



SOUTH AFRICAN TOURISM

Tender no SAT 181/20

Data warehouse Management

Notes for Bid Clarification

“Please include a signed copy of the Addendum with the Bid submission”

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>Question</u></p> <p>SOUTH AFRICAN TOURISM PROPRIETARY INFORMATION Bidder will on their bid cover letter make declaration that they did not have access to any South African Tourism proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidder(s).”</p> <p><u>Response</u></p> <p>Yes, make that declarations</p>
2	<p><u>Question</u></p> <p>We have a few clarification questions we wanted to run past you. Could you please elaborate on "Functionality in China is an absolute technology standard for any proposed solution"?</p> <p>I.e.:</p> <ul style="list-style-type: none">- Must the platform and data only be accessible in China? and/ or,- Must it be able to also host data in China given it must be "cloud based"? (page 17 of tender document) <p><u>Response</u></p> <p>China is one of our big growth markets (NIC market) and we are expecting tourism to grow exponentially. It is one of our most important markets and whatever solution we propose must work in this region. The reason why we have specifically mentioned China is because the Chinese government has banned certain companies, e.g. Google, from operating in China and any solution based on banned-companies/software will not be acceptable to SA Tourism.</p>

3	<p><u>Query</u></p> <p>Also, is there a preference regarding the cloud provider?</p> <p><u>Response</u></p> <p>There is no preference however we already running most of our systems on Azure platform</p>
4	<p><u>Query</u></p> <p>Does the tender have a brief session?</p> <p><u>Response</u></p> <p>No, briefing sessions</p>
5.	<p><u>Query</u></p> <p>Why is there a requirement that functionality in China is an absolute technology standard for any proposed solution? What are the implications of this? Is SA Tourism concerned with connectivity issues? Or is it an issue of language and/or Internationalisation (i11n)?_</p> <p><u>Response</u></p> <p>China is one of our big growth markets (NIC market) and we are expecting tourism to grow exponentially. It is one of our most important markets and whatever solution we propose must work in this region. The reason why we have specifically mentioned China is because the Chinese government has banned certain companies, e.g. Google, from operating in China and any solution based on banned-companies/software will not be acceptable to SA Tourism.</p>
6.	<p><u>Query</u></p> <p>The requirements state that the initial number of contributing users for a data warehouse will be 50 staff. Please explain how they will contribute to the data warehouse. Will they be capturing data and statistics?</p> <p><u>Response</u></p>

	<p>The users will be interacting, contributing and using the system to analyse the organisational data for reporting, and most will be providing the actual data sources</p>
7	<p><u>Query</u></p> <p>Is the service provider expected to host the solution? If so, we require more accurate metrics of the data requirements.</p> <p><u>Response</u></p> <p>The solution is expected to be a hybrid or pure cloud based solution</p>
8	<p><u>Query</u></p> <p>Please list the sources of the data. Are these real-time data feeds or batch uploads of files?</p> <p><u>Response</u></p> <p>There are no real time data feeds currently, however there is a need for a modern data warehouse solution with capabilities such as OLAP as an example (Please refer to requirements)</p>
9	<p><u>Query</u></p> <p>What volume of data is loaded per month and Is there a preferred database technology?</p> <p><u>Response</u></p> <p>Part of the requirement is to determine the data sources required from stakeholders and definition of a data strategy/plan which will give an indication in this regard. There is no preferred technology as it's against the PFMA law, however SA Tourism already hosts most of its systems on Azure platform</p>

10	<p><u>Query</u></p> <p>Is there a preferred infrastructure technology for the:?</p> <ul style="list-style-type: none">a. Operating System?b. Middleware?c. Security? <p><u>Response</u></p> <p>There is no preferred infrastructure technology, however SA Tourism already uses Azure and VMware for hosting infrastructure and the below should form part of the proposed solution</p>
11.	<p><u>Query</u></p> <p>Who will be responsible for disaster recovery?</p> <p><u>Response</u></p> <p>The prospective bidders need to indicate how they are going to ensure that the system has disaster recovery capabilities.</p>