



SOUTH AFRICAN TOURISM

PART C: TENDER EVALUATION PROCESS FOR SAT TENDER NUMBER 252/24 (APPOINTMENT OF CLEANING SERVICES, PEST CONTROL, HYGIENE SERVICES, AND THE SUPPLY OF CLEANING EQUIPMENT, MATERIAL AND CONSUMABLES FOR 36 MONTHS.)

Table 1: Summary of the Evaluation Phases (table below):

Phase 1 Evaluation Requirements	Phase 2 Technical Evaluation	Phase 3 Price and Specific Goals Evaluation
Bidders must submit all documents as outlined in Phase 1: Administration and Mandatory requirements	Desktop Technical Functional evaluation = 100 points (maximum threshold): A bidder must meet a minimum threshold of 70 points on the desktop technical functional evaluation to be considered in the next phase of evaluation, Phase 3 (Price and Specific Goals Evaluation).	The tender will be evaluated on the 80/20 preference point system. The total points for price evaluation is 80 and the total points for specific goals is 20. The lowest acceptable tender will be below R50 million.

Phase 1: Evaluation Requirements

Without limiting the generality of South African Tourism's other critical requirements for this Bid, the bidder(s) must submit all required documents.

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. Unless stipulated otherwise, the bidder(s) proposal will be disqualified for the non-submission of the required documents.

Table 2: Administrative and Mandatory Requirements

The document that must be submitted	YES/NO	Non-submission will result in disqualification.
Confirmation of valid Tax Status		Written confirmation that the relevant government tax authority may, on an ongoing basis during the tenure of the contract, disclose the bidder's tax compliance status.
Annexure A-Invitation (SBD 1)		Complete and sign the supplied pro forma document
Annexure C-Declaration of Interest - SBD 4)		Complete and sign the supplied pro forma document.

Including the following Mandatory Documentation must be submitted;

Document that must be submitted	Non-submission will result in disqualification?	
Confirmation of COIDA		i. Proof of valid and compliance with the COIDA - Letter of Good Standing
Certification of Health and Safety Training		ii. Proof of the bidder's Supervisor certified in Health and Safety Training (OHS)
Showcase Proof or Sample of a Compliant Pay-slip / Salary Advice		iii. Bidder must present a dummy pay-slip or salary advice that meet the legal standard of such document.

Phase 2: Technical Evaluation Criteria = Weighting out of 100 %

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.

The technical, functional evaluation (functionality) will comprise two (2) phases:

Phase 2 Desktop technical functional evaluation- A bidder will be evaluated out of 100% and must score a minimum threshold of 70% to qualify for the Price and Specific Goals Evaluation.

Table 3: Desktop Technical Evaluation Criteria

	Criteria	Scoring Guidelines	Weighting	Reference Page in Bidders Proposal
1.	Company experience in rendering cleaning services, pest control, hygiene services and/or the supply of cleaning equipment, materials and consumables, shown through past work not older than work produced from 2019 to date: Bidders must submit reference letters where their services can be verified in relation to the scope of work identified in this bid document. References should be presented in the form of a written letter on official letterhead from clients for whom the services have been provided. Letters must showcase a clear indication of the previous services rendered	1 -2 reference letter/s with clear indication of the previous services rendered = 1 point 3 - 4 reference letters with a clear indication of the previous services rendered = 2 points 5 or more reference letters with a clear indication of the previous services rendered = 3 points Non-qualifying/non-scoring. • No submission • Submission of purchase orders, appointment letter(s) • Reference letter that does not have clear indication of the previous services rendered.	35	
	Criteria	Scoring Guidelines	Weighting	Reference Page in Bidders Proposal
2.	Human Resources / Personnel required: Site Supervisor and Cleaning Staff experience (Comprehensive CVs of the Site Supervisor and the Cleaning Staff must be attached to the technical proposal as proof of work experience)	Site Supervisor x 1 must have five (5 or more) years and above experience in cleaning, pests and/or hygiene service. Each cleaning staff x 7 must have at least one (1) year experience in cleaning services = 3 Points Site Supervisor x 1 must have at least (3-4) years' experience in cleaning, pests and/or hygiene service. Each cleaning staff x 7 must	35	

