



**SOUTH AFRICAN TOURISM**

Delivered by e-mail

Date: 17 August 2022

RFQ-ICT-ITSM-22

Dear Bidder

**Subject Matter: Request for a quotation to Supply, Installation, Maintenance and Support of Information Technology Service Management (ITSM) System for a period of 24 months.**

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 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.

## **1. Scope of Work**

The ITSM system must automate the process of managing the services ICT provides to business while optimizing efficiency and providing a platform to enable continuous improvement. The proposed solution must meet each of the following requirements:

- **SAT Users**
  - 40 Admin Users
  - 260 Users
- **Request Management**
  - Must track Incident and Request records in separate tables.
  - Must allow administrators or delegated administrators to create a catalog item once and have it accessible from a desktop or mobile device.
  - Must have built-in graphical workflow to help automate request fulfillment.
  - Must allow multiple fulfillment tasks to be assigned to multiple groups.

- Must support role-based views of request catalog.
  - Must provide mobile application to help employees complete day-to-day work tasks like requesting a new laptop, opening an HR ticket, requesting help, and/or searching for holiday calendar.
- **Incident Management**
    - Must track Incident and Request records in separate tables.
    - Must allow logging of incidents via email, self-service portal, chat, mobile device, and virtual agent.
    - Must provide an incident deflection mechanism that includes automatic search and presentation of knowledge articles and similar issues as the incident is being created by the end user or technician.
    - Must provide dependency views to identify business services that are affected due to a configuration item that has caused an incident. Must provide a way to determine who is on-call to work on a major incident.
    - Must provide a view designed for major incident managers, communication managers, and resolver groups to manage major incidents by aggregating and providing actionable information.
    - Must provide the ability to create and manage communications related to major business issues or incidents.
    - Must provide a graphical user interface that puts multiple tools on one page with chat and phone integrations, so ITSM agents can result ICT issues efficiently and effectively.
    - Must provide a mobile app that enables agents to update records, coordinate with coworkers, track locations, and work without an internet connection.
    - Must offer quick start tests to verify that incident management, major incident management, and on-call scheduling still work after upgrades and deployments of new applications or integrations.
- **Problem Management**
    - Must be able to record problem records with related incidents, changes, and other record types.
    - Must provide dependency views to help with root cause investigation.
    - Must allow for the creation of knowledge articles from problems.
    - Must be able to communicate workarounds to affected users efficiently.
- **Change Management**
    - Must provide conflict detection that identifies when changes are scheduled at the same time or impact the same configuration items (CIs) and related CIs.
    - Must provide ways to calculate and assess the risk of change requests.
    - Must allow for planning, scheduling, and managing Change Advisory Board (CAB) meetings.
    - Must offer a catalog of preapproved standard changes to streamline change requests.
    - Must offer the option to select which change policies and policy decisions to use and in which order.
    - Must provide an API that allows DevOps teams to easily integrate their Continuous Integration or Continuous Delivery pipeline with Change Management.
    - Must be able to define change approval policies with multiple variable inputs and then evaluate them dynamically to generate the appropriate change approvals action.
    - Must provide a user-friendly workspace to create and manage change requests.
    - Must allow for task management using a mobile application, with access to needed information in real-time to complete tasks.
    - Must offer quick start tests to verify that Change Management still works after upgrades and deployments of new applications or integrations.
- **Configuration Management Database**
    - Must allow tracking of assets and configuration items (CIs) in separate tables with relationships and automatic synchronization between them when needed.

- Must contain a native Configuration Management Database (CMDB) that stores logical representations of assets, services, and the relationships between them.
- Must provide dependency views that graphically displays an infrastructure view for a CI and the application or business services it supports.
- Must provide a centralized framework for identifying and reconciling data from different data sources to maintain the integrity of the CMDB.
- Must provide health indicators such as duplicate CIs, required CI fields, and audits contribute to the calculation of health scorecards at the CI, class, and CMDB level.
- Must provide a mechanism to define states and actions for a CI and apply appropriate actions based on a CI's state to tailor the management of CI lifecycle to business needs.
- Must provide the ability for authorized users to pre-configure changes to configuration items and their associated relationships to be deployed at a later time.
- Must be able to create a baseline of CIs to review any changes that have been made since a previous baseline.
- Must include a query builder to easily build and run complex infrastructure and service queries that span multiple CMDB classes, non-CMDB tables, and CIs connected by different relationships—with the ability to create reports that dynamically update when saved queries run.
- Must allow for the use of the Common Service Data Model's standard and consistent set of terms and definitions, enabling service reporting and providing prescriptive guidelines for service modeling within CMDB.

