



PART B: SCOPE OF WORK

SA Tourism Tender Number SAT 221/23 External panel of facilitators and strategy experts.

Bid Description	
External panel of facilitators and strategy experts.	
Bidder Name:	
CSD MAA number	MAAA
Tender Number:	SA Tourism Tender number SAT 221/23
Closing Time:	12h00
Closing Date:	21 August 2023 (No late submission will be accepted)
Non- Compulsory Briefing Session:	N/A
Contact Person	Thembelihle Nyide
Bid Submission Address	<p>Link: https://forms.gle/LuVDA2AFShuqnTjr7</p> <p>Should bidders encounter any issues, queries must be directed in writing to tenders@southafrica.net</p> <p>Bidders are required to complete all the fields before making a submission, on the link before uploading a PDF version of the full proposal, the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile) then a fully completed bid documents, signed and initial page, relevant supporting documents for uploads.</p> <p>No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.</p>
Email Address	Tenders@southafrica.net

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS - (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

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1 CLOSING DATE

The closing date for the submission of proposals is **21 August 2023 at 12h00.** No late submissions will be accepted.

2. TENDER SUBMISSION LINK

2.1 Bidders must submit their proposal using the below link.

<https://forms.gle/LuVDA2AFShuqnTjr7>

Should bidders encounter any issues with the submission link, queries must be directed in writing to tenders@southafrica.net

Bidders are required to complete all the fields before making a submission, on the link before uploading a PDF version of the full proposal, the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile) then a fully completed bid documents, signed and initial page, relevant supporting documents for uploads.

No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.

All bidders should therefore take note that the physical drop-offs and courier of bid responses to South African Tourism's physical address are no longer permitted.

Prospective tenderers must periodically review both <http://www.southafrica.net/gl/en/corporate/page/tenders>

2.4 Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

3 CONTACT AND COMMUNICATION

3.1 A nominated official of the bidder(s) can make inquiries in writing, to the specified person, Thembelihle Nyide via email at Tenders@southafrica.net. Bidder(s) must reduce all telephonic inquiries to writing and send to the above email address.

3.2 Bidders are to communicate any technical inquiries through the nominated official in writing, no later than **10 August 2023 at 12h00.**

All responses will be published by **14 August 2023** on the following links:

<https://www.southafrica.net/gl/en/corporate/page/tenders>

3.3. VALIDITY PERIOD

The tender proposal must remain valid for at least five (5) months after the tender due date. All contributions/prices indicated in the proposal and other recurrent costs must remain firm for the period of the contract.

4 DURATION OF THE CONTRACT

South African Tourism intends to enter into a thirty-six (36) month contract and service level agreement with the successful bidder(s). The contract will also be subject to a periodic performance evaluation on agreed terms and conditions unless the parties agree otherwise.

5 DETAILED SCOPE OF WORK

5.1 Scope of Work (SOW)

In terms of the statutory compliance requirements for planning purposes outlined in the PFMA including its Treasury Regulations, and the DPME Revised Framework for Strategic Plans and Annual Performance Plans including its Guidelines, SA Tourism is required to prepare, document and implement informed strategic and performance plans aligned to its mandate and guided by its founding legislation relating to its establishment. In accordance with these requirements, these strategies and plans must be supported by an appropriate budget proposal.

The scope of work required is thus as follows:

BUSINESS REQUIREMENT	DELIVERABLE
<ul style="list-style-type: none"> Facilitate annual planning processes to develop and/or review South African Tourism's Five-Year Strategic Plan. 	<ul style="list-style-type: none"> Five-Year Strategic Plan
<ul style="list-style-type: none"> Facilitate annual planning processes to produce the first draft and final draft of the Annual Performance Plan which is due in October and January respectively. 	<ul style="list-style-type: none"> First Draft Annual Performance Plan & Final Annual Performance Plan
<ul style="list-style-type: none"> Facilitate annual planning processes to produce the Annual Operational Plan which are due in October and February respectively. 	<ul style="list-style-type: none"> Annual Operational Plan
<ul style="list-style-type: none"> Facilitate the annual thematic and divisional operational planning processes that results in Divisional Operational Plans per business unit in support of the APP & AOP. The output in this regard will be business unit level operational plans that support delivery of the APP and AOP but that follows a coordinated approach across the business units in the organisation to avoid planning in silos. 	<ul style="list-style-type: none"> Divisional Operational Plans for each of the identified business units
<ul style="list-style-type: none"> Participation in the SA Tourism Budget Council in February annually in order to document and record amendments to the final AOP & Divisional Operational Plans. 	<ul style="list-style-type: none"> Amendment of the Annual Operational Plan and Divisional Operational Plans for each of the identified business units based on Budget Council decisions.
<ul style="list-style-type: none"> The above requirements will include the logistics and facilitation of a number of planning sessions at various levels of management including but not limited to the Board Lekgotla, Exco Lekgotlas/ Sessions, and Management Sessions. At least one of each session will be required, however, there may be additional sessions required at each level. Engagement with the Board through the Board Chairperson and the organisation through the CEO will be key in delivering the above. This may require a number of engagements with the Board Chairperson, the CEO and if required, the Board Members and Members of the SA Tourism Executive Management team. The process will also include a number of presentations of the key planning documents to the 	<ul style="list-style-type: none"> Preparation for each planning session including development of agenda, facilitation of each session and report summarising key take-outs and decisions for each session. Presentation of plans, in its various draft, to the

