



**SOUTH AFRICAN TOURISM**

Delivered by e-mail

Date: 06 September 2022

RFQ/050/TGCSA/22

Dear Bidder

**Subject Matter: Request for a quotation for the Production and Distribution of the Grading plaques for a period of twelve months.**

**1. Background and Scope of Work.**

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 as it supports government's 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 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 for the production and distribution of the grading plaques.

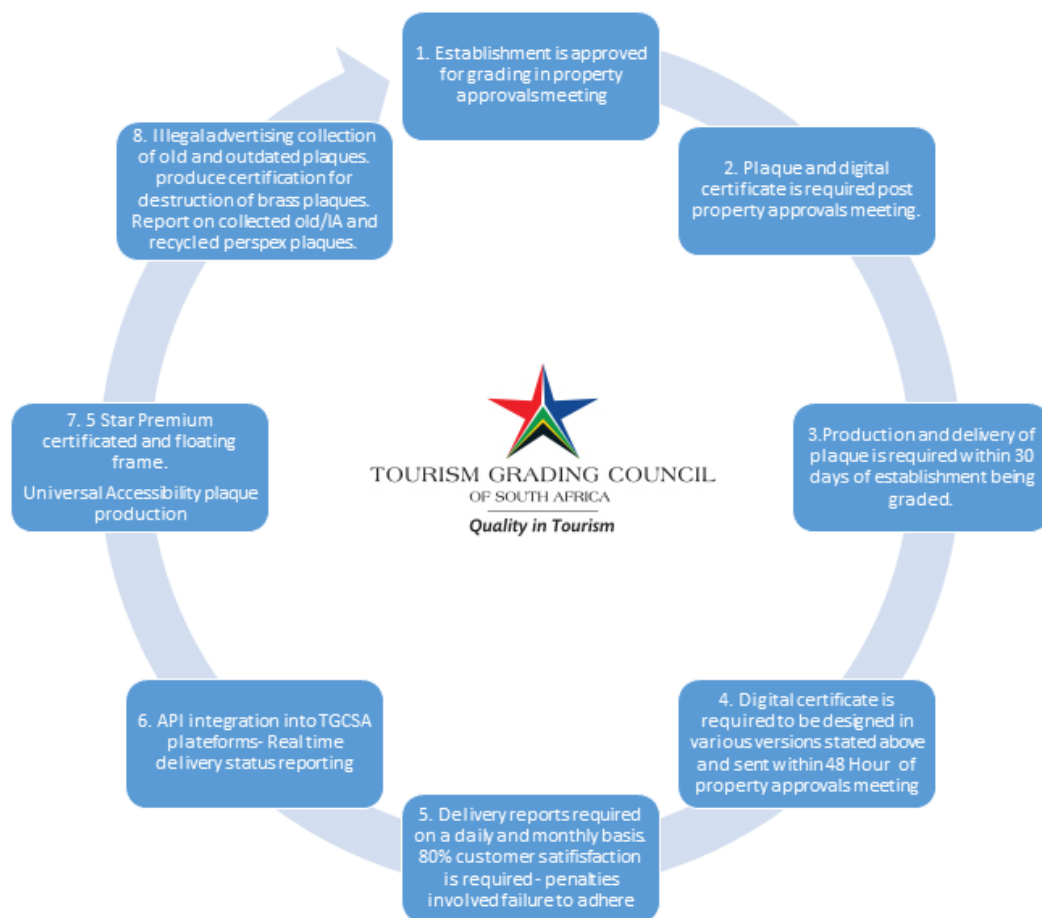
Member Base: 5500 members

The supplier will be required to fulfil the following processes and operational Production and functions regarding the complete cycle of plaques.

- a. Production of TGCSA plaques- according to TGCSA current plaque specifications:
  - SAT plaques Standard - Direct print onto Perspex
  - Laser cut 2x5mm Perspex (Dimensions of Plaque 220x 320mm)
  - 2x Perspex board to make up 1 unit
  - Frosted vinyl applied to back of the board
  - 4x holes drilled (1 in each corner) Diameters: Screw 6mm including spacer 25mm x 15mm.
  - 4x rust free screws and spacers for each unit - Screw size 50mm- Screws must be rust free to avoid deterioration in outdoor weather.
  - Packaging of Plaque: Must be presentable and well packaged to be locally or nationally delivered. TGCSA to provide instruction sheet that will be emailed to the establishment upon delivery of plaque.
  - The same specifications shall be followed to produce the Universal Accessibility plaques as well. More information regarding Universal accessibility can be found on [www.tgcsa.co.za](http://www.tgcsa.co.za)
- b. Distribution of courier service delivery of plaques nationally across South Africa
- c. Collection of old brass/expired Perspex plaques from establishments - Countrywide
- d. Destruction of old brass plaques and illegally advertised plaques (outdated plaques that have not been renewed or upgraded in TGCSA subscription- This is considered as illegal adverting thus the star insignia must be collected and destroyed with a production of a destruction certificate for the brass plaques and a recycling certificate is to be produced for the expired Perspex plaques.

