



SOUTH AFRICAN TOURISM

SAT Tender 196/22

Notes for Bid Clarification

Data Warehouse Solution for a period of thirty-six (36) Months

Date issued: 14 January 2022

Tender closing date: 08 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. |
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| 1 | <p><u>Question</u></p> <p>Couldn't join the compulsory briefing session due to network issues. Is our company still allowed to be able to inquire and bid for the tender?</p> <p><u>Response</u></p> <p>The briefing session was compulsory, therefore failure to attend the compulsory briefing session will lead to disqualification.</p> |
| 2 | <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>Only local companies would be preferred for this response.</p> |
| 3 | <p><u>Question</u></p> <p>Whether we need to come over there for meetings?</p> <p><u>Response</u></p> <p>Yes, given the complexity of the project you may be required to do physical meetings.</p> |
| 4 | <p><u>Question</u></p> <p>Can we perform the tasks (related to RFP) outside South Africa? (like, from India or USA)</p> <p><u>Response</u></p> <p>Only local companies would be preferred for this response, as there may be a need for physical presence.</p> |
| 5 | <p><u>Question</u></p> <p>Can we submit the proposals via email?</p> <p><u>Response</u></p> |

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| | No. Bidders are not required to submit information, a proposal by any means other than the provided link https://forms.gle/QGdwGpHtDbq3nWak8 |
| 6. | <p><u>Question</u></p> <p>Can you please list down all the source systems from where the data needs to be ingested (DB's, sensor systems, etc)? Can you please give the individual volumetrics of the sources? Can you please comment on the individual velocity and variety of data of the sources? Can you please provide us with the list of unique data elements, unique tables, no. of tables, and unique file formats of these source? What would be the incremental volume? These inputs help us a lot for our effort estimation</p> <p><u>Response</u></p> <p>This is a new solution request and provision for the data as expected to be ingested should be built on to the response. SA Tourism receives data from multiple sources of which types of data can vary from SQL, Flat Files, SPSS, etc as per the specification. The requirement for Azure compatibility is based on the scalability it offers in terms of storage capability and management of costs. Data comes through from external parties as well and hence the need to have integration capability on the proposed solution by bidders.</p> |
| 7 | <p><u>Question</u></p> <p>For the real time ETL and analysis, can you please tell us what is the volume of data generated for real time streaming use case?</p> <p><u>Response</u></p> <p>This can only be determined once the data has been ingested onto the proposed solution, given that the need for real time ETL comes on a need basis for BU's within SAT as similarly with reports/dashboards.</p> |
| 8 | <p><u>Question</u></p> <p>Can you please tell us whether Data Archival process is also part of the scope? If yes, then can you please tell us about your data archival policy?</p> <p><u>Response</u></p> <p>As per the RFP document, the need is to take current multiple data sources and input them into a single source of truth for data within the organization. So, it is to ensure that all business processes data can be ingested on to the proposed solution and value be derived out of it.</p> |
| 9 | <p><u>Question</u></p> <p>Azure has its native service Azure Purview for Data Governance, Data Catalog, Business glossary, Data lineage etc requirements. As of now, the service is not available for South Africa Region. Please let us know if we can use Azure Purview available in other Region?</p> <p>If not, we would like to understand whether SAT is open to using other tools such as Collibra, Talend, informatica, etc for its Data Governance, Meta data management etc.</p> |

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| | <p><u>Response</u></p> <p>The proposed solution should meet our need to have that ability for data management and that is what would be preferred ultimately for bidders to offer a solution to the problem at hand, and to have a good solution we can work with given the requirements</p> |
| 10 | <p><u>Question</u></p> <p>Can you please tell us whether the scope is limited to the implementation or run services are also expected? If yes, then please confirm the support coverage and the duration.</p> <p><u>Response</u></p> <p>Bidders will be required to deliver as per the scope of work. Maintenance would be required and the duration is for 36 Months</p> |
| 11 | <p><u>Question</u></p> <p>Please share the number of downstream applications for which we need to export data? Please indicate the no. of APIs to be exposed on top of Data Lake?</p> <p><u>Response</u></p> <p>The number of applications varies as per the business needs, and hence the API integration ability requirement on the bid request would largely depend on the solution being offered: i.e common data service layer to be used for integration or multiple APIs depending on the solution.</p> |
| 12 | <p><u>Question</u></p> <p>Can you please tell us what the batch data ingestion frequency is - daily, weekly, etc?</p> <p><u>Response</u></p> <p>This depends on the business need, but it would generally vary from day to week and even monthly requirement, as at current data uses internally.</p> |
| 13 | <p><u>Question</u></p> <p>Do you have a landing zone created on Azure? The reason for this question is that we want to understand whether you require any assistance with Azure infrastructure?</p> <p><u>Response</u></p> <p>No, we would require full implementation of the solution.</p> |
| 14 | <p><u>Question</u></p> <p>Can you please tell us if SAT already has an Azure subscription? If so, do we need to include the licenses cost in our proposal?</p> <p><u>Response</u></p> |

