



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA

STANDARD BIDDING DOCUMENT (SBD1) - REQUEST FOR QUOTATIONS

PART A REQUEST FOR QUOTATIONS (RFQ)

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (DEPARTMENT OF TOURISM)					
RFQ NUMBER: HM/03/06/2024/01		CLOSING DATE: 07/06/2024		CLOSING TIME: 11:00	
DESCRIPTION: PROCUREMENT OF GOODS AS SPECIFIED BELOW					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE RFQ BOX SITUATED AT (STREET ADDRESS) OR PROVIDED EMAIL ADDRESS					
PHYSICAL ADDRESS : 17 TREVENNA STREET, SUNNYSIDE, PRETORIA 0002 OR EMAIL ADDRESS: QUOTATIONSSCM@TOURISM.GOV.ZA					
NOTE: IT IS THE RESPONSIBILITY OF THE BIDDER TO ENSURE THAT COMPLETED RFQ DOCUMENT IS DELIVERED TO THE CORRECT EMAL OR PHYSICAL ADDRESS ON BEFORE THE CLOSING DATE AND TIME.					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON			CONTACT PERSON Mr Theto Modjadji		
TELEPHONE NUMBER			TELEPHONE NUMBER 012 444 6383		
E-MAIL ADDRESS			E-MAIL ADDRESS TModjadji@tourism.gov.za		
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER		CODE	NUMBER		
CELLPHONE NUMBER					
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS		TAX COMPLIANCE SYSTEM PIN:	OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED? ☐ Yes ☐ No [IF YES, ANSWER PART B:3]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				☐ YES ☐ 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:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED DATE AND TIME TO THE CORRECT ADDRESS. ALL COMPLETED DOCUMENTS SHOULD BE SEND TO quotationsscm@tourism.gov.za OR HAND DELIVERED AT **TOURISM HOUSE, 17 TREVENNA STREET, SUNNYSIDE, PRETORIA 0002**. PHYSICAL SUBMISSION OR HAND DELIVERED RFQ DOCUMENTS MUST BE COMPLETED IN THE REGISTER FOR QUOTATIONS. BIDDERS FAILURE TO COMPLETE THE REGISTER WILL INVALIDATE THE RFQ. LATE BIDS/RFQ WILL NOT BE CONSIDERED WHEN MAKING A DECISION TO AWARD.
- 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.
- 1.3. BIDDER'S ARE NOT ALLOWED TO ALTER THE CONTENT AND SEQUENCE OF INFORMATION IN THE SBD4 FORM.
- 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 NATIONAL TREASURY.
- 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 30 000 BUT NOT EXCEEDING R 50 MILLION (INCLUSIVE OF ALL APPLICABLE TAXES). FIRSTLY, THE BID SUBMISSION / RFQ WILL EVALUATED IN LINE WITH THE SET CRITERIA OR FUNTIONALITY (IF APPLICABLE) AND THEREAFTER PROPOSAL WILL BE EVALUATED ON POINTS FOR PRICE AND SPECIFIC GOALS.
- 1.6. THE DEPARTMENT MAY APPLY THE 80/20 POINT SYSTEM IN RESPECT TO TENDERS BETWEEN R 2 000 AND R 30 000 (INCLUSIVE OF APPLICABLE TAXES), THAT WILL BE STIPULATED IN THE INVITATION TO BID/RFQ.
- 1.7. 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**.
- 1.8. 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 (PRICE AND SPECIFIC GOALS) UNLESS OBJECTIVE CRITERIA IN TERMS OF SECTION 2 (1)(F) OF THE PPPFA ACT NO 5 OF 2000 JUSTIFY THE AWARD OF THE TENDER TO ANOTHER TENDERER
- 1.9. BIDDERS ARE REQUIRED TO **SUBMIT RESPONSIVE BIDS BY COMPLETING ALL PRICING AND ITEM INFORMATION** IN LINE WITH THE ENITIRE SCOPE OF WORK/GOODS/SERVICES. SHOULD THE SUPPLIER FAIL TO QUOTE ON THE ENTIRE SCOPE OF WORK AS PER THE RFQ THE DEPARTMENT MAY NOT AWARD THE CONTRACT TO THE SUPPLIER.
- 1.10. THE DEPARTMENT RESERVES THE RIGHT TO **NEGOTIATE WITH THE BIDDERS PRIOR OR POST AWARD**.
- 1.11. THE DEPARTMENT MAY **ALLOCATE ZERO/NIL POINTS FOR SPECIFIC GOALS WHERE PROOF IS NOT SUBMITTED** WITH THE RFQ.
- 1.12. BIDDERS SHOULD INDICATE THE VALIDITY PERIOD (IN DAYS) OF PRICE QUOTATION AFTER THE CLOSING DATE

