



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE FOR THE APPOINTMENT OF SERVICE PROVIDER TO TRAIN SMMEs IN THE NINE (9) PROVINCES ON THE OCCUPATIONAL HEALTH AND SAFETY, AND THE NORMS AND STANDARDS FOR THE SAFE OPERATIONS OF THE TOURISM SECTOR

1. PURPOSE

- 1.1 The main objective for the project is to train 270 Small Medium and Micro Enterprises (SMMEs) on the Occupational Health and Safety, and the norms and standard for the safe operations of the Tourism Sector.

2. BACKGROUND

- 2.1 Tourism is one of the sectors that was affected drastically by the COVID 19 pandemic which resulted in a halt on international, domestic travel and trade relations. The impact of Covid-19 was acknowledged by government in the development of the South African Economic Reconstruction and Recovery Plan (ERRP).
- 2.2 In 2021 Cabinet approved the Tourism Sector Recovery Plan (TSRP) which gives effect to the Economic Reconstruction and Recovery Plan (ERRP). The TSRP is a result of a response by the sector and its constituent partners to the multiple challenges brought on by the pandemic.
- 2.3 The TSRP outlines a set of interventions to ignite the recovery anchored in three strategic themes namely: protecting and rejuvenating supply, re-igniting demand and strengthening enabling capability for long term sustainability. Guided by these themes, one of the seven strategic interventions to be implemented in order to support the revival of the sector is to implement norms and standards for safe operation across the tourism value chain to enable safe travel and rebuild traveller confidence.
- 2.4 To support the TSRP Cabinet approved the set of national norms and standards for the safe operation of the tourism sector in the context of Covid-19 and beyond.
- 2.5 The norms and standards further provide assurance to potential visitors and stakeholders that South Africa's tourism products and services is safe to visit whilst the pandemic persists.
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3. OBJECTIVES AND SCOPE OF WORK

- 3.1** The appointed Service Provider is required to manage the training by means of developing and updating the training content, conduct and render training in all nine (9) provinces during the financial year 2023/2024. The scope of work is to train two hundred and seventy (270) tourism SMMEs in villages, townships and small towns on Occupational Health and Safety, and the norms and standards for safe operation of the tourism sector.
- 3.2** The project will be implemented as follows;
- Conduct Occupational Health and Safety Norms and Standards Training in all nine (9) Provinces, targeting about 30 SMMEs per province. The annual estimated number SMMEs to be trained in the 2023/2024 financial year is 270.
- 3.3** In addition, the appointed Service Provider is further expected to carry out the following functions:
- Development of a proposal that includes project plan with achievable timeframes for each deliverable;
 - Develop and update the existing training material, incorporating the latest information;
 - Plan and organise 270 training resources/material;
 - Conduct and facilitate the training in all nine (9) provinces for over a period of 2 days;
 - Develop reports for each training conducted and the closeout report at the end of the training;
 - Develop and print certificates for all participants who successfully attended the training.
- 3.4** It is important to note that the service provider will have to make provisions for all their necessary travel and logistical requirements in their proposal, including travel and accommodation for their implementing team.
- 3.5** The project will require proactive project management team to ensure that tasks are initiated on time, executed with professionalism and that outputs are of a superior technical quality and delivered within budget.

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- 3.6 It is envisioned that a project management team (PMT) meetings will be held in Pretoria which include the inception meeting, progress meetings and a closeout meeting. The inception meeting will be utilised to discuss the scope of the assignment in more detail and to finalise the project plan. The inception meeting will include conducting a brainstorming session with the PMT in terms of the implementation deliverables for Phase One and Phase two. The progress meetings will be used to report on progress and the close out meeting will be used to present final deliverables and reflect on learnings.
- 3.7 The project management team will consist of representatives from Department of Tourism and the service provider/team. There should be consistent communication between the service provider and the Project Manager at Department of Tourism. The responsibilities and functions of the service provider will include providing technical input on the project and progress. The experts ought to provide overall quality assurance of the work and to report any changes made regarding personnel, approach and activities to complete assignment.

4. TEAM COMPOSITION AND STRUCTURE

Expertise in Occupational Health and Safety training and Compliance.

Knowledge in the tourism environment.

Expertise in provision of training and facilitation.

Knowledge of project management, communication and report writing.

Project Manager	Technical Experts
<u>Responsibilities:</u> - Responsible for the overall project management including liaising with the department to report project progress, project monitoring etc. - Provides overall quality assurance and oversight for the project team.	<u>Responsibilities:</u> Responsible for the execution of technical tasks and outputs described in the Scope of Work above.
<u>Qualifications:</u> Relevant degree and with a focus on occupational health and safety management or related field; and	<u>Qualifications:</u> Any relevant degree (NQF 7) in OHS or equivalent;

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• Experience in Project Management and Leadership.	• 5 years' experience in the OHS environment
<u>Skills and experience:</u> • Minimum 5 years of experience in OHS training. • Relevant 5 years of experience in facilitation of OHS training. • Experience providing strategic leadership and managing training projects. • Experience in OHS training.	<u>Skills and experience:</u> • Minimum 5 years of experience in OHS training. • Relevant 5 years of experience in facilitation of OHS training. • Professional experience in OHS training. • Very good client in providing leadership.

4.1 Evaluation Criteria

Proposals will first be evaluated for responsiveness and adherence to the prequalification criteria as stipulated in paragraph 10 below. Bids/ tender proposals that do not comply with pre-qualification bid conditions as stipulated and/or where required documents have not been submitted will result in the bid/ tender proposal being rejected and the bid/ tender proposal being disqualified.

