

Dear Supplier / Bidder

This serves as the request for quotation (RFQ) from the Department of Tourism for suppliers to prepare and submit written price quotation. **Note that the 80 / 20 preference point system will be applied.** Bidders are required to submit written price quotation including documentary proof to claim points for Women and Black ownership, valid sworn affidavit for EME or QSE, compliant tax clearance certificate or pin, updated Central Supplier Database (CSD) report and banking details, before stipulated closing date and time.

Bidders should adhere to the following instructions and non adherence may result in disqualification of the proposal / RFQ;

1. Standard Bidding Document (SBD1) or RFQ must be completed, signed and returned;
2. Standard Bidding Document (SBD4) – Bidder's Disclosure must be completed, signed and returned; and
3. All written price quotations or bids received after closing date and time of **14 MAY 2024 at 11H00AM** will not be considered – (will be disqualified and recorded as received late)

NOTE :

- ✓ All completed and signed documents should be returned and submitted with bidders written price quotation covering the RFQ scope of work and proposal to the following email address: quotationsscm@tourism.gov.za.
- ✓ Hand delivered RFQ / RFP must be recorded in a quotation register. Failure to record submitted RFQ / RFP will result in disqualification.

Kind regards



PART A REQUEST FOR QUOTATIONS (RFQ)