BUSINESS REQUIREMENT	DELIVERABLE
Board, the Exco and the organisation. It will also include facilitation of a number of meetings / workshops / sessions to ensure delivery of the planning documents.	Board, Exco and the organisation at large.
<ul style="list-style-type: none"> ○ A key aspect of this scope of work is a network of senior strategy experts who may be required to present talks and deliver presentations at any stage of the planning process. These strategy experts must be well versed in public sector planning, implementation, monitoring and evaluation as well as tourism and its related sectors. The strategy experts must have a solid track record in coaching internal and external audiences, in both public and private sectors, in a manner that derives critical information and ideas for SA Tourism to meet its strategic objectives. The successful bidder must demonstrate that they have senior strategy experts as part of their organisation or that they have a network of strategy experts that they may access for purposes of the South African Tourism's annual planning process. 	<ul style="list-style-type: none"> ○ Strategy Experts as required.
<ul style="list-style-type: none"> ○ Drafting presentations on the APP, AOP & DOPs for submission to Exco, Board, Shareholder and Parliament. 	<ul style="list-style-type: none"> ○ Presentations in various formats as required.
<p>SA Tourism also requires the services of facilitators, strategy experts and content creators and guest speakers that are well-versed in</p> <ul style="list-style-type: none"> ○ Different aspects of the tourism eco-system ○ leisure tourism, ○ business events, ○ strategy ○ performance monitoring, evaluation and reporting ○ human capital ○ governance, risk, audit and compliance ○ ICT and digital transformation ○ Data, analytics and insights ○ Communication, marketing and brand management ○ Grading and quality assurance ○ Visitor experience ○ Finance 	<ul style="list-style-type: none"> ○ Strategy Experts as required

The annual planning cycle commences around June/July each year and is completed by February / March annually. The first draft of the APP is due at the end of October and the final version in January each year. The APP submission is supported by the organisation's AOP and DOP per business unit and should be finalised by October and January each year.

6. PANEL UTILISATION GUIDELINE.

The panel will consist of the preferred bidders that reached the qualifying threshold in phase 3 of evaluation. The appointment process for the qualifying bidder (s) will be conducted as follows:

- a. The RFQ process which is guided by specific scope of work and/or evaluation criteria (where applicable, functionality scoring may be utilised).
- b. The formal approval of a specific work assignment will be facilitated through the Supply Chain Management (SCM) unit,
- c. Bidders will be required to respond promptly to the request and finalisation of specific orders, and an official order in the form of Purchase Order (PO) will be issued.
- d. There is no guarantee that a service provider on the panel will be assigned work/projects tasks or other during the duration of the panel.
- e. Assignments will be requested in a form of a brief and the RFQ template that clearly define the scope and objective of work, proposed timeframes, qualifying criteria, qualification requirements, expected duration (hours) and expected deliverables amongst others.
- f. This will be done through SA Tourism's SCM and no other communication in any form from any other official shall constitute a valid brief and or appointment.
- g. Appointed bidders on the panel shall remain competent in all aspects related to the specific area of appointment.
- h. South African Tourism in its sole discretion deems it necessary to deviate from this requirement may do so as this is not a non-exclusive panel (SA Tourism may at its sole discretion, source services' similar service outside this panel).

- i. Some brief may require prior approval for specific brief that may be required from a specific bidder from the panel without issuing an RFQ process to all qualifying panellists. Acceptable reasons or justifications may not be limited to the following:
 - i. continuity of work that may not be feasible and/or cost effective should similar service were to be offered by another bidder from the panel. Appropriate internal process of such approval must be in accordance with the Delegation of Authority.

END