALL APPLICABLE TAXES). THE LOWEST ACCEPTABLE TENDER MUST SCORE 80 POINTS FOR PRICE, AND OTHER TENDERS WHICH ARE HIGH IN PRICE MUST SCORE FEWER POINTS , ON PRO RATA BASIS.

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

WHERE -

PS = POINTS SCORED (AWARDED) FOR PRICE OF TENDER UNDER CONSIDERATION

PT = PRICE OF TENDER UNDER CONSIDERATION; AND

PMIN = PRICE OF THE LOWEST ACCEPTABLE TENDER

4.15 SPECIFIC GOALS

4.15.1 % OWNED BY PEOPLE WHO ARE BLACK WOMEN (WO)

A MAXIMUM OF FOUR (04) POINTS WILL BE AWARDED TO A TENDERER WHO IS A BLACK WOMAN. EQUITY OWNERSHIP FOR BLACK WOMEN WILL BE DETERMINED BY THE % OF THE ENTERPRISE OWNED BY SUCH A PERSON OR BY THE % OF SHARES OWNED BY MEMBER/S WHO ARE ACTIVELY INVOLVED IN THE DAY TO DAY MANAGEMENT OF THE COMPANY OR ENTERPRISE.

% OF ENTERPRISE OWNED BY BLACK WOMEN -----%

THUS, POINTS AWARDED: $4 \times \frac{\% WO}{100} =$

PROOF OF OWNERSHIP MUST BE ATTACHED IN THE FORM OF:

- a) COPY OF THE FOUNDING DOCUMENTATION OF THE COMPANY WITH WHICH THE OWNERSHIP IS LISTED I.E. CIPC ETC;
- b) COPY OF THE ID-DOCUMENT (S) OF THE BLACK WOMAN(E)
- c) LATEST CENTRAL SUPPLIER DATABASE (CSD) REPORT OF WHICH OWNERSHIP OF THE BLACK WOMAN IS LISTED

4.15.2 % OWNED BY BLACK PEOPLE (BO)

A MAXIMUM OF TEN (10) POINTS WILL BE AWARDED TO A TENDERER WHO IS A BLACK AND DID NOT HAVE VOTING RIGHTS ACCORDING TO THE DEFINITION OF AN HDI. EQUITY OWNERSHIP FOR BLACKS WILL BE DETERMINED BY THE % OF THE ENTERPRISE OWNED BY SUCH A PERSON OR BY THE % OF SHARES OWNED BY MEMBERS WHO ARE ACTIVELY INVOLVED IN THE DAY TO DAY ACTIVITIES OF THE COMPANY OR ENTERPRISE.

% OF ENTERPRISE OWNED BY BLACK PERSON(S) WHO DID NOT HAVE VOTING RIGHTS.....%

THUS, POINTS AWARDED: $10 \times \frac{\% BO}{100} =$

PROOF OF OWNERSHIP MUST BE ATTACHED IN THE FORM OF:

- a) COPY OF ID DOCUMENT.
- b) COPY OF THE FOUNDING DOCUMENTATION ON THE COMPANY WITH WHICH THE OWNERSHIP IS LISTED I.E. CIPC ETC;
- c) LATEST CSD REPORT WITH BLACKS AS SHAREHOLDERS/DIRECTORS OF THE COMPANY

4.15.3 SMALL, MEDIUM AND MICRO ENTERPRISES (SMME'S)

A MAXIMUM OF FOUR (4) POINTS WILL BE AWARDED TO A TENDERER WHO IS CLASSIFIED AS SMME

IS THE COMPANY CLASSIFIED AS EME OR QSE?



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OWNERSHIP	TOTAL PERCENTAGE OF OWNERSHIP	SPECIFIC GOALS POINTS CLAIMED
Black Woman ownership		
Black Ownership		
Black Youth Ownership		
Total		

4.16 THE SAT CAN ONLY AWARD POINTS PROVIDED SUFFICIENT INFORMATION AND REQUIRED DOCUMENTS ARE CORRECTLY COMPLETED AND RETURNED WITH THE PROPOSALS IN LINE WITH LIST OF RETURNABLE DOCUMENTS ON PARAGRAPH THREE (3) ABOVE. POINTS OBTAINED FOR PRICE SHOULD BE ADDED TO POINTS OBTAINED FOR SPECIFIC GOALS.