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 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.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE **WWW.SARS.GOV.ZA**
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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
- c) USE THE PRESCRIBED SEQUENCE IN ATTACHING THE **ANNEXURES** THAT COMPLETE THE BID OR RFQ DOCUMENT

ANNEXURES	DOCUMENT DECEIPTION	YES	NO
PART A & B	IS BID INVITATION FORM AND TERMS AND CONDITIONS FOR BIDDING COMPLETED, SIGNED AND SUBMITTED?		
ANNEXURE A	IS THE STANDARD BID DOCUMENT (SBD4) FORM BIDDER'S DISCLOSURE COMPLETED, SIGNED AND SUBMITTED?		
ANNEXURE B	IS PROOF OF OWNERSHIP BY WOMAN SUBMITTED.		

	i.SHAREHOLDING (CERTIFICATE) PORTFOLIO BY PROOF OF REGISTRATION OF THE COMPANY WITH COMPANIES AND INTELLECTUAL PROPERTY REGISTRATION OFFICE (CIPRO) / COMPANIES INTELLECTUAL PROPERTY COMMISSION (CIPC). IN CASE OF JOINT VENTURE, A BIDDER MUST SUBMIT PROOF OF REGISTRATION FOR BOTH ENTERPRISES; ii.CERTIFIED COPY (COPIES) OF ID-DOCUMENT(S) OF THE WOMAN OR WOMEN; AND iii.A CSD FULL REPORT AND NOT SUMMARIZED PREFERABLY DRAWN PRIOR TO THE CLOSING DATE MUST BE SUBMITTED BY BIDDERS.		
ANNEXURE C	IS PROOF OF OWNERSHIP BY BLACK PERSON (S) SUBMITTED. i. SHAREHOLDING (CERTIFICATE) PORTFOLIO BY PROOF OF REGISTRATION OF THE COMPANY WITH COMPANIES AND INTELLECTUAL PROPERTY REGISTRATION OFFICE (CIPRO) / COMPANIES INTELLECTUAL PROPERTY COMMISSION (CIPC).IN CASE OF JOINT VENTURE, A BIDDER MUST SUBMIT PROOF OF REGISTRATION FOR BOTH ENTERPRISES; ii.CERTIFIED COPY (COPIES) OF ID-DOCUMENT(S) OF BLACK PERSON(S) ; AND iii.A CSD FULL REPORT AND NOT SUMMARIZED PREFERABLY DRAWN PRIOR TO THE CLOSING DATE MUST BE SUBMITTED BY BIDDERS.		
ANNEXURE D	QUALIFYING EXEMPTED MICRO ENTERPRISE (EME) – AND OR QUALIFYING SMALL ENTERPRISE (QSE) – MUST SUBMIT A VALID B-BBEE SWORN AFFIDAVIT (VALID FOR A PERIOD OF 12 MONTHS FROM THE DATE SIGNED BY THE COMMISSIONER) ACCOMPANIED BY CIPS BUSINESS REGISTRATION AND SHARE CERTIFICATE. IN CASE OF JOINT VENTURE TO CLAIM POINTS, A CONSOLIDATED B-BBEE CERTIFICATE ISSUED BY AN ACCREDITED VERIFICATION AGENCY, IRRESPECTIVE OF THE SIZE OF THE COMPANIES INVOLVED IN A JOINT VENTURE MUST BE SUBMITTED. THE DEPARTMENT CANNOT ACCEPT JOINT VENTURE AFFIDAVIT.		
ANNEXURE E	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?		

4. APPLICATION OF PREFERENCE POINT SYSTEM

4.1 DEFINITIONS

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

- 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
- WHO IS A WOMAN, AND / OR?
- WHO HAS DISABILITY

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 **"DISABILITY"** REFERS TO A PERSON WITH A PERMANENT PHYSICAL DISABILITY, MENTAL DISABILITY, AWARENESS DISABILITY, WHICH LEADS TO CONFINEMENT OR DISABILITY, OR THE INABILITY TO PERFORM BODILY FUNCTIONS IN THE MANNER OR WITHIN THE CAPACITY OF A NORMAL PERSON.

4.6 **"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.

4.7 **"BLACK PEOPLE"** IS A GENERIC TERM WHICH MEANS AFRICANS, COLOUREDS AND INDIANS WHO ARE CITIZENS OF THE RSA BY BIRTH OR DESCENT OR BY NATURALISATION BEFORE 27 APRIL 1994 OR AFTER.

4.8 **"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.

4.9 **"YOUTH"** IS A GENERIC TERM WHICH MEANS PERSONS BETWEEN 14 TO 35 YEARS OF AGE.

4.10 **"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.

4.11 "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

4.12 "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.

4.13 80 / 20 PREFERENCE POINT SYSTEM

TENDERERS WILL BE AWARDED POINTS AS FOLLOWS:

a)	TENDER PRICE	:	80 POINTS	} SPECIFIC GOALS - MAXIMUM OF 20 POINTS
b)	WOMEN OWNERSHIP	:	06 POINTS	
c)	BLACK OWNERSHIP	:	12 POINTS	
d)	SMME'S (EME OR QSE)	:	02 POINTS	

TOTAL **100 POINTS**

4.14 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

4.15 TENDER PRICE

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.

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

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

4.16 SPECIFIC GOALS

4.16.1 % OWNED BY PEOPLE WHO ARE WOMEN

A MAXIMUM OF SIX (06) POINTS WILL BE AWARDED TO A TENDERER WHO IS A WOMAN. EQUITY OWNERSHIP FOR 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. **DOCUMENTS REQUIRED ARE DETAILED ON ANNEXURE B ABOVE AND MUST BE SUBMITTED WITH THE RFQ/BID RESPONSE TO CLAIM POINTS.**

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

THUS, POINTS AWARDED: $6 \times \frac{\% WO}{100} =$

4.16.2 % OWNED BY BLACK PEOPLE

A MAXIMUM OF TWELVE (12) 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. **DOCUMENTS REQUIRED ARE DETAILED ON ANNEXURE C ABOVE AND MUST BE SUBMITTED WITH THE RFQ/BID RESPONSE TO CLAIM POINTS.**

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

THUS, POINTS AWARDED: $12 \times \frac{\% BO}{100} =$

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

A MAXIMUM OF TWO (2) POINTS WILL BE AWARDED TO A TENDERER WHO IS CLASSIFIED AS SMME

IS THE COMPANY CLASSIFIED AS EME OR QSE? **DOCUMENTS REQUIRED ARE DETAILED ON ANNEXURE D ABOVE AND MUST BE SUBMITTED WITH THE RFQ/BID RESPONSE TO CLAIM POINTS.**

YES = 2 POINTS

=

NO = 0 POINT

4.18 THE DEPARTMENT 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.

4.19 INFORMATION ON THE DETAILED **CSD FULL REPORT (DIRECTORS / SHAREHOLDERS)** SHOULD BE THE SAME AND SUPPORTED BY **COPIES OF IDENTITY DOCUMENTS AND COMPANY REGISTRATION DOCUMENTS / SHAREHOLDER CERTIFICATES.**

5. CRITERIA FOR BREAKING DEADLOCK IN SCORING

- 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;
- 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

- 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
- DELIVERIES NOT COMPLYING WITH THE PURCHASE ORDER FORM MAY BE RETURNED TO THE SUPPLIER(S) AT THE SUPPLIER'S EXPENSE. THE DEPARTMENT WILL NOT BE LIABLE FOR PAYMENT OF INCORRECTLY DELIVERED GOODS OR SERVICE
- 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 DEPARTMENT OF TOURISM (DEPARTMENT) 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 DEPARTMENT MAY PROCESS AND FURTHER PROCESS RECEIVED PERSONAL INFORMATION, INTERNALLY OR EXTERNALLY, IN THE EXECUTION OF ITS MANDATE AND/OR AS REQUIRED BY LAW. THE DEPARTMENT MAY SHARE PERSONAL INFORMATION WITH ITS SERVICE PROVIDERS, AGENTS, CONTRACTORS, LEGAL AND OTHER PROFESSIONAL ADVISORS AUTHORISED TO PROCESS THIS INFORMATION. THE DEPARTMENT MAY 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 DEPARTMENT EXPRESS 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 DEPARTMENT VALUES YOUR PRIVACY AND SHALL TAKE ALL REASONABLE MEASURES TO PROTECT RECEIVED PERSONAL INFORMATION.

