



SOUTH AFRICAN TOURISM

Delivered by email

RFQ-004-OCEO-21

Date: 08 December 2021

Dear Bidder

Subject Matter: Request for Proposal for the Annual Report Development for Financial Year 21/22.

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 3 A Public Entity in terms of 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 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.

As a schedule 3A public entity, SA Tourism complies with the Framework for Strategic Plans and Annual Performance Plans (2010) which was recently revised by the Department of Planning, Monitoring and Evaluation. This framework provides the principles for short and medium-term planning as well as the alignment to medium and long-term government priorities.

SA Tourism has the following programmes:

Programme	Programme Description
Programme 1	Corporate Support To provide effective support services to the organisation, as well as ensure compliance with statutory requirements; and To ensure strategy development and integration with business performance monitoring, governance and evaluation.
Programme 2	Business Enablement To enhance collaboration with various stakeholders; and To provide centralised tourism intelligence to support evidence-based decision-making.
Programme 3	Leisure Tourism Marketing To create demand through travel acquisition and growing brand equity for South Africa as a leisure and business events destination, in identified markets.
Programme 4	Business Events To grow the nation's business events industry.
Programme 5	Tourist Experience To ensure the delivery of quality assured tourist/ visitor experiences, which are diverse, unique and enriched.

SA Tourism has the following business units which falls within the respective programmes listed above:

1. Office of CEO including Stakeholder Management Portfolio and Strategic Planning, Evaluation and Programme Management
2. Office of CFO including Finance and Supply Chain Management
3. Governance, Risk and Compliance
4. Internal Audit
5. DigiTech
6. Human Capital including Facilities Management
7. Tourism Execution
8. South African National Convention Bureau
9. Brand and Marketing
10. Analytics and Insights
11. Visitor Experience (Tourism Grading Council)

Business Requirement

Annual reports are an integral part of public entities' reporting. The achievements, performance information, outlook, financial position and human resources information of public entities for each reporting period are reported in the annual report. The information reported on in the annual report includes the actual achievements for the reporting period in relation to the planned targets and budgets as published in the strategic plan, annual performance plan and budget documents.

Annual reports are tabled in Parliament/Legislatures and it is available to the general public. The publishing of financial and non-financial information of public entities is essential for accountability and, transparency and to improve trust and confidence in government service delivery.

The reported information must be accurate and balanced, reporting both the successes and explaining the shortcomings. Ultimately the characteristics of a quality annual report are that it:

- complies with statutory and policy requirements.
- presents information (both positive and negative) in an understandable and concise manner.

The business requirement is as follows:

BUSINESS REQUIREMENT	DELIVERABLE
Review and finalise annual report production schedule to ensure delivery in line with statutory timelines and the Board Cycle of Meetings Create design concept including options for themes for AR as well as visuals in line with theme and design concept Professional writing of AR using information and content provided: draft storyline and narrative on basis of approved theme and design concept as well as in compliance with the National Treasury Annual Report Guide for Schedule 3A and 3C Public Entities	Final Annual Report FY21/22 Production Schedule Proposed design, messaging and thematic options: proposal to include 3 options with logic / rationale for each option Template for business units to utilise in preparing content for Annual Report aligned to the National Treasury Annual Report Guide for Schedule 3A and 3C Public Entities
	AND Various drafts of the Annual Report that will be tabled to and considered by SPEPM, Exco, Audit & Risk Committee, Board and Shareholder resulting in final approved Annual Report for FY21/22
Draft the message/s and foreword/s for Minister, Board Chairperson and CEO	Draft and final messages and forewords that may include a consultative session/s with CEO, Chairperson and Shareholder that will inform the drafting and finalisation of the foreword /message for inclusion in the Annual Report
Proofreading and editing of AR	Quality assured, accurate and professionally written, approved Annual Report in line with approved theme, design and messaging and that is fully compliant with regulatory frameworks and guidelines from National Treasury
Printing of AR	150 printed copies of approved Annual Report that meet the following technical specifications: Size: 297 x 210mm Portrait. 180pg Text: Printed in 4 process colours throughout of 130gsm, Hi-Q Matt Art 4Pg Cover: Printed in 4 process colours on both sides of 250gsm, Hi-Q Matt Art +matt laminate & spot gloss UV varnish to one side only Trimmed, collate and perfect bound with cover drawn on
	AND 1 soft copy of approved Annual Report that meet the following technical specifications: PDF, Full colour throughout

Design and prepare PowerPoint presentation on AR in line with guidelines from SAT

Preparation of PowerPoint Presentation on the basis of the approved Annual Report

Work with the SA Tourism project team on the basis of the annual report production schedule. This includes participation in project team meetings on a weekly basis for the duration of the project

Turnaround time of 48 hours to draft inputs and effect changes including availability after hours and over weekends

Important Considerations in giving effect to the Business Requirements

The relevant guidelines and legislative requirements must be identified and complied with. In responding to the request for proposal, the bidder must demonstrate what these requirements are and how they will be complied with. SA Tourism works on the basis of an annual report production schedule. The bidder would need to review and finalise the schedule and then work within the timelines of this schedule. The schedule is attached as Annexure A.

Required Expertise

The selected service provider must demonstrate competence and qualifications for the scope of work with detailed knowledge and experience in public sector financial and non-financial performance reporting as well as writing, designing and printing of annual reports.

1 Format of proposals

Bidders must complete and return all the necessary standard bidding documents (SBD's) attached to this request for technical and functionality proposals.

