



SOUTH AFRICAN TOURISM

EMAIL DELIVERY

DATE: 03 June 2022

RFQ-06-IA-22

SUBJECT: REQUEST FOR PROPOSALS ON TIP OFF ANONYMOUS SYSTEM PACKAGE

Dear Bidder

South African Tourism Board (SA Tourism) is a destination marketing organisation established in terms of 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. In addition, South African Tourism is a schedule 3 A Public Entity in terms of the Public Finance Management Act 1 of 1999.

The mandate of SA 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 key strategic industry in terms of The National Tourism Sector Strategy because it supports governments' objectives of alleviating the triple challenges of unemployment, poverty and inequality

SA Tourism manages its supply chain processes in line with section 217 of the Constitution of the Republic of South Africa, 1996, requiring that goods and services be sourced through a system that is fair, equitable, transparent, competitive and cost-effective and confers a constitutional right on every potential supplier to offer goods and services to the public sector when needed

SA Tourism is currently in the market for a comprehensive system and associated support services for managing the Tip Off Anonymous activities in a manner that supports the fraud prevention plan and fraud policy to promote an environment that is conducive for delivering successfully on the organisational objectives and mandate.

1. Objective

The envisaged solution has been identified as the key enabler for managing logging of cases, classifying matters, channeling reported cases, tracking case status, updating on case status, generating range of dashboard reports, advising the organisation on emerging fraud and corruption.

2. Expected deliverables

Successful implementation of the envisaged solution is expected to provide the following value to SA Tourism:

- Deliver a methodical structure and approach to managing of fraud risk and associated investigations,
- To enable delivery of the fraud prevention plan and compliance with fraud policy requirements
- To provide a platform for integration between the case logging, case status tracking and investigation feedback to interested parties.



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- To offer variety of dashboards and report options to contribute to the enhanced fraud antagonistic organisational culture



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The scope of the envisaged system will cover the following as a minimum:

System Requirements:

Requirements	Description
Case Administration	- Provide on screen guidelines for minimum information required for successful logging of a case, for example: - o Who - o What - o When - o How - o Case classification (Fraud/Corruption/Theft/Employee Wellness) - o And a simulation - Provide the onscreen field to allow for case reporting - Provide the onscreen field allowing for attaching lead information. - Provide the following communications mediums for the ethics line: - o A toll-free telephone number; - o A toll-free fax number; - o A secure email address; - o A free post address; and - o A web-based address. - Generate a unique and sequentially arranged case numbers - On screen prompt on whether a feedback is required - On screen prompt on whether the case owner wants to be contact. If yes, the alternative contact details - On screen reference number display for status tracking (alpha numeric) to be used, should the caller wish to provide more information on a subsequent date or should the caller, at later stage enquire regarding progress of the matter reported - On screen display of status update (open, in progress, closed) and case aging.
Access Privileges	- Administrator - Full read/write privileges (Only the vendor subject to defined access management controls) - Ordinary user: dashboard view only access (hits, leads, trends, etc.) - Super user: - o dashboard viewers access (hits, leads, trends, etc.) - o detailed report read only access - o Query escalation privileges - User privileges to be administered in the manner that is defined and agreed upon between the key contact and the vendor. - Activity log or audit trail for all system users
Workflow Management	- Case logged should be time stamped - Case logged should be escalated if not executed within the define time frame



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Requirements	Description
	- Case status should be administered through a drop-down list for update purposes (open, in progress, closed) and system generated case aging
Agility	- The envisaged solution should allow for ongoing improvements to address emerging business needs
Reporting	- Library of pre-defined reports to meet the organisational reporting requirements - Ability to request the vendor to make improvements following a defined change control process - Report/record retention period that is compliant with the National Archives of South Africa Act - Report filtration that is aligned to the user privileges - Report filtration that allows for user exploration within defined privileges
Document Management	- Ability to generate reports other than the detailed case report in a variety of formants - All reports to the time and date stamped

Business Requirements:

- Provide SA Tourism with:
 - o Emerging fraud risks
 - o Update on the latest fraud trends
 - o Latest idea for creating the fraud antagonistic organisational culture
- Ongoing system update and query support
- Provide best practice advice on the display of awareness materials across our offices;
- Monthly management reports analysing the information received and on fraud hotline activities;
- Provide a toll-free hotline or ethics line services which will be active and managed for 24 hours, 365 or 365 days a year whichever is available, to enable employees, contractors, suppliers and other interested parties or members of the public to report irregular, unlawful and corrupt related activities;
- On-site and off-site recording of backups; and
- Services to be rendered by the service provider must comply with all relevant South African legislations, i.e. - Protected Disclosure Act 26 of 2000.



