



SOUTH AFRICAN TOURISM

PART C: TENDER EVALUATION PROCESS FOR SAT 258/24 - THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER SECURITY GUARDING SERVICES AT SOUTH AFRICAN TOURISM (SAT), 90 PROTEA ROAD, CHISLEHURSTON, SANDTON, FOR A PERIOD OF THIRTY-SIX (36) MONTHS)

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

Phase 1 Pre-qualification Criteria	Phase 2 Technical Evaluation	Phase 3 Price and Specific Goal Evaluation
Bidders' responses will be evaluated based on compliance with the listed administrative and mandatory requirements, table 3 and table 4 below .	Only bidder(s) who score 60% and above on Phase 2 will proceed to Phase 3. Failure to meet the minimum threshold of 60% will result in disqualification in this phase NB: Bidders should reference the criteria to the portfolio of evidence in the bid proposal.	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 may 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.

Table 3: Mandatory Requirements;

The document that must be submitted	YES/NO	Non-submission will result in disqualification.
Valid and Certified PSIRA certificates of the Company and the 1 x Supervisor; 4 x Security Officers;		Certification by Commissioner of Oath not older than 3 months from the closing date of this tender.
A copy of the bidder's Insurance Certificate or a letter of intention for such insurance from an insurance company indicating the name of the bidding company. The insurance certificates must clearly detail the liability cover of the bidding company.		Submit an insurance certificate and/or letter of intent from an insurance company.

Table 4: Bidder's Undertaking;

Requirements	CONFIRM COMPLIANCE (YES / NO)
The bidder undertakes to comply with the current Sectoral Determination: Private Security Sector	
The bidder undertakes that the security officers will always be dressed in full company uniform.	

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.

Phase 2 Desktop technical, functional evaluation- A bidder will be evaluated out of 100% and is required to score a minimum threshold of **60%** to proceed to the next phase of evaluation, Phase 3.

Table 5: Desktop Technical Evaluation Criteria

Deliverables / Performance Indicators	Weight	Reference pages in the bidder's proposal.
1. Company experience in delivering 24/7/365 physical security services, 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 whom security services have been provided. Letters must showcase a clear indication of the previous security services rendered. (Points allocation: 1 -2 reference letter/s with clear indication of the previous security services rendered = 1 point 3 - 4 reference letters with a clear indication of the previous security services rendered = 2 points 5 or more reference letters with a clear indication of the previous security 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 security services rendered. NB: This criterion will be evaluated based on the matrix as per Table 5	30	
2. Proven experience of 1 x Security Supervisor other than the 4 Duty Security Officers. Provide comprehensive CV. [3] More than 7 Years' experience in a security industry.	20	

[2] 5 - 7 Years' experience in a security industry. [1] 3 - 4 Years' experience in a security industry. [0] Less than 3 Years' experience in a security industry. NB: Where the security supervisor proposed above is no longer available / on leave, the bidder must replace with the same resource as per the initial proposal.		
3. Proven security experience of the 4 x Security Officers. Provide comprehensive CV. [3] More than 7 Years' experience in a security industry. [2] 4 - 6 Years' experience in a security industry. [1] 2 - 3 Years' experience in a security industry. [0] Less than 1 Years' experience in a security industry. NB: Where the security officer/s proposed above is no longer available / on leave, the bidder must replace with the same resource as per the initial proposal.	30	
4. Bidder must submit a Security Operational Management Plan with clear sequence of activities, time-frames and cover the entire project duration as per this tender. • Area Specific Risk Assessment • Deployment strategy • Resources allocation • Supervision plan • Transition Plan [3] Operational Management plan meeting all of above. [2] Operational Management plan meeting only 4 of the above. [1] Operational Management plan with meeting only 3 of the above. [0] Operational Management plan with meeting less than 3 of the above. Note: Operational Management Plan without time-frames will not be considered.	20	
Total Weight for Phase 2	100	

- 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, understanding, experience, skills, resources & quality measures required to provide the goods/services, with little or no supporting evidence.	0

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 60% 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	

END