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (DEPARTMENT OF TOURISM)					
RFQ NUMBER:	DM453/24	CLOSING DATE:	14-05-2024	CLOSING TIME:	11H00AM
PROCUREMENT OF GOODS AS SPECIFIED BELOW					
DESCRIPTION					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE RFQ BOX SITUATED AT (STREET ADDRESS) OR PROVIDED EMAIL ADDRESS					
PHYSICAL ADDRESS : 17 TREVENNA STREET, SUNNYSIDE, PRETORIA 0002 OR EMAIL ADDRESS: QUOTATIONSSCM@TOURISM.GOV.ZA					
NOTE: IT IS THE RESPONSIBILITY OF THE BIDDER TO ENSURE THAT COMPLETED RFQ DOCUMENT IS DELIVERED TO THE CORRECT EMAL OR PHYSICAL ADDRESS ON BEFORE THE CLOSING DATE AND TIME.					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON			CONTACT PERSON		
TELEPHONE NUMBER			TELEPHONE NUMBER		
E-MAIL ADDRESS			E-MAIL ADDRESS		
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER		CODE	NUMBER		
CELLPHONE NUMBER					
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS		TAX COMPLIANCE SYSTEM PIN:	OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED? <input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1 BIDS MUST BE DELIVERED BY THE STIPULATED DATE AND TIME TO THE CORRECT ADDRESS. ALL COMPLETED DOCUMENTS SHOULD BE SEND TO quotationsscm@tourism.gov.za OR HAND DELIVERED AT **TOURISM HOUSE, 17 TREVENNA STREET, SUNNYSIDE, PRETORIA 0002**. PHYSICAL SUBMISSION OR HAND DELIVERED RFQ DOCUMENTS MUST BE COMPLETED IN THE REGISTER FOR QUOTATIONS. BIDDERS FAILURE TO COMPLETE THE REGISTER WILL INVALIDATE THE RFQ. LATE BIDS/RFQ WILL NOT BE CONSIDERED WHEN MAKING A DECISION TO AWARD.
- 1.2 ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED – OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT. THE **STANDARDS BIDDING DOCUMENTS (SBD) FORMS MUST BE COMPLETED, SIGNED AND RETURNED WITH THE RFQ / BID DOCUMENTS.**
- 1.3 BIDDER'S ARE NOT ALLOWED TO ALTER THE CONTENT AND SEQUENCE OF INFORMATION IN THE SBD4 FORM.
- 1.4 THE UNDERSIGNED BIDDER DECLARES AND FURTHER AGREES TO HAVE READ 2010 VERSION OF THE GENERAL CONDITIONS OF CONTRACT (GCC) IS AVAILABLE ON THE NATIONAL TREASURY WEBSITE. TO ACCESS THE GCC THE BIDDER SHOULD CLICK THE FOLLOWING LINK <http://www.treasury.gov.za/divisions/oc/po/sc/GeneralConditions/> OR DOWNLOAD THE DOCUMENT FROM THE NATIONAL TREASURY.
- 1.5 THE **80 / 20** PREFERENTIAL POINT SYSTEM WILL BE APPLIED WHEREIN **80** POINTS IS FOR PRICE AND **20** POINTS IS FOR SPECIFIC GOALS. TENDERS WITH A RAND VALUE OF BETWEEN R 30 000 BUT NOT EXCEEDING R 50 MILLION (INCLUSIVE OF ALL APPLICABLE TAXES). FIRSTLY, THE BID SUBMISSION / RFQ WILL EVALUATED IN LINE WITH THE SET CRITERIA OR FUNTIONALITY (IF APPLICABLE) AND THEREAFTER PROPOSAL WILL BE EVALUATED ON POINTS FOR PRICE AND SPECIFIC GOALS.
- 1.6 THE DEPARTMENT MAY APPLY THE 80/20 POINT SYSTEM IN RESPECT TO TENDERS BETWEEN R 2 000 AND R 30 000 (INCLUSIVE OF APPLICABLE TAXES), THAT WILL BE STIPULATED IN THE INVITATION TO BID/RFQ.
- 1.7 POINTS SCORED FOR **SPECIFIC GOALS WILL BE ADDED TO THE POINTS SCORED FOR PRICE** AND THE TOTAL WILL BE ROUNDED OFF TO THE **NEAREST TWO (2) DECIMAL PLACES.**
- 1.8 A **TENDER OR RFQ MUST BE AWARDED TO THE TENDERER WHO SCORE THE HIGHEST TOTAL NUMBER OF POINTS** IN TERMS OF THE PREFERENCE POINT SYSTEM (PRICE AND SPECIFIC GOALS) UNLESS OBJECTIVE CRITERIA IN TERMS OF SECTION 2 (1)(F) OF THE PPPFA ACT NO 5 OF 2000 JUSTIFY THE AWARD OF THE TENDER TO ANOTHER TENDERER
- 1.9 BIDDERS ARE REQUIRED TO **SUBMIT RESPONSIVE BIDS BY COMPLETING ALL PRICING AND ITEM INFORMATION** IN LINE WITH THE ENTIRE SCOPE OF WORK/GOODS/SERVICES. SHOULD THE SUPPLIER FAIL TO QUOTE ON THE ENTIRE SCOPE OF WORK AS PER THE RFQ THE DEPARTMENT MAY NOT AWARD THE CONTRACT TO THE SUPPLIER.
- 1.10 THE DEPARTMENT RESERVES THE RIGHT TO **NEGOTIATE WITH THE BIDDERS PRIOR OR POST AWARD.**
- 1.11 THE DEPARTMENT MAY **ALLOCATE ZERO/NIL POINTS FOR SPECIFIC GOALS WHERE PROOF IS NOT SUBMITTED WITH THE RFQ.**
- 1.12 BIDDERS SHOULD INDICATE THE VALIDITY PERIOD (IN DAYS) OF PRICE QUOTATION AFTER THE CLOSING DATE

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

3. 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
- c) USE THE PRESCRIBED SEQUENCE IN ATTACHING THE **ANNEXURES** THAT COMPLETE THE BID OR RFQ DOCUMENT

ANNEXURES	DOCUMENT DECIPTION	YES	NO
PART A & B	IS BID INVITATION FORM AND TERMS AND CONDITIONS FOR BIDDING COMPLETED, SIGNED AND SUBMITTED?		
ANNEXURE A	IS THE STANDARD BID DOCUMENT (SBD4) FORM BIDDER'S DISCLOSURE COMPLETED, SIGNED AND SUBMITTED?		
ANNEXURE B	IS PROOF OF OWNERSHIP BY WOMAN SUBMITTED.		