- e. Weekly delivery reports matched against the property approvals list covering:
  1. Total plaques delivered successfully
  2. Geographical breakdown of plaque delivery
  3. Total returns of plaque deliveries (Unsuccessful deliveries) - Including reasons for returns
  4. Wrong address reporting within 12 Hours back to TGCSA for address validation
  5. Total brass/Perspex plaques collected- Total amount of Illegally advertised plaques destroyed.
  6. Total amount of plaque destructions (Certification of destruction must be provided for brass plaques)
  7. Total amount of plaques recycled for reprinting of TGCSA plaques (TGCSA is promoting Eco Green initiatives) the quality must be that of a new Perspex plaque it must be of superior quality in production and print).
  
- f. Monthly Customer satisfaction reports regarding delivery (Covering all of the above weekly report requirements reflecting entire data for the month including the customer satisfaction survey i.e.: 80% Satisfaction rate required from TGCSA customers on a monthly basis. Customer satisfaction survey and report is required to report on the following:
  1. Rating of Quality of plaque production (1 to 5 Stars)
  2. Rating of Delivery time taken to deliver the plaque (1 to 5 stars)
  3. Rating of Installation Instructions of plaque (1 to 5 stars)
  4. Failure to achieve anything less than an 80% customer satisfaction rate will result in monetary penalisation in the monthly billing.
  
- g. Automated SMS/Email notification System: Establishment owner received 3 stages of notifications of delivery process via SMS.
  1. 1<sup>st</sup> SMS - Upon plaque going into production we require the client to receive a warm SMS congratulating them on grading and that their plaque order has been received into production.
  2. The 2<sup>nd</sup> SMS is to advise the owner of scheduled date and time of when to expect delivery.
  3. The 3<sup>rd</sup> and final SMS/Email is to advise the client that delivery has been concluded and this requires the post Delivery - survey link to be disseminated within 24 hours to the establishment owner with the customer satisfaction survey.
  
- h. API WhatsApp for Business and CRM system integrations: The supplier is required to work with SAT Digitech team and TQIT developers in terms of integrating real time reporting and tracking of parcel delivery e.g.:
  1. Sending a hashtag of the tracking number to the TGCSA WhatsApp line and receiving immediate AI reporting on the status of delivery.
  2. CRM integration - reporting real time reporting of status of delivery on the CRM system that can be viewed by TGCSA contact Centre, Assessors, PMA's and all internal TGCSA staff.
  3. The introduction of the 5 Star Premium level will also require the following:
  
- i. Premium certificate to be printed on A4 high gloss, foil printed design with foil printing of gold trimming. This certificate is required to be framed in elite floating frame options in 3 varieties of colours that the establishment can choose from (Gold, Bronze, Silver).
  
- j. Premium certificate in floating frame fragile packaged in a box with branded TGCSA tissue paper and star seal.

