



PART B: SCOPE OF WORK

SA Tourism Tender Number SAT 243/24 Panel of Service Providers for Plaque Production, Distribution, and Collection tender Requirements for a duration of thirty-six (36) months.

Bid Description	
Panel of Service Providers for Plaque Production, Distribution, and Collection Tender Requirements.	
Bidder Name:	
CSD MAA number	MAAA
Tender Number:	SA Tourism Tender number SAT 243/24
Closing Time:	12h00
Closing Date:	29 March 2024 (No late submission will be accepted)
Non- Compulsory Briefing Session:	15 March 2024, at 10:00am South African Time Virtual Link https://meet.google.com/xnd-rsns-qep?authuser=0
Contact Person	Thembelihle Nyide
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.
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 CONTRACT.

1 CLOSING DATE

The closing date for the submission of proposals is **29 March 2024 at 12h00**. No late submissions will be accepted.

2. 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

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3 CONTACT AND COMMUNICATION

3.1 A nominated official of the bidder(s) can make inquiries in writing, to the specified person, Thembelihle Nyide via email at tenders@southafrica.net. Bidder(s) must reduce all telephonic inquiries 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 **19 March 2024 at 12h00.**

All responses will be published by **22 March 2024 at 12h00** on the following links:

<https://www.southafrica.net/gl/en/corporate/page/tenders>

3.3. VALIDITY PERIOD

The tender proposal must remain valid for at least five (5) months after the tender due date. All contributions/prices indicated in the proposal and other recurrent costs must remain firm for the period of the contract.

4 DURATION OF THE CONTRACT

South African Tourism intends to enter a thirty-six (36) month contract and service level agreement with the successful bidder(s). The contract will also be subject to a periodic performance evaluation on agreed terms and conditions unless the parties agree otherwise.

5 DETAILED SCOPE OF WORK

5.1. Background

The TGCSA Perspex plaque is awarded to establishments that voluntarily undergo quality assurance grading. The plaque allows one (consumer) to differentiate graded property from a non-graded property. The plaque serves as purpose to showcase the quality assured stars attained and the category thereof the establishment. i.e. one (01) to five (05) stars, five star premium. Each plaque is printed with the property serial number/membership number that is unique to only that property.

The Tourism Grading Council of South Africa (TGCSA) is the only officially recognized organization that authorizes accommodation establishments to display Quality Stars. Operating as one of the business units of South African Tourism (SAT), the TGCSA ensures the standard of quality of accommodation and conference venues, throughout South Africa through its stated vision: 'To establish a recognisable and credible globally benchmarked system of quality assurance for accommodation and MESE (Meetings, Exhibitions and Special Events) experiences, which can be relied upon by visitors when making their choice of establishment'. This is achieved by literally "putting the stars where they belong". The TGCSA provides a rigorous framework and process for the

quality assurance that is continuously sought after by tourism products seeking to showcase their products in this vibrant industry which contributes to an increase in consumer confidence, thus ensuring the country's international competitiveness as a tourism destination of choice. There are currently, over 5000 graded establishments: with an average of 110 NEW establishments joining the grading system every month.

Star grading is an independent assessment of what guests can expect to find at an accommodation establishment or conference venue. It is based on overall quality and takes into account the facilities you'd expect to accompany a particular star grading. One of the most critical links between the Grading Council and its graded accommodation establishments or conference venues are our Assessors. Assessors are service providers of the TGCSA and earn by commission following the successful approval of a property in the Monthly Property Approvals Meeting.

All of our Accredited Grading Assessors have a wealth of experience in hospitality as well as a full understanding of the dynamics of this demanding industry. They have also completed a Tourism Grading Council course under SAQA's unit standard 11317 "Grade an establishment, registered at level 5 on the NQF with a credit value of 20 credits".

8. The Awards Sub Committee appointed directly by the Minister of Tourism, following a public nomination process, oversees the awarding of One to Five Stars Grading Status to various establishments within the twelve categories which include: -

- a) Formal Accommodation (Hotels and Lodges)
- b) Guest Accommodation (Guesthouses, Country Houses and Bed & Breakfast)
- c) Caravan & Camping Sites
- d) Self-Catering (Exclusive use and Shared Vacation)
- e) Backpackers and Hostelling
- f) MESE - Meetings, Exhibitions and Special Events Venues
- G) Game Lodges
- h) Nature Lodges

The detailed grading criteria for each of the above-mentioned categories can be found on our website, www.tourismgrading.co.za

STATUTORY REQUIREMENTS FOR GRADING

1. Public liability insurance
2. Liquor license (where applicable)
3. Compliance with local authority regulations, i.e. health and safety certificate, building accessibility regulations, hygiene etc.
4. Registered as a business with the Provincial Authority (where applicable)
5. No discrimination on the basis of race, gender, citizenship, physical and mental conditions etc.

