

PART A

REQUEST FOR QUOTATIONS (RFQ)

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (DEPARTMENT OF TOURISM)					
RFQ NUMBER:	IM02162024	CLOSING DATE:	05-November-2024	CLOSING TIME:	11H00
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT DIGITAL TECHNOLOGY ASSESSMENT IN THE DEPARTMENT OF TOURISM FOR A PERIOD OF EIGHT (8) WEEKS				
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 OR EMAIL ADDRESS: QUOTATIONSSCM@TOURISM.GOV.ZA NOTE: IT IS THE RESPONSIBILITY OF THE BIDDER TO ENSURE THAT COMPLETED RFQ DOCUMENT IS DELIVERED TO THE CORRECT ADDRESS ON OR BEFORE THE CLOSING DATE AND TIME.					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ms Stephina Mampuru	CONTACT PERSON	Ms Francina Makutulela		
TELEPHONE NUMBER	012 444 6237	TELEPHONE NUMBER	012 444 6436		
E-MAIL ADDRESS	SMampuru@tourism.gov.za	E-MAIL ADDRESS	fmakutulela@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 WEBSITE OF 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 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		
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 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 ENITIRE 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-FILING 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 DECRPTION	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 BIDDER'S SWORN AFFIDAVIT – EXEMPTED MICRO ENTERPRISE (EME) – OR QUALIFYING SMALL ENTERPRISE (QSE) – STILL VALID (FOR A <i>PERIOD OF 12 MONTHS</i>) FROM THE DATE SIGNED BY COMMISSIONER SUBMITTED TO CLAIM POINTS FOR SMME'S?		
ANNEXURE C	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?		
ANNEXURE D	IS PROOF OF OWNERSHIP BY WOMAN ATTACHED IN THE FORM OF (A) CERTIFIED COPY OF THE FOUNDING DOCUMENTATION OF THE COMPANY WITH WHICH THE OWNERSHIP IS LISTED, (B) CERTIFIED COPY OF THE ID-DOCUMENT(S) OF THE WOMAN(E) N, AND (C) CERTIFIED DECLARATION		
ANNEXURE E	IS PROOF OF OWNERSHIP BY BLACK PERSON (S) IN THE FORM OF, (A) CERTIFIED COPY OF THE FOUNDING DOCUMENTATION OF THE COMPANY WITH WHICH THE BLACK OWNERSHIP IS LISTED, AND (B) CERTIFIED DECLARATION AND COPY OF IDENTITY DOCUMENTS.		
ANNEXURE F	IS THE LATEST PROOF OR REPORT FROM CENTRAL SUPPLIER DATABASE (CSD) SUBMITTED? THE REPORT WILL BE USED AMONGST OTHERS TO VERIFY TAX COMPLIANT AND BANKING DETAILS. INCLUDING TO CONFIRM IS THE SHAREHOLDERS/DIRECTORS OF THE COMPANY ARE WOMEN OR BLACK OWNED. INFORMATION AND DETAILS ON WOMEN AND BLACK OWNERSHIP SHOULD BE SIMILAR TO THE INFORMATION SUBMITTED ON ANNEXURE C AND D ABOVE.		

4. APPLICATION OF PREFERENCE POINT SYSTEM

4.1 DEFINITIONS

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

- a) 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
- b) WHO IS A WOMAN, AND / OR
- c) 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.

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

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 (WO)

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.

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

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

PROOF OF OWNERSHIP MUST BE ATTACHED IN THE FORM OF:

- CERTIFIED COPY OF THE FOUNDING DOCUMENTATION OF THE COMPANY WITH WHICH THE OWNERSHIP IS LISTED
- CERTIFIED COPY OF THE ID-DOCUMENT (S) OF THE WOMA(E)N
- CERTIFIED DECLARATION
- LATEST CENTRAL SUPPLIER DATABASE (CSD) REPORT OF WHICH OWNERSHIP OF THE WOMAN IS LISTED

4.16.2 % OWNED BY BLACK PEOPLE (BO)

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.

