



Part B: - SCOPE OF WORK - SAT Tender 320/25 - APPOINTMENT OF A PANEL OF INTERNAL AUDIT SERVICES PROVIDERS - ICT AUDIT SERVICES - CATEGORY C

Bid Description	
PANEL OF INTERNAL AUDIT SERVICES PROVIDERS CATEGORY C: ICT AUDIT SERVICES for SOUTH AFRICAN TOURISM	
Bidder Name:	
CSD MAA number	MAAA
Tender Number:	SAT Tender Number SAT 320/25
Closing Time:	12:00PM
Closing Date:	09 OCTOBER 2025 (No late submission will be accepted)
Non-Compulsory Briefing Session:	17 SEPTEMBER 2025 Time: 12:00 PM (South African Time)
Meeting Link:	Non-Compulsory Briefing Link: BRIEFING SESSION - INTERNAL AUDIT PANEL Meeting-Join Microsoft Teams Meeting ID: 395 392 455 954 3 Passcode: jt3qR7Yt
Bid Submission Address	https://e-procurement.southafrica.net Should bidders encounter any issues, queries must be directed in writing to tenders@southafrica.net No tenders transmitted by telegram, hand delivery, telex, facsimile, e-mail, or similar apparatus will be considered
Contact Person	Francina Tlali
Email Address:	tenders@southafrica.net

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS - (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF THE CONTRACT

1 CLOSING DATE

The closing date for submitting proposals **09 OCTOBER 2025 at 12:00 pm.** No late submissions will be accepted.

2 TENDER SUBMISSION**2.1 TENDER SUBMISSION LINK**

South African Tourism have developed and implemented an online e-procurement Portal, enabling bidders to respond to procurement opportunities as and when they are issued by South African Tourism.

The portal is the official portal for South African Tourism, which ensures an open, transparent, and competitive environment for any person participating in the procurement processes.

The portal enables a bidder to register as a supplier on the system to RSVP to tender briefings, and to submit tender responses on the portal.

The Portal's URL (<https://e-procurement.southafrica.net>) is compatible with Google Chrome, Microsoft Edge, Internet Explorer, FireFox, and Safari. Interested bidders should, with immediate effect, consider registering and submitting their bid proposals on the portal, which has specifically been developed and implemented for this purpose.

The supplier user manual can be viewed and downloaded on South African Tourism's website at <https://www.southafrica.net/gl/en/corporate/page/tenders>

All bidders should, therefore, take note that the physical drop-offs and courier of bid responses to South African Tourism's physical address are no longer permitted.

Prospective tenderers must periodically review both <http://www.southafrica.net/gl/en/corporate/page/tenders> and <https://e-procurement.southafrica.net> for updated information or amendments about this tender before due dates.

Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

2.2 Failure on the part of the tenderer to sign/mark this tender form and thus to acknowledge and accept the conditions in writing or to complete the attached forms, questionnaires, and specifications in all respects, may invalidate the tender.

2.3 Tenders must be completed in black ink where mechanical devices, e.g., typewriters or printers, are not used.

2.4 Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

3 CONTACT AND COMMUNICATION

3.1 A nominated official of the bidder(s) can make enquiries in writing to the specified person, [Francina Tlali](#) via email at tenders@southafrica.net. Bidder(s) must reduce all telephonic enquiries to writing and send to the above email address.

3.2 Bidders are to communicate any technical inquiries through the nominated official in writing no later than 18 September 2025 @12h00pm.

All responses (addendum with Questions and Answers) will be communicated to all attendees of the Non-compulsory briefing sessions on or before 22 September 2025.

3.3. VALIDITY PERIOD

The tender proposal must remain valid for at least 150 days after the tender due date. All contributions/prices indicated in the proposal and other recurrent costs must remain firm for the contract period.

3.4. DURATION OF THE CONTRACT

South African Tourism intends to enter into a thirty-six (36) month contract and service level agreement with the successful bidders who form part of the panel of service providers. The individual contracts will also be subject to a periodic performance evaluation on agreed terms and conditions with each successful bidder unless the parties agree otherwise.

