



## SOUTH AFRICAN TOURISM

### PART C: TENDER EVALUATION PROCESS - (SAT TENDER NUMBER 193/22 DIGITAL PLATFORMS, MAINTENANCE, OPTIMIZATION, AND SUPPORT).

Summary of the Evaluation Phases (table below):

**Table 1: Evaluation Summary**

Phase 1 Administrative and Mandatory bid requirements	Phase 2 Desktop Functional Technical Evaluation	Phase 3 Price and Preference (B- BBEE) Evaluation
Bidders' responses will be evaluated based on table 2 below.	<p>Technical functional evaluation (functionality) is divided into two (2) phases (Desktop technical functional evaluation and Presentation and Live Demo (Innovative &amp; Expertise) technical functional evaluation with total points of 75%.</p> <ol style="list-style-type: none"> <li><b>Phase 2. A: Desktop technical functional evaluation = 30 points minimum threshold:</b> <ul style="list-style-type: none"> <li>A bidder must meet a minimum threshold of 30 points of desktop technical functional evaluation in order to be considered to the next phase of evaluation, Phase 2B (Presentation and Live Demo).</li> <li>Failure to meet the minimum points threshold will result in disqualification in this phase.</li> </ul> </li> <li><b>Phase 2. B Presentation &amp; Live Demo (Expertise and Innovation) = 45 points minimum threshold:</b> <ul style="list-style-type: none"> <li>A bidder must meet the minimum threshold 45 points of Phase 2 B functional evaluation in order to be considered to the next phase of evaluation, Phase 3 (Price and BEE).</li> </ul> </li> </ol> <p><i>Failure to meet the minimum threshold of 75% will result in disqualification in this phase</i></p>	Only the bidders who meet the threshold of 75% on phase 2 will be evaluated on either the 80/20.

### 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.

**Table 2: Phase 1 Evaluation**

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 <a href="https://www.thedti.gov.za/gazette/Affidavit_EME.pdf">https://www.thedti.gov.za/gazette/Affidavit_EME.pdf</a> (Failure to submit a sworn affidavit will result in non-compliant on the preference points system)
Annexure A-Invitation (SBD 1)		Complete, initialize each page and sign the Standard Bidding 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 prior to submitting your proposal. Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number. Submit proof of registration.
Annexure E-Declaration of Interest - SBD 4)		Complete, initialize each page and sign the SBD
Annexure D-Preferential Procurement SBD 6.1		Complete, initialize each page and sign the SBD
Annexure F-Declaration of Bidder's Past Supply Chain Management Practices - SBD 8		Complete, initialize each page and sign the SBD
Annexure G-Certificate of Independent Bid Determination - SBD 9		Complete, initialize each page and sign the SBD

### Phase 2: Desktop Functional Technical Evaluation = 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 will be required to achieve a minimum threshold of **75%** in order to proceed to Phase 3 for Price and BBBEE level of contribution evaluations.

The technical functional evaluation (functionality) will comprise of two (2) phases:

Phase 2A: will measure the responsiveness of the proposal in terms of the capability and capacity in delivering the services.

Phase 2 B: will comprise of the presentation and live demo (Expertise and Innovation).

**Phase 2 A Desktop technical functional evaluation-** A bidder will be evaluated out of 40 points and are required to score a minimum threshold of 30 points out of 40 points to qualify for presentation and live demo on Phase 2 B.

**Phase 2 B Presentation and live demo-**A bidder will be evaluated out of 60 points and are required to score a minimum threshold of 45 points out of 60 points to be evaluated further on the next phase of evaluation (Price and B-BBEE).

