



tourism

Department
Tourism
REPUBLIC OF SOUTH AFRICA

STANDARD BIDDING DOCUMENT (SBD1) - REQUEST FOR QUOTATIONS

PART A
REQUEST FOR QUOTATIONS (RFQ)

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (DEPARTMENT OF TOURISM)						
RFQ NUMBER:	IM3012025		CLOSING DATE:	24-02-2025	CLOSING TIME:	11H00AM
DESCRIPTION	REQUEST FOR QUOTATION: DEVELOPMENT OF TOURISM SECTOR DIGITALISATION STRATEGY					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE RFQ BOX SITUATED AT (STREET ADDRESS) OR PROVIDED EMAIL ADDRESS						
PHYSICAL ADDRESS : 17 TREVENNA STREET, SUNNYSIDE, PRETORIA 0002						
NOTE: IT IS THE RESPONSIBILITY OF THE BIDDER TO ENSURE THAT COMPLETED RFQ DOCUMENT IS DELIVERED TO THE PHYSICAL ADDRESS ON BEFORE THE CLOSING DATE AND TIME.						
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:			
CONTACT PERSON			CONTACT PERSON	Mkhululi Lose		
TELEPHONE NUMBER			TELEPHONE NUMBER	012 444 6351		
E-MAIL ADDRESS			E-MAIL ADDRESS	MLose@tourism.gov.za		
SUPPLIER INFORMATION						
NAME OF BIDDER						
POSTAL ADDRESS						
STREET ADDRESS						
TELEPHONE NUMBER	CODE		NUMBER			
CELLPHONE NUMBER						
E-MAIL ADDRESS						
VAT REGISTRATION NUMBER						
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA	
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES, ANSWER PART B:3]		
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS						
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?			☐ YES ☐ NO			
DOES THE ENTITY HAVE A BRANCH IN THE RSA?			☐ YES ☐ NO			
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?			☐ YES ☐ NO			
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?			☐ YES ☐ NO			
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?			☐ YES ☐ NO			
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.						

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:			
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED DATE AND TIME TO THE CORRECT ADDRESS. ALL COMPLETED DOCUMENTS SHOULD BE SEND TO quotationsscm@tourism.gov.za OR HAND DELIVERED AT TOURISM HOUSE, 17 TREVENNA STREET, SUNNYSIDE, PRETORIA 0002 . PHYSICAL SUBMISSION OR HAND DELIVERED RFQ DOCUMENTS MUST BE COMPLETED IN THE REGISTER FOR QUOTATIONS. BIDDERS FAILURE TO COMPLETE THE REGISTER WILL INVALIDATE THE RFQ. LATE BIDS/RFQ WILL NOT BE CONSIDERED WHEN MAKING A DECISION TO AWARD.		
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED – OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT. THE STANDARDS BIDDING DOCUMENTS (SBD) FORMS MUST BE COMPLETED, SIGNED AND RETURNED WITH THE RFQ / BID DOCUMENTS.		
1.3.	BIDDER'S ARE NOT ALLOWED TO ALTER THE CONTENT AND SEQUENCE OF INFORMATION IN THE SBD4 FORM.		
1.4.	THE UNDERSIGNED BIDDER DECLARES AND FURTHER AGREES TO HAVE READ 2010 VERSION OF THE GENERAL CONDITIONS OF CONTRACT (GCC) IS AVAILABLE ON THE NATIONAL TREASURY WEBSITE. TO ACCESS THE GCC THE BIDDER SHOULD CLICK THE FOLLOWING LINK http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/ OR DOWNLOAD THE DOCUMENT FROM THE NATIONAL TREASURY.		
1.5.	THE 80 / 20 PREFERENTIAL POINT SYSTEM WILL BE APPLIED WHEREIN 80 POINTS IS FOR PRICE AND 20 POINTS IS FOR SPECIFIC GOALS. TENDERS WITH A RAND VALUE OF BETWEEN R 30 000 BUT NOT EXCEEDING R 50 MILLION (INCLUSIVE OF ALL APPLICABLE TAXES). FIRSTLY, THE BID SUBMISSION / RFQ WILL EVALUATED IN LINE WITH THE SET CRITERIA OR FUNTIONALITY (IF APPLICABLE) AND THEREAFTER PROPOSAL WILL BE EVALUATED ON POINTS FOR PRICE AND SPECIFIC GOALS.		
1.6.	THE DEPARTMENT MAY APPLY THE 80/20 POINT SYSTEM IN RESPECT TO TENDERS BETWEEN R 2 000 AND R 30 000 (INCLUSIVE OF APPLICABLE TAXES). THAT WILL BE STIPULATED IN THE INVITATION TO BID/RFQ.		
1.7.	POINTS SCORED FOR SPECIFIC GOALS WILL BE ADDED TO THE POINTS SCORED FOR PRICE AND THE TOTAL WILL BE ROUNDED OFF TO THE NEAREST TWO (2) DECIMAL PLACES.		
1.8.	A TENDER OR RFQ MUST BE AWARDED TO THE TENDERER WHO SCORE THE HIGHEST TOTAL NUMBER OF POINTS IN TERMS OF THE PREFERENCE POINT SYSTEM (PRICE AND SPECIFIC GOALS) UNLESS OBJECTIVE CRITERIA IN TERMS OF SECTION 2 (1)(F) OF THE PPPFA ACT NO 5 OF 2000 JUSTIFY THE AWARD OF THE TENDER TO ANOTHER TENDERER		
1.9.	BIDDERS ARE REQUIRED TO SUBMIT RESPONSIVE BIDS BY COMPLETING ALL PRICING AND ITEM INFORMATION IN LINE WITH THE ENTIRE SCOPE OF WORK/GOODS/SERVICES. SHOULD THE SUPPLIER FAIL TO QUOTE ON THE ENTIRE SCOPE OF WORK AS PER THE RFQ THE DEPARTMENT MAY NOT AWARD THE CONTRACT TO THE SUPPLIER.		
1.10.	THE DEPARTMENT RESERVES THE RIGHT TO NEGOTIATE WITH THE BIDDERS PRIOR OR POST AWARD.		
1.11.	THE DEPARTMENT MAY ALLOCATE ZERO/NIL POINTS FOR SPECIFIC GOALS WHERE PROOF IS NOT SUBMITTED WITH THE RFQ.		
1.12.	BIDDERS SHOULD INDICATE THE VALIDITY PERIOD (IN DAYS) OF PRICE QUOTATION AFTER THE CLOSING DATE		
2. TAX COMPLIANCE REQUIREMENTS			
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.		
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.		
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILEING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA		
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.		
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.		
2.6	WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.		
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."		
3. LIST OF RETURNABLES			
BIDDERS SHOULD PLEASE ADHERE TO THE FOLLOWING INSTRUCTIONS			
a) TICK APPLICABLE BOX			
b) ENSURE THAT THE FOLLOWING DOCUMENTS ARE COMPLETED, SUBMITTED AND SIGNED WHERE APPLICABLE			
c) USE THE PRESCRIBED SEQUENCE IN ATTACHING THE ANNEXURES THAT COMPLETE THE BID OR RFQ DOCUMENT			
ANNEXURES	DOCUMENT DECIPTION	YES	NO
PART A & B	IS BID INVITATION FORM AND TERMS AND CONDITIONS FOR BIDDING COMPLETED, SIGNED AND SUBMITTED?	☐	☐
ANNEXURE A	IS THE STANDARD BID DOCUMENT (SBD4) FORM BIDDER'S DISCLOSURE COMPLETED, SIGNED AND SUBMITTED?	☐	☐
ANNEXURE B	IS PROOF OF OWNERSHIP BY WOMAN SUBMITTED.	☐	☐

