

**RFQ 2023-2024
TERMS OF REFERENCE
REQUEST FOR QUOTATION (RFQ)**



1. INTRODUCTION

Wesgro is the official Tourism, Trade and Investment Promotion and Facilitation agency for the Western Cape. Wesgro is a legislated Schedule 3C Public Entity, as provided for in the Western Cape Investment and Trade Promotion Agency Amendment Act, 2013. The Agency is responsible for tourism, trade and investment promotion. The Agency is governed by a Board of Directors appointed by the Executive Authority in terms of section 3 of the Act.

The vision of the Agency is, in collaboration with partners, drive inclusive and sustainable economic growth, create jobs. Promote and facilitate Cape Town and the Western Cape to be a globally competitive regional economy.

The mission of the Agency is:

- Be instrumental in ensuring that Cape Town and the Western Cape is an investment destination of choice for global and local investors.
- Be instrumental in ensuring that Cape Town and the Western Cape is a sought-after source market globally for goods and services.
- Be instrumental in ensuring that the Cape Town and the Western Cape is considered a world class tourism destination.
- Differentiate the Western Cape as a leading regional economy.
- Lead the dialogue on and drive global economic competitiveness of Cape Town and the Western Cape together with partners.
- Ensure Wesgro is a leading sub-national TIPA globally.

2. OBJECTIVES

WESGRO currently occupies four floors at the Reserve Bank building, 60 Saint Georges Mall, Cape Town City Centre, Cape Town, 8001 and space at the Cape Sun building at 46 Saint Georges Mall, Cape Town City Centre, Cape Town, 8001.

3. SCOPE OF WORK REQUIREMENTS

Quotations are requested for the supply of a monthly data set for a period of twelve (12) months that provides full access to national (South Africa), provincial, regional and city level hotel statistics.

The geographical areas to be included are South Africa; all nine provinces in South Africa; and key cities within each province (minimum of three cities or more if available). Geographical sub-regions within the Western Cape to be included are as follows: Cape Town, Winelands, Weskus, Overberg, Garden Route and Klein Karoo and Cape Karoo.

Hotel statistics should provide insights on monthly occupancy rates (OCC), average daily rates (ADR) and revenue per available room (REVPAR) for each geographical area stated above. The data period should reflect monthly OCC, ADR and REVPAR data for the current year, the previous year and the current year to date performance. Where possible, 2019 insights should be made available to determine recovery rates.



Hotel statistics should provide a breakdown of insights by star grading for South Africa, for each province as well as for all supplied cities and sub-regions. Data should be inclusive of 5-star, 4-star, 3-star properties as well as non-graded properties to provide a holistic view of the hotel sector performance.

The monthly data should provide an overview of the room status, inclusive of room revenue, room availability and rooms sold. In addition, participation/sample values should be included indicating the monthly number of properties and the number of rooms across all geographical areas.

3.1 MINIMUM REQUIREMENTS

General requirements:

1. User-friendly interface of dataset (**visual evidence of user interface by providing demo images or an example of the dataset**)
2. Flat file export capabilities for use in MS Excel
3. Monthly delivery of hotel data inclusive of occupancy (OCC), average daily rates (ADR) and REVPAR statistics
4. Two-year historical data time-series with monthly granularity
5. Compliance in terms of POPI Act (or equivalent thereof if an international product); all data to be anonymized

Specific data requirements:

6. Comprehensive dataset that captures monthly hotel occupancy rates (OCC), average daily rates (ADR) and revenue per available room (REVPAR) for the following geographical areas:
 - South Africa
 - Provincial level (All nine provinces)
 - Key cities within each province (minimum of three cities or more if available)
 - Sub-regions within the Western Cape: Cape Town, Winelands, Weskus, Overberg, Garden Route and Klein Karoo and Cape Karoo
7. Provide detailed data and insights for monthly occupancy rates (OCC), average daily rates (ADR) and revenue per available room (REVPAR) for each geographical area
8. Ability to segment dataset by star grading for South Africa, for each province as well as for all supplied cities and Western Cape sub-regions. Data should be inclusive of at least 5-star, 4-star and 3-star properties.
9. Ability to filter data by month, province, region, sub-region, and city level
10. Provide an indication of the room status, inclusive of room revenue, room availability and rooms sold. In addition, the participation sample should be included indicating the monthly number of properties and the number of rooms across all geographical areas captured

End-users:

11. Multiple online-user login capabilities (allowing three-concurrent users)
12. Direct access to complete solution / data package for Wesgro, including specifying any limit on sharing of data to Wesgro stakeholders or the general public.

Additional requirements:

13. Maintenance & Ongoing Support: List maintenance periods and scheduling of updates, additional services provided, and continued/on-going technical support extent
14. Supporting documentation: User and training manuals must be provided, plus provision of in-depth visual training session once data is accessible

4. CONTRACT PERIOD



The provision of the hotel data package should extend for one-year from the activation date.

