

Hessequa Municipality



**MUNICIPAL SUPPLY CHAIN MANAGEMENT
INVITATION TO SUBMIT CLOSED QUOTATION
THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO CONDUCT A
TOURISM PRODUCT AUDIT FOR HESSEQUA**

RQ Nr: 57181

30 October 2017

Dear Sir/Madam

Please provide a written quotation for the supply of goods and / or services as detailed in the list attached.

The quotation must be submitted, on the official letterhead of your business, by the one of the following means for the attention of Ms Carisha Prins

- Email carisha@hessequa.gov.za
- Per Hand at the Hessequa Municipality SCM offices, Post Office Building, 19 Main Road, Riversdale, 6670

**QUOTATIONS MUST REACH THE MUNICIPALITY BEFORE OR AT 12:00 ON 06 NOVEMBER 2017
NO LATE QUOTATIONS WILL BE CONSIDERED**

The following conditions will apply to all quotations:

- Prices quoted must be firm, inclusive of VAT and where applicable for delivery to the address indicated below. The total amount of the quotation must also be clearly indicated;
- Please refrain from quoting on goods that are out of stock or not usually stocked by your company, or indicate on your quotation that this is the case and what the delivery period on those items will be;
- If your quotation is accepted, goods and/or services must be supplied and delivered to the below mentioned address, accompanied by your delivery note and invoice (if possible);
- Quotations must to be valid for a period of 30 days;
- The delivery period must be indicated.

- The closed quotation is subjected to the General Conditions of Contract as contained in MFMA Circular 25 of 2005 and the conditions contained in Hessequa Municipal SCM POS section 3.2.4.
- If a quotation is submitted for the goods; services or works requested, you the supplier accepts the conditions of this quotation and that the goods; services and works will be supplied or constructed as per this quotation.
- A formal order will be issued to the successful supplier that will be a written instruction to the supplier to supply; deliver or construct as per specifications contained in this quotation.

If your quotation does not comply with above stated conditions, your quotation will not be considered.

If you have not received a response from the Municipality within thirty (30) days after the closing date of the quotation, please regard your quotation as unsuccessful.

Should you be interested in wanting to know to who the successful service provider was, you may consult our website at www.hessequa.gov.za where monthly reports on awards will be published.

Quotations will be evaluated and adjudicated in terms of the Preferential Procurement Policy Framework Act (Act 5 of 2000), The Preferential Procurement Regulations, 2017 and the Hessequa Municipality's Supply Chain Management Policy, for which 80 points will be allocated in respect of price and 20 points in respect of B-BBEE contribution.

The Municipality reserves the right to withdraw any invitation for closed quotations and/or to re advertise or to reject any quotation or to accept a part of it. The Municipality does not bind itself to accepting the lowest quotation.

Any Prospective Service Provider must make sure that they are registered and are valid on the Database of Hessequa Municipality and/or on the Centralised Supplier Database (CSD) and that they are in possession of a Valid Tax Clearance Certificate.

Please address any technical enquiries regarding the specifications to Ms Elana Lotriet
Tel: 028 713 8067 or Mr. Denver Johnson Tel: 028 713 7829, any Supply Chain Management related enquiries to Ms Carisha Prins at Tel: 028 713 7974.

Important note: a valid original or certified B-BBEE certificate must be submitted with the documentation. (MBD 6.1 Preference Points Claim form need to be completed to claim points. NB- Only points claims will be awarded. The MBD 6.1 is available from the municipal website at www.hessequa.gov.za under the tab SCM INFO AND REPORTS or at the Supply Chain Management offices at Post Office Building, 19 Main Road, Riversdale.)

**THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO CONDUCT A
TOURISM PRODUCT AUDIT FOR HESSEQUA**

1. INTRODUCTION

Hessequa Municipality hereby invites suitable qualified service providers with the necessary qualifications and expertise to conduct a tourism product audit for the local area. The municipal borders stretches from outside Swellendam to just before Mossel Bay in the Western Cape, and includes the towns of Slangrivier, Witsand, Heidelberg, Riversdale, Stilbaai, Jongensfontein, Melkhoutfontein, Albertinia and Gouritsmond. Tourism, has been identified as a key sector contributor to the local economy of Hessequa. The conducting of a tourism audit of the local tourism products /offerings is one of the key strategic priorities and deliverables of the municipality's tourism implementation plan.

The tourism product audit entail a formal inspection, the surveying/ and conducting of fieldwork, followed by an analysis of the range, standard and quality of attractions which include natural, man-made attractions, socio-cultural attractions, accommodation facilities, serviced establishments, local transport services, hospitality facilities, hard and soft infrastructure, the availability of tourism support services, tourism signage, billboards, food & beverages, security, ablution facilities, access to and within tourism areas and the overall tourism appeal of the area as a destination. The objective of the tourism product audit is to provide an overview of the standard and quality of tourism attractions and products and services in Hessequa, which will lead to the development of a tourism database of local tourism product offerings for the region.

2. SCOPE OF SERVICES REQUIRED

The successful service providers will be required:

- 2.1. To conduct an audit of local tourism products in Slangrivier, Witsand, Heidelberg, Riversdale, Stilbaai, Jongensfontein, Melkhoutfontein, Albertinia and Gouritsmond, to determine the standard and quality of the:

2.1.1. Attractions, which includes:

- 2.1.1.1. The natural attractions i.e. national & provincial parks, game reserves (private & public), rivers & dams, beaches and mountain areas.
- 2.1.1.2. The man-made attractions i.e. waterfronts, entertainment facilities (e.g. casino's)

- 2.1.1.3. The socio cultural facilities / attractions i.e. museums, fun parks, public amenities and open spaces.

- 2.1.2 **Accommodation establishments**, which include:
 - 2.1.2.1. **Serviced establishments** i.e. hotels, game lodges, guesthouses, bed & breakfasts, backpackers, lodges, self-catering, caravan & camping.

- 2.1.3 **Local transport services** i.e. air transport & facilities, sea transport, rail transport, road transport i.e. coaches, bus, car hire, taxi's and tour busses.

- 2.1.4. **Hospitality facilities** i.e. restaurants, catering, bars & clubs, MICE venues

- 2.1.5. **Hard Infrastructure** i.e. Roads, airports, rail, ICT, border posts, training facilities, telecommunications, an indication of water and electricity availability.

- 2.1.6. **Soft Infrastructure** i.e. human resource development, skills training, tourism associations, community associations, publicity associations / local & regional media and training providers and types of training programmes available in region.

- 2.1.7. **Available tourism support services / supplier supporting functions / services**
i.e.:
 - 2.1.7.1. **Private sector** i.e. couriers / guides, catering services, financial services, insurance services, travel trade, private education & training facilities, arts & craft shops, coffee shops and curios.
 - 2.1.7.2. **Public sector** i.e. national, provincial and local tourist organisations, regional tourist organisations, ports / airports, local information organisations, public education and training facilities, private educational and training establishments.

In addition to the above, as part of the project deliverable, the following needs to be included:

- 2.1.8. **Tourism signage** (availability of tourism signage indicating direction to tourism products)
- 2.1.9. **Billboards** (availability of bill boards at tourism products)
- 2.1.10. **Food & Beverages** (availability of food & beverages at tourism products)
- 2.1.11. **Availability of ablution** facilities at tourism products

- 2.1.12. Availability of parking**
- 2.1.13. Access to clean water at tourism products**
- 2.1.14. Access to electricity at tourism products**
- 2.1.15. Availability of security at tourism products**
- 2.1.16. Status of physical condition of tourism products**
- 2.1.17. Availability of proper marketing for tourism products**
- 2.1.18. Human resources the availability of care takers at tourism products.**

- 2.2. Determining the skills needs and training requirements in the tourism industry i.e. hospitality training requirements, service training requirements etc.
- 2.3. The temporary employment of two (2) local youth unemployed persons per town as part of the project team to be trained as fieldworkers, to assist with the tourism audit is compulsory.

3. STATEMENT OF REQUIREMENTS / DELIVERABLES

The successful service provider will be required to deliver the following:

- 3.1. An product audit report which will include:
 - 3.1.1. An overview and analysis for each town, with product sheets for each tourism product per town detailing core information about the tourism product and offerings i.e. category, sub-category, description, operating hours, entrance fee (where applicable), contact number, website, physical and postal addresses, town, GPS Coordinates, email addresses, owners name and details, maximum capacity, number of visitors per annum, hard and soft infrastructure analysis and rating, potential developments and summary of each products strengths and weaknesses. The product audit final report needs to provide recommendations for future developments to promote tourism.
- 3.2. Electronic database with GEO Coding and location as specified by STATSA, category classification and sub-category classification and contact details of product owners.

4. EVALUATION CRITERIA FOR FUNCTIONALITY

The following criteria and formula will be used to calculate points for the functionality of the proposal:

CRITERIA	WEIGHT	VALUE	SCORE
1. Previous Experience in tourism planning & research	30		
2. Appropriate Project Management Skills & qualifications in tourism research & analysis	30		
3. Compliance with Terms of Reference	40		
Total	100 (a)		(So)

(b) In order to claim points, potential service providers must submit, with the quotation, details of at least five contactable

references from businesses to which the above mentioned Experience have been provided.