- **Asset Management**

- Must allow tracking of assets and configuration items in separate tables with relationships and automatic synchronization between them when needed.
- Must allow asset information such as state, procurement information, contracts, depreciation, and disposal information.
- Must allow an asset model to be published to a product catalog for users to request.
- Must allow bundling of both hardware and software assets—like a laptop, printer, keyboard, mouse, and associated software—into a single bundled model.
- Must connect to discovery sources such as Microsoft SCCM, IBM's BigFix and ILMT, Jamf Pro.
- Must be able to track stockroom inventory of consumable and non-consumable items.
- Must provide the ability to lookup asset information using a QR/Bar code from a mobile device.
- Must provide a mobile app that allows agents to see a user's assigned assets.
- Must provide a mobile app that allows users to view their assigned assets and report an incident against an asset.
- Must allow scanning and receiving of multiple assets in an inventory, uploading them to a central platform in a single batch.

- **Cost Management**

- Must allow tracking of CI costs and allocation of those costs to business units for use in expense reporting.
- Must allow expense line creation manually, automatically when creating an asset, and/or generated by the scheduled processing of recurring costs.
- Must update expense lines automatically when revising cost or quantity field on an asset record.
- Must integrate closely with Asset Management, CMDB, and Contract Management for maximum effectiveness.

- **Service Level Management**

- Must allow multiple Service Level Agreements (SLA), operational level agreements (OLA) or underpinning contracts (UC) to be assigned to a task to monitor and manage the quality of the services.
- Must provide breakdown view that allows the service owner or service desk manager to see detailed task ownership and SLA duration related data for any task SLA record associated with a task.

- Must have a visual timeline that provides detailed insight to specific task updates, which triggered stage changes during the life cycle of an SLA.
- **Service Catalog**
  - Must allow for the creation of service catalogs that let customers request catalog items like services and products on a self-service basis through customizable portals.
  - Must provide ability to create or edit catalog items and variables; set security for items and categorizes; and define filters to filter by incidents, requests, or tasks.
  - Must standardize request fulfillment to ensure accuracy and availability of items in catalogs.
  - Must provide automated end-to-end tests for requester and fulfiller flows to validate actions like adding comments to tickets for a requested item or incident; ordering items from multiple catalogs; filtering by record type; and more.
  - Must offer a Service Catalog item designer that uses a structured design and publishing process to ensure consistency while enabling non-administrators to create, maintain, and publish catalog items.
- **Knowledge Management**
  - Must provide ability to create multiple knowledge bases for different groups within our organization to share information within and between groups.
  - Must provide ability to assign knowledge bases to individual managers who can use separate workflows for publishing and retiring articles and separate access controls to control reading and contributing.
  - Must be able to create and maintain multiple versions of a knowledge article, and schedule publication.
  - Must allow agents to create, edit, publish articles and more without having to leave their workspace.
  - Must allow users to subscribe to knowledge bases and knowledge articles, as well as receive email notifications about new articles and article revisions or comments.
  - Must provide mechanisms for users to rate articles and provide feedback.
  - Must enable incident managers to receive feedback on articles and identify which topics are missing from the knowledge base, allowing them to fill gaps and deflect future incidents.
  - Must allow access to knowledge articles and provide feedback from a mobile app.
  - Must be a Knowledge-Centred Service (KCS) verified product.
  - Must offer quick start tests to verify that Knowledge Management still works after upgrades and deployments of new applications or integrations.
- **Walk-up Experience**
  - Must provide the ability to set up a contact channel to support both online check-in and onsite check-in to a pre-established walk-up service center.
  - Must allow for configuration of walk-up experience to serve all users in organization—with an inclusive branding such as Tech Lounge, Service Center, Genius Bar, and more.
  - Must provide ability for technicians to manage daily operations at the walk-up queue locations, with configurations like changing audio sound that plays when a new person joins the queue.
  - Must provide users the ability to schedule appointments for themselves or others who need ICT support as well as check-in online for the walk-up service center.
  - Must provide users with the ability to view, check-in, and get more details about walk-up queue locations on their mobile devices.
  - Must provide users with the ability to check-in by scanning their badges and receive confirmation message of position in the queue when badge scanner system recognizes check-in credentials.
  - Must offer quick start tests to verify that Walk-up Experience still works after upgrades and deployments of new applications or integrations.
- **Reports and Dashboards**
  - Must have native reporting, dashboarding, and analytics capabilities.