	<p>i. SHAREHOLDING (CERTIFICATE) PORTFOLIO BY PROOF OF REGISTRATION OF THE COMPANY WITH COMPANIES AND INTELLECTUAL PROPERTY REGISTRATION OFFICE (CIPRO) / COMPANIES INTELLECTUAL PROPERTY COMMISSION (CIPC). IN CASE OF JOINT VENTURE, A BIDDER MUST SUBMIT PROOF OF REGISTRATION FOR BOTH ENTERPRISES;</p> <p>ii. CERTIFIED COPY (COPIES) OF ID-DOCUMENT(S) OF THE WOMAN OR WOMEN; AND</p> <p>iii. A CSD FULL REPORT AND NOT SUMMARIZED PREFERABLY DRAWN PRIOR TO THE CLOSING DATE MUST BE SUBMITTED BY BIDDERS.</p>		
ANNEXURE C	<p>IS PROOF OF OWNERSHIP BY BLACK PERSON (S) SUBMITTED.</p> <p>i. SHAREHOLDING (CERTIFICATE) PORTFOLIO BY PROOF OF REGISTRATION OF THE COMPANY WITH COMPANIES AND INTELLECTUAL PROPERTY REGISTRATION OFFICE (CIPRO) / COMPANIES INTELLECTUAL PROPERTY COMMISSION (CIPC). IN CASE OF JOINT VENTURE, A BIDDER MUST SUBMIT PROOF OF REGISTRATION FOR BOTH ENTERPRISES;</p> <p>ii. CERTIFIED COPY (COPIES) OF ID-DOCUMENT(S) OF BLACK PERSON(S); AND</p> <p>iii. A CSD FULL REPORT AND NOT SUMMARIZED PREFERABLY DRAWN PRIOR TO THE CLOSING DATE MUST BE SUBMITTED BY BIDDERS.</p>		
ANNEXURE D	<p>QUALIFYING EXEMPTED MICRO ENTERPRISE (EME) – AND OR QUALIFYING SMALL ENTERPRISE (QSE) – MUST SUBMIT A VALID B-BBEE SWORN AFFIDAVIT (VALID FOR A PERIOD OF 12 MONTHS FROM THE DATE SIGNED BY THE COMMISSIONER) ACCOMPANIED BY CIPS BUSINESS REGISTRATION AND SHARE CERTIFICATE. IN CASE OF JOINT VENTURE TO CLAIM POINTS, A CONSOLIDATED B-BBEE CERTIFICATE ISSUED BY AN ACCREDITED VERIFICATION AGENCY, IRRESPECTIVE OF THE SIZE OF THE COMPANIES INVOLVED IN A JOINT VENTURE MUST BE SUBMITTED. THE DEPARTMENT CANNOT ACCEPT JOINT VENTURE AFFIDAVIT.</p>		
ANNEXURE E	<p>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?</p>		

4. APPLICATION OF PREFERENCE POINT SYSTEM

4.1 DEFINITIONS

HISTORICALLY DISADVANTAGED INDIVIDUALS (HDI) IS DEFINED AS A SOUTH AFRICAN CITIZEN –

- a) WHO, DUE TO THE APARTHEID POLICY THAT WAS IN PLACE, HAD NO VOTING RIGHTS IN THE NATIONAL ELECTIONS PRIOR TO THE INTRODUCTION OF THE CONSTITUTION OF THE REPUBLIC OF SOUTH AFRICA, 1983 (ACT NO. 100 OF 1983) OR THE CONSTITUTION OF THE REPUBLIC OF SOUTH AFRICA, 1993 (ACT NO. 200 OF 1993) (*"THE INTERIM CONSTITUTION"*) AND OR
- b) WHO IS A WOMAN, AND / OR
- c) WHO HAS DISABILITY

4.2 WITH THE UNDERSTANDING THAT ANY PERSON WHO RECEIVED SOUTH AFRICAN CITIZENSHIP ON OR BEFORE THE INTRODUCTION OF THE INTERIM CONSTITUTION, WILL NOT BE DEEMED TO BE HDI.

4.3 ANY REFERENCE TO WORDS "BID" OR "BIDDER" HEREIN AND/OR IN ANY OTHER DOCUMENTATION SHALL BE CONSTRUED TO HAVE THE SAME MEANING AS THE WORDS "TENDER" OR "TENDERER".

