



SOUTH AFRICAN TOURISM

PART C: TENDER EVALUATION PROCESS - (SAT TENDER NUMBER 197/22 ORACLE MAINTENANCE AND SUPPORT).

Table 1: Summary of the Evaluation Phases

Phase 1 Administrative and Mandatory requirements	Phase 2 Desktop Technical Evaluation Criteria	Phase 3 Price and Preference (B-BBEE) Evaluation
Bidders must complete and submit all administrative and mandatory documents to proceed to phase 2 outlined under Table 1 below.	Bidders must meet the minimum threshold of 75% to proceed to Phase 3: Price and Preference (B-BBEE) evaluation. Failure to meet the minimum points threshold will result in disqualification in this phase	The tender will be evaluated on either the 80/20 or 90/10 preference point system.

Phase 1: Administrative and Mandatory bid requirements

All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase, bidders' responses will be evaluated based on compliance with the listed administrative and mandatory bid requirements. The bidder(s) proposal will be disqualified for non-submission of some or any of the documents.

Table 2: Administrative and Mandatory Requirements

Document that must be submitted	YES/NO	Non-submission may result in disqualification?
Confirmation of valid Tax Status		Written confirmation that SARS may, on an ongoing basis during the tenure of the contract, disclose the bidder's tax compliance status. SARS Tax Compliance System Pin
B - BBEE Certificate 1		B-BBEE Certificate (South African Companies) or, for companies that have less than R10 million turnover, a sworn affidavit or is required. A copy of the template for this affidavit is available on the Department of Trade and Industry website https://www.thedti.gov.za/gazette/Affidavit_EME.pdf (Failure to submit sworn affidavit will result in non-compliant on a preference points system) (South African Companies only)
Annexure A-Invitation (SBD)		Complete, sign, and initial each page on the Standard Bidding

1)		Document (SBD)
Annexure B-Registration on Central Supplier Database (CSD)		All agencies including proposed partner/subcontractor agencies must be registered as a service provider on National Treasury's Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company before submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number. Submit proof of registration. <i>(South African Companies only)</i>
Annexure E-Declaration of Interest - SBD 4)		Complete, sign, and initial each page on SBD where applicable
Annexure D-Preferential Procurement SBD 6.1		Complete, sign, and initial each page on SBD where applicable
Annexure F-Declaration of Bidder's Past Supply Chain Management Practices - SBD 8		Complete, sign, and initial each page on SBD where applicable
Annexure G-Certificate of Independent Bid Determination - SBD 9		Complete, sign, and initial each page on SBD where applicable
Oracle Partner Certificate		Valid Oracle Partner Certificate. NB: This is a mandatory requirement, failure to provide an Oracle Partner certificate will result in disqualification and will not be evaluated further.

Phase 2: Technical Functional Evaluation Criteria = Weighting out of 100 basis points

All bidders are required to respond to the technical evaluation criteria scorecard and provide information/portfolio of evidence that they unconditionally hold the available capacity, ability, experience, and qualified staff to provide the requisite business requirements to South African Tourism under this tender.

Bidders are required to achieve a minimum threshold of 75% to proceed to phase 3: (Price and B-BBEE).

Table 3: Desktop Functional Evaluation

Deliverables / Performance Indicators Bidder's proposals will be evaluated according to the matrix in Table 4	Weight Allocated	Reference pages in the bidder's proposal.
Evaluation criteria		
<p>1. Credentials and experience relevant to the assignment specifically demonstrating capacity and capability about the support and maintenance of a full oracle stack (in line with the SOW stated before).</p> <ul style="list-style-type: none"> The bidder is required to provide three (3) contactable client references where its services can be verified and specify relevant service delivery in line with the SOW requirements in this RFP, for example, showcase the various modules that are being supported and maintained. References should be presented in a form of a written letter on official letterhead from clients where similar services have been provided and should not be older than five (5) years. <p>No appointment letters from clients will be accepted as reference letters.</p>	40	
<p>2. Methodology and Approach:</p> <p>Bidders must provide a detailed description of how they intend to execute the requirement as per the SOW from inception to completion. This must include, as a minimum.</p> <ul style="list-style-type: none"> A project plan with clear time frames, Skills and resources utilized in each area, The nature of compliance checks conducted, Highlight how you will ensure system availability with minimum downtime during the transition phase. 	20	
<p>3. Expertise and experience of proposed resources to be assigned to the project:</p> <p>Detailed CVs of the proposed team must be submitted which must elaborate on areas that they were involved in. Complete oracle platform support and maintenance (including hardware support and monitoring) will be evaluated. Number of years' experience of the proposed team member must be aligned with their respective roles. The proposed team should have an average of:</p> <p>Note: Number of years of experience will be used as a guideline not as a sole evaluation criterion.</p>	40	

<ul style="list-style-type: none"> • Less than 5 years =1 • 5 - 7 years =2 • 8 - 10 years =3 • 11 - 14 years =4 • 15+ years =5 		
Total Weight	100	

- Bids proposals will be evaluated strictly according to the bid evaluation criteria stipulated in this section.
- Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements as indicated in the Terms of Reference. The panel responsible for scoring the respective bids will evaluate and score all bids based on information presented in the bid proposals in line with the RFP.
- The score for functionality will be calculated in terms of the table below where each Bid Evaluation Committee (BEC) member will rate each criterion on the bid evaluation score sheet using the following value scale/matrix:

Table 4: Evaluation Matrix: Desktop Functional Evaluation

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services. Response identifies factors that will offer potential value, with supporting evidence.	5
Good	Satisfies the requirement with minor additional benefits . Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods/services. Response identifies factors that will offer potential required services, with supporting evidence.	4
Acceptable	Satisfies the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods/services, with supporting evidence.	3
Minor Reservations	Satisfies the requirement with minor reservations . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods/services, with little or no supporting evidence.	2
Serious Reservations	Satisfies the requirement with major reservations . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods/services, with little or no supporting evidence.	1

Unacceptable	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods/services, with little or no supporting evidence.	0
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Phase 3: Price and Preference (B-BBEE) Evaluation (80+20) = 100 points

Only Bidders who meet the minimum of 75% threshold of functionality in Phase 2 will be evaluated in Phase 3 for price and preference (BBBEE) level of contribution.

The total points for price evaluation (out of 80/90) and the total points for B-BBEE evaluation (out of 20/10) will be consolidated. The bidder who scores the highest points for comparative pricing and B-BBEE status level of contributor after the consolidation of points will normally be considered as the preferred bidder with whom South African Tourism will enter into further negotiations for the respective marketing discipline that was tendered.

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

Table 5: Price and Preference (B-BBEE)

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

Upon the successful negotiation and signing of a contract and services level agreement with the preferred bidder, all other bidders will be considered as unsuccessful.

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