5. EVALUATION CRITERIA

Responses will be evaluated using a predetermined set of criteria, i.e., functionality evaluation. The evaluation criteria are designed to reflect the WESGRO's requirements in terms of identifying a suitable service provider and ensure the selection process is transparent and affords all the bidders a fair opportunity for evaluation and selection.

The RFQ submission will be functionally evaluated out of a **minimum of 70 points – any bidder who scores less than 70 points** will not be considered for further evaluation, **maximum score is 100 Price and BBBEE (Specific Goals).**

Functional Evaluation Criteria:

The evaluation is based on functionality, which will be evaluated using the following criteria and points:

Evaluation Area	Evaluation Criterion	Maximum Points
Company profile	a. Company background	(Total = 15) 5
	b. Related company, business, and tourism industry experience	5
	c. Length of operations, at least five (5) years in field	5
Quality of the Solution	a. Meet the general requirements as listed in 3.1, criteria 1-5	(Total = 75)
	i. User-friendly interface of dataset (visual evidence of user interface by providing demo images or an example of the dataset)	5
	ii. Flat file export capabilities for use in MS Excel	5
	iii. Monthly delivery of hotel data inclusive of occupancy (OCC), average daily rates (ADR) and REVPAR statistics.	5
	iv. Two-year historical data time-series with monthly granularity.	5
	v. Compliance in terms of POPI Act (or equivalent thereof if an international product); all data to be anonymized.	5
	b. Availability of specific data as per 3.1, criteria 6-10	
	i. Comprehensive dataset that captures monthly hotel occupancy rates (OCC), average daily rates (ADR) and revenue per available room (REVPAR) for the following geographical areas:	5
	i. South Africa	2.5
	ii. Provincial level (All nine provinces)	2.5



	iii. Key cities within each province (minimum of three cities or more if available) iv. Sub-regions within the Western Cape: Cape Town, Winelands, Weskus, Overberg, Garden Route and Klein Karoo and Cape Karoo. ii. Provide detailed data and insights for monthly occupancy rates (OCC), average daily rates (ADR) and revenue per available room (REVPAR) for each geographical area. iii. Ability to segment dataset by star grading for South Africa, for each province as well as for all supplied cities and Western Cape sub-regions. Data should be inclusive of at least 5-star, 4-star and 3-star properties. iv. Ability to filter data by month, province, region, sub-region, and city level. v. Provide an indication of the room status, inclusive of room revenue, room availability and rooms sold. In addition, the participation sample should be included indicating the monthly number of properties and the number of rooms across all geographical areas captured.	5 5 5 5 5 5
	c. Meet the requirements listed in end users as per criteria 11-12 i. Multiple online-user login capabilities (allowing three-concurrent users) ii. Direct access to complete solution / data package for Wesgro, including specifying any limit on sharing of data to Wesgro stakeholders or general public	5 5
Capacity to Deliver the Solution	a. Meet the requirements listed in additional requirements as per criteria 13-14 i. Maintenance & Ongoing Support: List maintenance periods and scheduling of updates, additional services provided, and continued/on-going technical support extent ii. Supporting documentation: User and training manuals must be provided, plus provision of in-depth visual training session once data is accessible	(Total = 10) 5 5
Total		100

6. PRICE AND PREFERENCE



Bidders must submit pricing for all requested items. Failure to submit pricing for all requested items will result in bid disqualification. The bidder must complete the below pricing schedule:

No.	Quantity	Deliverables	Total price (VAT excluding) in Rands
1.	1 year	Monthly data set for a period of twelve (12) months that provides full access to national (South Africa), provincial, regional and city level hotel statistics.	
Sub-total			
Disbursements (travel/accommodation) if applicable			
VAT @ 15%			
Total cost (VAT and disbursements included) for full contract period and full delivery of specifications			

Preference Points Evaluation: As the RFQ price is estimated to be between R2 000 and R50 million including VAT, the RFQ responses will be evaluated on the 80/20-point system whereby the bidder obtaining the highest number of total points will be awarded the contract unless objective criteria justify the award to another bidder.

In the event that two (2) or more bids have scored equal points in terms of price and preference, the successful bid must be the one scoring the highest number of preference points in terms of PPPFA Act 5 of 2000. However, when functionality is part of the evaluation process and two or more bids have scored equal points for preference, the successful bid must be the one scoring the highest score for functionality. Should two or more bids be equal in all respects; the award shall be decided by the drawing of lots.

To qualify for the financial evaluation, bidders must meet all requirements as outlined in this RFQ. This RFQ will be evaluated on the 80/20 points scoring principle as per the Preferential Procurement Policy Framework Act, 2000 and the Preferential Procurement Regulations, 2022. Points scored will be up to a maximum of 80 points for price and up to 20 points for Specific Goals (BB-EEE contribution level).