4.4 "A WOMAN" REFERS TO A FEMALE PERSON WHO IS A SOUTH AFRICAN CITIZEN

4.5 "DISABILITY" REFERS TO A PERSON WITH A PERMANENT PHYSICAL DISABILITY, MENTAL DISABILITY, AWARENESS DISABILITY, WHICH LEADS TO CONFINEMENT OR DISABILITY, OR THE INABILITY TO PERFORM BODILY FUNCTIONS IN THE MANNER OR WITHIN THE CAPACITY OF A NORMAL PERSON.

4.6 "HDI EQUITY OWNERSHIP" REFERS TO THE PERCENTAGE OF A PARTNERSHIP OR BUSINESS THAT IS OWNED BY INDIVIDUALS, OR IN THE CASE OF A COMPANY, THE PERCENTAGE OF SHARES WHICH IS OWNED BY INDIVIDUALS WHO ARE ACTIVELY INVOLVED IN THE MANAGEMENT DECISIONS AND DAY TO DAY OPERATIONAL ACTIVITIES OF THE COMPANY OR BUSINESS AND WHO EXERCISES CONTROL IN THE BUSINESS IN RELATION TO THEIR OWNERSHIP AT THE CLOSE OF TENDER. WHERE INDIVIDUALS ARE NOT ACTIVELY INVOLVED IN THE MANAGEMENT AND DAY TO DAY OPERATIONAL ACTIVITIES OF THE BUSINESS AND WHO DOES NOT EXERCISE CONTROL IN RELATION TO THE PERCENTAGE OF THEIR OWNERSHIP, EQUITY OWNERSHIP POINTS CANNOT BE AWARDED.

4.7 "BLACK PEOPLE" IS A GENERIC TERM WHICH MEANS AFRICANS, COLOURED AND INDIANS WHO ARE CITIZENS OF THE RSA BY BIRTH OR DESCENT OR BY NATURALISATION BEFORE 27 APRIL 1994 OR AFTER.

4.8 "SMALL ENTERPRISE" MEANS A SEPARATE AND DISTINCT BUSINESS ENTITY, TOGETHER WITH ITS BRANCHES OR SUBSIDIARIES, IF ANY, INCLUDING COOPERATIVE ENTERPRISES, MANAGED BY ONE OWNER OR MORE PREDOMINANTLY CARRIED ON IN ANY SECTOR OR SUBSECTOR OF THE ECONOMY.

4.9 "YOUTH" IS A GENERIC TERM WHICH MEANS PERSONS BETWEEN 14 TO 35 YEARS OF AGE.

4.10 "EXEMPTED MICRO ENTERPRISE (EME)" IN TERMS OF THE GENERIC CODES OF GOOD PRACTICE, IT REFERS TO AN ENTERPRISE

WITH AN ANNUAL TOTAL REVENUE OF R 10 MILLION OR LESS.

4.11 "QUALIFYING SMALL ENTERPRISE (QSE)" IN TERMS OF THE GENERIC CODES OF GOOD PRACTICE, IT REFERS TO AN ENTERPRISE WITH AN ANNUAL TOTAL REVENUE OF BETWEEN R 10 MILLION AND R 50 MILLION

4.12 "SPECIFIC GOALS "REFERS TO CONTRACTING WITH PERSONS, OR CATEGORIES OF PERSONS, HISTORICALLY DISADVANTAGED BY UNFAIR DISCRIMINATION ON THE BASIS OF RACE, GENDER OR DISABILITY AND IMPLEMENTING PROGRAMME AS PUBLISHED IN THE GOVERNMENT GAZETTE NO. 16085 DATED 23 NOVEMBER 1994.