**Table 3: Phase 2 A Desktop Functional Evaluation**

Phase 2 A- Desktop Technical Evaluation Criteria		
Deliverables / Performance Indicators	Weight Allocated	Reference pages in the bidder's proposal.
<b>Evaluation criteria</b>		
<p><b>1. Company and team experience in delivering services as per the scope of work of this RFP.</b></p> <p>Established set-up for follow-the-sun and 24/7 support locally, globally and per business unit;</p> <p>Digital platforms development done and currently being maintained and supported;</p> <p>Experience in delivering on the scope of work and sustainability of the company to continue delivering the work for the duration of the contract;</p> <p>Proposed team structure roles and responsibilities to service SAT Tourism as per the scope of work, includes the following:</p> <ul style="list-style-type: none"> <li>CVs and/or Resume, Accolades and Certifications of all member's part of the serving teams to SA Tourism, no older than 2.</li> </ul> <p>Number of years' experience of the proposed team member must be clearly aligned with their respective roles in line with the below. The average experience across the proposed team will be evaluated.</p> <ul style="list-style-type: none"> <li>UMBRACO, Expression Engine, Model, Laravel PHP and Silver Stripe content management systems;</li> <li>Back-end database management; System integration; Maintenance and quality assurance, including creating maintaining corresponding APIs and 3rd party plug-ins; and</li> <li>Full stack development capability and in multiple languages including PHP (lamp, Angular), .net, Linux and Java.</li> </ul>	20	

<b>Ratings:</b>  Note none submission of the relevant profile as indicated above = 0 <ul style="list-style-type: none"> <li>• Less than 5 years =1</li> <li>• 5 - 7 years =2</li> <li>• 8 - 10 years =3</li> <li>• 11 - 14 years =4</li> <li>• 15+ years =5</li> </ul>		
<b>1.1. Business Onboarding Plan &amp; Support Service Approach</b>  Bidders must provide a detailed description of how they intend to onboard the business, audit the current digital platforms systems architecture, and proceed to implementation and day-to-day support operations. This must include, as a minimum, a detailed project plan with clear time frames, skills, and resources utilised in each area. The major project tasks and timelines should be mapped to phases and the project management methodology.	20	
<b>PHASE 2 A TOTAL</b>	40	
<b>PHASE 2 B Evaluation criteria inclusive of presentation and Live Demo</b>	60	
<b>2. Systems Migration &amp; Consolidation Plan:</b>  Bidders must provide a detailed description of how they intend to discontinue legacy systems, migrate to the existing ones and deliver a consolidated digital platform operating systems framework. The major project tasks and timelines should be mapped to phases and the project management methodology.	20	
<b>2.1. Understanding of SA Tourism</b>  Bidders experience in delivering digital platforms solutions for a Destination Marketing Organization, namely delivering platforms builds and support for the individual audience segment needs: Travel Trade; The Traveller; NCB; Trade Sellers and Government and the corresponding business units as stated.	10	
<b>PRESENTATION</b>		
<b>2.3. Expertise and Innovation (Live Demo)</b>  For a pitch presentation, the bidder is required to attend with a minimum of 50% of the proposed team, who will be servicing the account, to conduct a demo of an innovative feature, functionality, platform, or other digital build done specifically to address a Tourism challenge.	30	
<b>TOTAL FOR PHASE 2 (A+B)</b>	100	

If required, they will be at a high level where the criteria will be identified that the bid evaluation team might be interested in looking more closely at. The bid evaluation committee will have the opportunity to ask questions and make notes of what they consider to be gaps in the proposals compared with how well the business requirements are satisfied.

- 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 individual criterion on the bid evaluation score sheet using the following value scale/matrix:

**Table 4: Functional Evaluation Matrix**

Rating	Definition	Score
Excellent	<b>Exceeds</b> 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	<b>Satisfies</b> the requirement with <b>minor additional benefits</b> . 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	<b>Satisfies</b> 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 <b>minor reservations</b> . 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 <b>major reservations</b> . 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	<b>Does not meet the requirement</b> . 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

**Phase 3: Price and BBBEE Evaluation (80+20 or 90+10) = 100 points**

Only bidder(s) who meets the minimum threshold of **75%** for the pitch presentation during Phase 3 will be further evaluated for comparative price and BBBEE level of contribution.

The total points for price evaluation (out of 80/20 or 90/10) and the total points for BBBEE 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 who South African Tourism will enter into further negotiations.

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. That was tendered for.

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:

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.

**END.**