In the evaluation process, the technical submission will be evaluated first for compliance with all pre-qualification bid conditions after which it will be evaluated and assessed on functionality. A minimum score of **60 points out of 100 points** must be obtained on functionality by the bidder. A prospective service provider will be eliminated if it fails to meet a minimum of **60 points out of 100 points** as the threshold for functionality requirements of the project.

4.2 First Stage: Technical

Proposals received from prospective bidders will be evaluated in terms of the following criteria as per the table below. Evaluation * Values: 1 = Poor, 2 = Acceptable, 3 = Good, 4 = Very Good, and 5 = Excellent NB: Evaluation of proposals can only be done on the basis of information that was requested, and the comprehensiveness of the proposals are critical to the outcome of the bid. Ensure that you submit documents as requested and label them correctly for easy reference and allocation of points/scores.

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The appointed Service Provider have and show additional technical skills in terms of:

Technical	Documents to be submitted	Weights
4.2.1 Project approach and methodology of the project to be undertaken Proposed methodology and project implementation plan: • Proposal not likely to address the needs of the assignment = 1 • Proposal provides an overview of the training requirements and addresses areas of the requirements = 3 • Proposal provides an overview of the training requirements, including covid-19 protocols = 4 • Comprehensive proposal addresses all requirements, includes covid-19 tourism protocols, OHS compliance and use of tools as part of the training of beneficiaries = 5	Comprehensive Project implementation plan that includes how safe operation for tourism protocols, OHS compliance, tools that will be incorporated into the training programme (this should include examples of tools that can be used in the workplace).	40
4.2.2 Company or Bidder's track record of similar or relevant experience in training The following scoring matrix will be used to evaluate these criteria: • Less than a year OHS training experience within 1 province = 1 • 1-year relevant OHS training experience in 2 provinces = 2 • 2-years OHS training experience in 3 provinces = 3 • 3 – 4 years OHS training experience in 5 provinces = 4 • 5 years and above of OHS training experience in nationally = 5	Company profile with the relevant experience, track record and reference letters	30
4.2.3 Qualification, skills and experience of project team Project Manager / Leader should possess relevant degree in OHS or equivalent, at least a minimum of 5 years' experience in coordinating training OHS related projects. Team composition The following scoring matrix will be used to evaluate these criteria • No team members with relevant qualifications and 3 years' experience = 1 • 2 team members with relevant qualifications and more than 3 years' experience = 3 • 3 team members or more with relevant qualifications and more than 3 years' experience = 5	Organogram, CVs' and copies of qualifications in the field of related OHS/ Project Management for the Project manager/leader and the supporting team	20
4.2.4 Locality (The training provider must have an office for operational purposes) • No proof of Office attached = 1	Attach proof of valid lease agreement or a municipality	10

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• Proof attached =5	statement that is not older than 3 months.	
Total Weights		100

4.3 Second Stage: Price

Only the financial proposals of the qualifying bids as per paragraph 4.1 above will be evaluated in terms of the 80 / 20 preferential points system, where the 80 points will be used in terms of the price only and the 20 points will be used in terms of the specific goals as categorized as follows Women - 06 points, Black Ownership – 12 points and SMMEs – 02 points. It is important to note that only the financial proposals of bids that obtained minimum of 60 points out of 100 points for functionality will be evaluated for price. Points for B-BBEE will be allocated based on information submitted by the potential bidders in relation to the B-BBEE status level of contributor.

5. REPORTING

The appointed Service Provider will report to the Director: Tourism Sector Human Resource Development and Governance. The report will and not be limited to Adhoc activities, monthly and close-out or annual report and expenditure report. The Service Provide shall compile the report that will be approved by the Director before it could be send to the DDG. The report shall outline among other matters, the status on the implementation and training of the OHS norms and standards for COVID-19 in villages, townships and small villages. The Service Provider may also outline areas of needed intervention by the DDG or higher authorities.

6. PERFORMANCE EVIDENCE

- 6.1 The appointed Service Provider must submit attendance registers, souvenirs in a form of pictures, programme training activities, proof of training sessions and any other form of evidence that may be required per province. The submitted documents will form part of the departmental evidence for reporting end of the quarter and final annual report.

7. OUTCOMES AND QUALITY INDICATORS

- 7.1 The Service Provider must make sure that the training to be provided is of high-quality standards and strategic quality in line with the occupational health and safety norms and standards for COVID-19.

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8. DISBURSEMENT

- 8.1 The Service Provider will make provisions in the proposal for all necessary travel and logistic requirements for their implementing team. The Department of Tourism will make provision and will source venue and catering for the participants.

9. CONTRACT

- 9.1 The intended duration of this project is to be implemented in the 2023/2024 financial year, with specific dates to be announced during project inception meeting. The key elements outlined under the scope of work (preparation, information gathering and reporting), shall be delivered within this timeframe.

10. PRE-QUALIFICATION CRITERIA

- a. Only South African registered companies are allowed to bid for this project.
- b. The provider has not failed to perform on any previous contract(s) and has been issued a written notice to this effect.
- c. Provider must submit a valid letter of accreditation or programme approval from the relevant SETA.
- d. If the provider has previously managed the implementation of an OHS training project, performance of those bidders will be considered when evaluating the proposals.

NB: Any service provider that fails to meet the pre-qualification bid conditions as stipulated above (paragraph 5) will be considered unacceptable proposal and will be disqualified.