4.13 80 / 20 PREFERENCE POINT SYSTEM

TENDERERS WILL BE AWARDED POINTS AS FOLLOWS:

a)	TENDER PRICE	:	80 POINTS	} SPECIFIC GOALS - MAXIMUM OF 20 POINTS
b)	WOMEN OWNERSHIP	:	06 POINTS	
c)	BLACK OWNERSHIP	:	12 POINTS	
d)	SMME'S (EME OR QSE)	:	02 POINTS	
TOTAL			100 POINTS	

4.14 THE POINTS SCORED FOR SPECIFIC GOALS WILL BE ADDED TO THE POINTS SCORED FOR PRICE AND THE TOTAL MUST BE ROUNDED OFF TO THE NEAREST 2 DECIMAL PLACES

4.15 TENDER PRICE

THE FOLLOWING FORMULA WILL BE USED TO CALCULATE THE POINTS OUT OF 80 FOR PRICE IN RESPECT OF TENDER WITH A RAND VALUE NOT EXCEEDING R 50 MILLION (INCLUSIVE OF ALL APPLICABLE TAXES). THE LOWEST ACCEPTABLE TENDER MUST SCORE 80 POINTS FOR PRICE, AND OTHER TENDERS WHICH ARE HIGH IN PRICE MUST SCORE FEWER POINTS , ON PRO RATA BASIS.

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

WHERE -

PS = POINTS SCORED (AWARDED) FOR PRICE OF TENDER UNDER CONSIDERATION

PT = PRICE OF TENDER UNDER CONSIDERATION; AND

PMIN = PRICE OF THE LOWEST ACCEPTABLE TENDER

4.16 SPECIFIC GOALS

4.16.1 % OWNED BY PEOPLE WHO ARE WOMEN

A MAXIMUM OF SIX (06) POINTS WILL BE AWARDED TO A TENDERER WHO IS A WOMAN. EQUITY OWNERSHIP FOR WOMEN WILL BE DETERMINED BY THE % OF THE ENTERPRISE OWNED BY SUCH A PERSON OR BY THE % OF SHARES OWNED BY MEMBER/S WHO ARE ACTIVELY INVOLVED IN THE DAY TO DAY MANAGEMENT OF THE COMPANY OR ENTERPRISE. **DOCUMENTS REQUIRED ARE DETAILED ON ANNEXURE B ABOVE AND MUST BE SUBMITTED WITH THE RFQ/BID RESPONSE TO CLAIM POINTS.**

% OF ENTERPRISE OWNED BY WOMEN-----%

THUS, POINTS AWARDED: $6 \times \frac{\% WO}{100} =$

4.16.2 % OWNED BY BLACK PEOPLE

A MAXIMUM OF TWELVE (12) POINTS WILL BE AWARDED TO A TENDERER WHO IS A BLACK AND DID NOT HAVE VOTING RIGHTS ACCORDING TO THE DEFINITION OF AN HDI. EQUITY OWNERSHIP FOR BLACKS WILL BE DETERMINED BY THE % OF THE ENTERPRISE OWNED BY SUCH A PERSON OR BY THE % OF SHARES OWNED BY MEMBERS WHO ARE ACTIVELY INVOLVED IN THE DAY TO DAY ACTIVITIES OF THE COMPANY OR ENTERPRISE. **DOCUMENTS REQUIRED ARE DETAILED ON ANNEXURE C ABOVE AND MUST BE SUBMITTED WITH THE RFQ/BID RESPONSE TO CLAIM POINTS.**

% OF ENTERPRISE OWNED BY BLACK PERSON(S) WHO DID NOT HAVE VOTING RIGHTS.....%

THUS, POINTS AWARDED: $12 \times \frac{\% BO}{100} =$

4.17 SMALL, MEDIUM AND MICRO ENTERPRISES (SMME'S)

A MAXIMUM OF TWO (2) POINTS WILL BE AWARDED TO A TENDERER WHO IS CLASSIFIED AS SMME

IS THE COMPANY CLASSIFIED AS EME OR QSE? **DOCUMENTS REQUIRED ARE DETAILED ON ANNEXURE D ABOVE AND MUST BE SUBMITTED WITH THE RFQ/BID RESPONSE TO CLAIM POINTS.**

YES = 2 POINTS =
NO = 0 POINT =

4.18 THE DEPARTMENT CAN ONLY AWARD POINTS PROVIDED SUFFICIENT INFORMATION AND REQUIRED DOCUMENTS ARE CORRECTLY COMPLETED AND RETURNED WITH THE PROPOSALS IN LINE WITH LIST OF RETURNABLE DOCUMENTS ON PARAGRAPH THREE (3) ABOVE. POINTS OBTAINED FOR PRICE SHOULD BE ADDED TO POINTS OBTAINED FOR SPECIFIC GOALS.