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

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

PROOF OF OWNERSHIP MUST BE ATTACHED IN THE FORM OF:

- a) CERTIFIED DECLARATION AND COPY OF ID DOCUMENT.
- b) CERTIFIED COPY OF THE FOUNDING DOCUMENTATION ON THE COMPANY WITH WHICH THE OWNERSHIP IS LISTED
- c) LATEST CSD REPORT WITH BLACKS AS SHAREHOLDERS/DIRECTORS OF THE COMPANY

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?

YES = 2 POINTS
 NO = 0 POINT

PROOF OF DOCUMENTATION MUST BE ATTACHED IN THE FORM OF:

- a) SWORN AFFIDAVIT THAT IS VALID FOR A PERIOD OF 12 MONTHS FROM THE DATE SIGNED BY THE COMMISSIONER.

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 TENDER MUST BE AWARDED TO THE TENDERER SCORING THE HIGHEST POINTS. HOWEVER, A CONTRACT MAY BE AWARDED TO A TENDERER THAT DID NOT SCORE THE HIGHEST POINTS ONLY IN ACCORDANCE WITH SECTION 2 (1)(F) OF THE PPPFA 05 OF 2000.

5. CRITERIA FOR BREAKING DEADLOCK IN SCORING

- a) 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;
- b) 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

- a. 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
- b. 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
- c. 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. BACKGROUND AND CONTEXT The Department of Tourism was established in 2009, following the recognition of tourism's significant role in the country's economy and its potential for job creation. Before its formal establishment, tourism-related functions were part of the Department of Environmental Affairs and Tourism. The decision to create a separate Department aimed to provide a more focused approach to tourism development and promotion, reflecting the sector's importance. The establishment of the Department was also part of broader governmental efforts to enhance service delivery and economic growth post-apartheid, aligning with national priorities to develop tourism as a key driver of the economy. The mandate of the Department includes promoting and developing the tourism sector to enhance its contribution to the economy. Key aspects of the departmental mandate involve: 1. Policy Development: Formulating and implementing policies that support sustainable tourism growth. 2. Tourism Promotion: Marketing South Africa as a premier tourist destination domestically and internationally. 3. Sector Support: Providing support and resources to tourism businesses, including small and medium enterprises. 4. Sustainable Practices: Encouraging environmentally and socially responsible tourism practices. 5. Research and Development: Conducting research to inform policy and strategic decisions in the tourism sector. 6. Capacity Building: Enhancing skills and training within the tourism workforce. Overall, the Department aims to drive economic growth, create jobs, and foster social cohesion through a vibrant tourism sector. The Department is comprised of a staff complement of 550 employees based in Head Office in Pretoria and Cape Town. The majority of the employees are based in Pretoria offices with less than 20 employees based in Cape Town. The Department is currently embarking on a digital transformation project that seeks to enhance its Information Communication Technologies (ICTs) capabilities to improve service delivery and support its strategic goals. Given the rapid evolution of technology in the tourism sector, a comprehensive technology assessment is required to evaluate the current ICT platform and identify opportunities for improvement. The Department seeks to appoint an ICT service provider to carry out an initial technology assessment of the	1	

current “As-Is” environment and identify solutions and opportunities to be addressed in order to successfully implement the digital transformation agenda.

2. OBJECTIVES OF THE TECHNOLOGY ASSESSMENT

- 2.1 Evaluate the effectiveness and efficiency of current ICT systems.
- 2.2 Identify gaps and challenges in the existing technology.
- 2.3 Recommend best practices and future technology trends that align with departmental goals.

3. SCOPE OF WORK

The successful bidder will be expected to provide the following services:

- 3.1 Review existing ICT systems and solutions architecture, including software applications, hardware, and network infrastructure.
- 3.2 Conduct interviews with departmental officials and stakeholders to understand usage patterns and challenges.
- 3.3 Analyse current data management practices and security measures.
- 3.4 Compile findings into a detailed report with actionable recommendations.

