



SOUTH AFRICAN TOURISM

PART C: TENDER EVALUATION PROCESS - (SAT TENDER NUMBER 203/22 GOOGLE WORKSPACE BUSINESS PLUS SUITE LICENSING AND EMAIL BRANDING (AUTOMATED E-MAIL SIGNATURE))

Table 1: Summary of the Evaluation Phases

Phase 1 Administrative and Mandatory bid requirements	Phase 2 Desktop Technical Evaluation Criteria	Phase 3 Price and Preference (B-BBEE) Evaluation
Bidders must complete and submit all administrative and mandatory documents to proceed to phase 2 outlined under Table 1 below.	Bidders must meet the minimum threshold of 70% to proceed to Phase 3: Price and Preference (B-BBEE) evaluation. Failure to meet the minimum points threshold will result in disqualification in this phase	The tender will be evaluated on either the 80/20 or 90/10 preference point system. Once a tender is received, the lowest acceptable tender will be used to determine the preference point system to be used for the evaluation. Where the lowest acceptable tender is below R50 million, the 80/20 preference point

Phase 1: Administrative and Mandatory bid requirements

All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase, bidders' responses will be evaluated based on compliance with the listed administrative and mandatory bid requirements. The bidder(s) proposal will be disqualified for non-submission of some or any of the documents.

Table 2: Administrative and Mandatory Requirements

Document that must be submitted	YES/NO	Non-submission may result in disqualification.
Confirmation of valid Tax Status		Written confirmation that SARS may, on an ongoing basis during the tenure of the contract, disclose the bidder's tax compliance status. SARS Tax Compliance System Pin
B - BBEE Certificate 1		B-BBEE Certificate (South African Companies) or, for companies that have less than R10 million turnover, a sworn affidavit or is required. A copy of the template for this affidavit is available on the

		Department of Trade and Industry website https://www.thedti.gov.za/gazette/Affidavit_EME.pdf (Failure to submit sworn affidavit will result in non-compliant on a preference points system) (South African Companies only)
Annexure A-Invitation (SBD 1)		Complete, sign, and initial each page on the Standard Bidding Document (SBD)
Annexure B-Registration on Central Supplier Database (CSD)		All agencies including proposed partner/subcontractor agencies must be registered as a service provider on National Treasury's Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company before submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number. Submit proof of registration. (Applicable to South African Companies only)
Annexure E-Declaration of Interest - SBD 4)		Complete, sign, and initial each page on SBD where applicable
Annexure D-Preferential Procurement SBD 6.1		Complete, sign, and initial each page on SBD where applicable
Google Partner Certificate		The bidder must be certified and is required to provide a valid Google partner certification that confirms the partner's capability to deliver and support the Google workspace. NB: This is a mandatory requirement, failure to provide a Google Partner certificate will result in disqualification and will not be evaluated further.

Phase 2: Technical Functional Evaluation Criteria = Weighting out of 100 basis points

All bidders are required to respond to the technical evaluation criteria scorecard and provide information/portfolio of evidence that they unconditionally hold the available capacity, ability, experience, and qualified staff to provide the requisite business requirements to South African Tourism under this tender.

Bidders are required to achieve a minimum threshold of 70% to proceed to phase 3: (Price and B-BBEE).

Table 3: Desktop Functional Evaluation

Deliverables / Performance Indicators	Weight Allocated	Reference pages in the bidder's proposal.
Bidder's proposals will be evaluated according to the matrix in Table 4		
Evaluation criteria		

1. Credentials and experience relevant to the assignment specifically demonstrating capacity and capability about the support and maintenance of Google suite as well as e-mail branding solution: The bidder is required to provide three (3) contactable client references where similar services can be verified and specify relevant service delivery in line with the requirements in this RFP. References should be presented in a form of a written letter on official letterhead from clients where similar services have been provided. ○ 1 = at least 3 years experience in support and maintenance of Google suite as well as an e-mail branding solution ○ 2 = 4 to 5 years experience in support and maintenance of Google suite as well as an e-mail branding solution ○ 3 = 6 or more years of experience in support and maintenance of Google suite as well as an e-mail branding solution	40	
2. Expertise and experience with proposed resources to be assigned to the project: Detailed CVs of the proposed team must be submitted which must elaborate on areas that they were involved. Complete Google platform support will be evaluated. The number of years of experience the proposed team member must be aligned with their respective roles. The proposed team should have an average of: Note: The number of years of experience will be used as a guideline, not as a sole evaluation criterion. • Less than 4 years =0 • 4 - 5 years =1 • 6 - 7 years =2 • 7+ years =3	30	
3. The bidder is required to identify and elaborate on the email branding (signature) solution identified in their submission and the capabilities that need to be in line with the Statement of Work (SOW). Bidders should include a brochure for the identified solution highlighting its capabilities and that it can perform in line with the requirement. All three requirements outlined in the SOW need to be catered for in the bidder's submission for points to be awarded accordingly. Additional points may be awarded for additional capabilities and value-added services. NB: The criterion will be assessed in accordance with the Technical Functional Evaluation matrix table	30	
Total Weight	100	

- Bids proposals will be evaluated strictly according to the bid evaluation criteria stipulated in this section.

- Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements as indicated in the Terms of Reference. The panel responsible for scoring the respective bids will evaluate and score all bids based on information presented in the bid proposals in line with the RFP.
- The score for functionality will be calculated in terms of the table below where each Bid Evaluation Committee (BEC) member will rate each criterion on the bid evaluation score sheet using the following value scale/matrix:

Table 4: Technical Functional Evaluation Matrix

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services. Response identifies factors that will offer potential value, with supporting evidence.	3
Acceptable	Satisfies the requirement with minor additional benefits , above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services. Response identifies factors that will offer potential required services, with supporting evidence.	2
Average	Submission meets the minimum requirement with major reservations . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods/services, with little or no supporting evidence.	1
Unacceptable	Does not meet the requirement . Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resources & quality measures required to provide the goods/services, with little or no supporting evidence.	0

Phase 3: Price and Preference (B-BBEE) Evaluation (80+20) = 100 points

Only Bidders who meet the minimum of 70% threshold of functionality in Phase 2 will be evaluated in Phase 3 for price and preference (BBBEE) level of contribution.

The total points for price evaluation (out of 80/90) and the total points for B-BBEE evaluation (out of 20/10) will be consolidated. The bidder who scores the highest points for comparative pricing and B-BBEE status level of contributor after the consolidation of points will normally be considered as the preferred bidder with who South African Tourism will enter into further negotiations for the respective marketing discipline that was tendered.

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

Table 5: Price and Preference (B-BBEE)

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)

1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

Objective Criteria

The recommended bidder will be required to submit a full set of the latest financials upon request from South African Tourism. SA Tourism may assess the financial health (Liquidity, solvency ratio, etc.) of the recommended bidder. Should the result of the financial assessment reflect financial distress that may hinder the supplier from successfully delivering the project, SA Tourism reserves the right not to award the Bid to the highest point scorer.

Upon the successful negotiation and signing of a contract and services level agreement with the preferred service provider, all other service providers will be considered unsuccessful.

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