



Zulu Kingdom. Exceptional

## TERMS OF REFERENCE

### REQUIREMENTS FOR TOUR OPERATOR

**Project:** 3<sup>rd</sup> Quarter Board of Directors meeting and stakeholder engagement: Tourism KZN

**Date:** 23<sup>rd</sup> and 24<sup>th</sup> March 2023

**Venue:** Zimbali Capital and Rain Farm Game Lodge

#### 1. PURPOSE

Tourism KwaZulu-Natal (TKZN) seeks proposals from interested and suitably qualified service providers to provide tour operator services for Tourism KwaZulu-Natal (TKZN). The tour operator is to be used by TKZN for two (2) days, being the 23<sup>rd</sup> and 24<sup>th</sup> March 2023.

#### 2. ABOUT TOURISM KWAZULU-NATAL

The KwaZulu-Natal Tourism Authority, trading as Tourism KZN (TKZN) which operates under the name Tourism KwaZulu-Natal, is responsible for the development, promotion, and marketing of tourism into and within the province. The Authority's statement of intent and direction is drawn from the mandate vested in the organization by the KwaZulu-Natal Tourism Act, 1996 (as amended, including No. 2 of 2002).

The vision of Tourism KwaZulu-Natal is to position the province of KwaZulu-Natal as Africa's leading tourism destination, nationally and internationally. In order to achieve this mandate, TKZN needs to continuously increase destination's profile and ensure brand awareness in all of the province's key source markets, through stakeholder engagements amongst other activities.

#### 3. BACKGROUND

Tourism KwaZulu-Natal is coordinating a Board of Directors meeting as well as a stakeholder engagement session for the 23<sup>rd</sup> and 24<sup>th</sup> March 2023. The events are planned to take place in iLembe District under KwaDukuza Municipality. We require transportation for a group of twelve (12) persons, with a preference of a 7 x2 seater.



Zulu Kingdom. Exceptional

#### 4. SCOPE OF SERVICES - FUNCTIONALITY

The prospective bidder will be required to perform the following duties:

- Transportation services Meals (breakfast, drinks offered in transit)(please refer to specifics below)

#### Detailed Scope of Services

#### TRANSPORTATION

#### VEHICLE SPECIFICATION

Vehicle condition:	Fairly new - not older than 2019
Vehicle size:	2.0 litre engine capacity
Vehicle features	Cloth upholstery, ABS brakes, Break assist with passenger airbags, towbar, electric windows, climate control and air conditioner.
Seat quantity:	7-seater
Luggage capacity:	each passenger will have an overnight bag. There are extra boxes to be provided for.
Driver:	The vehicle must come with its own driver, with a valid driver's licence, and PDP. The driver to be reachable throughout the trip.
No of vehicles:	<b>Two (2)</b>

#### DAY 1: TRANSIT FROM DURBAN TO NEWCASTLE

Date:	23 March 2023
Departure venue:	TKZN offices, Ithala Trade Centre 29 Canal Quay Rd Durban 4001
Departure time:	06h30
Destination:	Zimbali Capital
Arrival time:	08h00
No. of passengers:	Seven (7) x2
Contact person:	Nontu Pakade – 0849843254

#### MEALS

#### DRINKS

- 16 x 500ml valpre still bottled water
- 6 x 500ml valpre sparkling bottled water
- 12 x 250ml coldrinks cans (3 x coca cola 3 x assorted juices 4 x appletizer 2 x grapetizer)
- 12 x 250ml redbull cans

**MEALS Contd****BREAKFAST PACKS**

- 5 x Croissants filled with lettuce, ham, and cheddar cheese
- 5 x Croissants filled with egg, avocado and tomatoes.
- 5 x Albany Rooibos and Rye brown bread filled with cheese and ham
- 5 x Albany Rooibos and Rye brown bread filled with chicken and mayo
- 1x vegetarian option

**FRUITS**

- 2 x packs of 500g class 1 seedless red grapes
- 10 x class 1 bananas
- 1 x 9 punnet class 1 Nectarines

**Please make provision for a 1x vegetarian**

**DAY 2: TRANSIT FROM ZIMBALI CAPITAL TO RAIN FARM GAME LODGE**

Date: 24 March 2023  
 Departure venue: Zimbali Capital  
 Departure time: 11h00  
 Destination: Rain Farm Game Lodge, KwaDukuza Municipality  
 Arrival time: 11h30  
 No. of passengers: Seven (7) x2  
 Contact person: Nontu Pakade – 0849843254

**DAY 2: TRANSIT FROM RAIN FARM GAME LODGE to TKZN offices**

Date: 24 March 2023  
 Departure venue: Rain Farm Game Lodge, KwaDukuza Municipality  
 Departure time: 15h00  
 Destination: TKZN offices, Ithala Trade Centre 29 Canal Quay Rd Durban 4001  
 Arrival time: 16h30  
 No. of passengers: Seven (7) x2  
 Contact person: Nontu Pakade – 0849843254

