



SOUTH AFRICAN TOURISM

Delivered by e-mail

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RFQ/20/SANCB/21

Dear Bidder

Subject Matter: Request for a proposal for the Support and Maintenance of the South African National Conventions Bureau (SANCB) Portal for a period of Six months (6) months.

South African Tourism Board (SA Tourism) was established by section 2 of the Tourism Act No 72 of 1993 and in section 9 of the new Tourism Act No 3 of 2014. Accordingly, 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.

The South Africa National Convention Bureau is a business unit within South African Tourism. The unit has three (3) subdivisions: Sales, Strategic Platforms, and Business Development and Support Services. And the brief will mainly focus on the Sales and Strategic Platforms. The role of the sales division is to provide dedicated assistance to meeting planners, incentives and exhibition organizers considering South Africa as their next destination by supporting the event's organizers throughout the planning process. This is done to ensure conferences, exhibitions or incentives hosted in South Africa are memorable for delegates and hassle-free for organizers and associations and in partnership with the Provincial and City Convention Bureaus.

SA Tourism invites prospective bidders for the maintenance and support of the Portal for a period of six (6) months. The service provider will need to work closely with the DigiTech department to ensure that the tool is well maintained within the agreed service level agreement.

1. The Scope of Services

The SANCB has implemented a portal for the provincial and city convention bureaus to interact with the SANCB's sales division. The tool enables the convention bureaus, and other external stakeholders to solicit support from the SANCB, collaborate and share information. The system is integrated with the Customer Relationship Management system (CRM) Dynamics 365 for operational efficiency for the business events sales, industry partner management, consumer marketing, forecasting and reporting.

The portal is built on the following technology stack:

Frameworks

- Asp.net Core MVC 2.2
- Bootstrap 4
- jQuery 1.6+

Programming languages

- Html 5
- C#
- SQL
- JavaScript
- CSS 3

The scope of services should cover the following:

- Support and Maintenance -
 - Fixing of errors
- System Development Life Cycle –
 - Application of minor change requests
 - Documenting of new changes – Technical Specifications
 - Development,
 - Testing
 - Moving changes to the live environment
 - Documenting of a training manual
 - Training users on the new changes

1. 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 (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 the 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 off for the successful completion of the assignment;

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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, 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	
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						
Bidders relevant experience to the assignment specifically demonstrating capacity for developing in Frameworks • Asp.net Core MVC 2.2 • Bootstrap 4 • jQuery 1.6+ Programming languages • Html 5 • C# • SQL • JavaScript • CSS 3 3 years up to 5 = 3 + 5 years up to 7 = 4 more than 7 years = 5					15	
Company track record: The bidder is required to provide contactable client references where the services can be verified. References should be presented in the form of a written letter on 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.					10	
Support Services Experience: Bidders experience in system support and maintenance services and SLA mapping. Please provide proof/reference with contact details.					20	
SDLC Experience and Methodology: Provide experience in managing a system development/change request approach and the time frame.					10	
Bidders relevant experience to the assignment, specifically to the integration to other systems or Dynamics 365 using .NET. Please provide at least one (1) reference where this skill was applied.					15	
Knowledge and understanding of the Azure APP security. Please provide at least one (1) reference where this skill was applied.					10	
Knowledge and understanding of the Blob Storage. Please provide at least one (1) reference where this skill was applied.					10	

Resource CV	10
Provide the CV's including qualifications of the resources responsible for the services.	
TOTAL POINTS FOR FUNCTIONALITY	100
A threshold of 70% is applicable.	

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 innovative 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 evaluation.

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

The bidders who have successfully progressed through to Phase 3 (bidders who meet the minimum threshold for functionality of 70%) will be evaluated according to the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act, 2000 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-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

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.

2. 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 BBEE verification certificate (if you have been assessed).

Proposals which does not include these documents will not be considered.

3. Deadline for submission

All proposals must be e-mailed, in PDF format, to Quotes@southafrica.net at **12:00 on 03 December 2021** and should remain valid for 45 days after the closing date.

4. 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 unauthorised disclosure of any information regarding SA Tourism or of its activities to any other organisation or individual. The bidders may not disclose any information, documentation or products to other clients without written approval of SA Tourism.

5. Terms of engagement

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

6. 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.

7. 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.

8. 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.

9. 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.

10. 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.

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

Yours in Tourism