4.19 INFORMATION ON THE DETAILED **CSD FULL REPORT (DIRECTORS / SHAREHOLDERS)** SHOULD BE THE SAME AND SUPPORTED BY **COPIES OF IDENTITY DOCUMENTS AND COMPANY REGISTRATION DOCUMENTS / SHAREHOLDER CERTIFICATES.**

5. 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 TENDERES SCORE EQUAL TOTAL NUMBER OF POINTS IN ALL RESPECTS, THE AWARD WILL BE DECIDED BY THE DRAWING OF LOTS

6. 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. THE DEPARTMENT 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

7. POPIA DISCLAIMER

7.1 COMPLIANCE WITH PERSONAL INFORMATION ACT, 4 OF 2013

PERSONAL INFORMATION SHARED WITH THE DEPARTMENT OF TOURISM (DEPARTMENT) 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.

7.2 CONSENT TO PROCESSING AND FURTHER PROCESSING OF PERSONAL INFORMATION

THE DEPARTMENT MAY PROCESS AND FURTHER PROCESS RECEIVED PERSONAL INFORMATION, INTERNALLY OR EXTERNALLY, IN THE EXECUTION OF ITS MANDATE AND/OR AS REQUIRED BY LAW. THE DEPARTMENT MAY SHARE PERSONAL INFORMATION WITH ITS SERVICE PROVIDERS, AGENTS, CONTRACTORS, LEGAL AND OTHER PROFESSIONAL ADVISORS AUTHORISED TO PROCESS THIS INFORMATION. THE DEPARTMENT MAY THUS PLACE RECEIVED PERSONAL INFORMATION IN THE PUBLIC DOMAIN DUE TO THE NATURE AND REQUIREMENTS OF ITS WORK.

7.3 FURTHER PROCESSING OF PERSONAL INFORMATION

YOU FURTHER GRANT THE DEPARTMENT EXPRESS 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.

7.4 DUTY OF CARE

THE DEPARTMENT VALUES YOUR PRIVACY AND SHALL TAKE ALL REASONABLE MEASURES TO PROTECT RECEIVED PERSONAL INFORMATION.

7.5 EXEMPTION FROM LIABILITY

THE DEPARTMENT (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

NO	SCOPE OF WORK (DESCRIPTION SERVICES OR GOODS)	QUANTITY	AMOUNT
1	<p>TERMS OF REFERENCE FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO PROVIDE MAINTENANCE, SUPPORT AND AD-HOC ENHANCEMENT OF THE EXISTING INTEGRATED TOURISM KNOWLEDGE SYSTEM FOR TWELVE (12) MONTHS PERIOD</p> <p>1. INTRODUCTION AND BACKGROUND</p> <p>The Department of Tourism has successfully implemented the Integrated Tourism Knowledge System (ITKS) to address the challenges posed by fragmented data sources and disjointed information systems in traditional tourism activities. This web-based platform has been meticulously developed to provide a unified and seamless environment for departmental systems, promoting a more holistic approach to managing tourism information. The ITKS integrates diverse datasets into a centralized platform, featuring various embedded modules that facilitate information dissemination, decision-making, and coordination within the tourism sector. The collaborative effort of internal stakeholders has been pivotal in custom designing and building the ITKS, with its primary goal being to enhance the efficiency, effectiveness, and sustainability of tourism activities by offering seamless access to departmental services, accurate, updated and quality assured data and information for supporting decision-making processes, policies and planning.</p> <p>In achieving this objective, the ITKS serves as a comprehensive tool that combines data sources, analytical tools, and communication channels, providing stakeholders in the tourism industry with a centralized platform for accessing relevant information and services. The implementation of the ITKS signifies a significant step forward in the department's commitment to leveraging technology for a more streamlined and unified approach to managing tourism-related data and activities. The ITKS comprises of the following custom-built modules:</p> <ul style="list-style-type: none"> a) National Tourism Information Monitoring System; b) Tourist Guide Information System; c) Tourism Skills and Employment Portal; d) Research Repository; and e) Complaints Management module. <p>The ITKS and the related modules are built on a PHP environment, using a Laravel framework, with the database developed using the MySQL platform. Thus, it is imperative that the prospective service providers have the skills with personnel extensive PHP background experience, as the Department will continue operating on this environment.</p>	1	

2. PURPOSE OF DOCUMENT

The purpose of this document is to solicit proposals from multi-technology skilled service providers for the appointment of a suitable service provider to host, provide maintenance and support of the existing Integrated Tourism Knowledge System, and additionally provide functional enhancements whenever required.