4.17 TENDER MUST BE AWARDED TO THE TENDERER SCORING THE HIGHEST POINTS. HOWEVER, A CONTRACT MAY BE AWARDED TO A TENDERER THAT DID NOT SCORE THE HIGHEST POINTS ONLY IN ACCORDANCE WITH SECTION 2 (1)(F) OF THE PPPFA 05 OF 2000.

5. CRITERIA FOR BREAKING DEADLOCK IN SCORING

- a) IF TWO OR MORE OF THE TENDERERS HAVE SCORED EQUAL TOTAL NUMBER OF POINTS, THE CONTRACT WILL BE AWARDED TO THE TENDERER THAT SCORED THE HIGHEST POINTS FOR SPECIFIC GOALS;
- b) IF TWO OR MORE TENDERES SCORE EQUAL TOTAL NUMBER OF POINTS IN ALL RESPECTS, THE AWARD WILL BE DECIDED BY THE DRAWING OF LOTS

6. DELIVERIES

- a. ALL DELIVERIES MAY BE ACCOMPANIED BY A DELIVERY NOTE OR AN INVOICE OF AN OFFICIAL PURCHASE ORDER NUMBER AGAINST WHICH THE DELIVERY HAS BEEN AFFECTED
- b. DELIVERIES NOT COMPLYING WITH THE PURCHASE ORDER FORM MAY BE RETURNED TO THE SUPPLIER(S) AT THE SUPPLIER'S EXPENSE.THE SATWILL NOT BE LIABLE FOR PAYMENT OF INCORRECTLY DELIVERED GOODS OR SERVICE
- c. BIDDERS SHOULD INDICATE THE PLANNED DELIVERY PERIOD (IN DAYS) FROM THE DATE AN ORDER IS ISSUED

7. POPIA DISCLAIMER

7.1 COMPLIANCE WITH PERSONAL INFORMATION ACT, 4 OF 2013

PERSONAL INFORMATION SHARED WITH THE SAT SHALL BE TREATED WITH CONFIDENTIALITY AND IN COMPLIANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013 (POPIA) AND OTHER APPLICABLE LAWS. FOR PURPOSES OF THIS DISCLAIMER, "PERSONAL INFORMATION" SHALL BE DEFINED AS DETAILED IN THE PROMOTION OF ACCESS TO INFORMATION ACT, ACT 2 OF 2000 (PAIA) AND POPIA, AND "PROCESSING" AND "FURTHER PROCESSING" SHALL BE READ, INTERPRETED AND UNDERSTOOD AS DETAILED AND DEFINED IN POPIA.

7.2 CONSENT TO PROCESSING AND FURTHER PROCESSING OF PERSONAL INFORMATION

THE SATMAY PROCESS AND FURTHER PROCESS RECEIVED PERSONAL INFORMATION, INTERNALLY OR EXTERNALLY, IN THE EXECUTION OF ITS MANDATE AND/OR AS REQUIRED BY LAW. THE SATMAY SHARE PERSONAL INFORMATION WITH ITS SERVICE PROVIDERS, AGENTS, CONTRACTORS, LEGAL AND OTHER PROFESSIONAL ADVISORS AUTHORISED TO PROCESS THIS INFORMATION. THE SATMAY THUS PLACE RECEIVED PERSONAL INFORMATION IN THE PUBLIC DOMAIN DUE TO THE NATURE AND REQUIREMENTS OF ITS WORK.

7.3 FURTHER PROCESSING OF PERSONAL INFORMATION

YOU FURTHER GRANT THE SATEXPRESS AND/OR IMPLIED PERMISSION TO FURTHER PROCESS RECEIVED PERSONAL INFORMATION AND PLACE IT IN THE PUBLIC DOMAIN, IN THE EXECUTION OF ITS MANDATE AND STATUTORY OBLIGATIONS.

7.4 DUTY OF CARE

THE SAT VALUES YOUR PRIVACY AND SHALL TAKE ALL REASONABLE MEASURES TO PROTECT RECEIVED PERSONAL INFORMATION.