	i.SHAREHOLDING (CERTIFICATE) PORTFOLIO BY PROOF OF REGISTRATION OF THE COMPANY WITH COMPANIES AND INTELLECTUAL PROPERTY REGISTRATION OFFICE (CIPRO) / COMPANIES INTELLECTUAL PROPERTY COMMISSION (CIPC). IN CASE OF JOINT VENTURE, A BIDDER MUST SUBMIT PROOF OF REGISTRATION FOR BOTH ENTERPRISES; ii.CERTIFIED COPY (COPIES) OF ID-DOCUMENT(S) OF THE WOMAN OR WOMEN; AND iii.A CSD FULL REPORT AND NOT SUMMARIZED PREFERABLY DRAWN PRIOR TO THE CLOSING DATE MUST BE SUBMITTED BY BIDDERS.		
ANNEXURE C	IS PROOF OF OWNERSHIP BY BLACK PERSON (S) SUBMITTED. i. SHAREHOLDING (CERTIFICATE) PORTFOLIO BY PROOF OF REGISTRATION OF THE COMPANY WITH COMPANIES AND INTELLECTUAL PROPERTY REGISTRATION OFFICE (CIPRO) / COMPANIES INTELLECTUAL PROPERTY COMMISSION (CIPC).IN CASE OF JOINT VENTURE, A BIDDER MUST SUBMIT PROOF OF REGISTRATION FOR BOTH ENTERPRISES; ii.CERTIFIED COPY (COPIES) OF ID-DOCUMENT(S) OF BLACK PERSON(S) ; AND iii.A CSD FULL REPORT AND NOT SUMMARIZED PREFERABLY DRAWN PRIOR TO THE CLOSING DATE MUST BE SUBMITTED BY BIDDERS.		
ANNEXURE D	QUALIFYING EXEMPTED MICRO ENTERPRISE (EME) – AND OR QUALIFYING SMALL ENTERPRISE (QSE) – MUST SUBMIT A VALID B-BBEE SWORN AFFIDAVIT (VALID FOR A PERIOD OF 12 MONTHS FROM THE DATE SIGNED BY THE COMMISSIONER) ACCOMPANIED BY CIPS BUSINESS REGISTRATION AND SHARE CERTIFICATE. IN CASE OF JOINT VENTURE TO CLAIM POINTS , A CONSOLIDATED B-BBEE CERTIFICATE ISSUED BY AN ACCREDITED VERIFICATION AGENCY, IRRESPECTIVE OF THE SIZE OF THE COMPANIES INVOLVED IN A JOINT VENTURE MUST BE SUBMITTED. THE DEPARTMENT CANNOT ACCEPT JOINT VENTURE AFFIDAVIT.		
ANNEXURE E	IS THE BIDDER'S QUOTED PRICE OR FINANCIAL OFFER SUBMITTED AND ALIGNED WITH THE SCOPE OF WORK? OR STATED IN THE BELOW TABLE OF DESCRIPTION OF SERVICE/GOODS?		

