



SOUTH AFRICAN TOURISM

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RFQ_02/11/2022 (INTERNAL AUDIT)

Date: 03 November 2022

Dear Bidder

SUBJECT MATTER: TERMS OF REFERENCE TO PROCURE AN EXTERNAL FACILITATOR FOR THE BOARD LEKGOTLA AS PART OF THE FY23/24 ANNUAL PLANNING PROCESS

South African Tourism Board (SA Tourism) was established by section 2 of the Tourism Act, 1993 (Act No. 72 of 1993) and continues to exist in terms of section 9 of the Tourism Act, 2014 (Act No. 3 of 2014) as amended. SA Tourism is also a Schedule 3 Part A public entity in terms of the Public Finance Management Act, 1999 (Act No. 1 of 1999).

SA Tourism is mandated in terms of the Tourism Act to provide for, amongst others, 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 Development Plan and the National Tourism Sector Strategy as it supports governments' objectives to alleviate the triple challenges of unemployment, poverty and inequality.

Section 217 of the Constitution of the Republic of South Africa, 1996, provides 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 an RFQ process, to submit a cost proposal for the appointment an external facilitator for the board lekgotla as part of the FY23/24 annual planning process

The South African Tourism Board is a Schedule 3A public entity established in terms of Section 9 of the Tourism Act No. 3 of 2014. In addition to the legislative requirements espoused by the Tourism Act, corporate governance within SA Tourism Board is applied through adherence to the provisions of the Public Finance Management Act No. 1 of 1999("PFMA"), the King IV Report on Corporate Governance for South Africa, 2016 ("King IV"), the Public Entity Governance Protocol entered into between the Minister of Tourism and the SA Tourism Board, as well as any other applicable law or regulation.

SA Tourism has the following programmes:

Programme	Programme Description
Programme 1	Corporate Support To provide effective support services to the organisation, as well as ensure compliance with statutory requirements; and To ensure strategy development and integration with business performance monitoring, governance and evaluation.
Programme 2	Business Enablement To enhance collaboration with various stakeholders; and To provide centralised tourism intelligence to support evidence-based decision-making.
Programme 3	Leisure Tourism Marketing To create demand through travel acquisition and growing brand equity for South Africa as a leisure and business events destination, in identified markets.
Programme 4	Business Events To grow the nation's business events industry.
Programme 5	Tourist Experience To ensure the delivery of quality assured tourist/ visitor experiences, which are diverse, unique and enriched.

SA Tourism has the following business units which falls within the respective programmes listed above:

1. Office of CEO including Value Chain Management, Corporate Communications, Strategic Planning, Evaluation and Programme Management (SPEPM) and Strategic Partnership Management.
2. Office of CFO comprising Finance and Supply Chain Management
3. Governance, Risk and Compliance
4. Internal Audit
5. DigiTech
6. Analytics and Insights
7. Human Capital including Facilities Management
8. Tourism Execution including Regions and Hubs
9. South African National Convention Bureau
10. Brand and Marketing
11. Visitor Experience including the Tourism Grading Council

Business Requirement

In terms of the statutory compliance requirements for planning purposes outlined in the Public Finance Management Act including its Treasury Regulations, and the Department of Planning, Monitoring and Evaluation's Revised Framework for Strategic Plans and Annual Performance Plans including its Guidelines, SA Tourism is required to prepare, document and implement informed strategic and performance plans aligned to its mandate and guided by its founding legislation relating to its establishment. In accordance with these requirements, these plans must be supported by an appropriate budget proposal.

The business requirement, for 12th to 13th November 2022, is as follows:

BUSINESS REQUIREMENT

- Development of a **programme for the two-day Board Lekgotla**.
The purpose of the Board Lekgotla is to provide a platform for the newly appointed of SA Tourism to engage and provide strategic direction to the organisation as it finalises its Annual Performance Plan for the Financial Year 2023 / 2024.
- **Engagement** with the Board Chairperson and Deputy Chairperson, and any other Board Member that may be required, prior and subsequent to the Board Lekgotla, to obtain a briefing, and on this basis develop the Board Lekgotla Programme.
- **Facilitation** of the two-day Board Lekgotla which will be attended by the SA Tourism Board and Executive Management and external partners and stakeholders across the tourism value chain.
- Prepare a submit a **report on the key discussions and decisions arising from the two-day Board Lekgotla** within 3 working days after the Lekgotla.

DELIVERABLE

- Board Lekgotla Programme
- Engagement with Board as and when required prior to and subsequent to the Board Lekgotla.
- Lekgotla facilitation
- Lekgotla report

Important Considerations in giving effect to the Business Requirements

The Board Lekgotla will be held physically at a venue that will be confirmed in due course, within the Johannesburg precinct.

The service provider may be required to work with SA Tourism's planning team, with regards to the preparation for the Lekgotla.

Required Expertise

The selected service provider must demonstrate competence and qualifications for the scope of work in terms of detailed knowledge and experience in the public sector, strategy and facilitation. Interested companies must be able to demonstrate measurable success in:

- Knowledge of and experience in working with the public sector.
- In-depth experience with strategy development.
- Solid experience in facilitating different kinds of workshops and engagements.
- Significant experience in designing and implementing solutions to meet business objectives.