7.5 EXEMPTION FROM LIABILITY

THE SAT(INCLUDING ITS OFFICIALS AND/OR EMPLOYEES) ACCEPTS NO LIABILITY WHATSOEVER, FOR ANY LOSS, DAMAGE (WHETHER DIRECT, INDIRECT, SPECIAL, OR CONSEQUENTIAL), AND/OR EXPENSES OF ANY NATURE WHATSOEVER WHICH MAY ARISE AS A RESULT OF, OR WHICH MAY BE ATTRIBUTABLE DIRECTLY OR INDIRECTLY, FROM INFORMATION MADE AVAILABLE HEREIN, OR ACTIONS OR TRANSACTIONS RESULTING THEREFROM



1. SCOPE OF WORK

South African Tourism (SAT) is a Schedule 3A Public Entity, listed in terms of the Public Finance Management, 1999 (Act No. 1 of 1999), and it is accountable to the Minister of Tourism. SAT is a public entity established in terms of section 2 of the Tourism Act No 72 of 1993 and continues to exist in terms of section 9 of the Tourism Act No 3 of 2014. In line with its mandate, SAT receives funding for its operations from the National Treasury.

Chapter 3 of the Tourism Act, 2014 provides the following as functions of the SAT:

- Market South Africa as a domestic and international tourist destination;
- Market South African tourism products and facilities internationally and domestically;
- Develop and implement a marketing strategy for tourism that promotes the objectives of the Act, and the National Tourism Sector Strategy;
- Advise the Minister on any other matter relating to tourism marketing;
- With the approval of the Minister, establish a National Convention Bureau to market South Africa as a destination for business events by:
 - Coordinating bidding for international conventions;
 - Liaising with other organs of state and suitable bodies to promote South Africa as a destination for business events; and
 - Reporting to the Minister on the work performance of the National Convention Bureau.

The Board of SAT must perform any function imposed on it, in accordance with a policy directive of the Minister, and not in conflict with the Act. Additionally, Chapter 4 of the Tourism Act, 2014 provides the following as functions of the Tourism Grading Council of South Africa (TGCSA):

- Implement and manage the national grading system for tourism, as contemplated in section 28. The Minister must oversee the functioning of the Council, and
- The Council is, in this respect, accountable to the Minister for the proper implementation and management of the national grading system.

The organisation's vision is, for South Africa, to be one of the preferred quality tourist destinations in the world in order to maximise the economic potential of tourism for the country and its people.

The vision will be achieved through the following:

- Facilitating the strategic alignment of the provinces and industry in support of the global marketing of tourism to South Africa;
- Removing all obstacles to tourism growth;
- Building a tourist-friendly nation; and
- Ensuring that tourism benefits all South Africans.

The South African Tourism Strategic Plan responds to the following 2019-2024 Medium Term Strategic Framework (MTSF) priorities:

- Priority 7: A Better Africa and the World; and indirectly
- Priority 1: Economic transformation and job creation; and
- Priority 6 - A capable, ethical and developmental State.

In responding to the above priorities, this Strategic Plan is built from the foundation of a solid assessment of South African Tourism's performance in the previous term, both successes and challenges, and on the basis of lessons learnt from the assessment.

In terms of Chapter 3 of the Tourism Act (Act No. 3 of 2014), the primary mandate and functions of South African Tourism are to:

- Market South Africa as a domestic and international tourist destination;
- Market South African tourism products and facilities internationally and domestically;
- Develop and implement a marketing strategy for tourism that promotes the objectives of the Act, and the National Tourism Sector Strategy (NTSS);
- Advise the Minister on any other matter relating to tourism marketing; and
- Liaise with other organs of state and suitable bodies to promote South Africa as a destination for business events.



SOUTH AFRICAN TOURISM

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Informed by this primary mandate, South African Tourism has revisited and reconceptualised its strategic posture and framework in this Strategic Plan, to ensure it is well-articulated and fit for purpose to guide the organisation over the period to 2025.

In fulfilling its primary mandate, for the period to 2020-2025, South African Tourism will focus on achieving the following strategic medium-term results:

- Ensuring South Africa is recognised as an appealing, resilient and competitive tourism brand across all markets and segments;
- Increasing domestic holiday trips and spend, towards 4.3 million domestic trips by 2030;
- Increasing international tourist arrivals and spend, towards 21 million arrivals by 2030;
- Supporting transformation of the tourism sector and ensuring transformation within the organisation;
- Acting as the tourism industry leader in South Africa; while
- Ensuring sound governance, operational excellence and high-performance.

Section 217 of the Constitution of the Republic of South Africa, 1996, prescribes that goods and services must be contracted in accordance with 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, SAT is accordingly inviting reputable and experienced service providers, with a good track record, to submit proposals that demonstrate their ability and capability to conduct the review of the quality grading criteria and universal accessibility criteria in a credible, transparent, and auditable way on behalf of the TGCSA.