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for comparative price of bid under consideration
 P_t = Comparative price of bid under consideration
 $P_{\min}$ = Comparative price of lowest acceptable bid



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

Proposals will not be disqualified from the bidding process if the bidder did not submit a certificate substantiating the B-BBEE status level of contribution or is a non-compliant contributor. Such a bidder will score zero (0) out of a maximum of 20 points respectively for Specific Goals (BBB-EE).

7. CONTRACTUAL OBLIGATION

Bidders to fully complete documentation required under the process and documentary section, including all applicable costs, in South African Rands (including VAT).

In the case of the service provider using sub-contractors, the former will be responsible for ensuring delivery of services from any such sub-contractors and for making any payments to such sub-contractors.

Wesgro reserves the right to subject the bidder to a performance review in terms of measuring satisfactory performance.

Bidders are required to fully comply with the relevant SCM Legislative Framework as well as application of regulatory and prescripts. Bidders are also required to take all reasonable steps to protect information, in line with the provisions of the POPIA 4 of 2014.

8. ABSENCE OF OBLIGATION & CONFIDENTIALITY

A legal binding contract is effective upon Wesgro accepting the successful bidder's proposal in relation to the RFQ requirements, and the subsequent issuance of a purchase order. Wesgro reserves the right to enter into a formal service level agreement in certain instances.

By providing a proposal to WESGRO, the bidders accept the following:

WESGRO will issue a purchase order to the appointed service provider. WESGRO will not pay (and not be held liable) the service provider any amounts over and above the purchase order value and will not pay the service provider for any work performed outside the original RFQ that was issued and advertised by WESGRO. Should you receive any instruction from WESGRO that does not come from the SCM unit to perform any work outside of the original bid specification, WESGRO will not be held liable for this payment.



9. INTELLECTUAL PROPERTY

Wesgro will take ownership of any reports, any work and other intellectual property that will arise out of this project.

10. WORKMEN AND SUPERVISION ON SITE

The service provider shall be held responsible for the conduct of his employees and the conduct of his sub-contractor's employees for the full duration of the contract, where applicable.

11. VALIDITY PERIOD

The service provider's quotation must remain valid for a minimum period of 60 days from the date of submission and be inclusive of VAT, other taxes and expenses incurred in completing the project. All prices indicated in the quotation must remain fixed for the period of the project.

12. REPORTING

The service provider may be expected to provide an outcome-based report to a delegated official at Wesgro.

13. WESGRO RIGHTS

The following rights are reserved:

- WESGRO reserves the right to appoint more than one (1) service provider.
- WESGRO reserves the right to reject a bid if the bidder has submitted a proposal that is not according to the specifications/terms of reference.
- WESGRO reserves the right to reject a bid if the standard bidding document (s) have not been submitted or not completed in full.
- WESGRO reserves the right to not award the bid if the bid price is not market related.
- WESGRO further reserves the right to engage with the short-listed bidders for price negotiation and a site inspection where necessary.
- WESGRO reserves the right to invite the shortlisted for a presentation as part of the bid process.
- WESGRO reserves the right to not select the lowest price and/or lowest price only, provided that justifiable objective criteria are applied during the awarding process.

14. PROCESS AND DOCUMENTARY REQUIREMENTS

Should you not have received any response from us within 14 days after the closing date, please consider your RFQ application unsuccessful.

Wesgro may only pay service providers that have a local South African presence that are actively registered on the Central Supplier Database (CSD). The payments cannot be made to the service provider should their account be inactive or status non-compliant.

Where reference has been made to a brand/trademark, an equivalent may be proposed by the bidder.

To ensure compliance the following must be submitted:



Local suppliers:

- Bank confirmation letter not older than three (3) months.
- Proof of registration on the Central Supplier Database (CSD).
- All supporting documentation as evidence that bidder meets the scope of work requirements.
- WCBD forms (on WCSEB)
- BBB-EE certification (on WCSEB)

Foreign suppliers:

- Bank confirmation letter not older than three (3) months.
- SBD 1- invitation to bid form
- WCBD 4 form

15. SUBMISSION OF PROPOSALS

Service Providers must submit their compliance documents along with their proposal on the EPS, for local procurement.

16. PAYMENT TERMS

Wesgro payment terms are 30 days on receipt of invoice and is aligned to the National Treasury General Conditions of Contract (GCC).

17. APPROVAL BY EXECUTIVE STAFF MEMBER

This RFQ is hereby approved, to be advertised on the EPS:

Position	Signature	Date
	 Jean UD (Sep 6, 2023 14:24 GMT+2)	Sep 6, 2023

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WESGRO Research_ RFQ_Hotel Statistical Package_20230906

Final Audit Report

2023-09-06

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