- **Surveys**

- Must include a built-in survey designer to create survey categories and questions, configure the details, and publish the survey to specific users or groups.
- Must provide survey design flexibility like creating conditional questions that appear only when users answer other questions a certain way.

- **Benchmarks**

- Must provide visibility into our key performance indicators (KPIs) and trends, as well as comparative insight relative to industry averages of our peers.
- Must allow users to manage incidents, collaborate with teams, respond to approval requests, access the knowledge base, or receive push notifications with mobile devices.
- Must offer mobile experience for Approvals, Asset Management, Change Management, Event Management, Incident Management, Knowledge Management, Walk-up Experience, and more—all of which enables users to stay connected and access important information to complete tasks quickly.

- **Service Portal**

- Must provide a mobile-friendly, web-page-like, self-service interface for end-users to interact with ITSM components and any other solutions purchased from ITSM provider.
- Must allow for basic configuration changes to the UI and other portal elements along with more-advanced configuration changes like editing and extend pages and widgets; writing scripts; creating rich web applications.
- Must provide search capabilities to find content in portal, with the ability to filter and tune search results for improved relevancy.
- Must provide a guided tour for a portal page to guide users through content step-by-step.
- Must allow end users to initiate and maintain a conversation with an agent in any portal page.
- Must use dynamic translation to localize comments and work notes in a portal activity stream.
- Must enable users to reset their passwords from a login widget using a password reset application.
- Must resolve portal page issues by identifying widget customization levels and checking widget code directly from a portal page.
- Must provide the ability to test forms, validate scripts, and scan for viruses in file attachments.

- **Analytics**

- Must provide an in-platform analytics application to create management dashboards, report on KPIs and metrics, and answer key business questions to help increase quality and reduce the costs of ITSM delivery.
- Must improve performance and accelerate continual service improvement by tracking critical process metrics and trends; measuring process health and behavior against organizational targets; identifying process patterns and potential bottlenecks before they occur; continually visualizing historical and real-time process health statistics in role-based dashboards enabling individual stakeholders to make informed decisions.
- Must provide a variety of data visualization types (bar, donut, pie, time series, single score, and more), allowing for the configuration of visual elements to show information that applies only to the person looking at the visual on a dashboard or workspace.

- **Continual Improvement Management**

- Must allow for the ability to collect requests for improvement opportunities; implementation of phases and tasks to meet performance goals; progress tracking; and measurement of successes.
- Must integrate with Incident Management and Problem Management in a user-friendly workspace.

- **Virtual Agent**

- Must provide native user assistance through conversations within a message interface available on multiple channels like service portal, mobile devices, Slack, Microsoft Teams, Facebook Workplace.
- Must give users option to switch to a human agent for assistance during chatbot conversations.
- Must route automatically incoming conversations to the correct live agent group by automating pre-chat data collection through a pre-chat survey to users
- Must offer a way to develop, test, and deploy automated chatbot conversations that assist users with common issues or self-service tasks.
- Must provide predefined, reusable topic blocks to perform common functions along with a way to re-factor them, reducing maintenance.
- Must power conversations by native natural-language understanding (NLU) to launch the appropriate conversations and extract the appropriate information to fulfill a task or goal.
- Must allow for use of third-party NLU service such as IBM Watson Assistant, if preferred.
- Must allow routing of incidents to agents based on their availability, capacity, and skills—matching agents best suited to address work items.

