



## PART A REQUEST FOR QUOTATIONS (RFQ)

**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (DEPARTMENT OF TOURISM)**

RFQ NUMBER:	IM1182026	CLOSING DATE:	10-07-2026	CLOSING TIME:	11H00
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**PROCUREMENT OF GOODS AS SPECIFIED BELOW**

**DESCRIPTION**

APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO PROVIDE MAINTENANCE, SUPPORT, HOSTING, AND AD-HOC ENHANCEMENT OF THE EXISTING MARKET ACCESS SUPPORT PROGRAMME SYSTEM FOR TWELVE (12) MONTHS PERIOD

**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  
**NOTE: IT IS THE RESPONSIBILITY OF THE BIDDER TO ENSURE THAT COMPLETED RFQ DOCUMENT IS DELIVERED TO THE PHYSICAL ADDRESS ON BEFORE THE CLOSING DATE AND TIME.**

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO	TECHNICAL ENQUIRIES MAY BE DIRECTED TO:
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CONTACT PERSON	CONTACT PERSON
TELEPHONE NUMBER	<b>Mr Theto Modjadji</b>
E-MAIL ADDRESS	<b>012 444 6383</b>
	<b>TModjadji@tourism.gov.za</b>

**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 ]
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**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 REGISTERED 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 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/ocpo/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](http://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 DESCRIPTION	YES	NO
<b>PART A &amp; B</b>	IS BID INVITATION FORM AND <b>TERMS AND CONDITIONS</b> FOR BIDDING COMPLETED, SIGNED AND SUBMITTED?	<input type="checkbox"/>	<input type="checkbox"/>
<b>ANNEXURE A</b>	IS THE <b>STANDARD BID DOCUMENT (SBD4)</b> FORM BIDDER'S DISCLOSURE COMPLETED, SIGNED AND SUBMITTED?	<input type="checkbox"/>	<input type="checkbox"/>
<b>ANNEXURE B</b>	IS PROOF OF OWNERSHIP BY <b>WOMAN</b> SUBMITTED.	<input type="checkbox"/>	<input type="checkbox"/>

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

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	} <b>SPECIFIC GOALS - MAXIMUM OF 20 POINTS</b>
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.

$$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

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 SERVICES
- 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 THE 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 OF SERVICES OR GOODS)	QUANTITY	AMOUNT
1	<p><b>TERMS OF REFERENCE FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO PROVIDE MAINTENANCE, SUPPORT, HOSTING, AND AD-HOC ENHANCEMENT OF THE EXISTING MARKET ACCESS SUPPORT PROGRAMME (MASP) APPLICATION SYSTEM FOR TWELVE (12) MONTHS PERIOD</b></p> <hr/> <p><b>1. INTRODUCTION AND BACKGROUND</b></p> <p>The Market Access Support Programme (MASP) application system is the departmental platform used to receive and process enterprise applications for the Tourism Incentive Programme, which aims to promote sustainable and inclusive tourism development while enhancing South Africa's competitiveness as a travel destination.</p> <p>Potential enterprises must apply and submit their applications through the system, after which the department processes them internally. As the entire application lifecycle is managed on this platform, the system comprises both a client-facing module and an administrative module, a database and storage management facility, with each requiring ongoing maintenance, support, and enhancement.</p> <p>The MASP solution is primarily developed using the PHP Laravel framework, with MySQL as the underlying database.</p> <p><b>2. PURPOSE OF DOCUMENT</b></p> <p>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 MASP application system, and additionally provide functional enhancements whenever required.</p> <p><b>3. SCOPE OF WORK</b></p> <p>The appointed service provider shall meet the specified deliverables for a period of twelve (12) months.</p> <p><b>3.1 Once-Off Deliverables</b></p> <ul style="list-style-type: none"> <li>(a) Project Plan – the service provider shall submit a comprehensive project plan covering the full scope of the project life cycle.</li> <li>(b) The service provider shall conduct structured knowledge and skills transfer (user training) and system handover to designated department officials.</li> <li>(c) The service provider shall deploy the system in the department's chosen production environment.</li> </ul>	1	

- (d) The service provider shall provide deployment documentation.
- (e) The service provider shall submit a project close-out report at the end of the contract.