TGCSA GRADING PROCESS:



The TGCSA Grading Process



Frequently Asked Questions

Why should I get graded?

You immediately add credibility to your establishment. You have the right to display the Grading Council plaque outside your premises. You may use the Grading Council logo (star) in all your marketing material. You are marketed on this website South African Tourism and many star graded. Grading assists you in positioning your product. Government departments and many others only use graded establishments. Grading is a constant quality control tool with a feedback mechanism.

Who assesses the establishment?

Only TGCSA Accredited Grading Assessors who are based all over South Africa conduct grading assessments.

What do I need to qualify for star grading?

The TGCSA has grading criteria and minimum entry requirements for various types of accommodation and conferencing establishments e.g. Guest houses, Hotels, Lodges, B&B, Boreas etc.

How long is the star grading valid for?

It's valid for one year upon which an automatic renewal of your TGCSA membership will be generated. This automatic renewal will be based on a review to be made by you. After payment of the renewal fee (see the TGCSA bank details) you will again be assessed by a TGCSA accredited assessor.

How do I contact the TGCSA?

Contact the Tourism Grading Council at:
Tel: +27 11 895 3000
feedback@tourismgrading.co.za or visit www.tourismgrading.co.za

5.2. Scope of Work (SOW)

Scope of work

The supplier will be required to fulfil the following processes and operational Production and functions regarding the complete cycle of plaques.

