



SOUTH AFRICAN TOURISM

Delivered by e-mail

RFQ/24/DIGITECH/22

Date: 09 February 2022

Dear Bidder

Subject Matter: Request for quotations for the Supply, Implementation and Licensing for Cibecs Software for a period of 24 months

The South African Tourism Board (SA Tourism) was established by section 2 of the Tourism Act, 1993 and continues to exist in terms of section 9 of the Tourism Act, 2014. SA Tourism is a Schedule 3 Part A Public Entity in terms of the Public Finance Management Act, 1999.

The mandate of SA Tourism in terms of the Tourism Act, 2014 is to provide for the development and promotion of sustainable tourism for the benefit of the Republic, its residents and its visitors. Tourism is a key strategic industry in terms of The National Tourism Sector Strategy 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.

Having regard for the aforementioned SA Tourism is hereby extending an invitation to you, as part of a competitive bidding process, to submit a technical and cost proposal for your possible appointment / secondment as a Services Provider to and on behalf of SA Tourism.

1. The scope of services will therefore need to include, but will not be limited to, at least the following:
2. Implementation, Deployment, and Configuration of Cibecs Software including licensing for a period of 24 months.
3. The total number of users/endpoints is 220
4. The below features are compulsory with the software product as above:
5. Discovery & Inventory
6. Endpoint Backup
7. Data Loss Prevention
8. Full Remote Migration
9. Data Governance & Compliance
10. Cloud Management

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: -

- (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 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 were undertaken.
- (e) Overview of the methodology your firm will apply for this assignment.
- (f) Project approach and plan which outlines the activities to be undertaken during the process bearing in mind that SA Tourism requires the entire process to be finalised as rapidly as possible.
- (g) Outline of the qualifications and related experience of the proposed candidate who will be assigned to the matter.
- (h) Financial proposal to deliver the assignment including any other cost SA Tourism should be aware of for the successful completion of the assignment.
- (i) Declaration of Interest - SBD 4.
- (j) Preference Point Claim Form - SBD 6.1.
- (k) Declaration of Bidder's Past Supply Chain Management Practices - SBD 8; and
- (l) Independent Bid Determination - SBD 9.

3. Cost structure and project plan:

Bidders must submit the total bid price for the assignment based on the skills, resources and time allocated to the project. Bidders should also propose innovation in their technical proposals to keep the cost to a minimum where SA Tourism will still benefit from the best possible qualitative outcome. SA Tourism reserves the right to request additional information or clarity on cost proposals prior to the evaluation thereof.

4. Evaluation Method

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

Table 1: Evaluation Phases

Phase 1 Administration and Mandatory bid requirements	Phase 2 Desktop Technical Functional Evaluation	Phase 3 Price and Preference (B-BBEE)
Compliance with administration and mandatory bid requirements.	Bidders must achieve the minimum threshold of 70% in order to be evaluated further on Phase 3: Price and Preference (B-BBEE) evaluation.	Bidders that have achieved a minimum threshold of 70% on Phase 2 will be evaluated in accordance with the 80/20 preference point system.

Points awarded for functionality:

Table 2: Desktop Functional Evaluation

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						
<p>Experience and Company track record:</p> <p>Bidders must provide at least three (3) contactable client references where its services can be verified Implementation and Support of Cibecs Software including monthly SLA management. The reference letters must list the services rendered and 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 seven (3) years. No appointment letters from clients will be accepted as reference letters. Letters from public entities will be highly advantageous.</p> <p>0= No reference letters provided. 1= Three contactable references older than 0-8 months 2= Three contactable references older than 9-11 months 3= Three contactable references older than 12-18 months 4= Three contactable references not older than 6-12 months 5= Three contactable references not older than 6 months</p>						50
<p>Proof of Certification as a reseller with the Software Vendor:</p> <p>Bidders must provide current and verifiable certification of partnership/reseller of Cibecs Software</p>						25

<p>Expertise and experience of proposed resource to be assigned to the project:</p> <p>Proven experience of proposed personnel to be deployed to the project. Detailed CVs of proposed team must be submitted which must elaborate on areas that they were involved in and certified copies of qualifications and certificates.</p> <p>The assigned personnel must as a minimum requirement have experience in working with implementations and support of the Cibecs Software</p> <p>Number of years' experience of the proposed team member in: 1 = 0 up to 2 years' experience 2 = 2 up to 4 years' experience 3 = 5 years' experience 4 = 6 up to 10 years' experience 5 = 11 years and more experience</p>	25
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 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 table 3.

Table 3: Functional Matrix 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	3

	the goods / services, with supporting evidence.	
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

- IV. The value score 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.

5. 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 price while 20 points will be allocated for preference points for B-BBEE 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

6. 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.

7. 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).

8. Deadline for submission

All quotations must be e-mailed, in PDF format, to quotes@southafrica.net no later than **12h00 on 16 February 2022** and should remain valid for at least 45 days after the closing date.

9. 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.

10. Terms of engagement

Prior to commencing with the assignment, the successful bidder will be required to meet with the GM: ICT and/or any other nominated official to align the final statement of work (SOW).

11. 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 assignment, 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.

12. 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 Audit and Risk Committee must be given immediate written notice to this effect.

13. Retention

Upon completion of the assignment and/or termination of the agreement, the successful bidder shall on demand hand over to SA Tourism's Audit and Risk Committee all documentation, information, etc. relevant to the assignment without the right of retention.

14. 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.

15. 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.

16. 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: raymond@southafrica.net

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

Yours in Tourism