



SOUTH AFRICAN TOURISM

Delivered by e-mail

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RFQ/19/SOFTWAREDEVELOPER/21

Dear Bidder

Subject Matter: PROCUREMENT OF SYSTEM'S DEVELOPER CONTRACTORS FOR A PERIOD OF SIX (06) MONTHS FOR SOUTH AFRICAN 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).

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 technical and cost proposal for the possible appointment of a service provider to handover all platforms and information from the previous service provider, Hello Computer (HC), support the platforms by resolving minor issues and bugs and ultimately onboard the new digital maintenance, support and development service provider when the tender process has been concluded.

The scope of services:

SA Tourism is looking for the system developer contractor that will consume all information and data from the previous website support and maintenance service provider (Hello Computer) and prepare handover documentation accordingly, possible costs resulting from the handover sessions need to be included in your proposal.

The preferred bidder will also be required to support and maintain the various platforms, while the Digital Maintenance, Support and Development service provider has not been appointed, the preferred bidder will also be required to on board the newly appointed service provider.

The appointment of the preferred bidder will be for a 6-month period, this should allow for sufficient time to ensure offboarding from the previous service provider and should allow adequate time for SA Tourism to conclude its tender procurement process.

For your consideration, see the following regarding the technical stack that is in use for the various platforms as mentioned in the scope of service above:

- Southafrica.net (Azure Hosted)
 - o Umbraco CMS
 - o Image Processor.web
 - o Angular 6
 - o Angular Universal
 - o PrimeNG
 - o Skeleton grid
 - o Swiper
 - o Ng2-completer
 - o Ng2-img-cropper
- Various older websites (Xneelo hosted)
 - o ExpressionEngine
 - o Laravel PHP framework
 - o Angularjs
 - o Gruntjs
 - o jQuery

The preferred bidder will also receive all the documentation that we already have on hand to fast track the handover process from the previous service provider.

In Line with the scope of services the service provider will be required to showcase their methodology and approach to ensure a smooth off boarding and on boarding of the information gathered.

The service provider will be required to support and maintain the various solutions and technologies and to ensure that they have the necessary competencies to support the solution effectively while ensuring security and availability of the solutions (Uptime Requirement of 99.9%) and ensuring the best possible user experience, for example page load times and general availability of the sites via search engine optimiza

1. Format of proposals

Bidders must complete and return all the necessary standard bidding documents (SBD's) attached to this request for technical and financial proposals

Bidders are advised that their proposals should be concise, written in plain English and simply presented in the same order as indicated below: -

- (a) A cover letter introducing your firm and credentials, capacity, capability and experience for this assignment;
- (b) National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status;
- (c) Proof of B-BBEE Status level contribution;
- (d) Outline of the qualifications and related experience of the proposed candidate who will be assigned to the matter;
- (e) Financial proposal to deliver the assignment, i.e. your firm's daily rate for facilitation services, including any other cost SA Tourism should be aware off for the successful completion of the assignment;
- (f) Declaration of Interest - SBD 4;
- (g) Preference Point Claim Form - SBD 6.1;
- (h) Declaration of Bidder's Past Supply Chain Management Practices - SBD 8; and
- (i) Independent Bid Determination - SBD 9.

2. Evaluation Method

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

Phase 1	Phase 2	Phase 3
Evaluation Administrative Requirements	Functionality Evaluation Criteria	Price and B-BBEE
Compliance with administration and mandatory bid requirements	Bidder(s) are required to achieve a minimum threshold of 75% 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 BBBEE as prescribed in the regulations.

3.1. Points awarded for functionality:

EVALUATION CRITERIA	Rating					Weight
	1	2	3	4	5	
The Bids will be evaluated on a scale of 1 - 5 in accordance with the criteria below. The rating will be as follows: 1 = Very poor, 2 = Poor, 3 = Good, 4 = Very good, 5 = Excellent						
Off boarding and On boarding process The bidders should showcase their methodology and approach in off boarding the handover documentation (including system configuration and disaster recovery documentation) and information from the previous service provider, how they propose to support and maintain the solution and ultimately on-board of the new service provider. Estimated project timelines should be included highlighting the various stages of the project.						25