4. APPLICATION OF PREFERENCE POINT SYSTEM

4.1 DEFINITIONS

HISTORICALLY DISADVANTAGED INDIVIDUALS (HDI) IS DEFINED AS A SOUTH AFRICAN CITIZEN –

- WHO, DUE TO THE APARTHEID POLICY THAT WAS IN PLACE, HAD NO VOTING RIGHTS IN THE NATIONAL ELECTIONS PRIOR TO THE INTRODUCTION OF THE CONSTITUTION OF THE REPUBLIC OF SOUTH AFRICA, 1983 (ACT NO. 100 OF 1983) OR THE CONSTITUTION OF THE REPUBLIC OF SOUTH AFRICA, 1993 (ACT NO. 200 OF 1993) (**"THE INTERIM CONSTITUTION"**) AND OR
- WHO IS A WOMAN, AND / OR
- WHO HAS DISABILITY

4.2 WITH THE UNDERSTANDING THAT ANY PERSON WHO RECEIVED SOUTH AFRICAN CITIZENSHIP ON OR BEFORE THE INTRODUCTION OF THE INTERIM CONSTITUTION, WILL NOT BE DEEMED TO BE HDI.

4.3 ANY REFERENCE TO WORDS "BID" OR "BIDDER" HEREIN AND/OR IN ANY OTHER DOCUMENTATION SHALL BE CONSTRUED TO HAVE THE SAME MEANING AS THE WORDS "TENDER" OR "TENDERER".

4.4 **"A WOMAN"** REFERS TO A FEMALE PERSON WHO IS A SOUTH AFRICAN CITIZEN

4.5 **"DISABILITY"** REFERS TO A PERSON WITH A PERMANENT PHYSICAL DISABILITY, MENTAL DISABILITY, AWARENESS DISABILITY, WHICH LEADS TO CONFINEMENT OR DISABILITY, OR THE INABILITY TO PERFORM BODILY FUNCTIONS IN THE MANNER OR WITHIN THE CAPACITY OF A NORMAL PERSON.

4.6 **"HDI EQUITY OWNERSHIP"** REFERS TO THE PERCENTAGE OF A PARTNERSHIP OR BUSINESS THAT IS OWNED BY INDIVIDUALS, OR IN THE CASE OF A COMPANY, THE PERCENTAGE OF SHARES WHICH IS OWNED BY INDIVIDUALS WHO ARE ACTIVELY INVOLVED IN THE MANAGEMENT DECISIONS AND DAY TO DAY OPERATIONAL ACTIVITIES OF THE COMPANY OR BUSINESS AND WHO EXERCISES CONTROL IN THE BUSINESS IN RELATION TO THEIR OWNERSHIP AT THE CLOSE OF TENDER. WHERE INDIVIDUALS ARE NOT ACTIVELY INVOLVED IN THE MANAGEMENT AND DAY TO DAY OPERATIONAL ACTIVITIES OF THE BUSINESS AND WHO DOES NOT EXERCISE CONTROL IN RELATION TO THE PERCENTAGE OF THEIR OWNERSHIP, EQUITY OWNERSHIP POINTS CANNOT BE AWARDED.

4.7 **"BLACK PEOPLE"** IS A GENERIC TERM WHICH MEANS AFRICANS, COLOURED AND INDIANS WHO ARE CITIZENS OF THE RSA BY BIRTH OR DESCENT OR BY NATURALISATION BEFORE 27 APRIL 1994 OR AFTER.

4.8 **"SMALL ENTERPRISE"** MEANS A SEPARATE AND DISTINCT BUSINESS ENTITY, TOGETHER WITH ITS BRANCHES OR SUBSIDIARIES, IF ANY, INCLUDING COOPERATIVE ENTERPRISES, MANAGED BY ONE OWNER OR MORE PREDOMINANTLY CARRIED ON IN ANY SECTOR OR SUBSECTOR OF THE ECONOMY.

4.9 **"YOUTH"** IS A GENERIC TERM WHICH MEANS PERSONS BETWEEN 14 TO 35 YEARS OF AGE.

4.10 **"EXEMPTED MICRO ENTERPRISE (EME)"** IN TERMS OF THE GENERIC CODES OF GOOD PRACTICE, IT REFERS TO AN ENTERPRISE

WITH AN ANNUAL TOTAL REVENUE OF R 10 MILLION OR LESS.

