



Part B: - SCOPE OF WORK - SAT Tender 215/22 - APPOINTMENT OF A PANEL OF INTERNAL AUDIT SERVICES PROVIDERS

Bid Description	
<p align="center">PANEL OF INTERNAL AUDIT SERVICES PROVIDERS</p> <p align="center">for</p> <p align="center">South African Tourism Board</p>	
Bidder Name:	
CSD MAA number	MAAA
Tender Number:	SAT Tender Number 215/22
Closing Time:	12h00 pm
Closing Date:	14 December 2022 (No late submission will be accepted)
Compulsory Briefing Session:	No
Contact Person	Raymond Mabuela
Bid Submission Address	<p>https://forms.gle/tm34KUSKVSy2hErX8</p> <p>Should bidders encounter any issues, queries must be directed in writing to tenders@southafrica.net</p> <p>Bidders are required to complete all the fields before making a submission, on the link before uploading a PDF version of the full proposal, the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile) then a fully completed bid documents, signed and initial page, relevant supporting documents for uploads.</p> <p>No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.</p>
Contact Person	Raymond Mabuela
Email Address	tenders@southafrica.net

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

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF THE CONTRACT

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1 CLOSING DATE

The closing date for submitting proposals is **14 December 2022 at 12:00 pm.** No late submissions will be accepted.

2 TENDER SUBMISSION LINK

2.1 Bidders must submit their proposal using the below link.

<https://forms.gle/tm34KUSKVSy2hERx8>

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

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

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

2.2 Failure on the part of the tenderer to sign/mark this tender form and thus to acknowledge and accept the conditions in writing or to complete the attached forms, questionnaires, and specifications in all respects, may invalidate the tender.

2.3 Tenders must be completed in black ink where mechanical devices, e.g., typewriters or printers, are not used.

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

3 CONTACT AND COMMUNICATION

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

3.2 Bidders are to communicate any technical enquiries through the nominated official in writing no later than **30 November 2022 @12h00pm.**

All responses will be published by 05 December 2022 on the following links:

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

3.3. VALIDITY PERIOD

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

3.4. DURATION OF THE CONTRACT

South African Tourism intends to enter into a thirty-six (36) month contract with the successful bidders who form part of the panel of service providers. The individual contracts will also be subject to a periodic performance evaluation on agreed terms and conditions with each successful bidder unless the parties agree otherwise.

4 GENERAL OVERVIEW

The services under consideration are generally technical in nature and may not be delivered using only existing internal resources.

Due to the specialism associated with the requisite services, the South African Tourism executive committee (EXCO) supported the South African Tourism Audit and Risk Committee (ARCO)-approved over Internal Audit strategy and coverage plan covered in detail the technical complementary services that would be sourced from the third-party service providers.

The need for various technical assurance and related services continued to increase over the years due to factors such as:

- South African Tourism progression from the functional to the matrix operating model.
- Lead agency model change from a single service provider model to multiple concurrent service provider's model.
- The organisation journey on digitisation to thrive in the "Fourth Industrial Revolution" era.
- Organisation pursuit of key projects detailed in the APP.
- Emerging demands for assurance and advisory over various aspects of Governance, Risk and Controls
- Global increase in risk of fraud and corruption.
- Constant changes in the Audit and Risk Committee expectations for assurance and related services.

History has confirmed that the Request For Quotation (RFQ) approach is not agile and scalable enough for meeting service demands adequately and timely. Thus, Internal Audit has opted to embark on the Request For Proposal (RFP) process to establish the panel of service providers for agile and scalable response to organisation requirements for the Internal Audit Services covered in the user requirements section of this document.

In addition, The Internal Audit quality assurance report from the Institute of Internal Auditors advised that forensic investigation services be fully outsourced.

5. SCOPE OF WORK

USER SERVICE REQUIREMENTS

The Internal Audit journey to excellence regarding the nature and extent of assurance and advisory services requires the envisioned panel of expert service providers to be configured for the betterment of Internal Audit Assurance and related Services.

The following are the assurance and advisory services that the successful service providers would be expected to deliver collectively as a contribution to the SA Tourism Internal Audit strategic and coverage plan delivery:

#	Service Detail	Area of Interest Tick
1	<i>CATEGORY A: SPECIALISED AUDITS & RELATE SERVICES</i> <ul style="list-style-type: none"> ▪ Financial Audits ▪ Governance and Compliance Audits ▪ Technical Advice: <ul style="list-style-type: none"> - Governance - Business practice (Human Capital, Finance and SCM, Business tourism, Brand and Marketing, Digitech and TGCSA) - ICT - Laws and regulations (applicable to SA Tourism) - GRAP matters ▪ SCM Probity Assessments ▪ Business Unit Maturity assessments 	
#	Service Detail	Area of Interest Tick
2	<i>CATEGORY B: PROJECT MANAGEMENT AUDITS</i> <ul style="list-style-type: none"> ▪ Business Case/ Feasibility Study Reviews ▪ Post implementation reviews ▪ Project Management Practice - maturity assessments 	
#	Service Detail	Area of Interest Tick
3	<i>CATEGORY C: ICT AUDIT SERVICES</i> <ul style="list-style-type: none"> ▪ ICT Business Continuity Management Audits ▪ ICT Governance Audits ▪ Cyber Security Audits ▪ ICT User account management 	
#	Service Detail	Area of Interest Tick
4	<i>CATEGORY D: FORENSIC INVESTIGATIONS</i>	

	<ul style="list-style-type: none"> ▪ Reactive Investigations & Related Services: <ul style="list-style-type: none"> - Fraud, Corruption, Theft & unethical conduct Investigations - Irregular Expenditure Assessments - Fruitless & Wasteful Expenditure Assessments - Anti-money laundering investigations - Cyber-attack investigations ▪ Proactive Investigations <ul style="list-style-type: none"> - Integrity/Probity and background investigations - Conflict of Interest Investigations - Fraud and ethics survey /assessments 	
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NB: BIDDERS MUST SUBMIT SEPARATE PROPOSALS AS PER THE CRITERIA SHOULD THEY WISH TO SUBMIT FOR MORE THAN ONE CATEGORIES

KEY DELIVERABLES/OUT-OF-SERVICE PROVIDERS

Required outputs will include (but not be limited to) the following:

- Discuss and agree the engagement approach, scope, resources and budget with the Head Internal Audit prior to finalisation of the engagement terms of reference.
- Consult with the business unit Executive regarding the assignment before its commencement.
- Determine the scope, methodology and approach in consideration of Internal Audit service requirements and the AGSA guidelines for the coverage areas.
- Carry the engagement work as scoped and agreed upon.
- Communicate engagement results/findings/ observations and make recommendations to management.
- Provide management with the engagement draft report covering results/findings/ observations, recommendations that require management's attention after allowing for discussion with management;
- Deliver the final engagement report, working papers and supporting evidence in line with the agreed approach, scope, time schedule and budget.

6. PRICING SCHEDULE

- It is, however important to note that South African Tourism will contract based on a Rate card model. There will be no retainer.