



SOUTH AFRICAN TOURISM

RFI - EXPRESSION OF INTEREST

Complement Our Dynamic Team As A Service Provider!

THE ORGANISATION

South African Tourism (SAT) is a Schedule 3A Public Entity, listed in terms of the Public Finance Management, 1999 (Act No. 1 of 1999), and it is accountable to the Minister of Tourism. SAT is a public entity established in terms of section 2 of the Tourism Act, 2014, (Act No. 72 of 2014). In line with its mandate, SAT receives funds for its operations from government.

SAT's business includes three distinct areas of business focus and delivery, with different target markets and segments:

- I. International Leisure Tourism (travel trade and consumer); and Domestic Leisure Tourism (travel trade and consumer);
- II. Business events through the delivery unit the South African National Convention Bureau (Meetings, Incentives, Conferences, Exhibitions); and
- III. Quality Assurance of Tourism establishments through the delivery unit the Tourism Grading Council of South Africa.

THE OPPORTUNITY

SAT is embarking on the initiative to implement the business process management solution, which will help promote and install a process-centric thinking rather than a traditional functional business structures within its operation. SAT is looking for the BPM tool, which will provide:

- a single solution to manage the complete scope of process requirements in the organization,
- policy and procedure enablement,
- process agility,
- increased operational efficiency,
- improved management control and corporate governance.

This notice is aimed at gauging the market for potential information technology firms which can supply and support the business process management system. The business process management system should have standard automated processes, but not limited to the following:

- Development and approval of business case for solution implementation.
- Development and Approval of Procurement Plan and Budget Plans
- Development and Approval of Demand Plans.
- Approval of tender committees (Bid Evaluation & Bid Adjudication) and Tender Specification Document.
- Sourcing of Supplier Solutions:
 - Development and Approval of Tender Specification Document (RFP/RFQ);
 - Verification of suppliers on government central supplier database;
 - Tender bid evaluation (including scoring);

- Tender bid adjudication;
- Supplier Contracting (contract negotiation and signing/approval);
- Supplier Performance Management.
- Trip Management (Travel and Expenses) for Staff and non-Staff (including Travel Agent Invoice Records).
- System Change Requests
- Supply Chain Deviations Approval
- Management of Pool Vehicle Booking, Deliveries and Collections and Internal Chauffer service
- HR: Staff Training (including Subscriptions) and Bursary Approval
- HR: Staff recruitment and on-boarding (allocation of computers, creation of network account, etc)
- HR: Staff Resignations.

The BPM solution should be able to integrate with other enterprise solutions (eg. CRM, ECM, ERP, etc). The system should also have business intelligence functionalities for management reporting.

Reputable Information Technology firms who specialise in the supply and support of the business process management systems, are required to forward their proposals to SAT.

It must be noted that responses to this notice are not offers and SAT does not intend to award a contract on the basis of the responses to this notice, to pay for any information submitted, or for the use of such information. SAT may invite suppliers for system demos and thereafter issue a Request for Proposal/Quotations (RFP/RFQ) for the purchase and implementation of a preferred solution. Furthermore, this notice shall not limit any rights of SAT, and SAT reserves all its rights including but not limited to its rights to elect not to procure the solutions that are the subject of this notice and its right to procure them from a vendor that has not responded

KEY CONSIDERATIONS WHEN REGISTERING YOUR INTEREST:

Bidder's should formally express their interest by submitting the below information (in PDF format) to SA Tourism's Supply Chain Management Sourcing Specialist, e-mail: alfredm@southafrica.net by no later than Monday 22 June 2018.

- (a) Cover letter introducing your company;
- (b) Contact details of the person SA Tourism should engage with regarding this notice and any subsequent responses;
- (c) National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax clearance status;
- (d) Valid certified copy of B-BBEE certificate;
- (e) Brief summary of your understanding of the scope of work to be undertaken;
- (f) Confirmation that you have an already developed system which will materially meet the technical requirements of the SAT ICT;
- (g) Interested parties must periodically review <http://www.southafrica.net/trade/en/tenders> for updated information or amendments with regard to notice, prior to the due.

Yours in Tourism

Alfred Masemene - Sourcing Specialist