

MBIZANA LOCAL MUNICIPALITY

Physical Address

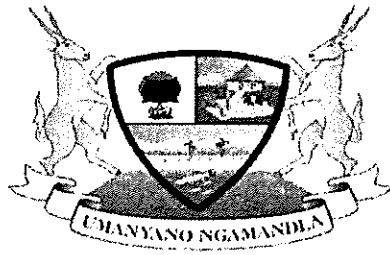
Main Street

Postal Address

PO Box 12

Bizana

4800



Office of the Municipal Manager

Tel: 039 251 0230

Fax: 039 251 0917

lmahlaka@mbizana.org.za

TERMS OF REFERENCE

MAINTAINANCE AND UPGRADE OF SELF-SERVICE

VISITOR INFORMATION CENTRE

1. INTRODUCTION AND BACKGROUND

Mbizana Local Municipality has developed a tourism Visitor information Screen that has been a solution towards the provision of Tourism related information across the municipal jurisdiction and beyond. Although the touch screen has been placed at the Wild Coast Sun Visitor Information Office as per the partnership made between the municipality and the Wild Coast Sun, However it is expected that the touch screen contains Information on all tourism products and services being rendered across the municipal jurisdiction. The wild Coast Sun, due to its popularity and high number of visitors, shall spread tourists across the municipal area through the information provided from the touch screen.

PROJECT OBJECTIVES

To update Mbizana Tourism page, maintain the Self-service visitor information centre and well co-ordinated response to the development and promotion of the Tourism as a major economic contributor to the economy of Mbizana.

2. REQUIRED SERVICES AND SCOPE OF WORK

Competent service providers are hereby invited to submit proposal to upgrade tourism page, and maintenance of self-service visitor information centre for Mbizana Local Municipality. The service provider is expected to carry-out the following scope of work to deliver the final product:

- Dashboard information must be verified and structured in a sense that will be presentable and readable to tourists. The layout must provide a description of the product, location, GPS coordinates, carrying capacity, grading stars if the product is graded, contact details for bookings and pictures.
- Upgrade the tourism webpage and programme the page to be linked to the existing website of the municipality by supplying updated information on tourism products to reflect pictures of a specific facility and descriptive information, on all Tourism products and services in Mbizana.

3. PROJECT METHODOLOGY

The service provider must provide a detailed outline of the methodology to be used detailing how each of the deliverables is to be achieved.

4. PROJECT DELIVERABLES

5.1 WEBPAGE UPGRADE

- The existing system must be upgraded and linked to the website
- Ensure the VIC in working order
- Transfer the skill to the two information Interns working with VIC

5.2 INSTALLATION SITE

The information will be updated at Wild Coast Sun, about 52km from the town of Bizana towards Port Edward. The exact spot will be shown to the successful bidder.

5. EXPERTISE REQUIRED FROM THE SERVICE PROVIDER

- The service provider must demonstrate understanding of the terms of reference.
- The quotation must be accompanied by a proposal on how the project will be undertaken.
- The service provider must have experience in the tourism industry.
- The service provider must have at least over three years' experience in tourism information / Information technology (specifically – web page design) services.
- The service Provider is also required to include qualifications, CV and company profile as these are pre-requisite.

6. REPORTING AND TESTING

The service provider is expected to:

- Ensure the Electronic VIC is operational before leaving the site (VIC Office) or
- Test the internet connection element of the information board after installation
- Submit a close-out report

7. TIMEFRAMES

The project duration is ten 10 days and the after care at Wild Coast Sun VIC Office will be required until 15 June 2020.

8. PAYMENT MILESTONES

The payment will be done after completion of 10 days and no other claims will be invoiced for aftercare as it is part of the project deliverables.

9. PROPOSAL REQUIREMENTS

- Bidders will be required to submit a proposal with quotation, company profile, CV of the Directors and Technician involved and qualifications
- Incidental and disbursement costs

10. AWARDING OF POINTS

The following values will apply in the evaluation of all proposals submitted on or before closing date.

1= poor, 2 =acceptable, 3 = good, 4= very good, 5 = excellent.

Points for functionality will be scored according to the table shown below.

CRITERION	WEIGHT
Qualifications of the personnel involved/ relevant qualifications	15
Proven track record of undertaking similar assignment & Pro- found experience	15
Accuracy and relevance of methodology i.e. How the project will be carried out showing the milestones and timeframes	30
Company profile	20
TOTAL	80

20% will be allocated for B-BBEE

11. VALIDITY PERIOD

The proposal will remain valid for a period of 90 days after the official date of the bid.

12. SUBMISSION OF THE PROPOSALS

Interested service providers should submit sealed bids bearing the details of the project, clearly marked for the attention of the Supply Chain Management. Mbizana Local Municipality, No 59 Main street, Bizana, 4800

Enquiries may be directed to khalaz@mbizana.org.za, The closing date for bid submission is **26 May 2019 at 16H00**.

Recommended/Not Recommended By



Ms N. Mafumbatha

Senior Manager-Development Planning