### **3.2 Recurring Deliverables**

- (f) The service provider shall submit quarterly maintenance reports detailing maintenance, support and enhancement (if any) activities performed.
- (g) The service provider shall submit a monthly backup verification report.
- (h) The service provider shall submit a monthly system performance and availability report.
- (i) The service provider shall submit a bi-annual vulnerability assessment report.

### **3.3 Hosting and Data Residency**

- (j) The MASP application system shall be hosted within the borders of the Republic of South Africa. No production data, backups, logs, or replicated databases may be stored or processed outside South Africa.
- (k) The Service Provider shall provision, configure, and maintain secure production, testing, and backup environments.

### **3.4 Support and Incident Classification**

- (l) The Service Provider shall provide operational support for the system and shall attend to both urgent and non-urgent incidents in accordance with the agreed Service Level Agreement (SLA).
- (m) The Service Provider and the Department shall jointly agree on the classification and categorisation of incidents, which shall be documented in the SLA.
- (n) The Service Provider shall provide after-hours support for critical priority incidents.
- (o) During the application period, the service provider shall make available a dedicated resource to promptly resolve urgent technical issues encountered by both administrators and applicants.

### **3.5 Codebase Integration**

- (p) The service provider will be required to work with a third party to integrate the MASP codebase into the ITKS system codebase, which is also built with PHP Laravel.
- (q) The service provider shall integrate with third-party APIs to leverage existing external services for the validation of applicant inputs.

### **3.6 Known functionality to build**

- (r) The service provider shall be required to build a MASP contract generation and management functionality in the system. The contract will be based on all the terms

and conditions of support of the programme and other related information that will be supplied by the Department.

### **3.7 Reserved Hours for Enhancements**

In addition, the Service Provider shall submit a quotation for the Department's consideration covering a total of **500** hours per annum (reserved hours). These hours may only be utilised upon prior written approval from the Department.

The reserved hours shall be used for the following:

- (s) Development of functional enhancements not currently available on the MASP system; and
- (t) Deployment of the approved enhancements.

**Note:** The Service Provider shall indicate the applicable hourly rate for the reserved hours.

## **4. TECHNICAL EXPERTISE REQUIRED**

### **4.1 Company expertise**

The Department requires a company that:

- (a) Has a proven track record in developing and managing large-scale web development projects.
- (b) Demonstrates experience with enterprise-level, high-traffic systems.
- (c) Provides dedicated teams for development, support, and project management.
- (d) Can ensure compliance with hosting and data residency requirements.

### **4.2 Development team members' expertise**

The Department requires **AT LEAST TWO** developers with expertise in:

- (e) Laravel Framework knowledge and experience.
- (f) Large-Scale software development experience.
- (g) Strong understanding of MVC architecture and design patterns.
- (h) Proficiency in Laravel Tools, packages & Features.
- (i) Knowledge of RESTful APIs and integrating Laravel with Drupal
- (j) Working knowledge of HTML, CSS and responsive design principles
- (k) UI/UX design principles.
- (l) Proficiency in design tools such as Figma, Adobe XD or similar
- (m) Experience with MySQL and MS SQL Server, including:
- (n) Performance tuning and query optimisation for large datasets

- (o) Backup, replication, and disaster recovery strategies.

**NB: Clearly indicate which developer will be the lead and who will support.**

#### **4.3 Project Manager expertise**

The Department requires a project manager with experience in:

- (p) IT Project Management, managing web development and IT projects from initiation to closure.
- (q) Skilled in agile, SDLC, SCRUM methodologies.
- (r) Ability to track milestones, deliverables, and deadlines, and provide regular status reports.
- (s) Coordinates effectively between developers and the Department.
- (t) Identifies and escalates risks, ensures timely resolution of issues.

### **5. PREQUALIFYING MANDATORY REQUIREMENTS**

***Failing to provide or meet the mandatory requirements listed below will result in disqualification, and the bid will not be considered for further evaluation.***

- 5.1** According to Treasury Regulation 16A.9.2, the department may disregard the bid of any bidder if that bidder, or its directors –
- i. Have abused the institution's supply chain management system.
  - ii. Have committed fraud or any other improper conduct in relation to such system; or
  - iii. Have failed to perform on any previous contract.

