



SOUTH AFRICAN TOURISM

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Date: 16 August 2022

RFQ-TGCSA-BQV-KZN

Dear Supplier

Subject Matter: Project Management Services of Basic Quality Verification Programme in Kwazulu-Natal province.

1. Background and Scope of Work

South Africa has many unexplored hidden gems especially, in Villages, Small Towns and Dorpies (VSTD) and the Basic Quality Verification programme provides an opportunity for travellers to also enjoy unique and authentic tourism experiences found in and around the VTSDs. The BQV programme will act as a starting point for the formalisation of homestays in South Africa.

Objective of BQV

The Basic Quality Verification project is endorsed as a National Programme to be implemented and supported at the Provincial level.

- Provide linkages to the Enterprise Development programmes administered by the National Department of Tourism to assist with funding opportunities.
- Provide linkages to the Service Excellence programmes administered by the Department of Tourism to provide service training and development to product owners and employees.
- Ensure alignment with National Development Plan and the National Tourism Sector Strategy
- The proposed Basic Quality Verification project will create a lead pool for the TGCSA to increase membership in line with the objectives of the Tourism Grading Support Programme
- The proposed Basic Quality Verification project will aide with the ratification of the sector size and ownership stats
- The proposed Basic Quality Verification project will act as a starting point for the formalization of homestays in South Africa
- Verifications could allow for youth employment. Graduates could be used to perform these verifications as the technical specialization required to be an Accredited Assessor is not a requirement.

Project scope and objectives: Basic Quality Verification Scope

The Basic Quality Verification (BQV) programme will provide a structured development programme to enable tourism accommodation products that do not meet the core requirements of grading to access trade with the support of the tourism sector and we provide access to funding opportunities within the sector ensuring that the tourism accommodation products develop their offering to meet core requirements for formal grading over time. The Programme will allow products to reside as a Basic Quality Verification project for a duration of a maximum of two (2) years after which they would be encouraged to apply for full star grading assessment.

The requirements of the tender are as follows:

1. Basic Quality Verification to provide insights on homestays in Kwazulu-Natal
2. Provide a business diagnostic for each signed property
3. The Basic Quality Verification to rollout in Kwazulu-Natal.
4. Service Provider to manage the project and Basic Quality Verification Evaluation Evaluators
5. Provide a written comprehensive report with the finding and recommendations
 - a. The reports on a monthly basis - 16 properties monthly
 - b. The reporting must be on a systematic basis
 - c. Service to provide own tools of the trade (i.e. tables/laptops, Wi-Fi)

Expected outputs- the outcomes that will be required from the Service Provider:

1. Service provider to adhere to the Basic Quality Verification Criteria
2. Appoint and manage the Basic Quality Verification Evaluators (Unemployed Graduates) - 15 students
3. Onboarding and training of the Basic Quality Verification Evaluators (Unemployed Graduates) - 15 students
4. Provide monthly comprehensive report evaluations conducted monthly with photographic or video evidence
5. Provide the tools of the trade for Basic Quality Verification Evaluators
6. Service provider will be responsible for Basic Quality Verification Evaluators administration and transportation to the properties
7. Service provider will be responsible for the remuneration of Basic Quality Verification Evaluators Fees for the evaluation conducted monthly
8. Servicing fees will be paid by TGCSA in arrears once the service provider has submitted reports in relation to Basic Quality Verification reviews conducted

Professional services required for a 1-year contract is for the Service Provider the following and are not limited to:

1. Recruitment of required youth with NQF Level 5 Qualification in Hospitality to conduct Basic Quality Verifications for a predetermined timeframe, in consultation with national and provincial tourism departments
2. Manage and compile a database of ungraded properties as well as a database of BQV Approved properties
3. Management of the monthly stipend payment to BQV Evaluators
4. Submit claims reports with costing breakdown to South African Tourism for a monthly payment of BQV Evaluators accompanied by attendance register, time schedules and BQV evaluations reports

5. Adhere to project budget with approval and oversight of Management
6. Manage Basic Quality Verification Evaluators
 - a. Performance management
 - b. Allocation of evaluations
 - c. Conduct audits on evaluations done
 - d. Resolve any queries received from both Basic Quality Verification Evaluators and establishment owners
 - e. Pre-screening of all properties submitted by Basic Quality Verification Evaluators
 - f. Payment of evaluators (for successful and failed evaluations)
7. Establish a Monthly Project Advisory Committee and facilitate monthly status meetings
8. Communicate accurately and timeously with all stakeholders and take responsibility for communications being received and understood.
9. Build and maintain strong working relationships with key stakeholders at all levels of the government and accommodation establishments
10. Management of the utilisation of Basic Quality Verification evaluation equipment
11. Plan and execute the Basic Quality Verification on board evaluation training (source accommodation and venue).
12. Manage the provincial launch for products, with oversight and input of Management, for the Basic Quality Verification

The appointment of the successful bidder will be subject to the signing of a Service Level Agreement with SA Tourism which will clearly outline the key deliverables, project duration, and other terms and conditions which will be negotiated at the appropriate time.

Cost structure and project plan:

Suppliers must submit the total price for the assignment based on the skills, resources and time allocated to the project. Suppliers 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.