3. SCOPE OF WORK

The appointed service providers should be able to deliver on the following requirements for a period of 12 months.

3.1. NON-FUNCTIONAL REQUIREMENTS

- a. Maintenance and support of the ITKS and related modules
 - i. Provide technical support.
 - ii. Provide patch management to update the platform.
 - iii. Conduct stress, load, vulnerability testing and performance monitoring.
 - iv. Provide a restoration process/plan in case of disaster recovery.
 - v. Provide any ad-hoc maintenance support that will be needed by the department.
- b. Provide the Department with a project plan that encompasses the project's life-cycle.
- c. Provide bi-weekly and quarterly progress reports.
- d. Provide skills transfer on the handover of the project.
- e. Provide a close-out report at the end of the project

3.2. TECHNICAL REQUIREMENTS

- a. Maintain the Laravel framework and MySQL.
- b. The ITKS must be able to scale based on demand.
- c. Integrate an E-mail, SMS and WhatsApp engine functionality.
- d. Maintain multi-browser compatibility.
- e. Integrate with 3rd party system and other technologies.

3.3. RESERVED HOURS

In addition , the service provider must submit a quotation for the Department 's consideration of total cost for **300 hours for twelve months** (reserved hours), that can only be used with prior

approval from Department, whenever required. The quoted reserved hours will be used in accordance with the following:

- a. Development of functional enhancements that are currently not available on the ITKS and related modules; and
- b. Testing and deployment of the enhancements

NB: The service provider should indicate the hourly rate for the above reserved hours.

4. SUBMISSION REQUIREMENTS

The prospective service provider must demonstrate that they have experience, skills and human capacity to undertake and complete the requirements under scope of work. All interested service providers are required to submit the following:

- a. Provide detailed proposal(s) indicating the understanding of the assignment and how the requirements will be provided and delivered.
- b. Curriculum Vitae of the project leader and the team that will be available for the duration of the work, including their skills matrix.
- c. Proof indicating experience, background and track record in similar type of work including reference(s).
- d. Provide a detailed financial proposal(s) that includes a budget breakdown, and with additional total cost (hourly rate included) of **reserve hours to a total of 300**.

5. SYSTEM MANAGEMENT AND DATA PRIVACY

The department is the owner of all rights, systems, modules, and interest in the data and that all data will be maintained, backed-up and secured until returned on termination of the agreement, unless other provisions are made for the migration, transfer or destruction of the data).

Any data processing (mining) shall be carried out in a manner provided for by the POPI Act and shall be authorised by the department.

The service provider shall make provisions for the safe return/transfer of data and information in the systems back to the department at the end of the contract, or contract termination.

6. EVALUATION CRITERIA

The Department will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act No 5 of 2000 (PPPFA) and the Broad Based Black Economic Empowerment Act 53 of 2003, the bid will be evaluated in the following phases:

- Phase 1: Functional / Technical Evaluation
- Phase 2: Price and Specific Goals

Phase 1: Functional / Technical Evaluation

The service provider will be evaluated on functionality. The Bid documents will be evaluated individually on score sheet, by a representative evaluation panel according to the evaluation criteria indicated in the Terms of Reference. All bidders who scored at least 60 out of 100 for functionality will be considered for further evaluation. Bidders will be shortlisted and may possibly be invited to do a presentation on their proposals at their own cost. A bid proposal will be disqualified if it fails to meet the minimum qualifying score for functionality as per the bid invitation.

Phase 2: Price and Specific Goals.

