



**SOUTH AFRICAN TOURISM**

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RFQ/15/SEC FRAM/21

Dear Bidder

**Subject Matter: Request for Quotations for the Provision for Cybersecurity, Risk and Governance Framework for the South Africa Tourism.**

The South African Tourism Board (South African Tourism) was established by section 2 of the Tourism Act No 72 of 1993 and continues to exist in terms of section 9 of the new Tourism Act No 3 of 2014. SA 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 South African 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 strategic industry in terms of the National Tourism Sector Strategy as it supports government objectives of alleviating the triple challenges of unemployment, poverty and inequality.

The scope of South African Tourism's business includes four (4) distinct areas of business focus and delivery, with different target markets and segments:

- I. International Leisure and Domestic Leisure Tourism (travel trade and consumer),
- II. Business events through the delivery unit the South African National Convention Bureau (Meetings, Incentives, Conferences, Exhibitions);
- III. Quality assurance of the tourism sector/industry through the delivery of both Visitor Experience and the Tourism Grading Council of South Africa.
- IV. Corporate - enhancing the South African Tourism brand.

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.

The submission of proposals will be in terms of this document. All information requested, must be supplied and all annexures completed, whether such information or annexure refers to the eventual RFQ or not. This information will form part of the eventual RFQ and must therefore be completed, as there will not be an opportunity to do so later. Thus, it is essential that the information supplied is both correct and true.

South African Tourism has a detailed evaluation methodology premised on Treasury Regulation 16A.3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) read with Preferential Procurement Regulations 2017, and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

SA Tourism invites prospective bidders for the provision of Cybersecurity, Risk and Governance Framework. The service provider will need to work closely with the DigiTech department, to ensure that the tool is maintained accurately and timeously.

## 1. Context

SA Tourism is embarking on a digital transformation journey, with the aim of transforming the organization digitally to fully become a DXO (Digital Experience Organization), which then highlights the criticality of IT Security and Governance for organizational data and information management systems/platforms.

In this context SA Tourism is embarking on the initiative to improve and enhance all operations, locally and global, surrounding IT and Governance. The first step, and core outcome of this request, is to define the optimum IT Security Framework and Governance Framework for South African Tourism.

SA Tourism is a global organization that relies heavily on automated business processes to ensure efficiency in its operations. SA Tourism operates its head office in South Africa with a centralized ICT environment where SAT users and clients from all over the world have access to its websites and applications

South African Tourism IT Security is managed by the DIGITECH Business Unit at the SA Tourism head office. All country office connectivity and security on organizational information systems are maintained and managed by DIGITECH, and responsible for supporting business objectives. Currently IT Security is governed by the SA Tourism security policies that address security requirements for the different stakeholders (i.e., users, management, third parties, etc.).

### 1.1. Business challenges including critical gaps for IT Security, Risk and Governance Processes

SA Tourism has been experiencing difficulties in mitigating risks and challenges related to IT Security and below are some of the critical shortcomings identified, which we aim to resolve by implementing an IT Security and Governance Framework.

Below are the key challenges the organization currently faces, albeit we are aware of the potential blind spots with regards to other challenges and gaps:

- Inadequate Cybersecurity-related incident response management.
- No documented process and/or procedure for detecting unauthorised access.
- Ineffective monitoring process.
- Inadequate change management process.
- Inadequate physical and logical security of network devices.
- Ineffective User Access Management Policies and Procedures.
- Ineffective Oracle Linux security controls
- Inadequate Cybersecurity-related incident response management.
- Vulnerability management plan has not been documented
- Inadequate Cybersecurity-related incident response management and plan
- Inadequate Assets Management of technology and infrastructure
- Lack of adequate IT Security tools for monitoring and response
- Outdated IT Policies

The appointed service provider will be expected to conduct a thorough IT Security and Governance assessment to inform the frameworks.

## 1.2. SCOPE OF WORK

- Through this bid opportunity SA Tourism is seeking proposals from reputable Information Security Solution providers, who have experience in designing IT Security and Governance Frameworks for modern and connected organizations, but also understand the complexity of a legacy based and dated environment.
- The appointed service provider will be expected to conduct an assessment of the current state of IT Security, which includes but not limited to cybersecurity, IT Risk and Governance processes, and produce IT Security and Governance operating frameworks. The assessment should inform the design of the new frameworks, these in return needs to also include the required business processes.