**MEALS****DRINKS**

- 16 x 500ml valpre still bottled water
- 6 x 500ml valpre sparkling bottled water
- 12 x 250ml coldrinks cans (3 x coca cola 3 x assorted juices 4 x appletizer 2 x grapetizer)
- 12 x 250ml redbull cans



Zulu Kingdom. *Exceptional*

**OTHER**

- Wet Wipes
- Serviettes and mints
- Toothpicks
- Paper Bin



*Zulu Kingdom. Exceptional*

**ADDITIONAL REQUIREMENTS**

- Provision of clean, comfortable and tourist friendly transport service for the participants of the inclusive of the following:
  - Uniformed, presentable and trained drivers
  - Gasoline, toll and parking fees
  - Dispatcher / coordinator per vehicle
  - Provision of first aid kit onboard
  - Provision of proper, approved, clean signage for the vehicles –
- Coordination with TKZN in all other matters required for the smooth implementation of the tour.
- Designation of a point of contact person who will coordinate with TKZN

**5. PROFILE OF THE PROSPECTIVE BIDDER**

Bidders must possess the necessary expertise in the conveyance of passengers and are to adequately demonstrate their capabilities at the required standard and submit a comprehensive RFQ document including:-

- Evidence of previous experience in executing projects of this magnitude
- Proven record of any previous work done not older than three years in companies similar in stature to TKZN
- Submit SBD Forms as well as SARS letter of good standing. Non submission of these will cause the bidder to be disqualified.
- Provide at least 3 testimonials from their previous clients (these testimonials should be in their client's letterhead).
- Provide description of vehicle to be used to ascertain quality standard.
- A picture of the meal pack
- A picture of the vehicle that will be used.
- Full name and contact number of the driver.
- Drivers copy of ID and copy of driver's licence.

**6. TIME FRAME**

The estimated duration of the assignment is 2 days ONLY, starting from 23<sup>rd</sup> and 24<sup>th</sup> March 2023.



Zulu Kingdom. Exceptional

## 7. APPLICATION RULES

### a. Expenses Incurred

Neither the bid committee nor organ of the state will be held liable for any expense incurred by the applicants in the preparation of the bid documents. Preparation of bid documents will be for interested services providers account, TKZN will not be held liable for any costs incurred.

Furthermore, service provider to arrange own accommodation and meals for their driver at a cost to the service provider.

### b. Confidentiality

Bidders and its drivers are expected to maintain high levels of confidentiality. The bidder shall not under any circumstances reveal or otherwise disclose any information to any third party, release any statement to the press or make any statement regarding the subject matter of this RFQ including contents of any discussions that may occur in the presence of the driver.

### c. Enquiries

All enquiries must be raised within three days of the briefing communication. No queries will be entertained after that period, except for those related to the completion of the tender documents.

Enquiries to be directed to Ms Nontu Pakade: Manager -Strategic Support to CEO.

### d. Late and Incomplete Applications

Any bid documents reaching the TKZN later than the date and time stipulated, will not be considered. This also applies to incomplete bid documents.

### e. Closing of Submissions

The proposals must be emailed to Nontu @zulu.org.za Tel: 031-3667500 by no later than

## 8. EVALUATION CRITERIA

Criteria	No of years' experience	Transportation/vehicle specification/ type	Scope of service	Price
Weight	30%	25%	30%	

- An appointment will be made in terms of procurement policy of the KwaZulu-Natal Tourism Authority.



Zulu Kingdom. Exceptional

## 9. EXCLUSIONS

- This to be excluded from the service provider cost as such will be provided for by TKZN:
  - Any costs relating to accommodation, meals and transport for the media and TKZN team.
  - Any costs pertaining to travel to meetings on behalf of Tourism KZN including mileage.

*The following page is left blank to cater for signatures*

**PREPARED :**

Digitally Signed by:  
**Nontuthuzelo Pakade**  
 Manager: Strategic Support to the CEO  
 4c4d1785-1013-4901-9fc5-82cb3ff15d66  
 IP Address: 197.185.96.235  
 Date: 3/13/2023 2:41:17 PM  
 Powered By RealSign

DATE: 13/03/2023 02:41:17 PM

Nontuthuzelo Pakade:  
 Interim Manager: Strategic support to CEO

**SUPPORTED BY:**

Digitally Signed by:  
**Thobile Ntusi**  
 Board Secretariat  
 be1c530b-0418-4431-84e7-fec4fc61840a  
 IP Address: 196.30.93.172  
 Date: 3/13/2023 2:47:21 PM  
 Powered By RealSign

DATE: 13/03/2023 02:47:21 PM

Thobile Ntusi  
 Manager: Board secretariat risk and compliance

**APPROVED BY:**

ACEO | 2cec0ddf-563f-4fce-8076-bac5c848f

DATE: 13/03/2023 03:13:56 PM

Nhlanhla Khumalo  
 Acting CEO