4.11 "QUALIFYING SMALL ENTERPRISE (QSE)" IN TERMS OF THE GENERIC CODES OF GOOD PRACTICE, IT REFERS TO AN ENTERPRISE WITH AN ANNUAL TOTAL REVENUE OF BETWEEN R 10 MILLION AND R 50 MILLION

4.12 "SPECIFIC GOALS" REFERS TO CONTRACTING WITH PERSONS, OR CATEGORIES OF PERSONS, HISTORICALLY DISADVANTAGED BY UNFAIR DISCRIMINATION ON THE BASIS OF RACE, GENDER OR DISABILITY AND IMPLEMENTING PROGRAMME AS PUBLISHED IN THE GOVERNMENT GAZETTE NO. 16085 DATED 23 NOVEMBER 1994.

4.13 80 / 20 PREFERENCE POINT SYSTEM

TENDERERS WILL BE AWARDED POINTS AS FOLLOWS:

a)	TENDER PRICE	:	80 POINTS	} SPECIFIC GOALS - MAXIMUM OF 20 POINTS
b)	WOMEN OWNERSHIP	:	06 POINTS	
c)	BLACK OWNERSHIP	:	12 POINTS	
d)	SMME'S (EME OR QSE)	:	02 POINTS	

TOTAL

100 POINTS

4.14 THE POINTS SCORED FOR SPECIFIC GOALS WILL BE ADDED TO THE POINTS SCORED FOR PRICE AND THE TOTAL MUST BE ROUNDED OFF TO THE NEAREST 2 DECIMAL PLACES

4.15 TENDER PRICE

THE FOLLOWING FORMULA WILL BE USED TO CALCULATE THE POINTS OUT OF 80 FOR PRICE IN RESPECT OF TENDER WITH A RAND VALUE NOT EXCEEDING R 50 MILLION (INCLUSIVE OF ALL APPLICABLE TAXES). THE LOWEST ACCEPTABLE TENDER MUST SCORE 80 POINTS FOR PRICE, AND OTHER TENDERS WHICH ARE HIGH IN PRICE MUST SCORE FEWER POINTS, ON PRO RATA BASIS.

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

WHERE -

PS = POINTS SCORED (AWARDED) FOR PRICE OF TENDER UNDER CONSIDERATION

PT = PRICE OF TENDER UNDER CONSIDERATION; AND

PMIN = PRICE OF THE LOWEST ACCEPTABLE TENDER

4.16 SPECIFIC GOALS

4.16.1 % OWNED BY PEOPLE WHO ARE WOMEN

A MAXIMUM OF SIX (06) POINTS WILL BE AWARDED TO A TENDERER WHO IS A WOMAN. EQUITY OWNERSHIP FOR WOMEN WILL BE DETERMINED BY THE % OF THE ENTERPRISE OWNED BY SUCH A PERSON OR BY THE % OF SHARES OWNED BY MEMBER/S WHO ARE ACTIVELY INVOLVED IN THE DAY TO DAY MANAGEMENT OF THE COMPANY OR ENTERPRISE. **DOCUMENTS REQUIRED ARE DETAILED ON ANNEXURE B ABOVE AND MUST BE SUBMITTED WITH THE RFQ/BID RESPONSE TO CLAIM POINTS.**

% OF ENTERPRISE OWNED BY WOMEN-----%

THUS, POINTS AWARDED: $6 \times \frac{\% WO}{100} =$

4.16.2 % OWNED BY BLACK PEOPLE

A MAXIMUM OF TWELVE (12) POINTS WILL BE AWARDED TO A TENDERER WHO IS A BLACK AND DID NOT HAVE VOTING RIGHTS ACCORDING TO THE DEFINITION OF AN HDI. EQUITY OWNERSHIP FOR BLACKS WILL BE DETERMINED BY THE % OF THE ENTERPRISE OWNED BY SUCH A PERSON OR BY THE % OF SHARES OWNED BY MEMBERS WHO ARE ACTIVELY INVOLVED IN THE DAY TO DAY ACTIVITIES OF THE COMPANY OR ENTERPRISE. **DOCUMENTS REQUIRED ARE DETAILED ON ANNEXURE C ABOVE AND MUST BE SUBMITTED WITH THE RFQ/BID RESPONSE TO CLAIM POINTS.**

% OF ENTERPRISE OWNED BY BLACK PERSON(S) WHO DID NOT HAVE VOTING RIGHTS.....%

THUS, POINTS AWARDED: $12 \times \frac{\% BO}{100} =$

4.17 SMALL, MEDIUM AND MICRO ENTERPRISES (SMME'S)

A MAXIMUM OF TWO (2) POINTS WILL BE AWARDED TO A TENDERER WHO IS CLASSIFIED AS SMME

IS THE COMPANY CLASSIFIED AS EME OR QSE? **DOCUMENTS REQUIRED ARE DETAILED ON ANNEXURE D ABOVE AND MUST BE SUBMITTED WITH THE RFQ/BID RESPONSE TO CLAIM POINTS.**

YES = 2 POINTS

=

NO = 0 POINT

4.18 THE DEPARTMENT CAN ONLY AWARD POINTS PROVIDED SUFFICIENT INFORMATION AND REQUIRED DOCUMENTS ARE CORRECTLY COMPLETED AND RETURNED WITH THE PROPOSALS IN LINE WITH LIST OF RETURNABLE DOCUMENTS ON PARAGRAPH THREE (3) ABOVE. POINTS OBTAINED FOR PRICE SHOULD BE ADDED TO POINTS OBTAINED FOR SPECIFIC GOALS.

