



SOUTH AFRICAN TOURISM

SAT Tender Number 176/20

The provisioning, implementation and support of an online tourism grading system for

Tourism Grading Council of South Africa Grading (TGCSA)

Date issued: 17 July 2020

Tender closing date: 10 August 2020 at 12h00

Introduction

This Addendum with clarification notes serves to inform potential Tenderers of changes, amendments and/or clarifications made to the Bid documentation. The following queries and/or changes have been received from those that have collected documentation.

Item	Description
1	<p><u>Query</u></p> <ul style="list-style-type: none">• Will South African Tourism require any presentations? <p><u>Response</u></p> <ul style="list-style-type: none">• South African Tourism will advise if presentations will be required.
2	<p><u>Query</u></p> <ul style="list-style-type: none">• Does the solution need to be available in an online and offline scenario? Will the solution be accessed from laptop devices or any mobile device? <p><u>Response</u></p> <ul style="list-style-type: none">• The solution needs to be available on any device
3	<p><u>Query</u></p> <ul style="list-style-type: none">• Will the solution be hosted on premise or should we provide a cloud offering? <p><u>Response</u></p> <ul style="list-style-type: none">• Any offering is acceptable, but preferably cloud
4	<p><u>Query</u></p> <ul style="list-style-type: none">• Users - how many internal users and how many external users (online member's portal, Assessors etc.) will access the system? What is the user description i.e. office bound and mobile? What are these user numbers? <p><u>Response</u></p> <ul style="list-style-type: none">• 35 internal and +- 40 assessors
5	<p><u>Query</u></p> <ul style="list-style-type: none">• Integration - what integration points are possibly not mentioned? For example, it is noted that the solution needs the ability generate an invoice. Will this be achieved through an Oracle ERP integration? <p><u>Response</u></p>

	<ul style="list-style-type: none"> • Yes, through Oracle integration
6	<p><u>Query</u></p> <ul style="list-style-type: none"> • Integration - where “full finance system integration” is mentioned. Does this refer to Oracle ERP? How is this integration achieved? Web services? <p><u>Response</u></p> <ul style="list-style-type: none"> • Yes, currently through API's to Oracle
7	<p><u>Query</u></p> <ul style="list-style-type: none"> • Manage Grading Standards - what does this entail? Content Management or processes or standard operating procedures? <p><u>Response</u></p> <ul style="list-style-type: none"> • Database is 40GB
8	<p><u>Query</u></p> <ul style="list-style-type: none"> • In terms of volumes, it is noted that over 5000 graded tourism products exist. What other volumes can we benchmark - i.e. number of establishments, assessments per annum, assessors etc. <p><u>Response</u></p> <ul style="list-style-type: none"> • This the number of establishments which are active
9	<p><u>Query</u></p> <ul style="list-style-type: none"> • Data migration - does the migration from the existing platform include data and content? What is the size/volumes? <p><u>Response</u></p> <ul style="list-style-type: none"> • Only data
10	<p><u>Query</u></p> <ul style="list-style-type: none"> • Is there a need for any mobile application? Hybrid /native? Or a responsive web application is enough? <p><u>Response</u></p> <ul style="list-style-type: none"> • Please propose the best solution
11	<p><u>Query</u></p> <ul style="list-style-type: none"> • Where it will be hosted? On-premise (government server) or cloud (government AWS/Azure/etc. account)? <p><u>Response</u></p> <ul style="list-style-type: none"> • Not prescriptive, but we are on Azure

12	<p><u>Query</u></p> <ul style="list-style-type: none"> • Is there a list of all the systems that the new system should integrate with? And also systems where the data should be migrated to <p><u>Response</u></p> <ul style="list-style-type: none"> • Oracle ERP for now
13	<p><u>Query</u></p> <ul style="list-style-type: none"> • What payment system needs to be integrated <p><u>Response</u></p> <ul style="list-style-type: none"> • Oracle ERP
14	<p><u>Query</u></p> <ul style="list-style-type: none"> • Online member's collateral portal - what does this refer to <p><u>Response</u></p> <ul style="list-style-type: none"> • A portal where members can access collateral (Collateral is what a property receives after approval has been granted, i.e. certificate, accolade where applicable, stars and guide oh how to use it)
15	<p><u>Query</u></p> <ul style="list-style-type: none"> • Does the training to the users on the new system be provided at a single central location or multiple locations, kindly clarify? <p><u>Response</u></p> <ul style="list-style-type: none"> • Multiple locations (up to 6)
16	<p><u>Query</u></p> <ul style="list-style-type: none"> • What is meant by Funding in the scope of services. Is it project funding i.e., the assessing agency will assess if a property can be modified, renovated for tourism. On recommendation of the assessment agency, SAT may fund the project? Or does it have a different meaning altogether? What does SAT fund? Why? Kindly provide the clarification <p><u>Response</u></p> <ul style="list-style-type: none"> • This is the funding that is given to qualifying entities to assist with their grading fees.

Yours in Tourism

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