7.5 EXEMPTION FROM LIABILITY

THE DEPARTMENT (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

NO	SCOPE OF WORK (DESCRIPTION SERVICES OR GOODS)	QUANTITY	AMOUNT
	TERMS OF REFERENCE TO APPOINT OF A SERVICE PROVIDER TO DESIGN, DEVELOP, TEST & INTEGRATE, DEPLOY AND MAINTAIN/SUPPORT A MARKET ACCESS SUPPORT PROGRAMME (MASP) APPLICATION MODULE ON THE INTEGRATED TOURISM KNOWLEDGE SYSTEM (ITKS) PLATFORM. 1. INTRODUCTION AND BACKGROUND The National Tourism Sector Strategy (NTSS) emphasises the need to transform the sector. The Tourism Act (Act 3 of 2014) provides for the Department of Tourism (DT) to introduce initiatives, programmes and mechanisms to develop and grow the tourism sector. The Tourism Incentive Programme (TIP) aims to stimulate tourism development that is sustainable, inclusive and improves the competitiveness of our destination and the entire tourism sector. The Market Access Support Programme (MASP) was one of the first programmes introduced under the TIP in 2015/16. As a pilot initiative, all functions under the MASP (receipt and processing of applications and claims) were done manually. Over the past five years various templates, processes and systems were developed and later refined based on lessons learnt during the implementation of the MASP. The pilot phase of the MASP has proved to be very impactful on the growth and development of small tourism enterprises through reducing marketing costs and improving access to new markets. To date, more than 440 MASP applications have been approved and through their participation at international trade platforms, beneficiaries were not only able to grow their own businesses, but also facilitated significant foreign exchange inflows to the economy. However, due to the manual nature of the MASP processes and systems, capacity and resources in the directorate has become constrained as the programme expanded and the volume of applications and claims increased. The increasing burden on administrators further negatively affects effectiveness of the MASP, which ultimately places limits on the department's ability to scale the programme and unlock the full potential impact that it can have of the growth of the sector. 2. PURPOSE OF DOCUMENT The purpose of this document is to solicit proposals from multi-technology skilled service providers for the appointment to design, develop, test & integrate, deploy and maintain and support a Market Access Support Programme (MASP) application module on the Integrated Tourism Knowledge System (ITKS).		

3. SCOPE OF WORK

The appointed service provider should be able to deliver on the following requirements for a period of 15 months. The scope of work is inclusive of:

- a. Planning and Scoping the requirements
- b. Design and development of the system
- c. Testing the system
- d. Integration and Deployment of the system
- e. Maintenance and support the implemented system.

The scope of work is inclusive of other requirements that are classified under functional and non-functional, from par 3.1 – 3.3.

3.1. PROJECT DELIVERABLES

3.1.1. COMPULSARY FUNCTIONAL REQUIREMENTS

UR.1. User Registration and Authentication:

- Users (applicants, administration team members) should be able to register securely and authenticate their identities to access the system.
- The system must allow users to access and login to the system using their username and password, and other additional authentication methods such as One Time Pin.

UR.2. Application Submission:

- Applicants should be able to submit their applications online through a user-friendly interface.
- The system should validate and verify submitted applications for completeness and accuracy.

UR.3. Unique Enterprise Number Generation:

- Upon receiving a new application, the system should automatically generate a unique enterprise number for identification purposes.
- The system must tag the unique number on all correspondences for that created application record.

UR.4. Application and Claim Management:

- The system should facilitate the logging, tracking, and management of applications and claims process throughout their lifecycle.
- It should allow for easy retrieval and viewing of application and claim statuses.

UR.5. Document Management:

- The system should support the uploading and attachment of relevant supporting documents to applications and claims.
- It should ensure the security and integrity of uploaded documents.

UR.6. Inbound and Outbound Correspondence:

- The system should enable communication with applicants via email, letters, or notifications within the platform.
- It should log and track all correspondence for audit and reference purposes.