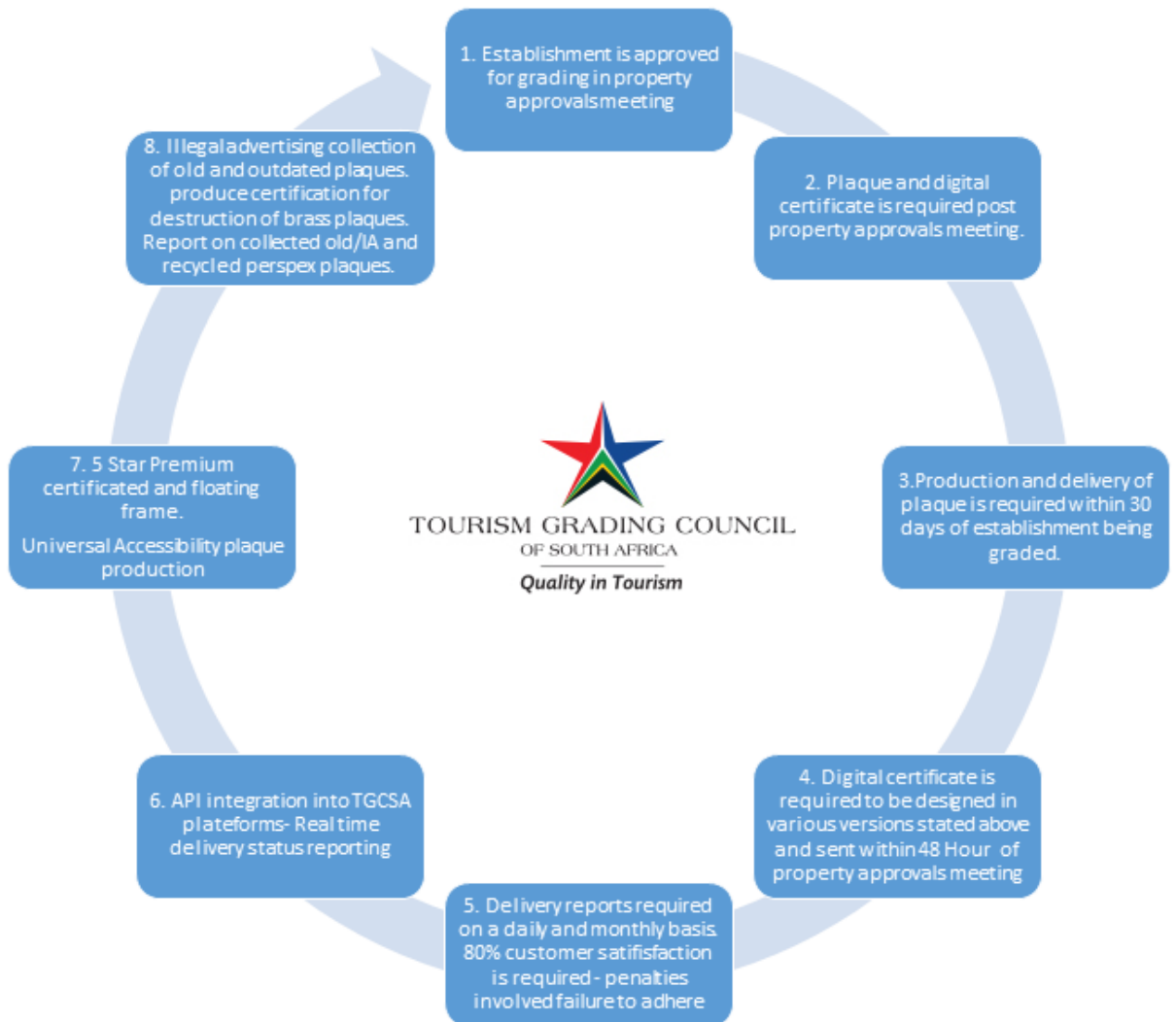
- a. Production of TGCSA plaques- according to TGCSA current plaque specifications:
 - SAT plaques Standard - Direct print onto Perspex - High Resolution UV Laser Print
 - Laser cut 2x5mm Perspex (Dimensions of Plaque 220x 320mm)
 - 2x Perspex board to make up 1 unit.
 - Frosted vinyl applied to back of the board.
 - 4x holes drilled (1 in each corner) Diameters: Screw 6mm including spacer 25mm x 15mm.
 - 4x rust free screws and spacers for each unit - Screw size 50mm- Screws must be rust free to avoid deterioration in outdoor weather.
 - Packaging of Plaque: Must be presentable and well packaged to be locally (Gauteng) or nationally delivered. TGCSA instruction sheet must be included in packaging.
 - The same specifications shall be followed to produce the Universal Accessibility plaques as well. More information regarding Universal accessibility can be found on www.tgcsa.co.za
- b. Distribution of courier service delivery of plaques nationally across South Africa
- c. Collection of old brass/expired Perspex plaques from establishments - Country-wide
- d. Destruction of old brass plaques and illegally advertised plaques (outdated plaques that have not been renewed or upgraded in TGCSA subscription- This is considered as illegal adverting thus the star insignia must be collected and destroyed with a production of a destruction certificate for the plaque and a recycling/destruction certificate is to be produced for the expired Perspex plaques.
- e. Initiatives must be around plaques recycling/re-purposing for reprinting of TGCSA plaques /or youth employment initiatives involved in plaque production. The Perspex plaque it must be of superior quality in production and print (High Resolution UV Laser Print). Packaging must be friction free to avoid scratching.
- f. Monthly delivery reports matched against the property approvals list covering:
 1. Total plaques delivered successfully.

2. Geographical breakdown of plaque delivery (courier costs must be quoted on a countrywide flat rate).
 3. Total returns of plaque deliveries (Unsuccessful deliveries) - Including reasons for returns
 4. Wrong address reporting within 12 Hours back to TGCSA for address validation
 5. Total brass/Perspex plaques collected- Total amount of Illegally advertised plaques destroyed.
 6. Total amount of plaque destructions (Certification of destruction must be provided for brass plaques)
 7. Total amount of plaques recycled/repurposed for reprinting of TGCSA plaques (or youth employment initiatives involved in plaque production).
 8. Monthly plaque production waybill delivery reports
 9. Monthly plaque collection report
 10. Risk Analysis report
- g. Monthly Customer satisfaction reports regarding delivery (Covering all the above report requirements reflecting entire data for the month including the customer satisfaction survey i.e.: 80% Satisfaction rate required from TGCSA customers monthly. Customer satisfaction survey and report is required to report on the following:
1. Rating of Quality of plaque production (1 to 5 Stars)
 2. Rating of Delivery time taken to deliver the plaque (1 to 5 stars)
 3. Rating of Installation Instructions of plaque (1 to 5 stars)
 4. Failure to achieve anything less than an 80% customer satisfaction rate will result in monetary penalisation in the monthly billing.
- h. Automated SMS/Email notification System: Establishment owner received 3 stages of notifications of delivery process via SMS.
1. 1st SMS - Upon plaque going into production we require the client to receive a warm SMS congratulating them on grading and that their plaque order has been received into production.
 2. The 2nd SMS is to advise the owner of scheduled date and time of when to expect delivery.
 3. The 3rd and final SMS/Email is to advise the client that delivery has been concluded and this requires the post Delivery - survey link to be disseminated within 24 hours to the establishment owner with the customer satisfaction survey.