**Failing to provide the following:**

- 5.2** A project financial proposal, inclusive of reserved hours.

### **6. SUBMISSION REQUIREMENTS**

The prospective Service Provider must demonstrate that they possess the necessary experience, skills, and human capacity to successfully undertake and complete the requirements outlined in the Scope of Work and Deliverables.

All interested Service Providers are required to submit the following:

#### **6.1 Proposal document**

- a) A detailed proposal demonstrating a clear understanding of the assignment.
- b) An explanation of how the requirements will be addressed, executed, and delivered.

## 6.2 Project team expertise

- c) Curriculum Vitae (CVs) of the project manager, developers, designer and any other team members who will be assigned for the duration of the work.
- d) Include a skills matrix showing the relevant expertise of each team member.
- e) include qualifications related to software development.

## 6.3 Company Experience

- f) Proof of the company's experience, background, and track record in similar work.
- g) Include contactable references.

## 6.4 Financial Proposal

- h) A detailed financial proposal with a clear budget breakdown, including:
  - i) Maintenance Costs – Cost for a period of 12 months.
  - j) Reserved Hours for ad-hoc enhancement – Total of 500 hours, with the hourly rate clearly indicated.
  - k) Hosting Costs – Monthly hosting costs, with the total cost for 12 months.

**Note: Hosting will be provided monthly, invoiced quarterly, and will continue only until the solution is deployed on the Department's chosen hosting environment or until the contract ends, whichever occurs first.**

## 7. SYSTEM MANAGEMENT AND DATA PRIVACY

**7.1** The department is the owner of all rights, systems, modules, and interest in the data, and 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.

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

**7.3** 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.

## 8. EVALUATION CRITERIA

**8.1** 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 BBBEE Specific Goals

## 8.2 Phase 1: Functional / Technical Evaluation

The service provider will be evaluated on technical expertise and submission requirements. The Bid documents will be evaluated individually on a score sheet by a representative evaluation panel in accordance with the evaluation criteria set out in the Terms of Reference. All bidders who scored at least 70 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 technical expertise and submission requirements as per the bid invitation.

## 8.3 Phase 2: Price and B-BBEE Status Level of Contribution.

Pricing and B-BBEE Status points	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
B-BBEE Specific goals	20
<b>TOTAL FOR PRICE and B-BBEE SPECIFIC GOALS</b>	<b>100</b>

## 9. EVALUATION MATRIX

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

Rating	Definition	Score
<b>Excellent</b>	<b>Exceeds</b> the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, and resources, and quality measures required to provide the goods/services. The response identifies factors that offer potential added value and provide supporting evidence.	<b>5</b>
<b>Good</b>	<b>Satisfies</b> the requirement with <b>minor additional benefits</b> , above-average demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services. The response identifies factors that offer potential added value and provide supporting evidence.	<b>4</b>
<b>Acceptable</b>	<b>Satisfies</b> the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services, with supporting evidence.	<b>3</b>
<b>Minor Reservations</b>	Satisfies the requirement with <b>minor reservations</b> . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, and resource and quality measures required to provide the goods/services, with little or no supporting evidence.	<b>2</b>
<b>Serious Reservations</b>	Satisfies the requirement with <b>significant reservations</b> . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, and resource and quality measures required to provide the goods/services, with little or no supporting evidence.	<b>1</b>

