

OUTCOMES OF THE NON-COMPULSORY BID BRIEFING SESSION
VENUE: (VIRTUAL) MS TEAMS
DATE: 11 AUGUST 2026
TIME: 13:30

OUTCOMES OF THE NON-COMPULSORY BRIEFING SESSION: APPOINTMENT OF ACCREDITED SERVICE PROVIDERS TO MANAGE THE IMPLEMENTATION OF THE TOURISM MONITORS PROGRAMME IN FIVE (5) PROVINCES FOR 12 MONTH PERIOD IN THE 2026/27 FINANCIAL YEAR. BID NO NDT0010/26

NO.	ITEM	PRESENTATION / RESOLUTION
1.	Opening and Welcome	- The Chairperson welcomed all interested bidders and Department of Tourism officials to the non-compulsory briefing session for the Tourism Monitors Programme. - It was noted that, although the briefing session was non-compulsory, all attendees were requested to register their names, company names and email addresses on the online platform for record-keeping purposes. - The Chairperson indicated that the purpose of the session was to provide interested bidders with an overview of the Terms of Reference and an opportunity to obtain clarification to enable them to submit comprehensive and responsive proposals. It was further noted that a high-level report on the briefing session would be prepared and published on the Department's website in accordance with National Treasury requirements
2.	Attendance Register	The Secretariat requested all attendees to record their names, company names and email addresses in the meeting chat. This attendance register was maintained for record purposes only, as attendance was not compulsory.
3.	Bidding administration process presentation	SCM provided an overview of the mandatory requirements, bid evaluation process, bid submission requirements, bid opening process and applicable conditions. It was highlighted that bidders must be South African-registered companies, not listed on the National Treasury Register of Tender Defaulters, and must submit the required accreditation documentation and completed cluster bidding form. Bidders are permitted to bid for one cluster only, and non-compliance with mandatory requirements will result in disqualification of the bidders.

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		• Successful bidders will be required to enter into a Service Level Agreement with the Department. Proposals must indicate the proposed project team and include CVs, three contactable references and certified qualifications for relevant personnel. • The 80/20 preference point system will apply, with 80 points allocated to price and 20 points to specific goals. Bidders must first meet the mandatory requirements and achieve a minimum functionality score of 80 out of 100 to proceed to the price and preference evaluation. • Bidders were reminded to ensure that all required SBD forms and supporting documents are completed and submitted, including a full SARS PIN and CSD report, accreditation documents and the completed checklist. The bid closes on 25 August 2026 at 11:00, and late submissions will not be accepted. Bidders were encouraged to submit their proposals before the closing date. • It was further noted that bidders may attend the public bid-opening, where the names of bidders and prices quoted will be read out. The bid-opening record will be prepared and published on the Department's website.
4.	Technical briefing on project presentation	The Project Manager presented the technical aspects of the projects. Key information included: • The explanation on the programme, which forms part of the Department's broader approach to enhancing tourism safety and improving the visitor experience. The programme involves recruiting and training unemployed youth as tourism safety monitors and deploying them at tourism sites. • The monitors are expected to provide a visible safety presence and serve as a first point of contact for tourists in the event of an incident, including providing basic assistance and facilitating contact with relevant law enforcement or other services. • The programme is funded through the public works programme and is aligned with relevant government policy and departmental priorities, including youth skills development and employment creation. • The Programme will be implemented as part of the cluster approach, for efficient management of the programme and delivery of its objectives. This means the five provinces have been clustered into three, Cluster 1: Limpopo and Mpumalanga with 186 beneficiaries; Cluster 2: Northern Cape and North West with 140 beneficiaries; and Cluster 3: Eastern Cape, and 140 beneficiaries set as a target. The scope of work includes, among other things:

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		• Training tourism monitors on the National Certificate: General Security Practices, NQF Level 3; • Recruitment and coordination of tourism monitors in collaboration with the Department and Harambee; • Facilitation of medical fitness assessments and vetting; • Facilitation of workplaces and deployment sites; • Distribution of uniforms; • Coordination of programme induction; • Provision of learning materials, stationery and equipment; • Awarding of certificates to participants who successfully complete the training; • Submission of certificates to the Department; and • Facilitation of sustainable exit employment opportunities where applicable and feasible.
5.	Question and Clarification session	1. May a bidder submit bids for more than one cluster? ✓ It was clarified that bidders are only permitted to bid for one cluster. Bidding for multiple clusters constitutes non-compliance with a mandatory condition and will result in the proposal being disqualified. 2. Which municipalities or areas are covered by each cluster? ✓ It was explained that deployment would cover the length and breadth of the relevant provinces, with particular focus on major cities, municipalities and high-density tourism attractions. Existing sites secured by the Department, including sites involving the Border Management Authority, would also form part of the deployment considerations. 3. Would the successful bidder be responsible for the relevant training and registration or a separate training provider would be appointed by the Department. ✓ The successful service provider would be responsible for the training as part of a turnkey service. This includes the training process, placement at various sites, payments of stipends and registration of learners on the relevant accreditation system, as applicable. The service provider would also be responsible for ensuring that learners who meet the requirements receive their certificates upon completion. The last functionality criterion of the published bid scoring card, which had inadvertently been omitted from the presentation was highlighted and then presented. It was clarified that bidders must demonstrate experience in implementing demand-led skills projects within the geographic area/cluster for which they are bidding.
6.	CLOSURE	• The Chairperson thanked all interested bidders and Departmental officials for their participation.

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		• It was reiterated that any additional information or clarification relating to the project should be obtained from the officials listed in the bid documents and should be in line with the published Terms of Reference. • Interested bidders were encouraged to submit their proposals well before the closing date and to ensure full compliance with the bid specifications, scorecard and all required documentation. • The Chairperson further emphasised the Department's objective of partnering with suitable service providers to implement the Tourism Monitors Programme, with a particular focus on youth capacitation, skills development and job creation

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