### 1.2.1. Framework Implementation deliverables and Considerations:

- Ensure that the organization has adequate and effective IT Security internal control within systems.
- Ensure that risk management is integrated into IT Systems Management processes for effective business operations.
- Ensure that effective access governance processes are established for all SA Tourisms systems and assets.
- Ensure compliance with the applicable laws and regulations (PoPIA & GDPR).  
Ensure that business activities are supported by appropriate documentations and processes.
- Alignment of the IT Security and Governance with the organisation's broader goals
- Ensure optimal value extraction from the investments made in technology
- Effectively manage the risks arising from the organisation's dependence on technology
- Define Identity and Access Management Process for all digital platforms/assets
- Benefit Realization process definition and measurement process with reporting

### 1.2.2. The framework packs should be delivered to SA Tourism with:

- A comprehensive IT Security, cyber Risk and Governance Implementation including processes.
- The implementation plan including processes and to be linked with IT Policies
- Documented recommendations of all internal systems/platforms to be discontinued, retained or newly identified.
- Recommended tools to be implemented post assessment and informed by the proposed Framework to be implemented.

### 1.2.3. Key consideration when preparing proposals:

SA Tourism is hereby extending an invitation to IT Security and Governance Solutions companies to provide detailed proposals that demonstrate their capacity and capability to perform the specified scope of work inclusive of:

- An assessment methodology and approach, including examples of previous or current work done
- Examples of previous IT Security and Governance Frameworks designed.
- Examples of implementation plans used previously to inform the rollout of an IT Security frameworks.
- Project timeline and plan to deliver on the scope of work.
- Profile overview of the resources and skill available who will be working on the outcome of the project, inclusive of all relevant certifications.
- Total cost to deliver the outcomes.
- Rate card with itemized view of individual services and solutions.

## 2. Evaluation Method

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

**Table 1: Summary of the Evaluation Phases**

Phase 1	Phase 2	Phase 3
Evaluation Administrative Requirements	Functionality Evaluation Criteria	Price and B-BBEE
Compliance with administration and bid requirements.	Bidder(s) are required to achieve a minimum threshold <b>70%</b> to proceed to Phase 3 (Price and B-BBEE).	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, 2017  80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.

### Phase 2: Evaluation Administrative Requirements.

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 sworn affidavit will result in non-compliant on preference points system) (South African Companies only)
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. (South African Companies only)
Annexure E-Declaration of Interest - SBD 4)		Complete and sign the supplied pro forma document
Annexure D-Preferential Procurement SBD 6.1		Complete and sign the supplied pro forma document
Annexure F-Declaration of Bidder's Past Supply Chain Management Practices - SBD 8		Complete and sign the supplied pro forma document
Annexure G-Certificate of Independent Bid Determination - SBD 9		Complete and sign the supplied pro forma document

**Phase 2:** Desktop technical functional evaluation- Bidders are required to achieve a minimum threshold of **70%** in order to proceed to phase 3: (Price and B-BBEE).