4.19 INFORMATION ON THE DETAILED **CSD FULL REPORT (DIRECTORS / SHAREHOLDERS)** SHOULD BE THE SAME AND SUPPORTED BY COPIES OF IDENTITY DOCUMENTS AND COMPANY REGISTRATION DOCUMENTS / SHAREHOLDER CERTIFICATES.

5. CRITERIA FOR BREAKING DEADLOCK IN SCORING

- IF TWO OR MORE OF THE TENDERERS HAVE SCORED EQUAL TOTAL NUMBER OF POINTS, THE CONTRACT WILL BE AWARDED TO THE TENDERER THAT SCORED THE HIGHEST POINTS FOR SPECIFIC GOALS;
- IF TWO OR MORE TENDERES SCORE EQUAL TOTAL NUMBER OF POINTS IN ALL RESPECTS, THE AWARD WILL BE DECIDED BY THE DRAWING OF LOTS

6. DELIVERIES

- ALL DELIVERIES MAY BE ACCOMPANIED BY A DELIVERY NOTE OR AN INVOICE OF AN OFFICIAL PURCHASE ORDER NUMBER AGAINST WHICH THE DELIVERY HAS BEEN AFFECTED
- DELIVERIES NOT COMPLYING WITH THE PURCHASE ORDER FORM MAY BE RETURNED TO THE SUPPLIER(S) AT THE SUPPLIER'S EXPENSE. THE DEPARTMENT WILL NOT BE LIABLE FOR PAYMENT OF INCORRECTLY DELIVERED GOODS OR SERVICE
- BIDDERS SHOULD INDICATE THE PLANNED DELIVERY PERIOD (IN DAYS) FROM THE DATE AN ORDER IS ISSUED

7. POPIA DISCLAIMER

7.1 COMPLIANCE WITH PERSONAL INFORMATION ACT, 4 OF 2013

PERSONAL INFORMATION SHARED WITH THE DEPARTMENT OF TOURISM (DEPARTMENT) SHALL BE TREATED WITH CONFIDENTIALITY AND IN COMPLIANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013 (POPIA) AND OTHER APPLICABLE LAWS. FOR PURPOSES OF THIS DISCLAIMER, "PERSONAL INFORMATION" SHALL BE DEFINED AS DETAILED IN THE PROMOTION OF ACCESS TO INFORMATION ACT, ACT 2 OF 2000 (PAIA) AND POPIA, AND "PROCESSING" AND "FURTHER PROCESSING" SHALL BE READ, INTERPRETED AND UNDERSTOOD AS DETAILED AND DEFINED IN POPIA.

7.2 CONSENT TO PROCESSING AND FURTHER PROCESSING OF PERSONAL INFORMATION

THE DEPARTMENT MAY PROCESS AND FURTHER PROCESS RECEIVED PERSONAL INFORMATION, INTERNALLY OR EXTERNALLY, IN THE EXECUTION OF ITS MANDATE AND/OR AS REQUIRED BY LAW. THE DEPARTMENT MAY SHARE PERSONAL INFORMATION WITH ITS SERVICE PROVIDERS, AGENTS, CONTRACTORS, LEGAL AND OTHER PROFESSIONAL ADVISORS AUTHORISED TO PROCESS THIS INFORMATION. THE DEPARTMENT MAY THUS PLACE RECEIVED PERSONAL INFORMATION IN THE PUBLIC DOMAIN DUE TO THE NATURE AND REQUIREMENTS OF ITS WORK.

7.3 FURTHER PROCESSING OF PERSONAL INFORMATION

YOU FURTHER GRANT THE DEPARTMENT EXPRESS AND/OR IMPLIED PERMISSION TO FURTHER PROCESS RECEIVED PERSONAL INFORMATION AND PLACE IT IN THE PUBLIC DOMAIN, IN THE EXECUTION OF ITS MANDATE AND STATUTORY OBLIGATIONS.

7.4 DUTY OF CARE

THE DEPARTMENT VALUES YOUR PRIVACY AND SHALL TAKE ALL REASONABLE MEASURES TO PROTECT RECEIVED PERSONAL INFORMATION.

7.5 EXEMPTION FROM LIABILITY

THE DEPARTMENT (INCLUDING ITS OFFICIALS AND/OR EMPLOYEES) ACCEPTS NO LIABILITY WHATSOEVER, FOR ANY LOSS, DAMAGE (WHETHER DIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL) AND/OR EXPENSES OF ANY NATURE WHATSOEVER WHICH MAY ARISE AS A RESULT OF, OR WHICH MAY BE ATTRIBUTABLE DIRECTLY OR INDIRECTLY, FROM INFORMATION MADE AVAILABLE HEREIN, OR ACTIONS OR TRANSACTIONS RESULTING THEREFROM

NO	SCOPE OF WORK (DESCRIPTION SERVICES OR GOODS)	QUANTITY	AMOUNT
1	REQUEST FOR PROPOSALS: THE DEVELOPMENT OF THE TOURISM SECTOR DIGITAL TRANSFORMATION STRATEGY 1 BACKGROUND AND CONTEXT The tourism sector is a significant contributor to the national economy but is currently underleveraged in terms of digital innovation and technology integration. The advent of digital technology presents a transformative opportunity to elevate the operational efficiency, customer experience, and global competitiveness of our tourism industry. Recognizing this potential, the Department of Tourism proposes to develop a robust tourism sector Digital Transformation Strategy. The National Tourism Sector Strategy (NTSS) highlighted the impact of ongoing digital change on the global tourism industry, which is also important to South Africa. The NTSS emphasizes a shift away from traditional tourism and service offerings and toward a comprehensive, high-quality visitor experience with constant information availability. Furthermore, the Tourism Sector Master Plan (TSMP) underlines the prospect of sustaining the tourism sector by leveraging on opportunities created by digital transformation and the fourth industrial revolution. The digital transformation for tourism provides numerous prospects for stimulating innovation for new digitally enhanced business models, gaining access to new markets, improving efficiencies, and upgrading services, all of which contribute to the sector's success. The resulting prospects also create an unequal playing field, which is worsened by a rising disparity between tech-driven and globally connected tourism enterprises and traditional micro and small businesses, which are frequently defined by low-tech business practices. According to the NTSS, technological advancements have resulted in online platforms such as Uber, Airbnb, and Booking.com, which have had an impact on traditional tourism transport and accommodation businesses. In particular, digital transformation among tourism small, micro, and medium-sized companies (SMMEs) has been slow in South Africa due to restrictions such as a lack of infrastructure, networks, technology, and corresponding skills to accelerate digital transition. The NTSS emphasizes the importance of responding and adapting to technological advances, whereas the TSMP encourages critical exploration of the impact of digital transformation on products, services, and processes, specifically analysing digital tools that can be used to facilitate tourism business development, including the necessary new set of skills. Furthermore, the Tourism White Paper under review emphasizes the	1	

importance of accelerating the development of a framework for digital transformation and integrating the tourism sector, particularly SMMEs, in order to adapt to the digital future and other technical improvements.

The department has conducted a situational analysis report in 2023/24 financial year, which also unearthed the underlying issues that the local tourism is facing due to changed dynamics of the tourism sector, brought about by the 'digital' phenomenon. The department engaged with provincial tourism departments and some tourism agencies to get an understanding of any digital transformation initiatives/programmes that are happening on the provincial level, in order to develop the situational analysis report – with regards to government programmes on digitalisation. The development of the sector digital transformation strategy was welcomed by the provinces as a positive task, as it will provide guidelines and plans to tackle the challenges and absorb opportunities of supporting tourism products within changing landscape. The department further consulted some literature looking at countries that have developed strategic plans that focus on the sector transformation through the adoption of the 'digital', which yielded creditable results as many countries (i.e. Singapore, Spain, Malta) of a similar size to South Africa have developed and implemented these sector-focused strategic plans.

The situational analysis report also highlighted the greater need for collaborations within the tourism supplier networks. Collaboration was cited as vital, as digital transformation cannot happen without information sharing among the players involved in the sector. The other highlight was that of the expense of obtaining digital technology products, connectivity-related issues, skilled personnel with mixed experiences of tourism and digital-related aspects, and the big data to drive sharp business growth. The conducted situational analysis report will need to be refined to include understandings of the sector from some tourism product owners within the varying sub-sectors, locally and globally.

The Department of Tourism intends to appoint a suitable and qualified service provider to develop a Tourism Sector Digital Transformation Strategy. The strategy will act as a roadmap, giving a decision-making framework for the identification of emerging trends, challenges and opportunities, prioritizing tourism sector digital transformation targets, identifying key stakeholders to establish collaborations and allocating resources to achieve desired results.

2 SCOPE OF WORK AND APPROACH

The aim of this project is to develop a Tourism Sector Digital Transformation Strategy

- a. Review and refine the existing situational analysis report and conduct own research and scanning of the digital environment as well as digital transformation of the tourism sector, by assessing the wider environment and how it may affect the tourism sector over the short, medium and long term periods (current until 2030), paying attention to current and emerging macro trends/forces shaping the worldwide tourism market including SA tourism markets; understanding of the global context and how it impacts the most significant current and emerging trends in the South African travel and tourism sector; etc.
- b. Develop a framework for the strategy with key insights from the refined situational analysis report and research conduct; and identify the fundamental areas the digital transformation strategy must address;
- c. Identify key stakeholders and facilitate stakeholder engagements across the tourism value-chain including round table meetings in order to inform key strategic themes and modalities for the implementation of the strategy;
- d. Develop the tourism sector digital transformation strategy, including the vision, mission, objectives, themes, focus areas, stakeholder partnerships roadmap, etc;
- e. Consult through workshops, interviews, surveys, etc at a national, sub-national level, and sub-sectoral level to solicit wider stakeholder inputs on the first draft of the strategy;
- f. Conduct engagements with the panel of experts, key industry players on the first draft strategy;
- g. Finalise the Tourism Sector Digital Transformation Strategy based on stakeholder inputs and industry best practices, nationally and globally; and
- h. Develop an implementation plan/guideline and stakeholder partnerships for implementation of the strategy.

3 APPROACH TO THE SCOPE OF WORK

- a. The project management team (PMT) meetings will be held (offices of the Department of Tourism or the service provider) which include the inception meeting, regular project advisory committee meetings, project progress meetings and a closeout meeting. The inception meeting should discuss, amongst other priorities, the scope of the project in more detail and finalise the project plan. The advisory committee meetings will be used as a platform to receive the expert input

and overall review of the drafted strategy and implementation plan. Furthermore, the progress meetings will assist in proper management of the project, from start to finish, including the close out meeting that must be hosted to present the final deliverables and reflect on learnings;

- b. The PMT will consist of programme and project managers from the Department of Tourism and the service provider for a consistent communication between the project managers from both institutions;
- c. The service provider is required to provide overall quality assurance of the work and report any changes made regarding personnel, approach and activities to complete assignment;
- d. Importantly, the service provider should make provisions for all necessary travel and logistical requirements in their proposal, including costs relating to travel and accommodation for their project management team;
- e. The service provider is required to proactively project manage to ensure that tasks are initiated on time, executed with professionalism and that outputs are of a superior technical quality and delivered within budget;
- f. The service provider must provide comprehensive monthly and quarterly progress reports detailing the development of the draft and final strategy, consultations held, material used, budget spend in relation to project outputs, and all project related matters – with the close-out report at the end of the project.

4 DELIVERABLES BY THE SERVICE PROVIDER

- a. Inception report, inclusive of the project plan, stakeholder mapping, stakeholder management and communication plan, etc.
- b. Refined situational analysis report.
- c. Draft and final framework for the digital transformation strategy which outlines the scope of the strategy and priority focus areas.
- d. Report on outcomes of consultations with key stakeholders including workshops, meetings, and surveys conducted.
- e. Draft and final tourism sector digital transformation strategy.
- f. Implementation guideline/plan which defines strategy priorities and their implementation timeframes, and roles and responsibilities of various stakeholder partners.
- g. Finalisation of the strategy for communication within the tourism sector, including its publication.

5 TIMEFRAMES

This project must be completed within 12 months, commencing in 2024/25 financial year, with all final submissions to be done by end September 2025. The completion of this project must be agreed to and approved by the Department in order to deliver on project priorities and scope of work.

6 EXPRESSION ON INTEREST AND COSTING

The service provider shall submit a proposal that, among other things, includes:

- a. A clear, brief description of the project.
- b. Detailed project plan for developing a digital transformation strategic framework.
- c. Project charter indicating project plan with clear timelines.
- d. Stakeholder consultations and relevant platforms to be used.
- e. Experience in drafting strategies in tourism and/or other sectors of the economy focusing on digital transformation.
- f. Human capacity and expertise to deliver the project as stipulated in the Terms of Reference (including a dedicated project team and their experience).
- g. List of similar projects undertaken in the past (including the list of references, their contact details and referral letters).
- h. Breakdown of project costs (budget).

7 DISBURSEMENT

The service provider will make provisions in the proposal for all necessary travel and logistical requirements for the dedicated project team. The Department of Tourism will make provision and source venues for the participants during consultation sessions.

8 REPORTING

The appointed service provider will report to the Project Manager, who's the Director: Knowledge Management, and also work closely with the Programme Manager. The report requirements will include ad hoc activities, monthly, quarterly, annual, and close-out reports, as well as project expenditure report.

The service provide shall compile these reports based on reporting guidelines set by the Department, and approved by the Project Manager. The report shall outline,

among other matters, the status on the implementation of the project, project achievements, risks identified and the mitigation strategy.

9 GUIDELINES OF BIDDING

- a. The Department of Tourism reserves the right not to award the project/contract.
- b. The Department of Tourism reserves the right to call for interviews/presentations with short-listed service providers before the final selection.
- c. When presentations are required by the Evaluation Committee for this project, the service providers will be evaluated individually by the evaluation panel on the same evaluation criteria.
- d. The Department of Tourism reserves the right to negotiate price with the preferred service provider.
- e. A shortlisted service provider, if requested, must be prepared to present evidence of strategy development, and must demonstrate the capability to conduct a project of this magnitude.
- f. Late submissions will not be considered.