Bidders are advised that their proposals should be concise, written in plain English and simply presented in the same order as indicated below: -

- (a) 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 (<https://secure.csd.gov.za>) 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 was undertaken.
- (e) Overview of the methodology your firm uses to facilitate the development of implementation plans;
- (f) Outline of the qualifications and related experience of the proposed candidate who will be assigned to the matter;
- (g) Financial proposal to deliver the assignment, i.e. your firm's daily rate for facilitation services, including any other cost SA Tourism should be aware for the successful completion of the assignment;
- (h) The bidder should note that we are inviting bidders to submit written price quotations for above mentioned requirements of the RFQ up to an estimated value of R1 000 000 (inclusive of all applicable taxes) as prescribed by the National Treasury.

2 Evaluation Method

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

Phase 1	Phase 2	Phase 3
Administration and Mandatory bid requirements	Functionality	Price and B-BBEE
Compliance with administration and mandatory bid requirements	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.

2.1 Points awarded for functionality:

EVALUATION CRITERIA	Rating					Weight
	1	2	3	4	5	
The Bids will be evaluated on a scale of 1 - 5 in accordance with the criteria below.						
The rating will be as follows: 1 = Very poor, 2 = Poor, 3 = Good, 4 = Very good, 5 = Excellent						
<u>Experience of Company:</u> Company's relevant experience in public sector financial and non-financial performance reporting. Score of 1: 0 to 2 years' experience Score of 2: 2 to 5 years' experience Score of 3: 5 to 7 years' experience Score of 4: 7 to 9 years' experience Score of 5: More than 9 years' experience					15	
<u>Experience of Company:</u> Company's relevant experience in public sector writing, designing and printing of annual reports. Score of 1: 0 to 2 years' experience Score of 2: 2 to 5 years' experience Score of 3: 5 to 7 years' experience Score of 4: 7 to 9 years' experience Score of 5: More than 9 years' experience					15	

<u>Approach and ability to meet deliverables:</u> Bidders must provide a detailed description of how they intend executing the services from inception to completion. This must include: ○ Articulation of the relevant guidelines and legislative requirements for this scope of work including how these will be incorporated in the proposed methodology ○ Methodology to undertake the scope of work ○ Detailed project plan indicating milestones and related timelines Score of 1: Proposal submitted but does not meet above requirements Score of 2: Proposal partially meets above requirements and is partially aligned to prevailing regulatory and legislative requirements and timelines Score of 3: Proposal fully meets above requirements and is partially aligned to prevailing regulatory and legislative requirements and timelines Score of 4: Proposal partially meets above requirements and is fully aligned to prevailing regulatory and legislative requirements and timelines Score of 5: Proposal fully meets above requirements and is fully and correctly aligned to prevailing regulatory and legislative requirements and timelines	20
<u>Company track record:</u> The bidders are required to provide contactable client references where their company's services may be verified in relation to the scope of work identified in this RFQ document. References should be presented in the form of a written letter on an official letterhead from clients where similar services have been provided in the last 4 years. The reference letter/s should be dated within the last four (4) years. No appointment letters from clients will be accepted as reference letters. Score of 1: One contactable reference with reference letter dated within last 4 years for similar services rendered in the last 4 years Score of 2: Two contactable references with reference letter dated within last 4 years for similar services rendered in the last 4 years Score of 3: Three to four contactable references with reference letter dated within last 4 years for similar services rendered in the last 4 years Score of 4: Five contactable references with reference letter dated within last 4 years for similar services rendered in the last 4 years Score of 5: More than five contactable references with reference letter dated within last 4 years for similar services rendered in the last 4 years	15
<u>Company track record:</u> Bidders to provide examples of similar scope of work resulting in an approved Annual Report for a government department or public sector entity, in soft copy. The purpose of these examples is to demonstrate a turnkey solution in writing content, designing and printing an Annual Report within the public sector, which also demonstrates creativity and design elements. Score of 1: No examples provided Score of 2: One example provided Score of 3: Two examples provided Score of 4: Three examples provided	15

Score of 5: More than four examples provided	
<u>Expertise and experience of proposed resources to be assigned to the project:</u> Proven experience of proposed resources to be deployed to provide the services in line with the scope of work. Detailed CVs of the proposed team must be submitted which must elaborate on their qualifications, experience, etc. This criterion focuses on the total number of years' combined experience of the proposed team members in public sector financial and non-financial performance reporting as well as writing, designing and printing of annual reports. Score of 1: 0 to 7 years' combined experience Score of 2: 7 to 10 years' combined experience Score of 3: 10 to 13 years' combined experience Score of 4: 13 to 15 years' combined experience Score of 5: 15 years' and more combined experience	20
TOTAL POINTS FOR FUNCTIONALITY	100
A threshold of 70% 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 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.
- IV. 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.

2.2 Awarding of Points for Price and Broad-Based Black Economic Empowerment

The bidders that have successfully progressed through to Phase 3 (bidders who meet the minimum threshold for the functionality of 70%) 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 a price while 20 points will be allocated for preference points for BBBEE 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

2.3 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.

3 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.

4 Deadline for submission

All proposals must be emailed, in PDF format, to quotes@southafrica.net and copy evah@southafrica.net by the 15 December 2021 at 14h00 and should remain valid for at least 1 month after the closing date.

5 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.

6 Terms of engagement

Prior to commencing with the assignment, the successful bidder will be required to meet with the project leader to align the final statement of work (SOW) and criteria for approval.

7 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.

8 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 Sourcing Specialist must be given immediate written notice to this effect.

9 Retention

Upon completion of the assignment and / or termination of the agreement, the successful bidder shall on demand hand over to the project leader all documentation, information, etc. relevant to the assignment without the right of retention.

10 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.

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.

11 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 Specialist.

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

Yours in Tourism