## 9.2 Functional / Technical Evaluation

Evaluation Area	Evaluation Criteria	Weight												
Company Expertise	<p>Proven track record in developing and managing large-scale web development projects with dedicated teams. The service provider must submit reference letters of successfully concluded projects within the software/web development, maintenance, and support.</p> <p>The reference letters <b>MUST</b> include the following details:</p> <ul style="list-style-type: none"> <li>a. Company letterhead displaying company name</li> <li>b. Contact person</li> <li>c. Contact details</li> <li>d. Project description or scope of work</li> <li>e. The duration of the project</li> </ul> <table border="1" data-bbox="411 965 1091 1243"> <thead> <tr> <th data-bbox="416 972 746 1037">Number of Reference Letters</th> <th data-bbox="751 972 1086 1037">Scoring</th> </tr> </thead> <tbody> <tr> <td data-bbox="416 1043 746 1077">Six or more letters</td> <td data-bbox="751 1043 1086 1077">5</td> </tr> <tr> <td data-bbox="416 1084 746 1117">Five letters</td> <td data-bbox="751 1084 1086 1117">4</td> </tr> <tr> <td data-bbox="416 1124 746 1158">Four letters</td> <td data-bbox="751 1124 1086 1158">3</td> </tr> <tr> <td data-bbox="416 1164 746 1198">Three letters</td> <td data-bbox="751 1164 1086 1198">2</td> </tr> <tr> <td data-bbox="416 1205 746 1238">Two or less</td> <td data-bbox="751 1205 1086 1238">1</td> </tr> </tbody> </table>	Number of Reference Letters	Scoring	Six or more letters	5	Five letters	4	Four letters	3	Three letters	2	Two or less	1	25%
Number of Reference Letters	Scoring													
Six or more letters	5													
Five letters	4													
Four letters	3													
Three letters	2													
Two or less	1													
Understanding of scope and deliverables	<p>Discuss in detail the proposed Methodology, Approach, Deliverables, and Artefacts to address the in-scope requirements. The understanding of the proposal must be specific and tailored to address the specific MASP system and related modules' project objectives.</p> <ul style="list-style-type: none"> <li>a) Provide a high-level project plan to achieve the outcomes of the project. Furthermore, indicate timeline intervals that will be implemented across the project.</li> <li>b) Provide a detailed methodology and approach that will be implemented in rendering the services of maintenance, support, and enhancements within the applicable modules.</li> <li>c) Demonstrate a full understanding of the project requirements (maintenance and support, ad-hoc system enhancements, and hosting)</li> </ul>	10%												

d) Outline a plan of action for facilitating the transfer of skills to the designated officials within the Department.

Methodology Provided	Score
Excellent	5
Good	4
Acceptable	3
Minor Reservations	2
Serious Reservations	1

Project  
Manager  
Expertise

Experience in managing IT/web development projects with an understanding of agile methodology.

- Knowledge of SDLC / JAD / Agile development methodologies.
- Ability to collaborate effectively with relevant stakeholders.
- Demonstrate ability to plan, manage risks, and schedule.

Experience in Years	Score
More than 7 years	5
5 - 7 Years	4
More than 4 and less than 5 years	3
3 – 4 years	2
Less than 3 years	1

15%

Lead  
Developer  
Expertise

The lead developer must have expertise in the PHP Laravel framework, large-scale applications, MVC architecture, Laravel tools/packages, RESTful APIs, integration with Drupal, MySQL/MS SQL Server (performance tuning, backup, replication, disaster recovery).

Experience in Years	Score
More than 7 years	5
5 - 7 Years	4
More than 4 and less than 5 years	3
3 – 4 years	2
Less than 3 years	1

30%

Support  
Developer  
Expertise

The support developer must have expertise in the PHP Laravel framework, large-scale applications, MVC architecture, Laravel tools/packages, RESTful APIs, integration with Drupal, MySQL/MS SQL Server (performance tuning, backup, replication, disaster recovery).

Experience in Years	Score
More than 5 years	5
4 - 5 Years	4
More than 3 and less 4 Years	3
2 – 3 years	2
Less than 2 years	1

20%

**10. 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: June 2026

TIME: 11:00

**SCM Enquiries:** Tel. (012) 444 6744

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

<b>TOTAL PRICE EXCLUDING VAT</b>		
<b>VAT@ 15 % (ONLY IF THE BIDDER/SUPPLIER IS REGISTERED FOR VAT)</b>		
<b>GRAND TOTAL INCLUDING VAT ( TOTAL BID OR RFQ PRICE)</b>		

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.



**THETO MODJADJI**  
**DESIGNATION: DIRECTOR: KNOWLEDGE MANAGEMENT**  
**DATE: 9 June 2026**

SIGNATURE OF BIDDER: .....

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

DATE: .....

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO PROVIDE MAINTENANCE, SUPPORT, HOSTING, AND AD-HOC ENHANCEMENT OF THE EXISTING MARKET ACCESS SUPPORT PROGRAMME SYSTEM FOR A PERIOD OF TWELVE (12) MONTHS**