UR.7. Workflow and assignment of applications

- The system must have workflow functions that allow for a user to send an application to the next user based on the business rules.
- Furthermore, the system must allow for assign functionality on the application received once completeness assessment is done and ready for allocation.

UR.8. Payment Instruction Generation:

- Upon approval of claims, the system should generate accurate payment instructions for the finance department.

UR.9. Data Management and Reporting:

- The system should capture and maintain comprehensive data on applications, claims, and related activities.
- It should allow for flexible reporting capabilities, enabling users to generate reports based on various criteria such as geographic location, enterprise type and size, ownership, employment, and event participation.
- Reports should be exportable in different formats (e.g., PDF, Excel) for further analysis and sharing.

UR.10. User Roles and Permissions:

- The system should support role-based access control, defining different levels of access and permissions for users based on their roles and responsibilities.
- It should ensure that sensitive data is only accessible to authorized personnel.

UR.11. Audit Trail:

- The system should maintain an audit trail of all user activities, including login attempts, data modifications, and system interactions.

- It should provide administrators with the ability to review and analyse the audit trail for security and compliance purposes.

UR.12. Dashboard and Data grid view

- All applications received must be displayed in data grid tool with functionalities to manipulate the data records.
- The system must have dashboard tool that displays various reporting data within the database, and developed with varying filters for the user.

3.1.2. NON-FUNCTIONAL REQUIREMENTS

a. Hosting of the MASP during development and testing must be as follows:

- i. Configuration of a 3-tier architecture web-development environment.
- ii. Hosting MUST be within a South African-based data centre.
- iii. Conduct daily backup of the database.
- iv. Access to the MASP must be through a secure HTTPS protocol.

b. Deployment of the MASP application on the departmental network infrastructure, either through a remote access or physical access in the rooms of the department.

- i. Conduct module embedding/integration of the completed MASP system on the ITKS platform.
- ii. Conduct various testing processes to ensure successful deployment of the system.
- iii. Conduct data upload on to the system for use by system owners.
- v. Provide login capability for up to 20 000 simultaneous logins.

c. Provide maintenance and support of the MASP application system for Six (6) months after the deployment:

- i. Provide technical support on the issues reported by users.
- ii. Provide patch management to update the platform.
- iii. Conduct stress, load testing, vulnerability testing and performance monitoring.
- iv. Provide a restoration process/plan in case of disaster recovery.

d. Provide the Department with a project plan that encompasses the project's life-cycle.

e. Provide bi-weekly and quarterly progress reports.

- f. Provide skills transfer for a minimum of 10 hours after the handover of the project.
- g. Provide a user manual for the use and administration (internal / external users) of the MASP system.
- h. Conduct user training for the administration and usability of the MASP system.
- i. Provide a close-out report at the end of the project.

3.1.3. TECHNICAL REQUIREMENTS

- a. The ITKS where the MASP will be incorporated is developed on the PHP Laravel framework and MySQL. (****NB: the service provider must note that there is a process to migrate the database from MySQL to the MSSQL***)
- b. The MASP must be able to scale based on demand.
- c. The MASP system must support multi-browser compatibility, and must have responsive design for mobile phones, tablets and computers .
- d. Ability to integrate with 3rd parties and other technologies.

4. TIMEFRAMES

This project is expected to be completed within fifteen (15) months period. The completion of this project based on timeframe that will be indicated by the Project Manager should be adhered to in order for the Department to deliver on its mandate.

5. REPORTING

The appointed service provider will report to the Director: Knowledge Management. The reporting will not only be limited to ad hoc activities, monthly and close-out or annual report and expenditure report. The service provide shall compile comprehensive progress reports (quarterly) that will be approved by the department's project manager.

6. RULES OF BIDDING

The Department of Tourism reserves the right not to award the bid/project/contract.

- a. The Department of Tourism reserves the right to call for interviews with short-listed service providers before final selection.
- b. Presentation may be required by the Evaluation Committee for this project, and in that case, the service providers doing presentation will be evaluated individually on the score sheet by the evaluation panel on the same evaluation criteria.

- c. The Department reserves the right to negotiate price with the preferred service provider.
- d. A shortlisted service provider, if requested, must be prepared to present evidence of system design/development, testing, integration and deployment.
- e. Late submissions will not be considered.