4. DELIVERABLES

The successful bidder will be expected to deliver an assessment report that includes:

- 4.1 Executive summary of findings depicting current “As-Is” application technology landscape.
- 4.2 Detailed analysis of current ICT systems.
- 4.3 Recommendations for improvement and implementation strategies.
- 4.4 A presentation to the Department summarising key findings and recommendations.

5. TIMELINE

The assessment should be completed within a period of eight (8) weeks from the inception of the Project.

6. CRITERIA AND GUIDELINE FOR PROPOSAL EVALUATION

The table below outlines the criteria and guideline to be applied for the evaluation of the proposals received from the services providers:

CRITERIA AND GUIDELINES FOR CRITERIA APPLICATION	WEIGHT	MINIMUM SCORE	MAXIMUM SCORE
SERVICE PROVIDER EXPERIENCE: (Proven experience and expertise of the service provider)			
The service provider must demonstrate a minimum of at least ten	30		

	(10) years relevant experience and capacity in undertaking Technology Assessment Projects within the public or private sector. The service provider must submit three (3) reference letters of previous work or completed projects of a similar nature in the past three years. The reference letters must include the following details: • Company name, with letterhead. • Personal details of the contact person and the telephone number(s). • Name of the Project/services undertaken. • Scope of the work undertaken. • The duration of the project and the year completed. The proposal should clearly outline service provider technical approach and understanding to deliver on this Project.				
PROJECT TEAM QUALIFICATIONS AND EXPERIENCE					
	The Project Team should be comprised of at least one Project Leader, and two project team members with extensive experience in the area of ICT Technology Assessment. The Project Leader must meet the following requirements: • The Project Leader must have a minimum of 10 (ten) years' experience in the field of ICT. • Demonstrate leadership experience and stakeholder management towards the review or analysis of ICT systems. The Project Team members must meet the following requirements: • Each member must have a minimum of seven (7) years' experience in the field of ICT. • Each member must demonstrate their experience in conducting review and assessment of ICT environment in an organisation. The service provider must submit Curriculum Vitaes (CVs) of the Project Leader and Project Team members clearly outlining the	30			

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 TOR.				
PROJECT METHODOLOGY AND APPROACH				
The service provider must provide a comprehensive project plan detailing the following aspects, at a minimum: • A clear project methodology on how the assessment will be conducted such as how the service provider will gather input from various users and other relevant stakeholders; • Project plan which depicts the project phases, activities and milestones to be achieved per phase; • Project timelines in line with the allocated period of eight (8) weeks; • Project reporting on a weekly basis for the entire period of the Project; • A detailed stakeholder mapping and engagement plan; • Outline risk management and mitigation plans associated with the delivery of this Project.	40			
TOTAL POINTS ON FUNCTIONALITY MUST ADD TO: 100	100			
<i>Minimum threshold on technical evaluation is 60 out of 100 points (service providers unable to meet this threshold will be disqualified).</i>				
7. EVALUATION CRITERIA Proposals will be assessed based on the following criteria: • Phase 1: Functional / Technical Evaluation • Phase 2: Price and Specific Goals Phase 1: Functional / Technical Evaluation The service provider will be evaluated based on functionality. The documents will be evaluated individually on score sheet, by a representative evaluation panel according to the evaluation criteria indicated in this Terms of Reference (TOR). All bidders who scored at least 60 out of 100 for functionality will be considered for further evaluation. A bid proposal will be disqualified if it fails to meet the minimum qualifying score for				

functionality of 60 out of 100.			
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		

	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.


DR SIPHO NGOMANE

DESIGNATION: CHIEF DIRECTOR - TOURISM SECTOR HUMAN RESOURCE DEVELOPMENT

DATE: 21/10/2024

SIGNATURE OF BIDDER:.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:.....

(Proof of authority must be submitted e.g. company resolution)

DATE:.....