	Criteria	Scoring Guidelines	Weighting	Reference Page in Bidders Proposal
		have at least one (1) year in cleaning services = 2 Points Site Supervisor x 1 must have at least (1-2) years' experience in cleaning, pests and/or hygiene service. Each cleaning staff x 7 must have at least one (1) year in cleaning services = 1 Point Site Supervisor x 1 with zero (0) years' experience in managing in cleaning, pests and/or hygiene service. Each cleaning staff x 7 must have at least one (0) year in cleaning services = 0 Points Failure to attach Site Supervisor x 1 and Cleaning Staff x 7 CVs as detailed herein will result in bidder forfeiting points in this category.		
	Criteria	Scoring Guidelines	Weighting	Reference Page in Bidders Proposal
3.	Project Plan for provision of cleaning services, pest control, hygiene services and the supply of cleaning equipment, material and consumables.	Bidder should demonstrate experiential knowledge and expertise in setting up and managing teams, equipment availability and materials on cleaning, pests control, and assuring continuity of services for a similar organisations or size of SA Tourism Head Office Building with approximately 6025.00 m² or bigger square meters (m²). Indicate how you would replace resources in cases of resignations, breakdowns, daily check-list and replenish consumables according to the needs for SA Tourism and subsequently indicate the proposed framework for SA Tourism Building Dissection per area (9.3. Above). Bidders must showcase the previous project plans developed and implemented when rendering cleaning services, pest control, hygiene services of the same size or bigger m². Note: The bidders will be evaluated in line with the evaluation matrix table.	25	

	Criteria	Scoring Guidelines	Weighting	Reference Page in Bidders Proposal
	Criteria	Scoring Guidelines	Weighting	Reference Page in Bidders Proposal
5.	Innovation	Indicate conceptually the proposed technological innovations in the cleaning industry, that promotes efficiencies and can benefit SA Tourism. In terms of proactiveness when rendering cleaning services, pest control, hygiene services and the supply of cleaning equipment, material and consumables.	5	
	Total Functionality Score		100	
	Minimum		70%	

- Bid 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 5: Desktop Technical and 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, 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,	0

	understanding, experience, skills, resources & quality measures required to provide the goods/services, with little or no supporting evidence.	
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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.

Phase 3: Price and Preference (specific goals) Evaluation (80/20) = 100 points

Only Bidders who meet the minimum 70% threshold of functionality in Phase 2 will be evaluated in Phase 3 for price and preference (Specific goals). Failure to meet the minimum thresholds of both evaluation phases will result in disqualification regardless of combined scored points.

The total points for price evaluation (out of 80) and the total points for specific goals evaluation (out of 20) will be consolidated. The bidder who scores the highest points for comparative pricing and specific goals after the consolidation of points will be considered as the preferred bidder with whom South African Tourism will enter into further negotiations for the respective marketing discipline that was tendered.

Table 5: Price and Preference (specific goals)

1. LIST OF RETURNABLES			
BIDDERS SHOULD PLEASE ADHERE TO THE FOLLOWING INSTRUCTIONS			
a) TICK APPLICABLE BOX			
b) ENSURE THAT THE FOLLOWING DOCUMENTS ARE COMPLETED, SUBMITTED AND SIGNED WHERE APPLICABLE			
ANNEXURES	DOCUMENT DESCRIPTION	YES	NO
PART A & B	IS BID INVITATION FORM, TERMS, AND CONDITIONS FOR BIDDING COMPLETED, SIGNED, AND SUBMITTED?		
SUPPLIER IS REQUIRED TO USE THE PRESCRIBED SEQUENCE IN ATTACHING THE ANNEXURES THAT COMPLETE THE BID OR RFQ DOCUMENT			
ANNEXURE A	IS THE STANDARD BID DOCUMENT (SBD4) FORM BIDDER'S DISCLOSURE COMPLETED, SIGNED AND SUBMITTED?		
ANNEXURE B	IS THE BIDDER'S QUOTED PRICE OR FINANCIAL OFFER SUBMITTED AND ALIGNED WITH THE SCOPE OF WORK? OR STATED IN THE BELOW TABLE OF DESCRIPTION OF SERVICE/GOODS?		
2. CRITERIA FOR BREAKING DEADLOCK IN SCORING			
a) IF TWO OR MORE OF THE TENDERERS HAVE SCORED EQUAL TOTAL NUMBER OF POINTS, THE CONTRACT WILL BE AWARDED TO THE TENDERER THAT SCORED THE HIGHEST POINTS FOR SPECIFIC GOALS;			
b) IF TWO OR MORE TENDERS SCORE EQUAL TOTAL NUMBER OF POINTS IN ALL RESPECTS, THE AWARD WILL BE DECIDED BY THE DRAWING OF LOTS			