- k. Produce and deliver new plaques across all TGCSA categories to establishments within the 30 day SLA period - countrywide.
- Upon being shortlisted the service provider will be required to produce samples of the following:
  - a) Production of the Perspex plaque (recycled print)
  - b) 5 Star Premium Luxury certificate framed with foiled printed
  - c) The sample will be required to pass:
    - Exact CI (Corporate Identity) guideline application
    - Quality
    - Print quality
    - Pantone colours as per CI - (Corporate Identity)
    - **Plaque assembly components dismantled (Screws must be rust free/galvanized screws with washers to prevent rusting on coastal areas)**
- Packaging of Plaque: Must be presentable and well packaged
- Key achievements that SAT want to achieve by appointing a service provider for this assignment:
- To ensure that the project is managed by a qualified service provider that will enable TGCSA to have a professional service provider that will adhere to a 30-day turnaround time of production and delivery. The feedback team will require daily delivery reports updates via the TQIT (Total Quality in Tourism System). This is the main system that the TGCSA Quality Protection feedback team, national assessors and graded establishments utilise). It is the main communication platform between supplier end user. Thus is imperative that daily updates are made by the supplier. Training for how to use the TQIT system shall be provided as well as support assistance via email and telephone.
- Delivery tracking reports shall be integrated into the TQIT system for easy reference and it shall be implemented in the TGCSA WhatsApp business line. Tracking number monitoring system is essential for all stakeholders i.e.: Establishment owner, assessor and TGCSA quality protection team.
- Failure abide by 30 days' turnaround time will require accountability monetary penalties for the supplier. This is essential to the protection of brand of TGCSA to ensure all member receive their plaque within the promised SLA. Failure to provide this service within SLA will directly affect the ability for the TGCSA to support establishments that are graded with proof of their grading. No plaque delivery can result increased TGCSA cancellations as no plaque delivery fails to acknowledge the star allocation as per category grading assigned to the establishment. This in the greater scheme of things can decrease international visits and consumer confidence decreases with the uncertainty of the grade of the establishment.
- The supplier will be required to provide detailed manual reports/ updates via TQIT system to SAT:
  - Reasons for late delayed deliveries
  - Geographical breakdown of deliveries
  - Total returns of deliveries
  - Tracking and monitoring system for assessors and establishments
  - Weekly reports of total packages delivered as per compared against property approval meetings
  - Plaque design will remain the same (Perspex plaque printing with star allocation and membership number) Alteration to the metal component needs to be considered perhaps galvanized rods to prevent rust for coastal establishments.
  - Illegal Advertising - Suppliers will be required to collect illegal advertising plaques and destroy these plaques. Supplier will need to run a monthly delivery to collect such IA plaques from head office and destroy accordingly. Proof and reporting of destruction is required.
- Customer satisfaction reports are to derive a minimum of 80% of customer satisfaction surveys are to be completed pm regarding delivery turnaround time.



## 2. 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 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) 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 uses to facilitate the development of implementation plans;
- (f) Outline of the qualifications and related experience of the proposed candidate who will be assigned to the matter;
- (g) Financial proposal to deliver the assignment, i.e. your firm's daily rate for facilitation services, including any other cost SA Tourism should be aware of for the successful completion of the assignment;
- (h) Declaration of Interest - SBD 4;

## 3. 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.

## 4. Evaluation Method

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

| Phase 1                                                       | Phase 2                                                                                                                                                      | Phase 3                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Administration and Mandatory bid requirements</b>          | <b>Functionality</b>                                                                                                                                         | <b>Price and B-BBEE</b>                                                                                                                                                                                                                                                                                                                           |
| Compliance with administration and mandatory bid requirements | Bids will be evaluated in terms of functionality. Bidder(s) are required to achieve a minimum threshold <b>70%</b> to proceed to Phase 3 (Price and B-BBEE). | 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. |

#### 4.1 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                                                                                                                                                                                                                                                                                                                                                                                                            |        |   |   |   |     |        |
| 1. Credentials, track record, and experience against the scope of work required under this tender.<br><br>This should also be supported by actual samples of the grading plaques as well as the proposed packaging for distribution. The same specifications shall be followed to produce the Universal Accessibility plaques. More information regarding Universal accessibility can be found on <a href="http://www.tgcsa.co.za">www.tgcsa.co.za</a> .                                                                                                                                        |        |   |   |   | 30  |        |
| 2. Proposed methodology, techniques, and project approach to be applied to the work to be undertaken throughout the plaque production and distribution and also the examples of a digital /PDF certificate of Proof of Recycling of Perspex certificate and destruction of old brass plaques.                                                                                                                                                                                                                                                                                                   |        |   |   |   | 20  |        |
| 3. Processes (processes in place to focus, monitor and check on quality; staff, facilities, and technology resources to undertake this project) as per scope specifications also considering the turn-around times. This should include an Example of a process flow to ensure 30 day SLA Delivery, Examples of Daily delivery and productivity reports, Process layout for Address validation on unsuccessful deliveries to be done within 12 hours, Examples of SMS notification 2 days prior to delivery, and Example of a process flow for API: TQIT and WhatsApp for business integration. |        |   |   |   | 20  |        |
| 4. Infrastructure, equipment, capacity, and capability to deliver on the entire scope of work under this bid. (Site Visit required)                                                                                                                                                                                                                                                                                                                                                                                                                                                             |        |   |   |   | 20  |        |
| 5. Proposed project implementation plan to start production and distribution for Sep plaque orders                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |        |   |   |   | 10  |        |
| 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.

#### 4.2 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.

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                |

#### 4.3 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.

#### 5. 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 for submission and Compulsory Briefing Session:

All proposals must be e-mailed, in PDF format, to [quotes@southafrica.net](mailto:quotes@southafrica.net) before **12h00 Tuesday 13 September 2022**, and should remain valid for at least 45 days 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 Chairperson of SA Tourism's Audit and Risk Committee 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 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.

## **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 Manager: Human Capital Business Partnering 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 Audit and Risk Committee 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.

## **13. 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.

## **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 Manager.

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

Yours in Tourism