

PROVISION OF OPERATIONAL SITUATIONAL ANALYSIS

Tender No: TKZN 06/2014

Tourism KwaZulu-Natal requires a service provider to conduct an operational situational analysis in order to assist management to obtain optimum use of the human and material resources available to the organization for effective and efficient accomplishment of duties and responsibilities assigned to individual employees.

OBJECTIVES

Tourism KwaZulu-Natal requires a professional/organisation to assist Tourism KwaZulu-Natal to achieve the following objectives:

Conduct an operational situational analysis within the organisation aimed at the following:

- To analyse the day-to-day operations at Tourism KZN in order to benchmark against corporate governance best practice.
- To systematically analyze individual (positions) activities or processes with a view to aligning individual employees' deliverables with the organisation's strategic goals for improved efficiency and effectiveness.
- To analyse alignment of the organisation's programmes to the corporate strategy.
- To improve the organisation's service delivery by ensuring the best possible use of human and financial resources.
- To identify changes in technology, human behaviour and processes within minimal costs and disruption to the organisation but in a manner that will enhance, ensure achievement and delivery of organisational objectives.
- To review organizational designs, functions and responsibilities to ensure proper workflow thus removing bottlenecks but improve service delivery.
- To determine the most effective methods of achieving optimal employee and organisational performance.
- To give guidance on the adequacy of human, financial and other resources that is required for effective service delivery.
- To provide report findings and recommendations.

EVALUATION CRITERIA

All proposals received will be evaluated by a panel on a basis of functionality (100%).

With regard to functionality the following criteria will be applicable and the maximum weight of each criterion is indicated in brackets:

- Project Management experience and demonstration of capability to deliver on a project within deadline. (20)
- Work study experience. (60)
- Knowledge of public sector consultative processes. (20)

A bidder that scores less than 60 (%) percent in respect of functionality will be regarded as a non-responsive bid and will be disqualified. All qualifying proposals will thereafter be evaluated on the 80/20 preference point system. Thereafter 20% will be awarded for the B-BBEE Status Level of Contribution.

A compulsory briefing session will be held on the 27th of March 2014 at 10H00AM, at the Tourism KwaZulu-Natal offices, Suite 303, Tourist junction, 160 Monty Naicker Rd (Pine Street), Durban, 4001. Bid documents will be available immediately after the briefing session on payment of a non-refundable tender document fee of R100 in cash.

Applications must be submitted in a sealed envelope on which, the tender number must be clearly marked. The application must be placed in the Tender Box situated on the ground floor at the Tourist Junction Building, for the attention of the Procurement Officer, Tourism Kwa-Zulu Natal, Tourist Junction Building, 3rd floor, 160 Monty Naicker Road, Durban, 4001, by the 17th of April 2014 before 12h00.

Should you require additional information, please contact Ms. Thembekile Mdlophane at 031 366 7500, or send an email to: thembekile@zulu.org.za

TKZN reserves the right to accept or reject any bid in response to the advertisement and to withdraw its decision to seek provision of these services at any time. KwaZulu-Natal Tourism Authority reserves the right to seek further information from the applicants, as considered necessary.