2. Evaluation Method:

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

Table 1: Evaluation Summary

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,



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Phase 1	Phase 2	Phase 3
		80 points will be awarded for price while 20 points will be allocated for preference points for BBBEE as prescribed in the regulations.

Functionality:

“**functionality**” means the measurement according to predetermined norms, as set out in the RFP 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 and viability of a service and the technical capacity and ability of a supplier.

Table 2: Functional Evaluation Criteria

Deliverables / Performance Indicators Points allocation will be full points on satisfactory of the below criterion or none scoring of points for failure to submit satisfactory information refer to functional evaluation matrix.	Weight
Criterion 1: - Experience relevant to the scope of work under this RFP, service provider should show understanding of the travel and tourism landscape in VTSD, project management, SMME development, skills and training development, and research. - The service provider is required to provide three (3) contactable client references where its services can be verified. References should be presented in the form of a written letter on official letterhead from clients who have received market research services stating clearly what work was done for them - Services providers should not be older than five (5) years from the closing date of this RFP. No appointment letters from clients will be accepted as reference letters	20
Criterion 2: Methodology and approach: Bidders must provide a detailed description of how they intend to execute 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 - Management process of the Basic Quality Verification program - Management of the costings components for the Basic Quality Verification program per visit - Proposed tools of the trade to run the program to be used throughout the project - Detailed reporting process with timelines as per tender requirements and expected outputs Note: Portfolio of evidence to be provided	40
Criterion 3: Experience of key personnel: Bidder must attach Curriculum Vitae (qualifications, accreditation, capability statement, experience/references) for the personnel who will be assigned the project Years of experience in projects of similar nature: 3-5 years experience =3 6-10 years experience =4 +10 years experience = 5	20



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Criterion 4: Presentation	
Service providers must make a presentation in which they depict the following: Demonstrate full understanding of the project	20
Proposed mock-up project based on requirements	
TOTAL	100

Proposals will be evaluated strictly according to the evaluation criteria stipulated in this section

- Suppliers must submit supporting documentation for all functional requirements. The official responsible for scoring the respective proposals will evaluate and score all proposals based on submissions and the information provided
- The score for functionality will be calculated in terms of the 1 - 5 rating scale as shown in the functionality criteria matrix above
- The value score 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
- The points for functionality and the points for B-BBEE level of contribution will be added together and the proposal from the supplier which meets the highest score will be deemed the preferred proposal

Table 3: 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.	5
Good	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.	4
Acceptable	Satisfies the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services, with supporting evidence.	3
Minor Reservations	Satisfies the requirement with minor reservations . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services, with little or no supporting evidence.	2



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Serious Reservations	Satisfies the requirement with major reservations . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resources, 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

Important notice: A minimum threshold of 70% has been set for suppliers to achieve FUNCTIONALITY during the evaluation process of Phase 1. Any supplier who does not achieve at least 70% will be eliminated and will not qualify for further adjudication for price comparison.

Awarding of Points for Price and Broad-Based Black Economic Empowerment

The bidders who have successfully progressed through to Phase 3 (bidders who meet the minimum threshold for the functionality of 70%) will be evaluated according to the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act, 2000, the Preferential Procurement Regulations of 2017.

80 points will be awarded for the price, while 20 points will be allocated for preference points for BBBEE 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

2.1 Adjudication and Final Award of project

The successful bidder will 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.

3. National Treasury Centralized Supplier Registration and B-BBEE Certificates

All submissions must include a copy of successful registration on the 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.

4. Deadline for submission

All proposals must be e-mailed, in PDF format, to quotes@southafrica.net later than 12h00PM on **24 August 2022** and should remain valid for at least 3 months after the closing date.

5. Confidentiality

The request for a technical and cost proposal and all related information shall be held in strict confidence by suppliers and usage of such information shall be limited to the preparation of the bid. All suppliers 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 suppliers may not disclose any information, documentation, or products to other clients without the written approval of SA Tourism.

6. Terms of Engagement

Prior to commencing with the assignment, the successful supplier will be required to meet with the Chairperson of SA Tourism's **Quality Assurance and Development Manager** to align the final statement of work (SOW) and criteria for approval.

7. 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 supplier shall after completion of the contract, invoice SA Tourism for the services rendered. No payment will be made to the successful supplier 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 supplier's bank account normally 30 days after receipt of an acceptable, valid invoice.

8. Non-compliance with delivery terms

The successful supplier must ensure that the work is confined to the scope as defined and agreed to. As soon as it becomes known to the supplier 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.

9. Retention

Upon completion of the assignment and / or termination of the agreement, the successful supplier 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.

10. Cost

The supplier will bear all the costs associated with the preparation of the response and no costs or expenses incurred by the supplier will be borne by SA Tourism.

11. Cancellation of the request for proposal

SA Tourism may, prior to the award of the bid, have the right to cancel the RFP 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 proposals 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.

The appointment of the successful supplier will be subject to the signing of a Service Level Agreement with South African Tourism which will clearly outline the key deliverables, project duration and other terms and conditions which will be negotiated at the appropriate time.

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

Yours in Tourism

Telephone: (+27)11-895-3000
Email: quotes@southafrica.net

SBD4-BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise,
employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

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¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.



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2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? YES/NO

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM

INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT

SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.



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Position

.....
Name of bidder