(c) These references must be current/most recent, relevant and related to the Experience submitted.

(d) It is the service providers's responsibility to ensure that the details provided are correct, before submitting his quotation, and that the references will be available and be able to provide feedback.

(e) If the references are unable to validate, verify or provide information on the Experience listed, no points will be awarded for that particular reference.

(f) Points will be awarded by contacting at least 5 references who will answer 5 questions each. One point will be awarded for each answer which is positive and relevant to the Scope of Works of this contract, subject to the final discretion of closed quotation evaluation staff.

(g) The references will be contacted via e-mail. An e-mail, once it has been send, will be deemed as delivered if not returned as undelivered. If an e-mail is undelivered the alternative contact information will be used to follow upon the correct e-mail address.

(h) If no e-mail address is provided the fax number will be used. The fax, once it has been send, will be deemed as delivered. If the fax comes back as incorrect, the alternative contact information provided will be used to follow up on the correct fax number.

(i) The references must respond within 48 hours per e-mail or fax.

(j) If no feedback is received from references, within the timeframe given, no points will be awarded.

(k) Late responses will not be accepted.

(l) Details of references to be listed below. If no information is provided no points will be awarded.

REFERENCES:

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The following criteria and formula will be used to calculate points for the functionality of the proposal:

PREVIOUS EXPERIENCE IN TOURISM PLANNING & RESEARCH		30
a	Previous experience in tourism research and analysis for more than 10 years.	30
b	Previous experience in tourism research and analysis for more than 5 years, but less than 10 years.	25
c	Previous experience in tourism research and analysis for more than 3 years, but less than 5 years.	20
d	Previous experience in tourism research and analysis for more than 1 year, but less than 3 years.	10
APPROPRIATE PROJECT MANAGEMENT SKILLS & QUALIFICATIONS IN TOURISM RESEARCH & ANALYSIS		30
a	Accredited / registered specialist/professionals with relevant post graduate qualifications of a Masters Degree or equivalent in the tourism industry, specialising in tourism research and analysis for more than 10 years' experience.	30
b	Registered specialists/professionals with relevant post graduate qualifications of a Honours Degree or equivalent in the tourism industry, specialising in tourism research and analysis for more than 5 years, but less than 10 years' experience.	25
c	Professionals in the tourism industry with relevant qualifications of an Undergraduate Degree / Diploma or equivalent, specialising in tourism research and analysis for more than 3 year, but less than 5 years' experience.	20
d	Professionals in the tourism industry with relevant qualifications of a diploma or equivalent / accredited short courses, specialising in tourism research and analysis for more than 1 year, but less than 3 years.	10
COMPLIANCE WITH TERMS OF REFERENCE		40
a	A detailed project execution methodology to conduct the tourism audit with reference of at least 5 projects of similar nature with 3 contactable references of work completed.	40
b	A broad overview of project execution methodology to conduct the tourism audit with references of at least 4 projects of similar nature with 3 contactable references	30

	of work completed.	
c	An executive summary of project execution methodology to conduct the tourism audit with references of at least 3 projects of similar nature with 3 contactable references of work completed.	20
d	An overview of project execution methodology to conduct the tourism audit with reference of at least 2 projects of similar nature with 2 contactable references of work completed.	10
TOTAL		/100

5. **CONTRACT MANAGEMENT REQUIREMENTS**

Frequency of payments: 40%-part payment will be made on preliminary audit findings, 40% on draft audit report and concept database. On completion and delivery of the final audit report and database the outstanding 20% would be payable.

Potential service providers must submit a proposal indicating the executive methodology, which includes a project close out meeting and report, with project executive timeframe for the completion of the tourism product audit.

Service providers that scores less than 70 points out of 100 in respect of “functionality” will be regarded as submitting a non-responsive proposal and will be disqualified.

The proposal scoring the highest points for price and preference will normally be awarded the contract although the Municipality reserves the right to make an award, at its sole discretion, to any potential service provider or combination of potential service providers.

DECLARATION

I, THE UNDERSIGNED (NAME)

CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT. I ACCEPT THAT THE MUNICIPALITY MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

AUTHORISED SIGNATURE:

CAPACITY:.....

DATE:

To be initiated by November 2017 and completed by January 2018

DELIVERY REQUIREMENTS:

HESSEQUA MUNICIPALITY

24 PRESIDENT CR SWART STREET

RIVERSDALE

6670