

CLARIFICATION NUMBER ONE



SADC SECRETARIAT RESPONSES TO REQUESTS FOR CLARIFICATIONS

REQUEST FOR QUOTATION

REQUEST FOR SERVICES TITLE: INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS.

DATE OF ISSUE OF RESPONSES: 17 JULY 2026

Question Nr	Question from the bidders	SADC Secretariat Response
1	Could you please confirm whether SADC would welcome a methodology that, while preserving the existing grading architecture as required by the Terms of Reference, examines visitor-expectation calibration, cross-border intelligibility, implementation consistency, and quality-control capacity, while identifying deeper structural issues for future technical review?	The Terms of Reference will apply
2	Confirmation that substantial accommodation-sector experience in product positioning, service and amenity calibration, resort and destination development, work with brand standards and flag guidebooks, and related tourism quality-assurance and operational frameworks may satisfy the specific-experience requirement where the consultant has not directly administered an official star-grading system.	The Terms of Reference will apply

CLARIFICATION NUMBER ONE

End of Responses

Southern African Development Community

CBD Plot 54385

Phone: (267) 395 1863 | Fax: (267) 397-2 848



Signed with Impression - Chain of Custody



Signature Request

Signature Request ID:	b508394e-30df-4bfc-b230-3eaecfc92d30	Timestamp:	2026-07-17 12:00:10 GMT
Signee Name:	Diana Sello	Sender Name:	Diana Sello
Request Type:	WebSigning	Request Status:	WEBVIEWER SIGNED

Original Document

Document Name:	INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS 003.pdf	Document Size:	177.2 KB
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Email Evidence

Signee Email:	dsello@sadc.int	Email Subject:	Not available in Silent Mode
Email Sent Timestamp:	Not available in Silent Mode	Email Opened Timestamp:	Not available in Silent Mode

Web Evidence

Signee IP Address:	153.67.129.98	Request Timestamp:	2026-07-17 11:59:13 GMT
Signee GPS (if shared):	BW: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/150.0.0.0 Safari/537.36	Terms Accepted Timestamp:	2026-07-17 11:59:21 GMT

Annotations and Modifications

Signature Count:	2	Form Fields Filled Count:	0
Text Annotation Count:	0	Initial All Pages Count:	0
Single Initial Count:	0		

Signing Evidence

Signee Mobile:	+270000000000	Sign Type:	WebSigning
Security Challenge:	NONE	Part of Workflow:	NONE

Chain Of Custody Generation

Attached Document Name:	20260717T120010.043162Z INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS 003.pdf	Attached Timestamp:	2026-07-17 12:00:10 GMT
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Signed with Impression - Chain of Custody



Signature Request

Signature Request ID:	3ec1b850-6260-4ff3-835a-071fe4032d78	Timestamp:	2026-07-17 12:09:57 GMT
Signee Name:	Thomas Chabwera	Sender Name:	Thomas Chabwera
Request Type:	WebSigning	Request Status:	WEBVIEWER SIGNED

Original Document

Document Name:	INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS 003.pdf	Document Size:	313.4 KB
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Email Evidence

Signee Email:	tchabwera@sadc.int	Email Subject:	Not available in Silent Mode
Email Sent Timestamp:	Not available in Silent Mode	Email Opened Timestamp:	Not available in Silent Mode

Web Evidence

Signee IP Address:	160.242.95.226	Request Timestamp:	2026-07-17 12:09:19 GMT
Signee GPS (if shared):	BW: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/150.0.0.0 Safari/537.36 Edg/150.0.0.0	Terms Accepted Timestamp:	2026-07-17 12:09:41 GMT

Annotations and Modifications

Signature Count:	2	Form Fields Filled Count:	0
Text Annotation Count:	0	Initial All Pages Count:	0
Single Initial Count:	0		

Signing Evidence

Signee Mobile:	+270000000000	Sign Type:	WebSigning
Security Challenge:	NONE	Part of Workflow:	NONE

Chain Of Custody Generation

Attached Document Name:	20260717T120956.780216Z INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS 003.pdf	Attached Timestamp:	2026-07-17 12:09:57 GMT
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