- **Machine Learning**

- Must allow grouping of similar records into clusters to address records collectively or to identify patterns. For example, group similar incidents that have occurred recently to identify a major incident.
- Must provide automatically categorize and route incidents using a solution periodically trained by historical records—with functionality built in-house.
- Must provide frameworks—like the classification, similarity, and clustering of data—to train the system to predict, recommend, and organize data outcomes in an instance
- Must offer the ability to train and create unique predictive models that can be applied to business processes.

- **Service Owner Workspace**

- Must provide a way to monitor all ICT services owned and/or managed by a business unit in a single place—with views into past, current or future changes; outages; major incidents; SLA compliance; customer satisfaction; performance scores; and more that impact a service or offering.
- Must offer the ability to track and measure service performance across various common key metrics that service owners can define.
- Must offer the ability to view performance, cost drivers, as well as current and estimated spend data both at the service and portfolio levels.
- Must offer the ability to assess efficiency and compare service offerings related to performance expectations, appropriate spend levels, and subscription dimensions.

- **Vendor Manager Workspace**

- Must provide a graphically intuitive user experience to manage and monitor all vendor performance data and vendor-related information in one location.
- Must provide the ability to configure the weighting, models, and metrics that make up vendor scores, as well as add and define vendors.

- **Coaching**

- Must allow managers to establish roles and groups; define coaching opportunities; create training materials; and start assessing and coaching employees to improve performance of ITSM duties.
- Must allow managers to set virtual training conditions, containing training content, for automated coaching.

- **Remote Support/Assistant**

- The platform must have a remote support/assistant tool or service provider must offer an alternative tool which can be used to connect and assist users remotely on their machines.

## **CORE PLATFORM**

### **Cloud Architecture and Security**

Please describe how your solution meets each of the following requirements:

- If the solution is cloud-based, the vendor must own and operate the private cloud.
- Must not require VPN or special firewall holes required to access the service.
- Must provide high availability with warm standby and automated failover capability.
- Must provide automated scalability.
- Must logically separate each customer's data from all other tenants in the cloud environment.
- Must adhere to ISO 27001, ISO/IEC 27018, SSAE 18 SOC 1 Type 2 and SOC 2 Type 2 standards.
- Must be able to encrypt data in transit using TLS 1.2/1.3.
- Must be able to encrypt text fields and attachments.
- Must provide the ability to granularly control user access to data, including blocking administrative access to sensitive information like employee HR records.

### **Integration Support**

Please describe how your solution meets each of the following requirements:

- Must allow integration through Web Services (REST/SOAP), email, file (CSV, XLS, XML), LDAP, ODBC/JDBC, PowerShell, SSH, and Java.
- The solution must allow integration through Web Services (REST/SOAP), email, file (CSV, XLS, XML), LDAP, ODBC/JDBC, PowerShell, SSH, and Java. Please describe how your solution meets this requirement.

### **End-User Experience and Administration**

- The solution must have one user interface, one code base, and one data model for all service management, operations management, business management, and custom applications. Please describe how your solution meets this requirement.
- The solution must have in-platform reporting and analytics capabilities embedded in the service management workflow and do not require third-party reporting tools. Please describe how your solution meets this requirement.
- The solution must have native social ICT and collaboration features, including feeds, activity streams, and chat. Please describe how your solution meets this requirement.
- The solution must provide multiple configuration options – including no code, low code, and pro code – to help us implement a solution to meet our unique business needs. Please describe how your solution meets this requirement.
- The solution must allow the administrator to apply configuration changes with zero downtime. Please describe how your solution meets this requirement.
- The solution must allow planned maintenance with zero to minimal downtime. Please describe how your solution meets this requirement.
- The solution must allow feature release upgrades with zero to minimal downtime. Please describe how your solution meets this requirement.
- Upgrades and updates must be included in the cost of the solution.
- You must provide self-service options for automated instance management, including availability information. Please describe how your company can meet this requirement.
- The solution must have a survey function that leverages a modern, responsive and mobile-friendly design similar to other commonly available survey tools. Please describe how your solution meets these requirements.

- The solution must provide a Kanban-style board for managing incidents, problems, changes and other tasks. Please describe how your solution meets these requirements.
- The solution must be device agnostic (provide full application access from any device type, including laptop/desktop, smart phone/tablet, and through native apps for iOS and Android). Please describe how your solution meets these requirements.
- The solution must display the presence of users for collaboration and workload management. Please describe how your solution meets these requirements.

