



an agency of the  
Department of Arts and Culture

12 FEBRUARY 2021

## TERMS OF REFERENCE - SAHRA/BEU/12/02/2021

---

### APPOINTMENT OF A SUITABLY QUALIFIED SERVICE PROVIDER FOR THE PRODUCTION AND INSTALLATION OF TOURISM INTERPRETIVE SIGNAGE AT THE UNION BUILDING IN PRETORIA

---

#### 1. PURPOSE

1.1 The South African Heritage Resources Agency (SAHRA) hereby invites suitably qualified and experienced service providers to submit proposals and bid quotations for the production and installation of interpretive tourism signage at the Union Buildings (National Heritage Site) in Pretoria.

#### 2. BACKGROUND

2.1 SAHRA is a statutory organization established under the National Heritage Resources Act, No 25 of 1999. The primary objective of SAHRA is to coordinate the identification and management of the national estate which is defined as heritage resources of cultural and other significance. The terms of reference for the design, production, and installation of tourism interpretive signage in national heritage sites are informed by a process of assessment of tourism development needs across the heritage landscape in South Africa.

2.2 The findings of the needs assessment clearly identified poor information signage and the deficiency of tourism interpretive signage in most national heritage sites as a common area that is crucial for immediate intervention. The proposed intervention for the design, production, and installation of tourism interpretive signage in the national heritage sites is based on the implementation of the National Heritage and Cultural Tourism Strategy (2012).



an agency of the  
Department of Arts and Culture

2.3 The primary objective of the assignment is to design, produce and install tourism interpretive signage in select national heritage site/s (South Africa) towards improving the quality of product offering for an increased and enhanced visitor experience.

### **3. SCOPE AND SERVICES REQUIRED**

3.1 The tourism interpretive signage should provide basic and accessible information about the product/s and offerings of the heritage site. The signage should serve to inform and inspire the tourists while promoting product offerings within the heritage site. This specific assignment will entail the following:

3.1.1 Develop a comprehensive proposal or plan outlining approach, methodology and budget for the design, production, and installation of tourism interpretive signage,

3.1.2 Each signage should provide basic tourist information about products in the heritage site including direction pointers, safety and precaution measures, visible and permanent markings.

3.1.3 The design and production of the signage should be consistent with the corporate branding and identity of the heritage site, including official logos such as UNESCO (if applicable) the National Department of Tourism and the South African Heritage Resources Agency.

3.1.4 The signage should be aesthetically appealing, user friendly and blend with the surrounding natural environment of the heritage site.

3.1.5 Define and determine the number of signage to be designed, produced and installed.

3.1.6 Each installation should be presented in a bold manner, well mounted and fixed solid on site.

3.1.7 Preparing narrative text to be included on installations.

Signage should integrate any applicable digital and electronic access to information e.g. QR Coding (Quick Response Code) or any other

#### **3.2 The following is required from potential service provider:**

3.2.1 Design drawings and illustrations of planned signage

3.2.2 Project plan with timelines for the completion of the project.

The signage must be designed in accordance with the attached guidance document (**Annexure A**)



an agency of the  
Department of Arts and Culture

#### **4. TERMS AND CONDITIONS OF PROPOSALS**

4.1 All costs and expenses incurred by potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.

4.2 While SAHRA endeavors to ensure that all information provided to all potential service providers is accurate, it makes no warranty as to the accuracy or completeness of any information provided by it.

4.3 SAHRA reserves the right to waive deficiencies in project proposals. The decision as to whether a deficiency will be waived or will require the rejection of a project proposal will be solely within the discretion of SAHRA.

4.4 SAHRA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal.

4.5 SAHRA reserves the right not to make any appointment from the proposals submitted.

4.6 Service providers shall not make available or disclose details pertaining to their project proposal with anyone not specifically involved, unless authorized to do so by SAHRA.

4.7 Service providers shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.

4.8 Service providers are required to declare any conflict of interest they may have in the transaction for which the tender is submitted or any potential conflict of interest. SAHRA reserves the right not to consider further any proposal where such a conflict of interest exists or where such potential conflict of interest may arise.

4.9 Any and all project proposals shall become the property of SAHRA and shall not be returned.

4.10 The proposals should be valid and open for acceptance by SAHRA for a period of 30 days from the date of submission.

4.11 Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SAHRA.

4.12 SAHRA reserves the right not to accept any proposal which does not comply with the TERMS OF REFERENCE and conditions set out in the proposal documents.

4.13 SAHRA reserves the right not to award, or not award the proposal to the service provider that scores the highest points.



an agency of the  
Department of Arts and Culture

4.14 Disputes that may arise between SAHRA and a service provider must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.

