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## TERMS OF REFERENCE

### REQUIREMENTS FOR TOUR OPERATOR

**Project:** 4<sup>th</sup> Quarter Marketing and TD meeting and stakeholder engagement: Tourism KZN

**Date:** 21 April 2023

**Venue:** Nelson Mandela Capture site, uMgungundlovu District

#### 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 one (1) day, being the 21<sup>st</sup> April 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 Marketing and Tourism Development meeting for the 21<sup>st</sup> April 2023. The event is planned to take place in uMgungundlovu District. We require transportation for a group of twelve (12) persons, with a preference of a 7 x2 seater.



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#### 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 NELSON MANDELA CAPTURE SITE AND BACK

Date:	21 April 2023
Departure venue:	TKZN offices, Ithala Trade Centre 29 Canal Quay Rd Durban 4001
Departure time:	06h30
Destination:	Nelson Mandela Capture Site
Arrival time:	08h30
No. of passengers:	Seven (7) x2
Contact person:	031 366 7500

##### MEALS AND SOFT DRINKS

##### MEALS Cont

##### 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
- 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**

## OTHER

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



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## 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.





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## 6. TIME FRAME

The estimated duration of the assignment is 1 day ONLY, on 21<sup>st</sup> April 2023.

## 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 [quotes@zulu.org.za](mailto:quotes@zulu.org.za) Tel: 031-3667500 by no later than **18<sup>th</sup> April 2023**





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## 8. EVALUATION CRITERIA (section 14 of the TKZN SCM Policy)

Preference points criteria	Maximum points (20)
100% Owned by Black Women living in Townships or Rural Areas	16
100% Owned by Black Youth in living Townships or Rural Areas	15
100% owned by Military Veterans in Townships of Rural Areas	14
100% owned by Black Persons Disabled Persons Living in Townships or rural areas	14
100% ownership by Black Women	13
100% ownership by Disabled Black Persons	13
100% ownership by Black Youth	13
100% ownership by Disabled Black Persons	12
100% ownership by Military Veterans from Priority Groups per B-BBE Codes	10
51% or more ownership by Black People	8
51% or more ownership by Black Youth	4
51% or more ownership by Black Women	4
51% or more ownership by Black People who have disabilities (Disabled Black Persons)	2
51% or more ownership by Black People who live in rural or underdeveloped areas or townships	2

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

## 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.

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Digitally Signed by:  
**Nontuthuzelo Pakade**  
 Strategic Support/ Budget Controller  
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 IP Address: 197.185.106.174  
 Date: 4/13/2023 3:18:55 PM  
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**PREPARED :**

DATE: 13/04/2023 03:18:55 PM

Nontuthuzelo Pakade:  
 Interim Manager: Strategic support to CEO

Digitally Signed by:  
**Thobile Ntusi**  
 TKZN Board Secretary  
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 IP Address: 41.115.76.106  
 Date: 4/13/2023 3:23:40 PM  
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**SUPPORTED BY:**

DATE: 13/04/2023 03:23:40 PM

Thobile Ntusi  
 Manager: Board secretariat, risk, and compliance

**APPROVED BY:** ACEO | 2cec0ddf-563f-4fce-8076-bac5c848f

DATE: 14/04/2023 03:55:02 PM

Nhlanhla Khumalo  
 Acting CEO