### **Vendor**

- You must have a demonstrated ecosystem of innovation that includes user meetings, an active user community, an active partner community, and other programs that allow us to solve technical and business problems. You must provide 24x7x365 staffed customer support at no additional charge. Please describe how your company can meet this requirement.

## **2. Format of proposals**

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

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

- Cover letter introducing your firm and credentials, capacity, capability, and experience for this assignment.
- National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status.
- Valid certified copy of B-BBEE certificate.
- Proposed Methodology an approach;
- Five (5) reference letters on clients letterheads;
- Declaration of Interest – SBD 4;
- Preference Point Claim Form – SBD 6.1;
- Declaration of Bidder's Past Supply Chain Management Practices – SBD 8; and
- Independent Bid Determination – SBD 9.

## **3. Evaluation Method**

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

Phase 1	Phase 2	Phase 3
<b>Administration and Mandatory bid requirements</b>	<b>Functionality</b>	<b>Price and B-BBEE</b>
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,  70 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.



Points awarded for functionality:

EVALUATION CRITERIA	Rating					Weight
	1	2	3	4	5	
<b>Desktop technical functional evaluation (Phase 2A) 40/100 Points</b>						
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						
1. Methodology an Approach.  Provide a detailed methodology and approach for the Supply, Installation, Maintenance and Support of Information Technology Service Management (ITSM) System with a project plan. The methodology will be assessed on the comprehensiveness of the content, clarity of approach and logical sequence of activities.					15	
2. Service provider demonstrates experience in Supply, Installation, Maintenance and Support of Information Technology Service Management (ITSM).  Five (5) References should be presented in a form of a written letter on an official letterhead from clients where similar services have been provided and should not be older than Three (3) years. Please include the client's contact details.					25	
<b>Phase 2A Desktop technical evaluation –</b> A bidder will be evaluated out of 40 points and are required to score minimum threshold of <b>25 points out of 40 points</b> to qualify for phase 2B						
<b>Presentation and solution demonstration (Phase 2.B) 60/100 points</b>						
3. Solutions Demonstration (Phase 2B) demonstration of a proposed system solution  A bidder must demonstrate to SA Tourism that the proposed system solution meets the scope requirements, and deliverables					60	
<b>Phase 2B Presentation and solution demonstration evaluation –</b> A bidder will be evaluated out of 60 points for presentation and are required to score minimum threshold of <b>45 points out of 60 points</b> to qualify in Phase 2B						
TOTAL POINTS FOR FUNCTIONALITY					100	
<b>A threshold of 70% is applicable.</b>						

**“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, considering, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder.

- I. Bids will be evaluated strictly according to the bid evaluation criteria stipulated in this section.
- II. Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements. The official responsible for scoring the respective bids will evaluate and score all bids based on bid submissions and the information provided.
- III. The score for functionality will be calculated in terms of the 1 - 5 rating scale as shown in the functionality criteria matrix under paragraph 5.1.
- IV. The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These scores will be added and expressed as a fraction of the best possible score for all criteria.
- V. The points for functionality and the points for B-BBEE level of contribution will be added together and the proposal from the bidder which meets the highest score will be deemed the preferred proposal.

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

The bidders that have successfully progressed through to Phase 3 (bidders who meets the minimum threshold for functionality of 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 price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.

Points for B-BBEE level of contribution will be awarded in accordance with the below table: -

<b>B-BBEE Status Level of Contributor</b>	<b>Number of Points</b>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

### **4. 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.

### **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.

### **5. Deadline r submission**

All proposals must be e-mailed, in PDF format, to [quotes@southafrica.net](mailto:quotes@southafrica.net) before 12:00, 24 August 2022 and should remain valid for at least 2 months after the closing date.

### **6. 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 confidentially 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 written approval of SA Tourism.

### **7. Terms of engagement**

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

## **8. 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 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.

## **9. 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, Digitech Team must be given immediate written notice to this effect.

## **10. Retention**

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

## **11. 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.

## **12. 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

**Lerato Dlamini**  
**Sourcing Specialist**  
Email: [leratod@southafrica.net](mailto:leratod@southafrica.net)