4.15 All returnable proposal documents must be completed in full and submitted together with the service provider's quote and a sample annual report book.

4.16 The "Requirements for content of the project proposal" section above outlines the information that must be included in proposal offers. Failure to provide all or part of the information may result in your proposal being excluded from the evaluation process.

4.17 All goods/service or products to be supplied to SAHRA shall be in full compliance with South African approved standards and in compliance to the specifications provided.

## 5. RETURNABLE DOCUMENTS

- a) SBD 1 Invitation Bid
- b) SBD 2 Tax Clearance certificate application form
- c) SBD 3.3 Pricing Schedule
- d) SBD 4 Declaration of Interests form
- e) SBD 6.1 Preference points claim form (**valid BBBEE certificate must be submitted together with this completed document**).
- f) Contract Form – Rendering of Services
- g) SBD 8 Declaration of Bidders SCM practices
- h) SBD 9 Declaration of independent bid determination
- i) General Conditions of Contract
- j) Proposal. The proposal should include company profile, frameworks, tools, and methodologies used. A list of Clients and the nature of projects conducted with contact details. Please also provide at least 3 reference letters from contactable existing/ recent clients (within the past 3 years) of projects successfully completed. Reference letters must include: company name, contact name, address, phone number, and duration of contract, value of the contract

**NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation.**

## 6. ANTICIPATED TIME SCHEDULE AND PROCESS

Request for Quotation Issued	SAHRA Website	12 February 2021
Closing date & Opening of BIDs	BIDs opened at SAHRA Head Office	26 February 2020



an agency of the  
Department of Arts and Culture

## 7. EVALUATION CRITERIA

7.1 All proposal offers received shall be evaluated based on the following phase out approach:

7.1.1 **Phase one:** Compliance to the terms of reference and conditions of the proposal. Failure to meet any of the conditions of the proposal will automatically disqualify your proposal on this phase.

7.1.2 **Phase two:** Prequalification criteria (Obtaining the minimum threshold for functionality as set out below).

**A bidder must obtain a minimum of 60 points on the prequalification phase to progress to the next phase. Failure to obtain 60 points will render your proposal non-responsive.**

No	Quality Criteria	Weight	Score	Weighted score
1	<p>Proposal or plan outlining approach, methodology and budget for the design, production, and installation of tourism interpretive signage.</p> <p>Proposal contains company profile, approach, and methodology = 5            Proposal contains company profile only = 3            proposal does not contain company profile, approach and methodology provided = 0</p>	50		
2	<p>Number of projects completed in the design and installation of signage</p> <p>5 Projects and above = 5            4 Projects = 4            3 projects = 3            Less than 3 projects = 0</p> <p><b>NB: A written reference letter on the letterhead of the client must be attached for each project completed. failure to do so will result in no points being awarded.</b></p>	50		
	Total	100		



an agency of the  
Department of Arts and Culture

**7.1.3 Phase three:** preference points for Broad-Based Black Economic Empowerment (BBBEE) Status Level of Contribution (80/20 preference points system), where 80 points are allocated to price, and 20 points are allocated to BBBEE status level as follows;

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (80/20 system)</b>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

## **8. PRICE (VAT INCLUDED)**

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score the maximum 80 points.

## **9. SUBMISSION OF PROPOSALS**

Project proposals must be submitted in a sealed envelope, marked as confidential and for the attention of **Supply Chain Management: Ms Ayanda Mkhize**

**Project Name: TOURISM INTERPRETIVE SIGNAGE**

**SAHRA/BEU/12/02/2021**

**Bids must be submitted to the SAHRA Tender Box at the following address:**

**SAHRA's Head Office  
111 Harrington Street,  
Cape Town, 8000**

SAHRA takes no responsibility for mailed tender documents. It is the onus of the service provider to ensure that the document is placed in the Tender Box before closing date and time.



an agency of the  
Department of Arts and Culture

## 10. CLOSING DATE AND TIME

**CLOSING DATE: 26 February 2021 @ 11:00 – NO LATE TENDERS WILL BE ACCEPTED.**

**For Technical information related enquiries, please contact:**

Mr. Ben Mwasinga  
Manager: Built Environment Unit  
South African Heritage Resources Agency  
Cape Town  
8000  
Tel: 021 462 4502  
Email: [bmwasinga@sahra.or.za](mailto:bmwasinga@sahra.or.za)

**For the Supply Chain related enquiries, please contact:**

Mr Ayanda Fortunate Mkhize  
Manager: Supply Chain Management  
South African Heritage Resources Agency  
111 Harrington Street  
Cape Town  
8000  
Tel: 021 462 8685  
E-mail: [amkhize@sahra.org.za](mailto:amkhize@sahra.org.za)