1. Key deliverables will include, but will not be limited to:

- a. Landscape analysis including the collation of information on all tourism, hospitality, and travel associations/bodies;
 - b. Development of a comprehensive database of all stakeholders (tourism, hospitality, and travel services) currently operating in South Africa, key contact information and a brief description of each product, which is updated and verified. This database is to be presented to the TGCSA as a proper database format, at the very least – an Excel spreadsheet;
 - c. International Benchmarking: Benchmarking South Africa's grading system and criteria against the systems and criteria adopted by a selection of other countries and provide significant findings which can the proposed changes to be adopted as part of the review process;
 - d. Development of Draft ONE of the Quality Grading Criteria and Minimum Requirements of Entry (Core Requirements), and Universal Accessibility Criteria. The TGCSA will provide the following:
 - i. Quality Grading Criteria excel spreadsheets consisting of a list of Grading Criteria for the 20 categories that it proposes to be used by the service provider to determine the relevance and appropriateness.
 - ii. Accolade and premium spreadsheets of a list of accolades and premium certification that it proposes to be used by the service provider to determine the relevance and appropriateness.
 - iii. Universal Accessibility Grading Criteria excel spreadsheets of a list of Universal Accessibility Criteria applied for Level 1, Level 2, and Level 3 that it proposes to be used by the service provider to determine the relevance and appropriateness.
 - iv. Customer journey through travel experience in relation to Service, Cleanliness, Safety, Customer Experience
2. The service provider is expected to edit and consolidate these into one document which will then constitute DRAFT ONE;
 3. Development of Draft ONE of set of Criteria for Attractions and Experience, a draft document will be provided for the work done.
- a. The SERVICE PROVIDER will then solicit comments on this DRAFT ONE from all stakeholders. The TGCSA requires a report of what exactly was done to solicit comments and who responded and what those responses were, grouped according to issues/trends. This report must be in the form of a formal and detailed report as well as a Power Point presentation. We recommend that the SERVICE PROVIDER considers an online tool for this as it is the most effective way to reach as many people as possible in the shortest time. In addition, an online tool is easy to measure and report on the activity of each stakeholder– i.e., successful delivery of the e-mail, was it opened, clicked on, actual response, etc. This information is critical;

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- b. The SERVICE PROVIDER is thereafter expected to consolidate all the comments coming out of DRAFT ONE SOUTH AFRICAN TOURISM TWO. Again, the TGCSA requires a report summarizing the changes made to Draft One and why those changes were made, following the comments received from all the respondents. A detailed report is to be accompanied by a Power Point presentation;
- c. The SERVICE PROVIDER is thereafter expected to make a presentation of DRAFT TWO to a duly constituted meeting of the Awards Committee and to solicit their comments on same in the document;
- d. The SERVICE PROVIDER is thereafter expected to conduct workshops aimed at providing stakeholders across the country an opportunity to discuss DRAFT TWO as consolidated per point C above.
 - I. SERVICE PROVIDER to recommend the number of such workshops necessary across the country and why these are recommended and list the stakeholders the SERVICE PROVIDER envisages are key to participate.
 - II. SERVICE PROVIDER to recommend the format that these workshops should take demonstrating how the format will ensure comprehensive engagement, discussion and buy-in into this new Grading Criteria and Core Minimum Requirements of Entry.
- h. The SERVICE PROVIDER is thereafter expected to consolidate all the comments received during these workshops across the country. Again, the TGCSA requires a detailed report on the attendees of the workshop vs who was invited and what the main discussion points were during the workshops, grouped according to issues/trends. This report must be in the form of a formal and detailed document as well as a Power Point presentation;
- i. The SERVICE PROVIDER is thereafter expected to consolidate all the comments coming out of the workshops to inform and develop DRAFT THREE. Again, the TGCSA requires a detailed report summarizing the changes made to Draft Two and why those changes were made, following the comments received from all the attendees of the workshops. A detailed report is to be accompanied by a Power Point presentation;
- j. The SERVICE PROVIDER will then solicit comments on this DRAFT THREE from all stakeholders including a sample of the travelling public, both domestic and travelling. The TGCSA requires a report of what exactly was done to solicit comments and who responded and what those responses were, grouped according to issues/trends. This report must be in the form of a formal report as well as a Power Point presentation. We recommend that the SERVICE PROVIDER considers an online tool for this as it is the most effective way to reach as many people as possible in the shortest time. In addition, an online tool is easy to measure the activity of each stakeholder all the way down the value chain – i.e. successful delivery of the e-mail, was it opened, clicked on, actual response, etc. This information is critical; When proposing tactics to solicit feedback from the travelling public, the Service Provider should take into consideration platforms utilised by this target audience e.g. TripAdvisor, Wayne.com, Social Media platforms etc.
- k. The SERVICE PROVIDER is thereafter expected to consolidate all the comments coming out of the Draft to inform and develop FINAL GRADING CRITERIA AND CORE MINIMUM REQUIREMENTS DOCUMENT. Again, the TGCSA requires a report summarizing the changes made to Draft THREE and why those changes were made, following the comments received from all stakeholders/respondents. Again, a document to be accompanied by a Power Point presentation;
- l. The SERVICE PROVIDER will, thereafter, be expected to present to a duly constituted meeting of the Awards Committee this FINAL GRADING CRITERIA AND CORE MINIMUM REQUIREMENTS DOCUMENT for the Committee’s final approval and sign-off prior to handing over to the TGCSA;
- m. The SERVICE PROVIDER is expected, in its proposal, to outline clear timelines for each phase of this project from start to finish. This is a key deliverable and the SERVICE PROVIDER will be held fully accountable for any delays which were within their control;
- n. Please supply a proposal, outlining methodology, timelines and costs for conducting this critical work on behalf and in partnership with the TGCSA.



