



SOUTH AFRICAN TOURISM

Delivered by e-mail

RFQ-01-HC-22

Date: 09 February 2022

Dear Bidder

Subject Matter: Employee Engagement Survey & Continuous Dipstick Review.

South African Tourism Board (SA 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. 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.

Having regard for the aforementioned SA Tourism is hereby extending an invitation to your firm, as part of a competitive bidding process, to submit a cost proposal for yearly access to a remuneration comparison portal that is constantly up to date.

To this effect, SA Tourism wishes to procure the following:

Item	Description	Unit of measurement (Each/days/box)	Quantity	Special requirements
1	Employee Engagement Survey and Results presentation	1 Year	2	- Timeline to implementation - Survey to be deployed to 215 employees spread across 11 countries - Sample size of no less than 3 per reporting structure should be measurable - Sample report must be provided as part of the RFQ - Reporting of results per business units to be included. These reporting workshops

				must have an outcome of measurable action plans and highlight changes since previous survey
2	Continuous Dipstick Survey	2 per year	2	- Timeline to implementation - Survey to be deployed to appropriate sample size - Sample size of no less than 3 per reporting structure should be measurable - Sample report must be provided as part of the RFQ - Reporting of results per business units to be included. These reporting workshops must have an outcome of measurable action plans and highlight changes since previous survey

1. The objectives of the assignment: -

To ensure that SA Tourism can effectively keep abreast of and align to best practice in its approach to assessing, managing and improving employee engagement in order to become and remain the employer of choice.

2. Format of proposals

Bidders must complete and return all the necessary standard bidding documents (SBD's) attached to this request for 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) National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status;
- (b) Valid certified copy of B-BBEE certificate or Sworn Affidavit – B-BBEE Exempted Micro Enterprise;
- (c) 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.
- (d) Financial proposal to deliver the assignment including any other cost SA Tourism should be aware off for the successful completion of the assignment;
- (e) Declaration of Interest – SBD 4;
- (f) Preference Point Claim Form – SBD 6.1;
- (g) Declaration of Bidder's Past Supply Chain Management Practices – SBD 8; and
- (h) Independent Bid Determination – SBD 9.

3. Evaluation Method (Phase 1 – Mandatory Presentation)

Survey Methodology	30
Survey Platform - Survey must be accessible on multiple platforms allowing for flexibility of data collection on a continuous basis	10
Dynamic / Intuitive Reporting - Customizable reporting tools must be provided that allow management access and ease of use	20
Post survey tools - Provider must present a set of tools that will assist SA Tourism in managing engagement levels	20
Post Survey Support	20
Total	100

4. Evaluation Method (Phase 2)

The cost proposals will be evaluated on comparative price and B-BBEE level of contribution, using the 80/20 preference point system contemplated in the Preferential Procurement Regulations 2017 where 80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations

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.

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

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.

5. 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).

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

6. Deadline for submission

All proposals must be e-mailed, in PDF format, to quotes@southafrica.net no later than 14h00 on Thursday, 17 February 2022 and should remain valid for at least 30 days after the closing date.

7. Confidentiality

The request for a 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.

8. Terms of engagement

No service should be provided to SA Tourism and no amount will become due and payable by SA Tourism before an official purchase order has been issued to the supplier where service delivery will be within the specified time scale after the receipt of the official purchase order.

9. 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.

10. 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 sourcing specialist must be given immediate written notice to this effect.

11. Retention

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

12. 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.

13. Cancellation of the request

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, to amend the term or to postpone this work by email notice to all parties who have received this request.

14. Clarification

Any clarification required on any aspect concerning this request is to be requested in writing, from the Sourcing Specialist Lerato Dlamini on quotes@southafrica.net.

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

Yours in Tourism