4. BID CONDITIONS:

- This tender is based on four (4) categories, category A, B, C and D.
- Category A applies to Internal Audit Services providers that offer (Specialised audits & related services).
- Category B applies to Internal Audit Services providers that offer (Project Management Audits).
- Category C applies to Internal Audit Services providers that offer (ICT Audit Services).
- Category D applies to Internal Audit Services providers that offer (Forensic Investigations).
- Bidders are NOT allowed to submit for all categories. If a bidder submits for Category A, they will not be considered for Category B; C & D
- Should a bidder submit on more than one category, they will only be considered on the **first category (alphabetically)** and automatically disqualified on the other category, for example:
 - If a bidder submits for Category A, they will not be considered for Category B, C & D.
 - If a bidder submits for Category B, they will not be considered for Category C & D.
 - If a bidder submits for Category C, they will not be considered for Category A, B & D.
 - If a bidder submits for Category D, they will not be considered for Category A, B & C.
- These categories will be reviewed independently, and it is important that each submission is concisely supported by clear documentation for evaluation and consideration.

5. PANEL UTILISATION GUIDELINE.

- The bidders who scored the highest points for comparative pricing and specific goals after consolidating points limited to five (5) bidders per category will be considered the preferred bidders for the panel with whom South African Tourism will enter into further negotiations for the contract.
- The selection of service providers from the panel will follow an RFQ process and will be rotational or guided by the specific service required.
- The contracting of service providers for a specific work assignment will be facilitated by the Supply Chain Management (SCM).
- There is no guarantee that a service provider on the panel will be contracted for specific work assignments during the tenure of this contract.
- Assignments will be structured as work packages that clearly define the scope and objective of work, proposed timeframes, qualifying criteria, qualification requirements, expected duration (hours), and expected deliverables, amongst others.
- Bidders shall be required to be competent and experienced in all aspects related to a specific area of specialization unless SA Tourism in its sole discretion, deems it necessary to deviate from.

4 GENERAL OVERVIEW

The services under consideration are generally technical in nature and may not be delivered using only existing internal resources.

Due to the specialism associated with the requisite services, the South African Tourism executive committee (EXCO) supported the South African Tourism Audit and Risk Committee (ARCO)-approved over Internal Audit strategy and coverage plan covered in detail the technical complementary services that would be sourced from the third-party service providers.

The need for various technical assurance and related services continued to increase over the years due to factors such as:

- South African Tourism progression from the functional to the matrix operating model.
- Lead agency model change from a single service provider model to multiple concurrent service provider's model.
- The organisation journey on digitisation to thrive in the "Fourth Industrial Revolution" era.
- Organisation pursuit of key projects detailed in the APP.
- Emerging demands for assurance and advisory over various aspects of Governance, Risk and Controls
- Global increase in risk of fraud and corruption.
- Constant changes in the Audit and Risk Committee expectations for assurance and related services.

History has confirmed that the Request For Quotation (RFQ) approach is not agile and scalable enough for meeting service demands adequately and timely. Thus, Internal Audit has opted to embark on the Request For Proposal (RFP) process to establish the panel of service providers for agile and scalable response to organisation requirements for the Internal Audit Services covered in the user requirements section of this document.

5. SCOPE OF WORK

USER SERVICE REQUIREMENTS

The Internal Audit journey to excellence regarding the nature and extent of assurance and advisory services requires the envisioned panel of expert service providers to be configured for the betterment of Internal Audit Assurance and related Services.

The following are the assurance and advisory services for Category A - ***SPECIALISED AUDITS & RELATED SERVICES*** that the successful service providers would be expected to deliver collectively as a contribution to the SA Tourism Internal Audit strategic and coverage plan delivery:

SERVICE DETAIL
<i>CATEGORY C: ICT AUDIT SERVICES</i> ▪ ICT Business Continuity Management Audits ▪ ICT Governance Audits ▪ Cyber Security Audits ▪ ICT User account management

KEY DELIVERABLES/OUT-OF-SERVICE PROVIDERS

Required outputs will include (but not be limited to) the following:

- Discuss and agree the engagement approach, scope, resources and budget with the Audit Manager/ Chief Audit Executive prior to finalisation of the engagement terms of reference.
- Consult with the business unit Executive regarding the assignment before commencement.
- Determine the scope, methodology and approach in consideration of Internal Audit service requirements and the AGSA guidelines for the coverage areas.
- Carry the engagement work as scope and agreed upon.
- Communicate engagement results/findings/ observations and make recommendations to management.
- Provide management with the engagement draft report covering results/findings/ observations, recommendations that require management's attention after allowing for discussion with management;
- Deliver the final engagement report, working papers and supporting evidence in line with the agreed approach, scope, time schedule and budget.

5. PRICING SCHEDULE

It is, however, important to note that South African Tourism will contract based on a Rate card model that will be fixed and used for evaluation purposes. There will be no retainer. Please refer to **Annexure H**, pricing schedule to be completed and submitted along with your tender submission.

N.B: Rates to be in line with/not exceed DPSA rates.

END.