2. EVALUATION ON FUNCTIONALITY

EVALUATION CRITERIA	Rating			Weight
	1	2	3	
<p>1. Experience relevant to the assignment</p> <p>Bidders must submit company profile and reference letters from previous clients where similar services were successfully conducted. References should be presented in a form of a written letter on an official letterhead from clients where similar services have been provided. No appointment letters from clients will be accepted as reference letters</p> <ul style="list-style-type: none"> • 1 reference = 1 • 2 references = 2 • 3 or more references = 3 • Non-Scoring = No submission, references not related to this scope of work 				20
<p>2. The quality of the proposed project methodology and approach</p> <p><i>Bidders must submit a comprehensive Proposed methodology, techniques, and project approach demonstrating full understanding of work to be applied to deliver the scope of work.</i></p> <p>This criterion will be evaluated in line with technical evaluation matrix below.</p>				20
<p>3. The experience and qualifications of key personnel who will be assigned to the project.</p> <p>a) Project Manager: With a minimum of 5 years' related experience b) Researchers: With a minimum of 05 years' related experience. c) Consultants: With a minimum of 05 years' related experience.</p> <p>Points allocation will be as follows:</p> <ul style="list-style-type: none"> • One qualifying key personnel = 01 • Two qualifying key personnel = 02 • Three or more qualifying key personnel = 03 <p>None scoring of points:</p> <ul style="list-style-type: none"> • If one or all the proposed resources failed to meet the minimum number of resource and/or required years of experience will result to non-scoring of points • Proposed team does not have related years of experience. <p>Bidders must submit detailed CVs of the proposed personnel as proof which indicates previous and current experience.</p>				20

EVALUATION CRITERIA	Rating			Weight
	1	2	3	
<p>4. Proposed project plan, indicating timelines of each project phase and how each phase will be executed/implemented.</p> <p><i>This criterion will be evaluated in line with technical evaluation matrix below.</i></p>				20
<p>5. Transfer of knowledge and skills during the project</p> <p>Bidders must submit proposals of how relevant skills will be transferred to SAT staff representatives during the project. <i>This criterion will be evaluated in line with technical evaluation matrix below.</i></p>				10
<p>6. Additional value add</p> <p>Bidders must propose Value add services to be introduced during the project.</p> <p><i>This criterion will be evaluated in line with technical evaluation matrix below.</i></p>				10
TOTAL POINTS FOR FUNCTIONALITY				100
<i>A threshold of 70% is applicable.</i>				

Service providers are required to score a minimum of 70% on functionality in order to be evaluated further on price and preference points using 80/20 points system.



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
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



BIDDER'S DISCLOSURE (SBD 4)

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution?

YES/NO

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

YES/NO

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.



REQUEST FOR QUOTATION

2.3.1 If so, furnish particulars:
.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

NB: FAILURE TO SUBMIT DULY COMPLETED FORMS AND SIGNED AUTHORISATION DECLARATION, WITH THE REQUIRED ANNEXURE(S), IN ACCORDANCE WITH THE ABOVE PROVISIONS MAY INVALIDATE THE BID FOR SUCH GOODS OR SERVICES OFFERED.

SIGNATURE OF BIDDER:.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:.....

(Proof of authority must be submitted e.g. company resolution)

DATE:.....

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.