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| | Yes, we already have an Azure Tenant. Bidders can include licensing costs as per their proposed solution. |
| 15 | <p><u>Question</u></p> <p>The solution we would be proposing has built-in capabilities for Data transformation and Data quality rules. Is it possible for you to please give us some number of rules that might be required for the above task or can you tell us the no. of rules you have in the AS-IS architecture and their complexity? It will help us in our estimation.</p> <p><u>Response</u></p> <p>The rules can accurately be determined as we start loading the data on the solution and at this stage, we cannot provide that as requested.</p> |
| 16 | <p><u>Question</u></p> <p>Can you please provide the approximate number of reports and dashboards along with a breakup based on its complexity?</p> <p><u>Response</u></p> <p>As per the requirement, the report would be coming from the proposed storage solution on the data that has to be ingested. The development of the report will come as per request from BU's using PowerBi as per the RFP and would be clearly determined as the business starts using the solution.</p> |
| 17 | <p><u>Question</u></p> <p>What is the Data source for reports?</p> <p><u>Response</u></p> <p>The data that would be ingested on the proposed solution.</p> |
| 18 | <p><u>Question</u></p> <p>Can you please indicate the number of internal and external users? will there be users from other region (geography)?</p> <p><u>Response</u></p> <p>Yes, there will be users from the region as we have offices globally and user-based licensing would work best in this regard.</p> |
| 19 | <p><u>Question</u></p> <p>Please let us know the number of business areas/buckets for which we need to create reporting?</p> <p><u>Response</u></p> <p>All business units with the organisation will request reports/dashboards on a need basis</p> |

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| 20 | <p><u>Question</u></p> <p>Can you please help us by providing some use cases for real time Data integration requirements? What would be the source for these? Would it be some DB or application? Volume of data generated for real-time streaming use case. How would you like to analyze this data (like Anamololy detection, etc)?</p> <p><u>Response</u></p> <p>This can only be determined once the data has been ingested onto the proposed solution, given that the need for real time ETL comes on a need basis for BU's within SAT as similarly with reports/dashboards.</p> |
| 21 | <p><u>Question</u></p> <p>Can you please provide us with some use case you for see for AI and ML? Do you have any models built in you AS-IS/current system?</p> <p><u>Response</u></p> <p>This is not a requirement at this stage and as per the bid request, provision for this should be made on the proposed solution so as transition becomes easier once the data is in the required stage within the solution.</p> |
| 22 | <p><u>Question</u></p> <p>Please can we have a view of SAT's existing landscape/architecture in diagrammatic format?</p> <p><u>Response</u></p> <p>Please see the shared service delivery model for the guide. Internal architecture documents will be shared with the preferred bidder.</p> |
| 23 | <p><u>Question</u></p> <p>Please provide a list of your source systems and brief us on how they integrate into your existing reporting structures? (API, DB, Flat Files, Excel, etc).</p> <p><u>Response</u></p> <p>There is no current solution as per the requirement and hence we are going out on a request for proposal to assist with a solution in this regard, and this is a new solution request, and provision for the data as expected to be ingested should be built on to the response. SA Tourism receives data from multiple sources of which types of data can vary from SQL, Flat Files, SPSS, etc as per the specification, thus the APIs integration requirement on the bid request.</p> |
| 24 | <p><u>Question</u></p> <p>What are the legacy sources that SAT wish to discontinue?</p> <p><u>Response</u></p> <p>Not determined at this stage as all current data sources will be migrated.</p> |

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| 25 | <p><u>Question</u></p> <p>What is the size of data that SAT wish to migrate and from which systems?</p> <p><u>Response</u></p> <p>Please see the shared service delivery model for the guide. Internal architecture and storage documents will be shared with the preferred bidder.</p> |
| 26 | <p><u>Question</u></p> <p>We apply ourselves to the DAMA framework using DMBOK as a guide for data governance and data quality. Will you be requiring this service as well? This will include:</p> <p>Data Governance</p> <p>Data Quality</p> <p>Data Security</p> <p>Master Data Management</p> <p>Meta Data Management</p> <p><u>Response</u></p> <p>Yes, as per the scope in the RFP document.</p> |
| 27 | <p><u>Question</u></p> <p>Who are SAT typical consumers of the data?</p> <p><u>Response</u></p> <p>Tourism industry, Internal User, Government, Travel companies, Research and Marketing Firms, Universities, etc.</p> |
| 28 | <p><u>Question</u></p> <p>How many reports are currently being generated on a monthly basis?</p> <p><u>Response</u></p> <p>The is no solution in place as per the RFP. Currently, the reports are from individual systems as per need basis.</p> |
| 29 | <p><u>Question</u></p> <p>How many new reports are developed on a monthly basis?</p> <p><u>Response</u></p> |

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| | <p>The is no solution in place as per the RFP. Currently, the reports are from individual systems as per need basis.</p> |
| 30 | <p><u>Question</u></p> <p>Does SAT have a view of their “To-Be” or future state? if so can SAT share it with us?</p> <p><u>Response</u></p> <p>Please refer to Phase II as outlined in the RFP document.</p> |