3. DELIVERIES

- a. ALL DELIVERIES MAY BE ACCOMPANIED BY A DELIVERY NOTE OR AN INVOICE OF AN OFFICIAL PURCHASE ORDER NUMBER AGAINST WHICH THE DELIVERY HAS BEEN AFFECTED
- b. DELIVERIES NOT COMPLYING WITH THE PURCHASE ORDER FORM MAY BE RETURNED TO THE SUPPLIER(S) AT THE SUPPLIER'S EXPENSE. SAT WILL NOT BE LIABLE FOR PAYMENT OF INCORRECTLY DELIVERED GOODS OR SERVICE

c. BIDDERS SHOULD INDICATE THE PLANNED DELIVERY PERIOD (IN DAYS) FROM THE DATE AN ORDER IS ISSUED	
4. POPIA DISCLAIMER 4.1. COMPLIANCE WITH THE PERSONAL INFORMATION ACT, 4 OF 2013 PERSONAL INFORMATION SHARED WITH THE SAT SHALL BE TREATED WITH CONFIDENTIALITY AND IN COMPLIANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013 (POPIA) AND OTHER APPLICABLE LAWS. FOR PURPOSES OF THIS DISCLAIMER, "PERSONAL INFORMATION" SHALL BE DEFINED AS DETAILED IN THE PROMOTION OF ACCESS TO INFORMATION ACT, ACT 2 OF 2000 (PAIA) AND POPIA, AND "PROCESSING" AND "FURTHER PROCESSING" SHALL BE READ, INTERPRETED AND UNDERSTOOD AS DETAILED AND DEFINED IN POPIA. 4.2. CONSENT TO PROCESSING AND FURTHER PROCESSING OF PERSONAL INFORMATION THE SATMAY PROCESS AND FURTHER PROCESS RECEIVED PERSONAL INFORMATION, INTERNALLY OR EXTERNALLY, IN THE EXECUTION OF ITS MANDATE AND/OR AS REQUIRED BY LAW. THE SATMAY SHARE PERSONAL INFORMATION WITH ITS SERVICE PROVIDERS, AGENTS, CONTRACTORS, LEGAL AND OTHER PROFESSIONAL ADVISORS AUTHORISED TO PROCESS THIS INFORMATION. THE SATMAY THUS PLACE RECEIVED PERSONAL INFORMATION IN THE PUBLIC DOMAIN DUE TO THE NATURE AND REQUIREMENTS OF ITS WORK. 4.3. FURTHER PROCESSING OF PERSONAL INFORMATION YOU FURTHER GRANT THE SATEXPRESS AND/OR IMPLIED PERMISSION TO FURTHER PROCESS RECEIVED PERSONAL INFORMATION AND PLACE IT IN THE PUBLIC DOMAIN, IN THE EXECUTION OF ITS MANDATE AND STATUTORY OBLIGATIONS. 4.4. DUTY OF CARE THE SAT VALUES YOUR PRIVACY AND SHALL TAKE ALL REASONABLE MEASURES TO PROTECT RECEIVED PERSONAL INFORMATION. 4.5. EXEMPTION FROM LIABILITY THE SAT(INCLUDING ITS OFFICIALS AND/OR EMPLOYEES) ACCEPTS NO LIABILITY WHATSOEVER, FOR ANY LOSS, DAMAGE (WHETHER DIRECT, INDIRECT, SPECIAL, OR CONSEQUENTIAL), AND/OR EXPENSES OF ANY NATURE WHATSOEVER WHICH MAY ARISE AS A RESULT OF, OR WHICH MAY BE ATTRIBUTABLE DIRECTLY OR INDIRECTLY, FROM INFORMATION MADE AVAILABLE HEREIN, OR ACTIONS OR TRANSACTIONS RESULTING THEREFROM	

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