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3. Format of proposal

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 indicted below: -

- (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) Valid certified copy of B-BBEE certificate;
- (d) Bidders must have specific experience and submit at least three recent references (in a form of written proof(s) on their client's letterhead including relevant contact person(s), office telephone & fax number, website and email address) where similar work were undertaken.
- (e) Overview of the methodology your firm will apply for this assignment;
- (f) Project/assignment approach and plan which outlines the activities to be undertaken during the process bearing in mind that SA Tourism requires the entire process to be finalised as rapidly as possible;
- (g) Outline of the qualifications and related experience of the proposed candidate who will be assigned to the matter;
- (h) Financial proposal to deliver the assignment including any other cost SA Tourism should be aware of for the successful completion of the assignment.
- (i) Declaration of Interest - SBD 4;
- (j) Preference Point Claim Form - SBD 6.1;

4. Cost structure and project plan

Bidders must submit the total bid price for the assignment based on the skills, resources and time allocated to the project. Bidders should also propose innovation in their technical proposals to keep the cost to a minimum where SA Tourism will still benefit from the best possible qualitative outcome. SA Tourism reserves the right to request additional information or clarity on cost proposals prior to the evaluation thereof.

5. Evaluation Method

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

Phase 1	Phase 2	Phase 3
Administration and bid Mandatory requirements	Functionality 70%	Price and B-BBEE
Compliance with administration and bid mandatory requirements	Bids will be evaluated in terms of functionality	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, 80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.

5.1 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						
Bidders relevant experience to the assignment specifically demonstrating capacity and capability pertaining to implementation and maintenance of solution. 3 years up to 5 = 3 + 5 years up to 7 = 4 more than 7 years = 5					30	
Methodology and approach: Bidders must provide a detailed description of how they intend executing the assignment from inception to completion. This must include, as a minimum, a project plan with clear time frames, skills and resources utilised in each area.					30	



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Company track record: The bidder is required to provide three (3) contactable client references where its services can be verified. References should be presented in a form of a written letter on an official letterhead from clients where similar services have been provided and should not be older than three (3) years. No appointment letters from clients will be accepted as reference letters.	20
Compulsory demo presentation in line with SA Tourism's User Requirements.	20
TOTAL POINTS FOR FUNCTIONALITY	100
A threshold of 70% 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, considering, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder.

- I. Bids will be evaluated strictly according to the bid evaluation criteria stipulated in this section.
- II. Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements. The official responsible for scoring the respective bids will evaluate and score all bids based on bid submissions and the information provided.
- III. The score for functionality will be calculated in terms of the 1 - 5 rating scale as shown in the functionality criteria matrix under paragraph 5.1.
- IV. 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.
- V. The points for functionality and the points for B-BBEE level of contribution will be added together and the proposal from the bidder which meets the highest score will be deemed the preferred proposal.

5.2 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 70%) 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.



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

Points for B-BBEE level of contribution will be awarded in accordance with the below table:

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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

5.3 Adjudication and Final Award of Bid

The successful bidder will usually be the service provider scoring the highest number of points for comparative price and BBEE level of contribution or it may be a lower scoring bid on justifiable grounds or no award at all.

6 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 an original or certified copy of a B-BBEE verification certificate (if you have been assessed).

Proposals which does not include these documents will not be considered.

7. Deadline for submission

All proposals must be e-mailed, in PDF format, to quotes@southafrica.net no later than 12h00 on Friday 10 June 2022 and should remain valid for at least 1 month after the closing date.

8. 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.

9. Terms of engagement

Prior to commencing with the assignment, the successful bidder will be required to meet with the SA Tourism's Internal Audit and Risk and Compliance management to align the final statement of work (SOW) and criteria for approval.



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10. 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.

11. 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's Audit and Risk Committee must be given immediate written notice to this effect.

12. Retention

Upon completion of the assignment and / or termination of the agreement, the successful bidder shall on demand hand over to SA Tourism's Audit and Risk Committee all documentation, information, etc. relevant to the assignment without the right of retention.

13. 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.

14. 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.



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15. 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 Manager.

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

Yours in Tourism

Lerato Dlamini

Sourcing Specialist

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