



SOUTH AFRICAN TOURISM

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Issue Date: 01 November 2022

REF: RFQ-070-ICT-22

Dear Bidder

Subject Matter: Request for a proposal - Server Room Clean up & Test and Repair 200 network points.

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 3A Public Entity in 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 a 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. SA Tourism is on a journey towards re-establishing the entity as the main tourism authority and the thought leader to provoke, inspire, and challenge the thinking of the sector and players within and in adjacent industries to increase the contribution of tourism to bettering the lives of citizens within and outside of the tourism value chain.

2. Scope of Work

Digitech requires the services of a suitably qualified and certified service provider to perform a server room clean-up at the SAT server room.

The following is required:

- a) Removal of unwanted and unused cables and equipment from the server room with the supervision of the Digitech personnel.
- b) Tracing and Labelling - Name and tag the cables for ease of fault tracing.
- c) Design and submit a final server room site map after tracing and labelling.
- d) Test and Repair 200 faulty network points on all floors at SAT building.
- e) Project to be completed within 2 days (bidder will be required to complete this job on a weekend), ensure that there is no down time.
- f) Supporting pictures of the current state of the server room is attached to this RFQ for ease of reference.

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) Bidders must have specific experience and submit at least three recent contactable references (including relevant contact person(s), office telephone, website and email address) where similar work was undertaken;
- (e) Overview of the methodology your firm will apply for this assignment;
- (f) Project approach and plan which outlines the activities to be undertaken during the process bearing in mind that SA Tourism requires the project to be executed in two (02) days (weekends only);
- (g) Outline proposed candidate who will be assigned to the project;
- (h) Financial proposal to deliver the assignment including any other cost SA Tourism should be aware of for the successful completion of the assignment;
- (i) Declaration of Interest - SBD 4; and
- (j) Preference points claim form in terms of the PPR 2017 - SBD 6.1

4. 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 methodology to keep the cost to a minimum. SA Tourism reserves the right to request additional information or clarity on cost proposals before the evaluation thereof.

It is very important to note that we are looking for a supplier that can re-design the attached data most efficiently and creatively. The format proposed will be part of the evaluation criteria. The final re-design must be an output that can be displayed online (in an easy user-friendly manner) and used as face-to-face presentations to stakeholders.

5. Evaluation Method

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

Phase 1	Phase 2	Phase 3
Administrative Requirements:	Functionality	Price and B-BBEE
Compliance with administration below	Bids will be evaluated in terms of functionality detailed in 5.2. below	The bidders that have successfully progressed through 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 BBBEE as prescribed in the regulations.

5.1. Administrative requirements

- (a) National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status;
- (b) Valid certified copy of B-BBEE certificate or sworn affidavit;
- (c) Declaration of Interest - SBD 4;
- (d) Preference points claim form in terms of the PPR 2017 - SBD 6.1

5.2. Points awarded for functionality:

EVALUATION CRITERIA	Rating			Weight
	1	2	3	
The Bids will be evaluated on a scale of 0 - 3 in accordance with the criteria below. The rating will be as follows: 0 = None responsive 1 = unsatisfactory, 2 = acceptable, 3 = excellent.				
Company track record: The bidder is required to provide three (3) recent contactable client references where its services can be verified. Recent contactable references must include relevant contact person(s), office telephone, website and email address) where similar work were undertaken. A reference that does not include any of the above details is invalid. 1 reference = 1 2 references = 2 3 references = 3				50
Approach and Execution plan: Provide the methodology or approach used for the cleaning up the server rooms within 2 days: No submission = 0 The Execution plan is submitted but is unclear = 1 The Execution plan is submitted and has some indication of some tasks and duration = 2 The Execution plan is submitted and has clear details of relevant tasks and duration per tasks = 3				25
Cleaning and Labelling Equipment: Bidder must provide details of equipment to be utilised in execution of this project. No Submission = 0 Minimal capacity in relation to the scope = 1 Capacity meets the scope requirements with some gaps = 2 Capacity meets the scope requirements = 3				25
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 - 3 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.

4.2 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

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

The bidders that have successfully progressed through to Phase 2 (bidders who meet the minimum threshold for the 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 a 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

4.4 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.

6. 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.

7. Deadline for submission

All proposals must be downloaded on this link: <https://forms.gle/FEBUtFaufqH3XD8X9> no later than 12h00 on **Tuesday 08 November 2022** 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 Chairperson of SA Tourism's Audit and Risk Committee to align the final 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 Audit and Risk Committee 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 Insights 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, to amend the term or to postpone this work by email notice to all parties who have received this request.

15. 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

Email: quotes@southafrica.net