Bidder's In-House Resources & Capabilities to deliver the websites & applications services requested, specifically demonstrating in-house capacity and capability. The bidder is required to provide: List of resources and corresponding CVs allocated of those delivering the required services; SA Tourism Servicing team structure Evaluation: 3= Bidders are required to show their experience and capability in providing managed services for both Azure and Xneelo hosted solutions, list the recommended resources for these services in your opinion based off the list of websites that need to be managed and maintained; 4= criteria listed for 3 points but also showcasing their experience in managing platforms such as Linux and Windows based servers as some of the solutions that need to be managed are hosted between those platforms; 5= criteria listed for 4 points showcasing their experience and capability to manage and maintain CMS systems such as umbraco, SilverStripe and Wordpress as well as any API's and 3rd party plugins.	25
Security: The bidder is required to provide: Bidder needs to indicate how they will secure access to hosted solutions. Report on the above-mentioned item to show attempted and blocked access as well as reports highlighting any possible data loss for POPIA purposes in the event of data breach. 3= Bidders are required to showcase their experience in securing systems as well as reporting to support the fact, proved some example reports; 4= criteria for 4 points and highlighting steps taken to secure data against breaches by for instance masking data in a database to ensure POPIA compliance. 5= criteria for 3 points but also showcasing how the bidder intends to conduct vulnerability testing and resolutions of such vulnerabilities, the bidder needs to provide an example of how they have performed this in the past;	15
Availability: SA Tourism has requirement of 99.9 % uptime availability on their websites and applications. Bidders are required to highlight how they intend to maintain this level of system availability and any measures that are to be put in place if these targets are not met more detailed request below. The bidder is required to provide: Disaster recovery documentation Uptime reports from multiple locations around the world. 3= Bidders are required to ensure the required availability is met and reports are generated and reviewed on a regular basis showcasing availability statistics.	20

4= criteria for 3 points but also showcasing how they are going to ensure that the websites are readily available throughout the world as well as performance metrics and possible user experience improvements to be implemented. 5=criteria for 4 points and provide a detailed disaster recovery plan / procedure that should be in place in the event of a catastrophic failure of the hosting environments.	
Performance: Website and application performance is a key deliverable, here the bidders need to showcase their capabilities and experience in ensuring that users have the best possible experience while exploring our websites. The bidder is required to provide: The approach the bidder would recommend to ensure that websites load as quick as possible wherever in the world the user may access the sites from. Performance statistics for hosted services and websites. 3= Bidders are required to showcase their capability to deliver on world class performance when it comes to our websites while also maintaining cost effectiveness. The bidder also needs to indicate the recommended way of ensuring the website is available with acceptable performance throughout the world; 4= criteria for 3 points but also showcasing their capability to report on performance, example reports can be used here. 5=criteria for 4 points and including possible corrective measures that need to be implemented for the improvement of website performance, examples of how you have done this in the past should be provided here.	15
TOTAL POINTS FOR FUNCTIONALITY	100
A threshold of 75% is applicable	

“functionality” means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;

- 3.1.1 Bids will be evaluated strictly according to the bid evaluation criteria stipulated in this section.
- 3.1.2 Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements as well as key considerations under section 1. The official responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided
- 3.1.3 The score for functionality will be calculated as in terms of the table below where the SAT official will rate each individual criterion on the score sheet using the following value scale:

Rating	Definition	Score
Excellent	Exceeds 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	5

	identifies factors that will offer potential value, with supporting evidence.	
Good	Satisfies the requirement with minor additional benefits . 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.	4
Acceptable	Satisfies 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.	3
Minor Reservations	Satisfies the requirement with minor reservations . 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.	2
Serious Reservations	Satisfies the requirement with major reservations . 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.	1
Unacceptable	Does not meet the requirement . 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.	0

3.1.4. The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These scores will be added and expressed as a fraction of the best possible score for all criteria.

3.1.5. The proposal from the bidder which meets the highest score for functionality will be deemed the preferred proposal.

Awarding of Points for Price and Broad-Based Black Economic Empowerment.

The bidders that have successfully progressed through to Phase 3 (bidders who meets the minimum threshold for functionality of **75%**) will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act, 2000 and the Preferential Procurement Regulations of 2017.

80 points will be awarded for price while 20 points will be allocated for preference points for BBBEE as prescribed in the regulations.

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.

10 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.

11 Deadline for submission

All proposals must be e-mailed, in PDF format, to quotes@southafrica.net no later than 12h00 on Friday 03 December 21 and should remain valid for at least 45 days after the closing date.

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

12 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.

13 Terms of engagement

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

14 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.

15 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.

16 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.

17 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.

18 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, is to be requested in writing from the Sourcing Specialist.

All clarifications must be emailed to Quotes@southafrica.net

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

Yours in Tourism