7. EVALUATION CRITERIA

The Department will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act No 5 of 2000 (PPPFA) and the Broad Based Black Economic Empowerment Act 53 of 2003, the bid will be evaluated in the following phases:

- Phase 1: Functional / Technical Evaluation
- Phase 2: Price and Specific Goals

Phase 1: Functional / Technical Evaluation

The service provider will be evaluated on functionality. The Bid documents will be evaluated individually on score sheet, by a representative evaluation panel according to the evaluation criteria indicated in the Terms of Reference. All bidders who scored at least 60 out of 100 for functionality will be considered for further evaluation. Bidders will be shortlisted and may possibly be invited to do a presentation on their proposals at their own cost. A bid proposal will be disqualified if it fails to meet the minimum qualifying score for functionality as per the bid invitation.

Phase 2: Price and Specific Goals.

Pricing and B-BBEE Status points	
The bidders that score points which exceed the minimum threshold provided on functionality will further be evaluated on price and on Broad Based Black Economic Empowerment Status Level Certificates provided in terms of the Preferential Procurement Policy Framework, Act 5 of 2000 and Regulations of 2011	
Points allocated for Price	80
Points allocated for B-BBEE Specific Goals	20
TOTAL FOR PRICE AND SPECIFIC GOALS	100

The following criteria will be used in particular as the criteria for evaluation and scoring of Phase 1 – Functional /Technical evaluation.

1 = Poor | 2 = Fair | 3 = Good | 4 = Very Good | 5 = Excellent

Criteria	Description	Weight	Minimum Score	Maximum Score		
Company Experience / track record	The service provider must demonstrate experience in software development, system testing, integration and deployment of completed modules/system projects. The service provider must demonstrate the ability to allocate and manage the necessary human resources to ensure project completion within the designated timeframe. The service provider must have a proven track record in Information and Communication Technology (ICT), showcasing expertise and accomplishments. in developing systems from inception to completion, highlighting proficiency in creating tailored solutions. The service provider must demonstrate a commitment to quality assurance and testing procedures to ensure software reliability and performance, in addition to familiarity with emerging technologies and trends in the software development industry.	15%				
Reference letters	In addition, the service provider must provide reference letters of successfully concluded projects for a custom/tailored system / software development in the past 5 years. A minimum of three (3) reference letters. The reference letters must include the following details: • Company name • Company letterhead • Contact person • Contact telephone numbers • Project description and scope of work • The duration of the project	10%				
Project Implementation Methodology and Plan	• The service provider must provide a comprehensive project plan to achieve the outcomes of the sought project. The project plan must indicate timeline intervals that will be implemented across the project. • The service provider must provide a detailed methodology /approach that will be implemented in rendering the objectives, activities and outcomes of this project.	35%				

	• The service provider must demonstrate the full understanding of the project requirements from the project phases as mentioned on the scope of work. • Outline a plan of action for facilitating the transfer of skills to the designated officials within the Department. • Demonstrate the understanding and knowledge of relevant prescripts in the development of systems and handling of information, such as POPIA, ECA, etc.					
Development Team	The project leader must meet the following requirements: • The project leader must have a minimum of seven (7) years' experience in software development of web-based systems. • A minimum of seven (7) years' experience in SDLC / JAD / Agile development methodologies. • Ability to collaborate effectively to relevant stakeholders. The project members must meet the following requirements: • The project members must each have a minimum of five (5) years' experience in software development of web-based systems. • The project members must have a minimum of five (5) years of experience in PHP, Laravel framework, and MYSQL or MSSQL. • A minimum of five (5) years' experience in JavaScript framework React, Vue, or Angular. • A minimum of five (5) years' experience in management of software development projects, and User Interface or User Experience (UI/UX). • Expertise in deploying finalized software components to production environments.	40%				
TOTAL		100%	60 Points	100 Points		
Minimum threshold on technical evaluation is 60 points (bidders unable to meet this threshold will be disqualified)						

	TOTAL PRICE EXCLUDING VAT		
	VAT@ 15 % (ONLY IF THE BIDDER/SUPPLIER IS REGISTERED FOR VAT)		
	GRAND TOTAL INCLUDING VAT (TOTAL BID OR RFQ PRICE)		

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.

Theto Modjadji

NAME AND SURNAME

DESIGNATION: DIRECTOR

DATE:

Knowledge Management
24-May-2024

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

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

DATE: