



SOUTH AFRICAN TOURISM

SAT Tender 197/22

Notes for Bid Clarification

Oracle Maintenance and Support for a period of thirty-six (36) Months

Date issued: 14 January 2022

Tender closing date: 07 February 2022 @12h00

Introduction

This Addendum with clarification notes serves to inform potential bidders of changes, amendments and/or clarifications made to the bid documentation. The following questions and/or changes have been received from those that are in a position of the bid documentation.

Item	Questions and Responses
1	<p><u>Question</u></p> <p>Is Oracle Apps DBA also have to be considered in scope? Please confirm</p> <p><u>Response</u></p> <p>Yes</p>
2	<p><u>Question</u></p> <p>Can you please confirm if modules Self Service HR, Performance Management, Learning Management, and Succession Planning are not implemented in the current environment?</p> <p><u>Response</u></p> <p>It is implemented but not being used. This is catered to in the Oracle Fusion HRMS that does not form part of the current tender.</p>
3	<p><u>Question</u></p> <p>How many custom reports and custom extensions are developed over the period of time? Please share the count.</p> <p><u>Response</u></p> <p>+/- 20</p>
4	<p><u>Question</u></p> <p>How many Legal Entities and Operating Units are configured currently in the system?</p> <p><u>Response</u></p> <p>+/- 13</p>
5	<p><u>Question</u></p> <p>Please share the list of modules implemented in Fusion HRM.</p> <p><u>Response</u></p> <p>N/A this does not form part of the current tender</p>

6	<p><u>Question</u></p> <p>Is Fusion HRM modules also to be considered in the support scope? Please confirm</p> <p><u>Response</u></p> <p>N/A this does not form part of the current tender.</p>
7	<p><u>Question</u></p> <p>Can we assume that the L1 Helpdesk will be handled by the SA Tourism IT team or the current incumbent? Pls confirm</p> <p><u>Response</u></p> <p>NO Level 1 support needs to have a dedicated resource that is also available on site.</p>
8	<p><u>Question</u></p> <p>Oracle system updates (patches) & upgrades need to be reviewed regularly so that SA Tourism is aware of recommended updates and upgrades that should be implemented." & "Oracle database administration & monitoring" - Can we assume that DBA has to be considered in scope as per above statement?</p> <p><u>Response</u></p> <p>Yes, the full Oracle EBS suite needs to be supported and maintained as per the scope of work, this includes technical support and maintenance on the Oracle ODA servers as well. Only the Oracle Fusion HRMS solution is excluded from the requirement.</p>
9.	<p><u>Question</u></p> <p>"Ad-hoc back-end development" - Can we propose fixed number of hours per month for such development or is there any expectation from SAT? Pls clarify.</p> <p><u>Response</u></p> <p>The bidder is free to propose a fixed number of hours per month, however, only hours billed will be paid.</p>
10	<p><u>Question</u></p> <p>Data Security and Governance:" - Are there any modules like Oracle GRC implemented for these requirements? Pls clarify</p> <p><u>Response</u></p> <p>No, currently we do not have these systems in place, but we may require this to be implemented so the bidder needs to have the necessary skills to do so, i.e. Oracle database firewall implementation.</p>
11	<p><u>Question</u></p> <p>We assume implementation of any new module or migration to Cloud solution etc will not be part of Support Scope and will be taken up as a Major Enhancement project. Pls confirm</p>

	<p><u>Response</u></p> <p>Correct</p>
12	<p><u>Question</u></p> <p>Please confirm whether we can complete Part A (all the SBD forms) electronically or if it should be completed by hand.</p> <p><u>Response</u></p> <p>All SBD forms must be fully completed, initialised, and signed by hand.</p>
13	<p><u>Question</u></p> <p>Whether companies from Outside South Africa can apply for this? (like, from India or USA).</p> <p><u>Response</u></p> <p>No</p>
14	<p><u>Question</u></p> <p>Whether we need to come over there for meetings?</p> <p><u>Response</u></p> <p>Yes, in person and online meetings are required</p>
15	<p><u>Question</u></p> <p>Can we submit the proposals via email?</p> <p><u>Response</u></p> <p>No. Bidders are not required to submit information, a proposal by any means other than the provided link https://forms.gle/QGdwGpHtDbq3nWak8</p>