**Table 3: Desktop Functional Evaluation**

Evaluation criteria Bidder’s proposal will be evaluated according to the matrix in Table 4	Weighting	Reference Page in Bidders Proposal
<p>1. Company Experience:</p> <p>Bidders relevant experience as per the scope of work in this RFQ in implementing IT Security and Governance Frameworks, Processes including IT Security Tools/Software</p> <p>Notes: Bidders are expected to submit:</p> <ul style="list-style-type: none"> <li>• Proven track of record and are able to keep in track with new developments in the industry, IT Security and Governance Frameworks implementations including in public sector;</li> <li>• Period when related projects were delivered, preferably within last 1 - 2 years.</li> <li>• Failure to submit a valid track record (including, may lead to a score of zero)</li> <li>• 3 valid current or previously completed work with references.</li> </ul>	30	
<p>2. Methodology and Plans:</p> <p>Bidders must provide a detailed description of how they intend executing the assignment from inception to completion. This must include, as a minimum, a project plan with clear time frames, skills and resources utilized in each area.</p> <ul style="list-style-type: none"> <li>• Detailed project plan with clear timelines, resources and milestones and maximum implementation project period of over 3 months = 3,</li> <li>• Implementation methodology, detailed project plan with clear timelines, resources and milestones and maximum implementation project period of between 2 and 3 months = 4,</li> <li>• Implementation methodology, detailed project plan with clear timelines, resources and milestones and maximum implementation project period of between 2 months = 5</li> </ul>	40	
<p>3. Experience of key personnel:</p> <p>Bidder must attach Team structure and Curriculum Vitae for the local skilled personnel who will be assigned to the project team.</p> <p>Years of experience in projects of similar nature:</p> <ul style="list-style-type: none"> <li>• 3 to 5 years’ experience = 3</li> <li>• 6 to 10 years’ experience = 4</li> <li>• +10 years’ experience = 5</li> </ul> <p>NOTE: the assigned resources will be expected to be part of the team if bidder is appointed. Otherwise similarly or better skilled resource will be required as replacement if the proposed resource is unavailable.</p>	30	
	100 tw - total weight	

- 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: Evaluation Matrix: Desktop Functional Evaluation**

Rating	Definition	Score
<b>Excellent</b>	<b>Exceeds</b> the requirement. Exceptional 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 value, with supporting evidence.	<b>5</b>
<b>Good</b>	<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.	<b>4</b>
<b>Acceptable</b>	<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.	<b>3</b>
<b>Minor Reservations</b>	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.	<b>2</b>
<b>Serious Reservations</b>	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.	<b>1</b>
<b>Unacceptable</b>	<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.	<b>0</b>

**Phase 3: Price and B-BBEE Evaluation (80+20) = 100 points**

Only Bidders that who meets the minimum of **70%** threshold of functionality in Phase 2 will be evaluated in Phase 3 for price and BBBEE level of contribution.

The total points for price evaluation (out of 80/90) and the total points for B-BBEE 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 with for the respective marketing discipline 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:

**Table 5: Price and B-BBEE**

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

Bidders are required to submit proof of B-BBEE Status Level of contributor. Proof includes original and valid B-BBEE Status Level Verification Certificates issued by a SANAS credited agency or certified copies thereof together with their price quotations, to substantiate their B-BBEE rating claims.

In terms of the Generic Codes of Good Practice, an enterprise including a sole propriety with annual total revenue of R10 million or less qualifies as an EME. An EME is required to submit a sworn affidavit confirming their annual total revenue of R10 million or less and level of black ownership to claim points as prescribed by regulation 6 and 7 of the Preferential Procurement Regulations 2017.

The Codes define a QSE as any enterprise with annual total revenue of between R10 million and R50 million. A QSE is required to submit a sworn affidavit confirming their annual total revenue of between R10 million and R50 million and level of black ownership or a B-BBEE level verification certificate to claim points as prescribed by regulation 6 and 7 of the Preferential Procurement Regulations 2017.

Bidders who do not submit B-BBEE Status Level Verification Certificates or Sworn affidavits, in the case of EME's and QSE's, or who are non-compliant contributors to B-BBEE do not qualify for preference points for B-BBEE but will not be disqualified from the bidding process. They will score points out of 80 for price only and zero (0) points out of 20 for B-BBEE.

### **3. 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 proof of B-BBEE status level of contribution.

### **4. Deadline for submission**

All proposals must be e-mailed, in PDF format, to [quotes@southafrica.net](mailto:quotes@southafrica.net) later than 12h00 on Wednesday, 10 November 2021 and should remain valid for 45 days after the closing date.

**Proposals submitted after the closing date and time will be not considered.**

## **5. 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 written approval of SA Tourism.

## **6. Terms of engagement**

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

## **7. 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. The bidder must ensure that their banking details are verified on the CSD report.

## **8. 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' must be given immediate written notice to this effect.

## **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, must be forwarded to [quotes@southafrica.net](mailto:quotes@southafrica.net)

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

Yours in Tourism