



SOUTH AFRICAN TOURISM

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RFQ/ICT/05/08

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Dear Bidder

Subject Matter: SAT invites proposals for the provision of a web based Cyber Security Awareness Training Solution with support for a period of 24 months.

South African Tourism Board (SA 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. South African 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 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 documents as it supports governments' objectives of alleviating the triple challenges of unemployment, poverty and inequality.

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.

As a schedule 3A public entity, SA Tourism complies with the Framework for Strategic Plans and Annual Performance Plans (2010) which was recently revised by the Department of Planning, Monitoring and Evaluation. This framework provides the principles for short and medium-term planning as well as the alignment to medium and long-term government priorities.

1. Background

SAT requires the services of suitably qualified service provider to supply and deliver a Cyber Security Awareness Training Solution as part of the overall risk mitigation strategy when it comes to threats of Cyber Attacks. It is vitally important that all SA Tourism's staff become more security conscious to avoid becoming victims of Cyber-attacks.

Furthermore, as cyber security threats continue to evolve, it is important that security awareness training is continuous and updated with relevant to the ever-changing landscape and to ultimately protect SA Tourism's assets and to provide a secure ICT environment.

Hence SAT has embarked on this RFQ process to seek for a Cloud Cybersecurity Awareness Training Solution for a period of 24 months to protect critical organization data against cyber-attacks.

- The content must be engaging, interactive, adaptive based on user's knowledge and include testing and scoring for each module.

- The solution must be easy to implement and must offer an ongoing training program that significantly reduces the risk of security. Simulated phishing attacks is required to test user awareness.
- The solution must be able to cater for 250-300 users.

2. Scope of Work

To increase the security posture of SAT by empowering SAT ICT users with knowledge to help prevent them from becoming targets of Cyber threats.

- Online Cyber Security Awareness Training customized for SAT
- Concise, easily consumed training materials
- Reporting of attendance and
- Training that can be customized to SA tourism needs.
- Phishing Simulation
- Continuous Support
- Campaign Material
- Interactive with audio visual
- Dashboard that allows system administrators to manage the training program and monitor users' performance
- Knowledge repository with relative pamphlets relating to Cyber Security Awareness Training material and campaigns.

At a minimum, courses shall include the following topics:

- Cybersecurity Awareness Best Practices
- Phishing/Email Security
- Social Engineering
- Impersonation
- Passwords and Authentication (MFA/2FA)
- Physical Security
- Working Remotely
- Data Security
- Mobile Device Security
- Ransomware
- Removable Media
- Public Wi-Fi
- Security at Home
- Personal Identification Number (PIN)

3. 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 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) A valid OEM reseller letter of platform.
- (e) Five (5) reference letters on clients letterheads
- (f) Declaration of Interest - SBD 4;

(g) Preference Point Claim Form - SBD 6.1;

4. Evaluation Method

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

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

Points awarded for functionality:

EVALUATION CRITERIA	Rating					Weight
	1	2	3	4	5	
Desktop technical functional evaluation (Phase 2A) 40/100 Points						
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						
1. Valid OEM Reseller Letter of the Solution Notes: Bidders are expected to submit: A valid OEM Reseller Letter						15
2. Service provider demonstrates experience in Cybersecurity Awareness Training Solution. Five (5) References should be presented in a form of a written letter on an official letterhead from clients where similar services have been provided.						25
Phase 2A Desktop technical evaluation - A bidder will be evaluated out of 40 points and are required to score minimum threshold of 25 points out of 40 points to qualify for phase 2B						
Presentation and solution demonstration (Phase 2.B) 60/100 points						
3. Solutions Demonstration (Phase 2B) demonstration of a proposed Cybersecurity Awareness Training Solution - The bidder must demonstrate to SA Tourism that the proposed Cybersecurity Awareness Training Solution meets the scope requirements, and deliverables.						60
Phase 2B Presentation and solution demonstration evaluation - A bidder will be evaluated out of 60 points for presentation and are required to score minimum threshold of 45 points out of 60 points to qualify in Phase 2B						
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, taking into account, 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.

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.

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: -

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

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.

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.

6. Deadline r submission

All proposals must be e-mailed, in PDF format, to leratod@southafrica.net before 16:00, 12 AUGUST 2022 and should remain valid for at least 1 month after the closing date.

7. 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.

8. Terms of engagement

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

9. 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 ` 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.

10. 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 GM ICT must be given immediate written notice to this effect.

11. Retention

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

12. 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.

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.

13. 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

Lerato Dlamini
Sourcing Specialist
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