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Date: 07 June 2022

RFQ\_08/06/2022/Facility

**Subject Matter: RFQ 24/7/365 On-Call Building-Plumbing-Electrical Maintenance and Repairs for a period of 36 months.**

The South African Tourism Board (SA Tourism) was established by virtue of section 2 of the Tourism Act, 1993 (Act No. 72 of 1993) and continues to exist in terms of section 9 of the Tourism Act, 2014 (Act No. 3 of 2014) as amended. SA Tourism is a Schedule 3A public entity in terms of the Public Finance Management Act, 1999 (Act No. 1 of 1999).

SA Tourism is mandated to provide for, amongst others, 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 Development Plan and the National Tourism Sector Strategy as it supports government's objectives to alleviate the triple challenges of unemployment, poverty and inequality.

Section 217 of the Constitution of the Republic of South Africa, 1996, provides that goods and services must be contracted 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.

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 cost proposal to enlist the services of 24/7/365 on-call building-plumbing-electrical maintenance contractor is requested from Qualified Firms with expertise and expected to be efficient and in a timely manner as per the subject matter. All work to be performed should be in line with the relevant Part/s of the National Building Regulations.

**To this effect, SA Tourism wishes to procure the following:**

- SA Tourism seeks to procure services from the qualified and registered building-plumbing-electrical maintenance contractors for goods (material and building equipment replacements) and services (building equipment & fittings repairs, labour for the repairs & replacement etc) for 24/7/365 on-call building maintenance contractors are requested from firms with written proof of expertise.
  - Maintenance entails: Replacing light bulbs, repairing and/or replacing leaking taps and/or pipes, cleaning blocked drains, repairing and/or replacing doors, door locks, door handles, toilet blockages, water leakages, repair flooring, tiling, carpets, waterproofing retaining walls, repairs loose paving,

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- Electrical repairs to exposed electrical wires, replacement of circuit breakers, replacement of plugs, attend electrical tripping,
  - Toilets and plumbing repairs and/or replacements, wash-basins, blocked toilets, flush-system repairs, pipes, toilet seats, mirrors, towel rails,
- Appointed service provider will be required to submit three competitive quotations at any point when the repairs and/or replacement of one or more building-plumbing-electrical fittings, components, fixtures, equipment etc.

#### Property Details

**Erf 50 Chislehurst**  
**City of Johannesburg**  
**Sandton**  
**90 Protea Road**  
**Bojanala House**  
**South African Tourism Head Office**  
**Extent of the site: 5 345m<sup>2</sup>**  
**Gross Area: 6 025m<sup>2</sup>**  
**Floors: 2 - Ground and First Floor**  
**Ground floor: 1 356m<sup>2</sup>**  
**First floor: 1 351m<sup>2</sup>**  
**Basement: 2 833m<sup>2</sup>**  
**Guard house: 17m<sup>2</sup>**  
**Basement Parking Bays: 97**  
**Covered Parking Bays: 22**

#### 1. Format of proposal

Bidders must complete and return all the necessary standard bidding documents (SBD's) attached to this request with 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) 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) Overview of the methodology your firm will apply for this assignment;
- (e) Project/assignment approach and plan which outlines the activities to be undertaken during the process;
- (f) Outline of the qualifications and related experience of the proposed resources that will be assigned to the matter;
- (g) Financial proposal to deliver the assignment including any other cost SA Tourism should be aware of for the successful completion of the assignment;
- (h) Declaration of Interest - SBD 4;
- (i) Declaration of Bidder's Past Supply Chain Management Practices - SBD 8; and

## 2 Cost structure and project plan:

Bidders must submit the total bid price for the assignment based on the skills, resources and time allocated in providing the services.

- 2.2 Bidders should also propose innovation in their technical proposals to keep the cost to a minimum where South African 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.

## 3 Evaluation Method

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

| Phase 1                                                        | Phase 2                                                      | Phase 3                                                                                  |
|----------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------------------------------|
| Administration and Mandatory bid requirements                  | Functionality Evaluation                                     | Price and Preference (B-BBEE) Evaluations                                                |
| Compliance with administration and mandatory bid requirements. | Bidders must achieve a minimum of 75% to proceed to Phase 3: | Bidders who achieve the minimum threshold will be evaluated for 80/20 preference points. |

- 3.2 Points awarded for functionality:

| Evaluation criteria                                                                                                                                                                                                                      | Weighting  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <b>The bids will be evaluated on a scale of 1 - 5 in accordance with the criteria below.<br/>The rating will be as follows: 1 = Very poor, 2 = Poor, 3 = Good, 4 = Very good, 5 = Excellent</b>                                          |            |
| Bidder should submit proof of registration with any regulatory body, authority or certification within building and/or plumbing and/or electrical installation, maintenance and/or repairs.                                              | 25         |
| Bidders should submit proof of experience of minimum 3 years and above.                                                                                                                                                                  | 25         |
| Bidders should submit minimum of 3 detailed CVs of any building or plumber or electrical technicians who would be handling this project                                                                                                  | 25         |
| Bidders should submit a detailed methodology for implementation of services for the 24/7/365 on-call building-plumbing-electrical maintenance. Include 2 immediate contactable persons and 1 contact for escalation of reported matters. | 25         |
| <b>TOTAL</b>                                                                                                                                                                                                                             | <b>100</b> |

**“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 4.2.
- 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.

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

The bidders that have successfully progressed through to Phase 3 (bidders who meet the minimum threshold for the 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 B-BBEE 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                |

#### 5. **Adjudication and Final Award of Bid**

SAT seeks to appoint more than one (1) service provider for inclusion of none-exclusive panel of internal audit services provided that the service provider has met the minimum threshold of functionality. The successful bidder (s) 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**

6.1 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).

6.2 Proposals which do not include these documents will not be considered.

**7. Deadline for submission**

All proposals must be e-mailed, in PDF format, to [raymond@southafrica.net](mailto:raymond@southafrica.net) not later than 15 June 2022 at 12 pm and should remain valid for at least 45 days 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 the 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 Facility Manager to finalize the statement of work (SOW) and criteria for approval.

**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 Head of Risk Management 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 Head of Risk Management 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, amend the term, or postpone this work by email notice to all parties who have received this request.

**14. 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.

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

Yours in Tourism