Pricing and B-BBEE Status points	
The bidders that score points which exceed the minimum threshold provided on functionality will further be evaluated on price and on Broad Based Black Economic Empowerment Status Level Certificates provided in terms of the Preferential Procurement Policy Framework, Act 5 of 2000 and Regulations of 2011	
Points allocated for Price	80
Points allocated for Specific Goals	20
TOTAL FOR PRICE AND SPECIFIC GOALS	100

The following criteria will be used in particular as the criteria for the functional / technical evaluation.

1 = Poor | 2 = Fair | 3 = Good | 4 = Very Good | 5 = Excellent

Criteria	Description	Weight	Minimum Score	Maximum Score
Company Expertise	<p>The service provider must submit reference letters of successfully concluded projects within the software development or maintenance and support – A minimum of three (3) reference letters.</p> <p>The reference letters from the must include the following details:</p> <ul style="list-style-type: none"> • Company name • Company letterhead • Contact person • Contact telephone numbers • Project description and scope of work • The duration of the project 	20%	12	20

	<ul style="list-style-type: none"> • Demonstrate experience in software development, maintenance and support related projects. • Strong problem-solving skills and adaptability to address unforeseen challenges during project execution. 			
Project Implementation Methodology and Plan	<ul style="list-style-type: none"> • Provide a project plan to achieve the outcomes of the project. Furthermore, indicate timeline intervals that will be implemented across the project Comprehensive implementation and action plan to accomplish system objectives. • Provide a detailed methodology /approach that will implemented in rendering the services of maintenance, support and enhancements. • Demonstrate the full understanding of the project requirements (maintenance and support, and ad-hoc system enhancements) • Outline a plan of action for facilitating the transfer of skills to the designated officials within the Department. • Demonstrate the understanding and knowledge of POPIA Act. 	45%	27	45
Project Team experience and capacity	<p>The project team members must meet the following requirements:</p> <ul style="list-style-type: none"> • Minimum 5 years' experience in project management within software development or maintenance and support projects. • A minimum of five (5) years' experience in PHP, Laravel framework, and MYSQL projects. • A minimum of five (5) years' experience in JavaScript framework React, Vue, or Angular projects. • A minimum of five (5) years' experience in User Interface or User Experience (UI/UX) projects. • Knowledge of SDLC / JAD / Agile development methodologies. • Experience in testing, integration and deployment of finalized software components to production environment. • Ability to collaborate effectively to relevant stakeholders. 	35%	21	35
TOTAL		100%	60 Points	100 Points

7. SUBMISSION OF PROPOSALS

The original proposal must be emailed and submitted with the name and address of the service provider, inclusive of the budget breakdown of the proposal and other important information relevant to the project.

CLOSING DATE, TIME & DELIVERY MODE:

DATE: 14 May 2024

TIME: 11H00AM

SCM Enquires: Tel. (012) 444 6744 or email: quotations@tourism.gov.za

Technical Enquiries: Tel. (012) 444 6383 or e-mail: TModjadji@tourism.gov.za

TOTAL PRICE EXCLUDING VAT

VAT@ 15 % (ONLY IF THE BIDDER/SUPPLIER IS REGISTERED FOR VAT)

GRAND TOTAL INCLUDING VAT (TOTAL BID OR RFQ PRICE)

NB: FAILURE TO SUBMIT DULY COMPLETED FORMS AND SIGNED AUTHORISATION DECLARATION, WITH THE REQUIRED ANNEXURE(S), IN ACCORDANCE WITH THE ABOVE PROVISIONS MAY INVALIDATE THE BID FOR SUCH GOODS OR SERVICES OFFERED.



NAME AND SURNAME
 DESIGNATION: DIRECTOR, Knowledge Management
 DATE: 25-April-2024

SIGNATURE OF BIDDER:.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:.....
 (Proof of authority must be submitted e.g. company resolution)

DATE:.....

ANNEXURE A
BIDDER'S DISCLOSURE

SBD4

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.



**ANNEXURE A
 BIDDER'S DISCLOSURE**

SBD4

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?
YES/NO

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.



**ANNEXURE A
BIDDER'S DISCLOSURE**

SBD4

- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder