

1. **Net procurement value:** Please clarify what is included in the “net procurement value” used to calculate the project management fee. Does this include all third-party event costs or only services procured and invoiced through the appointed agency? **yes it includes all event costs.**
2. **In-house/partner services:** Where the agency or a disclosed delivery partner provides services in-house (e.g. production, creative, styling, AV or fabrication), are three competitive quotations still required for those services? **Correct, If they form part of your proposed solution they must be costed for.**
3. **Collaborative submission:** Can a lead agency tender in collaboration with a specialist creative/production partner, and can the partner’s case studies, testimonials and credentials contribute towards the mandatory tender requirements? **They must form part of the agency bidding for the tender**
4. **Mock activation:** Is there an indicative budget, audience size, location or duration that bidders should assume for the mock consumer activation, and is an indicative event budget required as part of the response? **No. We are only able to answer questions pertaining to clarification of existing details within the RFP and cannot provide additional information, direction or guidance.**
5. **Anticipated workload:** Can you provide an indication of the anticipated annual number and value of events under the contract, including the approximate mix of Consumer, Trade and MICE events? **No. These will be briefed on a project basis as required over the term.**
6. **Pricing Schedule – Column C:** Please confirm whether Column C should show the management fee only or the event threshold value plus the management fee, as the worked example appears to show the latter. **Please list both event threshold value and management fee**
7. **PR & Media:** The mock activation requires an “end-to-end execution strategy including PR and media.” Please clarify whether the appointed Events Management Agency will be responsible for directly providing PR and media services, or whether it will be expected to coordinate these activities with South African Tourism’s existing PR/media agency or partners. **No the agency would not be responsible for providing these services but would liaise with SAT’s existing PR/media agencies if required.**
8. **Pricing currency.** Part A says the total tender price must be quoted in South African rand, but Part B explicitly provides the pricing schedule in AUD and says commissioned services are to be rendered/billed through the Australian office in AUD. Which currency governs the tender submission? **- please use AUD incl GST**

9. **CSD/tax requirements for an Australian bidder.** Section 3.5.11 says foreign bidders without a South African taxable presence do not have to comply with the South African tax requirements, whereas Section 4 later says CSD/tax requirements are applicable to foreign bidders and that bidders not registered on CSD must register before the end of evaluation. Could you confirm which CSD, SARS and tax-compliance documents an Australian company with no South African establishment must provide?- **please attach Australian company registration file**
10. **Mock event budget.** Should we develop the concept against a particular budget range or should we propose our own indicative budget? Can you provide more details on the scale of this event?- **please prepare your own budget**
11. **Location/market for the mock activation.** Should the proposed consumer activation to be designed specifically for Australia, or both Australia and New Zealand? – **Please make your recommendation based on our objectives**
12. **SLA requirement.** Part A says bidders are required to submit draft copies of the proposed SLA as part of the bid, but it also says the successful bidder will subsequently conclude an SLA with SAT. Should we draft our own SLA from scratch, or is there is a South African Tourism template that should be completed.- **no SLA needed for now, but successful bidder will need to prepare SLA/contract agreement**
13. Is the contract exclusive appointment of one agency? **Yes only one agency will be appointed**
14. What is the appointment date period? **It is a three years contract**
15. Do you have an incumbent agency? **we currently do not have an event agency**
16. If a panel is appointed, does each event need to be Bid on and how many agencies are appointed if a panel.- **no panel will be appointed**
17. Do they have a specific Event calendar? **no we dont,please plan based on our objectives**
18. Is the tender covering Industry Trade shows like AIME and other events or is it all events lead/owned by SA Tourism? **Please plan based on our objectives**
19. Do we know where events are held? **Please plan based on our objectives**
20. Do you have an annual Contract Value, based on number of events in each threshold? **please prepare your own budget**
21. Content Library - Do they have a existing content library? **Yes we do**
22. Do you have specific reporting requirements per event? **On part b page 7 “Clear measurement and reporting framework to track performance and results including interval, budget and post-event reporting.”**
23. Could you please confirm the expected number of events/activations covered under this contract across the 36-month contract period?- **This is based on every year's budget and business planning approval .**
24. For the requested “mock solution” based on the “South Africa Awaits. Come Find Your Joy.” campaign, should agencies create a hypothetical activation, or should the proposal respond to a specific upcoming South African Tourism event? Could you please provide guidance on the expected scale parameters for the proposed mock event, such as audience size, duration, location, or indicative budget range? Are there existing South African Tourism brand guidelines, campaign assets, approved imagery, or creative resources that shortlisted agencies will

have access to? You are creating your own hypothetical event based on the information provided. **We unfortunately cannot provide any more information about size, duration, location or budget. You will need to use the information provided to suggest these.**

25. For the three required case studies, can agencies include relevant international event experiences, or are examples required to be exclusively Australia-based? - **You can do either as it's not specified.**
26. For client reference letters, would references from global or regional tourism boards, government entities, or international organizations be acceptable? Can we also include client purchase orders, video links, images, or bank transaction records instead of the letter? - **Those organisations are acceptable. But reference letter must be provided as per the evaluation criteria specifications.**
27. Could you confirm whether specialist partners and subcontractors involved in delivery (production, AV, logistics, travel, etc.) need to be identified during the proposal submission stage? - **if your extended team and not within your company, you will need to supply 3 quotes for those services. If you would like to include their services in your mock solution, you can. Eg, if you would like to describe the AV/set design of your event you are creating, you may include this as part of your submission.**
28. Are there any specific sustainability, accessibility, diversity, or responsible tourism considerations that South African Tourism would like agencies to incorporate within their proposed solutions? **You may decide this based on information provided.**
29. Could you please confirm whether GST should be included within all pricing examples or represented separately? - **yes AUD and GST inclusive.**
30. **Could you please assist us with the process of creating a login ID/account on the South African Tourism e-Procurement portal? We would appreciate guidance on the registration process or any required steps/documents needed to complete the supplier registration. - Please click on the link and create your company profile: <https://e-procurement.southafrica.net>**
31. We also have a consortium with an agency based in South Africa. We collaborate with them on reputable global projects and they are delivering the next 2 events in Cape Town. Does the consortium and SA origin team onboarding give us an edge on the tender? - **This does not form part of the evaluation criteria**