- i. API WhatsApp for Business and CRM system integrations: The supplier is required to work with SAT Digitech team and Total Quality in Tourism System (TQIT) developers in terms of integrating real time reporting and tracking of parcel delivery e.g.:
 1. Sending a hashtag of the tracking number to the TGCSA WhatsApp line and receiving immediate AI reporting on the status of delivery.
 2. CRM integration - reporting real time reporting of status of delivery on the CRM system that can be viewed by TGCSA contact Centre, Assessors, PQAS and all internal TGCSA staff.
 3. The introduction of the 5 Star Premium level will also require the following:
 - j. Premium certificate to be printed on A4 high gloss, foil printed design with foil printing of gold trimming. This certificate is required to be framed in elite floating frame in Black Frame.
 - k. Premium certificate in floating frame fragile packaged in a fragile handle with care box with tissue paper and clear label on box of property name.
 - l. Produce and deliver new plaques across all TGCSA categories to establishments within the 30-day SLA period - countrywide.
 - m. Upon completion of all monthly production and upon monthly report submitted TGCSA shall conclude a 100% random audit on the production. This is to ensure a waybill of proof of evidence is matched to each plaque production.
- Upon being shortlisted the service provider will be required to produce samples of the following:
 - a. Production of the Perspex plaque
 - b. 5 Star Premium Luxury certificate framed with foiled printed.
 - c. The sample will be required to pass:
 - Exact CI (Corporate Identity) guideline application
 - Quality
 - Print quality
 - Pantone colours as per CI - (Corporate Identity)
 - Plaque assembly components dismantled (Screws must be rust free/galvanized screws with washers to prevent rusting on coastal areas)
 - Packaging of Plaque: Must be presentable and well packaged. Clearly labelled.
 - Key achievements that SAT want to achieve by appointing a service provider for this assignment:

- ☑ To ensure that the project is managed by a qualified service provider that will enable TGCSA to have a professional service provider that will adhere to a 30-day turnaround time of production and delivery. The feedback team will require daily delivery reports updates via the TQIT (Total Quality in Tourism System). This is the main system that the TGCSA Quality Protection feedback team, national assessors and graded establishments utilise). It is the main communication platform between supplier end users. Thus, it is imperative that daily updates are made by the supplier. Training for how to use the TQIT system shall be provided as well as support assistance via email and telephone.
- ☑ Delivery tracking reports shall be integrated into the TQIT system for easy reference, and it shall be implemented in the TGCSA WhatsApp business line. Tracking number monitoring system is essential for all stakeholders i.e.: Establishment owner, assessor and TGCSA quality protection team.
- ☑ Failure to abide by 30 days' turnaround time will require accountability monetary penalties for the supplier. This is essential to the protection of brand of TGCSA to ensure all members receive their plaque within the promised SLA. Failure to provide this service within SLA will directly affect the ability for the TGCSA to support establishments that are graded with proof of their grading. No plaque delivery can result in increased TGCSA cancellations as no plaque delivery fails to acknowledge the star allocation as per category grading assigned to the establishment. This in the greater scheme of things can decrease international visits and consumer confidence decreases with the uncertainty of the grade of the establishment.
- ☑ Constant telephonic and electronic communication will need to be sent to clients at all times thus an admin team is required to assist with the administrative tracking, delivering and after sales customer care.
- ☑ The supplier will be required to provide detailed manual reports/ updates via TQIT system to SAT:
 - Reasons for late delayed deliveries
 - Geographical breakdown of deliveries
 - Total returns of deliveries
 - Tracking and monitoring system for assessors and establishments
 - Weekly reports of total packages delivered as per compared against property approval meetings.
 - Plaque design will remain the same (Perspex plaque printing with star allocation, category and membership number) Alteration to the metal component needs to be considered perhaps galvanized rods to prevent rust for coastal establishments.
 - Illegal Advertising (IA)- Suppliers will be required to collect illegal advertising plaques and destroy these plaques. Supplier will need to run a monthly

delivery to collect such Illegal Advertising (IA) plaques from head office and destroy accordingly. Proof and reporting of destruction is required.



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