



SOUTH AFRICAN TOURISM

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RFQ/10/DIGITECH/21

Dear Bidder

Subject Matter: Provision for Support and Maintenance for Oracle EBS for a period of four (04) months.

The South African Tourism Board (South African Tourism) was established by section 2 of the Tourism Act No 72 of 1993 and continues to exist in terms of section 9 of the new Tourism Act No 3 of 2014. SA Tourism is a schedule 3 A Public Entity in terms of schedule 3 of the Public Finance Management Act 1 of 1999.

The mandate of South African Tourism in terms of the Tourism Act is to provide for the development and promotion of sustainable tourism for the benefit of the Republic, its residents and its visitors. It is common cause that tourism is a strategic industry in terms of the National Tourism Sector Strategy as it supports government objectives of alleviating the triple challenges of unemployment, poverty and inequality.

The scope of South African Tourism's business includes four (4) distinct areas of business focus and delivery, with different target markets and segments:

- I. International Leisure 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);
- III. Quality assurance of the tourism sector/industry through the delivery of both Visitor Experience and the Tourism Grading Council of South Africa.
- IV. Corporate - enhancing the South African Tourism brand.

Section 217 of the Constitution of the Republic of South Africa, 1996, prescribes that goods and services must be contracted through a system that is fair, equitable, transparent, competitive and cost-effective and also confers a constitutional right on every potential supplier to offer goods and services to the public sector when needed.

The submission of proposals will be in terms of this document. All information requested, must be supplied and all annexures completed, whether such information or annexure refers to the eventual RFQ or not. This information will form part of the eventual RFQ and must therefore be completed, as there will not be an opportunity to do so later. Thus, it is essential that the information supplied is both correct and true.

South African Tourism has a detailed evaluation methodology premised on Treasury Regulation 16A.3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) read with Preferential Procurement Regulations 2017, and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

SA Tourism invites prospective bidders for the provision for support and maintenance for Oracle EBS for a period of three (03) months. The service provider will need to work closely with the DigiTech department, to ensure that the tool is maintained accurately and timeously.

1. The scope of services.

South African Tourism (SA Tourism) initially implemented ORACLE EBS in 2005 and has since upgraded to release R12.1.3 running on Database 11C. The Oracle system currently runs on Oracle ODA (Small) (Oracle Database Appliance) Servers running Oracle Linux operating system. A project to upgrade to Oracle 12.2.9 is currently underway. SA Tourism also recently implemented Oracle Fusion that caters to the Human Capital Part of the solution, support on an integration level between the Oracle Fusion and Oracle EBS on-premises setup will be required and needs to be maintained.

The Oracle EBS solution also integrates into various of our existing systems such as the Total Quality in Tourism tool (TQiT - In House Developed Establishment Grading Solution) where financial data is being processed between the two systems.

SAT is accordingly inviting reputable and experienced service providers, with a good track record, to submit proposals that demonstrate their ability to holistically maintain and support ORACLE R12.1.3 on Database version 11C (Hardware, OS, Database, App) for a period of 3 months, effective 01 October 2021. For your consideration, the following are existing resources assigned to the support and maintenance portion.

Dedicated Resources:

- a. Support Management:
 - i. Overall
 - ii. Hardware, Operating System, Database
- b. ERP, Fin and SCM - Dedicated onsite resource
- c. DBA, Operating System, Hardware
- d. Integration, Reporting and ERP Technical

Deliverables.

The successful bidder will provide SA Tourism with technical and functional support as it relates to the implemented ORACLE R12.1.3 functionality and other integrated business systems (E.g. the Total Quality in Tourism (TQiT), Oracle Fusion, VIP, SharePoint, etc.). The support will include the monitoring of the database, application and proactive fixing of errors (24/7), this will also include for example the loading of patches, cloning, backups, etc. The support will be governed and managed by a Service Level Agreement (SLA) and will include the following:

Priority 1

A Critical service is unavailable or seriously impaired. The negative impact on service (24/7) and “normal business operations” (07:30 - 18:00) is severe with employees unable to perform their work during this time. The end-users are not capable of reaching the service.

Priority 2

An important service is unavailable or impaired. There is a moderate impact on business. The users are having difficulty performing part of their normal interactions and can undertake other work while the problem is resolved.

Priority 3

A non-critical service is unavailable or impaired. There is minor impact on the Clients “normal business operation”. The “end-user” is having difficulty performing part of their normal operations but can perform other tasks while the problem is being resolved.

Service levels will be tracked based on the criteria below:

Priority response time	Response time	Resolution *
Priority 1 (Critical)	1 hour **	8 hours **

Priority 2 (Important)	2 hours **	10 hours **
Priority 3 (Low)	3 hours **	24 hours **

* Target performance measurements will be based on resolution times and response times unless prior indication is provided to the Client as this is governed by the nature of the request, and prioritization of the requests supplied.

** Priority 1 calls can be logged with the Company as and when there's a critical issue to be resolved. Priority 2 and 3 calls can mainly be logged during normal working hours.

Application availability

Service elements	Availability *
Critical service availability	99%
Important service availability	97%
Non-critical service availability	95%

Critical service availability is prioritized above all other requests as a priority 1 requirement
Key changes affecting the functionality of the existing systems will be applied through an approved change request.

Requests will only be dealt with through the official channels only

If support is required, it is the Clients responsibility to communicate this request Via the Helpdesk solution

2. Format of proposals

Bidders must complete and return all the necessary standard bidding documents (SBD's) attached to this request for technical and financial proposals.

Bidders are advised that their proposals should be concise, written in plain English and simply presented in the same order as indicated below: -

- (a) A cover letter introducing your firm and credentials, capacity, capability and experience for this assignment;
- (b) National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status;
- (c) Proof of B-BBEE Status level contribution;
- (d) Bidders must have specific experience and submit at least three recent references (in a form of written proof(s) on their client's letterhead including relevant contact person(s), office telephone & fax number, website and email address) where similar work was undertaken.
- (e) Overview of the methodology your firm uses to facilitate the development of implementation plans;
- (f) Outline of the qualifications and related experience of the proposed candidate who will be assigned to the matter;
- (g) Financial proposal to deliver the assignment, i.e. your firm's daily rate for facilitation services, including any other cost SA Tourism should be aware off for the successful completion of the assignment;
- (h) Declaration of Interest - SBD 4;
- (i) Preference Point Claim Form - SBD 6.1;
- (j) Declaration of Bidder's Past Supply Chain Management Practices - SBD 8; and
- (k) Independent Bid Determination - SBD 9.

3. Evaluation Method

The evaluation process of bids will comprise of the following phases:

Phase 1	Phase 2	Phase 3
Evaluation Administrative Requirements	Functionality Evaluation Criteria	Price and B-BBEE
Compliance with administration and mandatory bid requirements	Bidder(s) are required to achieve a minimum threshold 70% to proceed to Phase 3 (Price and B-BBEE).	The bidders that have successfully progressed through to Phase 2 will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act, 2017 80 points will be awarded for price while 20 points will be allocated for preference points for BBBEE as prescribed in the regulations.

3.1. Points awarded for functionality:

Requirements as per TOR- predetermined criteria with values	Weights
Bidders relevant experience to the assignment specifically demonstrating capacity and capability pertaining to the support and maintenance of a full oracle stack.	30
Methodology and approach: Bidders must provide a detailed description of how they intend to execute the assignment from inception to completion. This must include, as a minimum, a project plan with clear time frames, skills and resources utilized in each area, nature of compliance checks conducted, how the bidder intends to deliver on the services required by SA Tourism.	30
Company track record: The bidder is required to provide three (3) contactable client references where its services can be verified. References should be presented in a form of a written letter on official letterhead from clients where similar services have been provided and should not be older than five (5) years. No appointment letters from clients will be accepted as reference letters.	20
Expertise and experience of proposed resources to be assigned to the project: Detailed CVs of the proposed team must be submitted which must elaborate on areas that they were involved in. The number of years of experience of the proposed team member. Complete Oracle platform support and maintenance (including Hardware Support and monitoring)	20
Total Points as per the functionality	100
Minimum Threshold	70

“**functionality**” means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;

- 3.1.1 Bids will be evaluated strictly according to the bid evaluation criteria stipulated in this section.
- 3.1.2 Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements as well as key considerations under section 1. The official responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided
- 3.1.3 The score for functionality will be calculated as in terms of the table below where the SAT official will rate each individual criterion on the score sheet using the following value scale:

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential value, with supporting evidence.	5
Good	Satisfies the requirement with minor additional benefits . Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential required services, with supporting evidence.	4
Acceptable	Satisfies the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence.	3
Minor Reservations	Satisfies the requirement with minor reservations . Some minor reservations of the supplier’s relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	2
Serious Reservations	Satisfies the requirement with major reservations . Considerable reservations of the supplier’s relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	1
Unacceptable	Does not meet the requirement . Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence.	0

3.1.4. The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These scores will be added and expressed as a fraction of the best possible score for all criteria.

3.1.5. The proposal from the bidder which meets the highest score for functionality will be deemed the preferred proposal.

Awarding of Points for Price and Broad-Based Black Economic Empowerment.

The bidders that have successfully progressed through to Phase 3 (bidders who meets the minimum threshold for functionality of 70%) will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act, 2000 and the Preferential Procurement Regulations of 2017.

80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.

Points for B-BBEE level of contribution will be awarded in accordance with the below table: -

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Bidders are required to submit proof of B-BBEE Status Level of contributor. Proof includes original and valid B-BBEE Status Level Verification Certificates issued by a SANAS credited agency or certified copies thereof together with their price quotations, to substantiate their B-BBEE rating claims.

In terms of the Generic Codes of Good Practice, an enterprise including a sole propriety with annual total revenue of R10 million or less qualifies as an EME. An EME is required to submit a sworn affidavit confirming their annual total revenue of R10 million or less and level of black ownership to claim points as prescribed by regulation 6 and 7 of the Preferential Procurement Regulations 2017.

The Codes define a QSE as any enterprise with annual total revenue of between R10 million and R50 million. A QSE is required to submit a sworn affidavit confirming their annual total revenue of between R10 million and R50 million and level of black ownership or a B-BBEE level verification certificate to claim points as prescribed by regulation 6 and 7 of the Preferential Procurement Regulations 2017.

Bidders who do not submit B-BBEE Status Level Verification Certificates or Sworn affidavits, in the case of EME's and QSE's, or who are non-compliant contributors to B-BBEE do not qualify for preference points for B-BBEE but will not be disqualified from the bidding process. They will score points out of 80 for price only and zero (0) points out of 20 for B-BBEE.

4. National Treasury Centralized Supplier Registration and B-BBEE Certificates.

All bid submissions must include a copy of successful registration on National Treasury's Centralized Supplier Database (CSD) with a valid tax clearance status and proof of B-BBEE status level of contribution.

5. Deadline for submission

All proposals must be e-mailed, in PDF format, to leratos@southafrica.net no later than **14h00 on Thursday, 07 October 2021** and should remain valid for at least 1 month after the closing date.

Proposals submitted after the closing date and time will be not considered.

6. Confidentiality

The request for a technical and cost proposal and all related information shall be held in strict confidence by bidders and usage of such information shall be limited to the preparation of the bid. All bidders are bound by a confidentiality agreement preventing the unauthorized disclosure of any information regarding SA Tourism or of its activities to any other organization or individual.

The bidders may not disclose any information, documentation or products to other clients without written approval of SA Tourism.

7. Terms of engagement

Prior to commencing with the assignment, the successful bidder will be required to meet with the Mr. Mphenyi Ramovha to align the final statement of work (SOW) and criteria for approval.

8. Payments

No advance payments will be made in respect of this assignment. Payments shall be made in terms of the deliverables as agreed upon and shall be made strictly in accordance with the prescripts of the PFMA (Public Finance Management Act, 1999. Act 1 of 1999).

The successful bidder shall after completion of the contract, invoice SA Tourism for the services rendered. No payment will be made to the successful bidder unless an invoice complying with section 20 of VAT Act No 89 of 1991 has been submitted to SA Tourism.

Payment shall be made into the bidder's bank account normally 30 days after receipt of an acceptable, valid invoice. The bidder must ensure that their banking details are verified on the CSD report.

9. Non-compliance with delivery terms

The successful bidder must ensure that the work is confined to the scope as defined and agreed to. As soon as it becomes known to the bidder that they will not be able to deliver the services within the delivery period and/or against the quoted price and/or as specified, SA Tourism' must be given immediate written notice to this effect.

10. Cost

The bidder will bear all the costs associated with the preparation of the response and no costs or expenses incurred by the bidder will be borne by SA Tourism.

11. Cancellation of the request for a technical and cost proposal

SA Tourism may, prior to the award of the bid, have the right to cancel the bid if:

- (a) Due to changed circumstances, there is no longer a need for the service; or
- (b) Funds are no longer available to cover the part and/or total envisaged expenditure; or
- (c) No acceptable bids are received.

SA Tourism reserves the right to withdraw this request for technical and cost proposals, to amend the term or to postpone this work by email notice to all parties who have received this request.

12. Clarification.

Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning this request for technical and cost proposals, is to be requested in writing from the Sourcing Specialist.

All clarifications must be emailed to leratos@southafrica.net

Thanking you and looking forward to your proposal in this regard.

Yours in Tourism

Lerato Segomotso
Sourcing Specialist
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