



SOUTH AFRICAN TOURISM

SAT Tender 270/24

Notes for Bid Clarification

250/24 - DIGITAL AGENCY FOR DOMESTIC

Closing date: 13 December 2024 @12h00

Introduction

This Addendum with clarification notes serves to inform potential bidders of changes, amendments and/or clarifications made to the bid documentation. The following questions and/or changes have been received from those that are in a position of the bid documentation.

Item	Questions and Responses
1	<u>Question</u> Part A - Special Tender Conditions no .4 All documents, samples, and materials submitted as part of a tender become the property of South African Tourism, and yet in any event South African Tourism will not be liable for loss or damage to any documents, samples, and materials submitted. Does this refer to all creative concepts presented and strategies as this would be the agencies IP and therefore compensation would be required if are not appointed as the agency? <u>Response</u> It refers to Proposal submitted by the bidders, No payment because South African Tourism will only use the preferred bidder submission.

2	<u>Question</u> Part A - Awarding of the Contract no 4.5.7 The tenderer must supply the requested information within 24 hours after the request has been made, otherwise, the tenderer may be disqualified. If we are unable to deliver the information within the 24 are we able to request an extension? <u>Response</u> South African Tourism will only request bidders to complete any incomplete standard bidding document or request bidders to update their Tax matters. We will communicate with a specific timelines and failure to submit within the request time will lead to disqualifications
3	<u>Question</u> Part C - Table 4: Phase 2.A Desktop Functional Evaluation Criteria 1: Company Experience Submit two case studies that showcase the bidder's experience in the digital and social media management environment. If SAT is currently one of the agencies Clients will a SAT case study be accepted and in line with the Terms and Conditions of this Tender? Submit 2 Client references on the client's letterhead. If SAT is currently one of the agencies Clients will a SAT testimonial be accepted and in line with the Terms and Conditions of this Tender? Submit 2 Client references on the client's letterhead. If SAT is currently one of the agencies Clients will a SAT testimonial be accepted and in line with the Terms and Conditions of this Tender? <u>Response</u> SAT will accept any case study, testimonials and reference letters, will be evaluated based on the evaluation criteria and tender terms & Conditions.
5	<u>Question</u> Part C -Table 5 Phase 2B- Pitch Presentation Evaluation Criteria We would like to confirm that this section the live presentation will only be presented and not needed to be submitted as part of the first submission. <u>Response</u> SA Tourism will only invite bidders who qualifies for Phase2B to prepare and come for Pitch presentation.
6.	<u>Question</u> When Upload documents in A B or C will the system allow us to upload additional documents? <u>Response</u> Yes. Any additional information can be uploaded on ABC

7.	<u>Question</u> Pricing Is there a specific Budget Schedule that SAT would like us to adhere to and use when submitting our pricing and resourcing? Is there a Budget that can be provided for this Tender? <u>Response</u> Table below indicates the annual budget estimates: <table><tr><th>#</th><th>Tender Description</th><th>Budget approximation for 12 months</th></tr><tr><td>1</td><td>Digital Agency for Domestic</td><td>R15 000 000,00</td></tr></table> NB: This is not a tender Budget but just an estimation for bidders to use for a Cost <u>Proposal</u> <u>The Estimated 12-month budget is R15 million, not R70 Million.</u>	#	Tender Description	Budget approximation for 12 months	1	Digital Agency for Domestic	R15 000 000,00
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8.	<u>Question</u> Regarding the pricing model: is our only requirement to populate the template or do we have the liberty to expand on it? <u>Response.</u> This point is addressed under the Part B document on the last page. Bidders are also encouraged to submit any other Financial cost on their cost template. Bidders are allowed to submit any additional cost on their template						
9.	<u>Question</u> Under Criteria 2 (social media content creation): Is the only requirement to provide examples of how we tackle this approach or are you seeking case studies, and if so how many? <u>Response</u> It is up to the bidder to decide on how to respond to the above criteria.						

The End.