- A clear understanding of the national development and transformation goals as outlined in key policies and strategies guiding the work of the public sector.

1. 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.

Mandatory/eligibility criteria

Bidders are required to submit their proposals should be concise, written in plain English, and simply presented in the same order as indicated below - Failure for the bidder to meet the below requirements will result in disqualifications.

- National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax compliant status;
- Bidders must have specific experience and submit at least 3 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 was undertaken.

2. Evaluation Method

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

Table 1 Evaluation Method

Phase 1	Phase 2	Phase 3
Administration and bid Mandatory requirements	Functionality Evaluation	Price and Preference (B-BBEE) Evaluations
Compliance with administration and mandatory bid requirements.	Bidders must achieve a minimum of 70% to proceed to Phase 3	Shortlisted bidders from phase 2 who met the minimum threshold of 70% will be appointed and form part of the panellist. The Price & B-BBEE will apply when assignments are briefed into the panel of approved service providers and will form part of the selection process which may (where relevant) also include functionality criteria

Table 2 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. <u>Experience of Company:</u> Bidders relevant experience in the fields of public sector, as well as strategy development and facilitation. Bidders must submit a company profile that outlines their track record and experience. Score of 1: 0 to 5 years' combined experience in the three fields mentioned above Score of 2: 5 to 10 years' combined experience in the three fields mentioned above Score of 3: More than 10 years' combined experience in the three fields mentioned above					30	

EVALUATION CRITERIA	Rating					Weight
	1	2	3	4	5	
2. <u>Approach and ability to meet deliverables:</u> Bidders must provide a detailed description of how they intend executing the services from inception to completion. This must include: ○ Methodology to undertake the scope of work ○ Project plan indicating milestones and related timelines ○ Demonstration of an understanding of the tourism sector and the role of SA Tourism						30
3. <u>Company track record:</u> The bidders are required to provide at least five (5) contactable client references where their services can be verified in relation to the scope of work identified in this RFQ document. References should be presented in the form of a written letter on an official letterhead from clients where similar services have been provided and should not be older than four (4) years. No appointment letters from clients will be accepted as reference letters. ○ Score of 1: One to two contactable references within last 4 years ○ Score of 2: Three to four contactable references within last 4 years ○ Score of 3: More than four contactable references within last 4 years						20
4. <u>Expertise and experience of proposed resources to be assigned to the project:</u> Proven experience of proposed resource/s to be deployed to provide the services. Detailed CVs of proposed team must be submitted which must elaborate on their qualifications, experience, membership, etc. Total number of years' combined experience of the proposed team members in the fields of public sector, as well as strategy development and facilitation. ○ Score of 1: 0 to 5 years' combined experience in the three fields mentioned above ○ Score of 2: 5 to 10 years' combined experience in the three fields mentioned above ○ Score of 3: More than 10 years' combined experience in the three fields mentioned above						20
TOTAL POINTS FOR FUNCTIONALITY						100
A threshold of 70% is applicable.						

3.2 Technical 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.

Table 2 Functionality

If required, there will be at a high level where criterion will be identified that the bid evaluation team might be interested in looking more closely at. The bid evaluation committee will have the opportunity to ask questions and make notes of what they consider to be gaps in the proposals compared with how well the business requirements are satisfied.

- 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 individual criterion on the bid evaluation score sheet using the following value scale/matrix:

Table 3 Rating Scale

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, 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

Bidders will be required to achieve a minimum threshold of 70% in order to proceed to the next phase for Price evaluations. Bidders who do not achieve the minimum threshold, which translates to a minimum score of 80 out of **“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 0 - 3 rating scale as shown in the functionality criteria matrix under Table 3.
- 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.

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

The bidders that have successfully progressed through to Phase 3 (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 price while 20 points will be allocated for preference points for B-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

B-BBEE Contributor	Status Level of	Number of Points
2		18
3		14
4		12
5		8
6		6
7		4
8		2
Non-compliant contributor		0

3. Financial (Prices must be inclusive of any applicable taxes, VAT, and disbursements)

- SA Tourism will not consider any hidden costs that are not stipulated on the financial proposal
- Propose costing must be in a tabular format.

4. Adjudication and Final Award of Bid

- The successful bidders will be the service providers scoring the Highest points on Price and BBBEE subject to meeting the full scope of work and conditions of the RFQ.
- National Treasury Centralized Supplier Registration
- All bid submissions must include a copy of successful registration on the National Treasury's Centralized Supplier Database (CSD) verification certificate (if you have been assessed).
- Proposals that do not include these documents will not be considered.

5. Deadline for submission

All proposals must be uploaded on this link <https://forms.gle/gFZh1y2UoPr4cd2m6> by **08 November 2022 at 12h00pm** and should remain valid for at least 45 days after the closing date.

6. 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 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.

7. Terms of engagement

- Before commencing with the assignment, the successful bidder will be required to meet with the project leader to align the final statement of work (SOW) and criteria for approval.

8. 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 by 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.

9. 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 Sourcing Specialist must be given immediate written notice to this effect.

10. Retention

- Upon completion of the assignment and/or termination of the agreement, the successful bidder shall on-demand hand over to the project leader all documentation, information, etc. relevant to the assignment without the right of retention.

11. 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, before 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.

12. 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

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Sourcing Specialist

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