10 EVALUATION CRITERIA

The Department will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act No 5 of 2000 (PPPFA) and the Broad Based Black Economic Empowerment Act 53 of 2003, the bid will be evaluated in the following phases:

Phase 1: Functional / Technical Evaluation

Phase 2: Price and Specific Goals

Phase 1: Functional / Technical Evaluation

The service provider will be evaluated on functionality. The documents will be evaluated individually on score sheet, by a representative evaluation panel according to the evaluation criteria indicated in the Terms of Reference. All bidders who scored at least 60 out of 100 for functionality will be considered for further evaluation. Bidders will be shortlisted and may possibly be invited to do a presentation on their proposals at their own cost. A bid proposal will be disqualified if it fails to meet the minimum qualifying score for functionality as per the invitation.

Phase 2: Price and on Specific Goals.**Pricing and B-BBEE Status points**

The bidders that score points which exceed the minimum threshold provided on functionality will further be evaluated on price and on Broad Based Black Economic Empowerment Status Level Certificates provided in terms of the Preferential Procurement Policy Framework, Act 5 of 2000 and Regulations of 2011

Points allocated for Price

80

Points allocated for Specific Goals

20

TOTAL FOR PRICE AND SPECIFIC GOALS

100

The following criteria will be used as the criteria for the functional / technical evaluation.

1 = Poor | 2 = Fair | 3 = Good | 4 = Very Good | 5 = Excellent

CRITERIA AND GUIDELINES FOR CRITERIA APPLICATION**WEIG
HT****MINIMU
M
SCORE****MAXIMU
M
SCORE****SERVICE PROVIDER EXPERIENCE:** (Proven experience and expertise of the service provider)

The service provider must demonstrate a minimum of ten (10) years' relevant experience and capacity in undertaking projects on Strategy development in tourism or related sector within the public or private sector for any industry, locally or globally.

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The service provider must submit reference letters of previous work or completed projects of a similar nature. The service provider must submit a minimum of three (3) relevant contactable references of similar work done. The reference letters from the clients must include the following details:

- Company name, with letterhead.
- Personal details of the contact person and the telephone number(s).
- Name of the project/service undertaken.

• Scope of the work undertaken. • The duration of the project and the year completed.					
PROJECT APPROACH AND PLAN					
The service provider must provide a detailed stakeholder mapping and engagement plan, and a project plan clearly stating the approach towards the development of the strategy and other deliverables, including the risk management plan. The outline must address the following aspects: ▪ An approach to conducting planning and stakeholder consultation sessions, ▪ The approach to assess the tourism sector dynamics and the effects of digital transformation on the sector, ▪ An approach to review the situational analysis and conduct the environmental scan, ▪ Identification of tourism sector challenges and how to address these in the strategy, ▪ An approach to review available literature/policies/strategies' and thus ensuring alignment to the strategy development outcomes. ▪ Approach to identify strategy priorities for strategy development, target setting and implementation. The service provider must also provide a comprehensive project plan detailing the following aspects, at a minimum: ▪ Clear milestones, ▪ Timelines linked to milestones above, ▪ Budget breakdown, ▪ Dedicated team for different phases of the project – indicating a structure and, clearly outlining the main disciplines/specialties for this project, and	40				

An approach to skills transfer to the departmental officials.			
PROJECT TEAM QUALIFICATIONS, SKILLS AND EXPERIENCE			
The project team should include a Project Manager/Leader, and project members with extensive experience in strategy development. The project leader must meet the following requirements: - The Project Leader must have a minimum of 10 (ten) years' experience in the development of industry / sector-related strategies within the public or private sector. - Demonstrate leadership experience and stakeholder consultations' management towards the development of a strategy in tourism or other sectors of the economy. The project team members must meet the following requirements: - Each member must have a minimum of seven (7) years' experience in the development of industry / sector-related strategies within the public or private sector. - Each member must demonstrate their experience in stakeholder consultations and engagements in tourism or other sectors of the economy. - The service provider must submit curriculum vitae (CVs) of the Project Leader, and Project team members clearly outlining the relevant experience and positions in relation to the scope of work for this project. NOTE: The CVs of the project leader and team must clearly highlight qualifications, areas of experience/ competence relevant to the tasks and objectives of this project as outlined in the Terms of Reference.	30		
TOTAL POINTS ON FUNCTIONALITY MUST ADD TO: 100	100		

	Minimum threshold on technical evaluation is 60 points (service providers unable to meet this threshold will be disqualified)		
	TOTAL PRICE EXCLUDING VAT		
	VAT@ 15 % (ONLY IF THE BIDDER/SUPPLIER IS REGISTERED FOR VAT)		
	GRAND TOTAL INCLUDING VAT (TOTAL BID OR RFQ PRICE)		

NB: FAILURE TO SUBMIT DULY COMPLETED FORMS AND SIGNED AUTHORISATION DECLARATION, WITH THE REQUIRED ANNEXURE(S), IN ACCORDANCE WITH THE ABOVE PROVISIONS MAY INVALIDATE THE BID FOR SUCH GOODS OR SERVICES OFFERED.

THEO MODJADI

NAME AND SURNAME

DESIGNATION: DIRECTOR, KNOWLEDGE MANAGEMNT

DATE: 16-09-2024

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

REQUEST FOR PROPOSALS: THE DEVELOPMENT OF THE TOURISM SECTOR DIGITAL TRANSFORMATION STRATEGY