



**PART B: SCOPE OF WORK (SA TOURISM TENDER NUMBER SAT 216/22 GOOGLE WORKSPACE BUSINESS PLUS SUITE LICENSING FINAL)**

<b>Bid Description</b>	
Google Workspace Business Plus Suite licensing and email branding (Automated E-mail Signature) services for a user count of 260 users and for a period of 12 Months.	
<b>Bidder Name:</b>	
<b>CSD MAA number</b>	MAAA
<b>Tender Number:</b>	SA Tourism Tender number SAT 216/22
<b>Closing Time:</b>	12h00
<b>Closing Date:</b>	<b>14 December 2022</b> <b>(No late submission will be accepted)</b>
<b>Briefing Session: (Not Compulsory)</b>	25 November 2022 at 12H00  Google meets link: <a href="https://meet.google.com/npw-qcyh-iae">meet.google.com/npw-qcyh-iae</a>
<b>Contact Person</b>	Thembelihle Nyide
<b>Bid Submission Address</b>	<a href="https://forms.gle/78EVAHZXj335eJh79">https://forms.gle/78EVAHZXj335eJh79</a>  Should bidders encounter any issues, queries must be directed in writing to <a href="mailto:tenders@southafrica.net">tenders@southafrica.net</a>  Bidders are required to complete all the fields before making a submission, on the link before uploading a PDF version of the full proposal, the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile) then a fully completed bid documents, signed and initial page, relevant supporting documents for uploads.  <b>No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.</b>
<b>Contact Person</b>	Thembelihle Nyide
<b>Email Address</b>	<a href="mailto:Tenders@southafrica.net">Tenders@southafrica.net</a>

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS - (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

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## 1 CLOSING DATE

The closing date for the submission of proposals is **14 December 2022 at 12h00**. No late submissions will be accepted.

## 2. TENDER SUBMISSION LINK

2.1 Bidders must submit their proposal using the below link.

<https://forms.gle/78EVAHZXj335eJh79>

Should bidders encounter any issues with the submission link, queries must be directed in writing to [tenders@southafrica.net](mailto:tenders@southafrica.net)

Bidders are required to complete all the fields before making a submission, on the link before uploading a PDF version of the full proposal, the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile) then a fully completed bid documents, signed and initial page, relevant supporting documents for uploads.

**No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.**

All bidders should therefore take note that the physical drop-offs and courier of bid responses to South African Tourism's physical address are no longer permitted.

Prospective tenderers must periodically review both <http://www.southafrica.net/gl/en/corporate/page/tenders>

2.4 Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

## 3 CONTACT AND COMMUNICATION

3.1 A nominated official of the bidder(s) can make inquiries in writing, to the specified person, Thembelihle Nyide via email at [Tenders@southafrica.net](mailto:Tenders@southafrica.net). Bidder(s) must reduce all telephonic inquiries to writing and send to the above email address.

- 3.2 Bidders are to communicate any technical inquiries through the nominated official in writing, no later than **01 December 2022**.

All responses will be published by **06 December 2022** on the following links:

<https://www.southafrica.net/gl/en/corporate/page/tenders>

### 3.3. VALIDITY PERIOD

The tender proposal must remain valid for at least five (5) months after the tender due date. All contributions/prices indicated in the proposal and other recurrent costs must remain firm for the period of the contract.

## 4 DURATION OF THE CONTRACT

South African Tourism intends to enter into a twelve (12) month contract and service level agreement with the successful bidder(s). The contract will also be subject to a periodic performance evaluation on agreed terms and conditions unless the parties agree otherwise.

## 5 DETAILED SCOPE OF WORK

### 5.1 Scope of Work (SOW)

South African Tourism (SA Tourism) is a global organization that relies heavily on automated business processes to ensure efficiency in its operations. SA Tourism operates a centralized Information and Communications Technology (ICT) environment where SA Tourism network users, from all around the globe have secured access to centralized key systems located at SA Tourism's head office.

SA Tourism has implemented the use of the google workspace platform and has been using it for more than 10 years, through its different iterations and currently makes use of Google Workspace for Business Plus Suite. The business plus plan includes a host of items that are required for SA Tourism to operate, such as Google business email with integrated calendar and google office suite(docs, sheets, and slides), Google meets, and video conferencing for up to 500 participants, Google drive secure cloud storage with 5TB storage per user, Google chat team messaging, the solution also provides security management components such as Two Factor Authentication, group-based policy controls, advanced protection program and critically the Google vault retention and archive solution. User information is synchronized from the internal Active Directory to Google's services, this ensures automatic user creation and suspension, as well as updates as and when updated on user information, has been altered.

SA Tourism also makes use of a centrally controlled email branding solution that enables the business to centrally update and control the signatures on each user from a centrally controlled location. The signature information is captured from the google system in line with the updates that are synced from the premiss Active Directory.

Through this bid opportunity, SA Tourism is seeking proposals from reputable information technology firms to submit your firm's credentials and a financial proposal for the provision of Google Workspace Business Plus Suite licensing and email branding (Automated E-mail Signature) services for a user count of 260 users and for a period of 12 months.

The email branding (signature) solution should offer the following capabilities:

- The solution should offer centrally controlled updates, SA Tourism wishes to have the capability to update the signatures to each user's email from a centrally controlled solution and for multiple users at a time so that sub-divisions,( including SA Tourism offices in international offices, Nigeria, Australia, etc.) or the entire organizational user base signature updates are streamlined and controlled centrally.
- The solution should offer integration into Google workspace and Active Directory: SA Tourism currently makes use of the google sync tool to synchronise changes for selected Active Directory groups onto the google platform, this includes the creation of new users and suspension of accounts that have been disabled or removed from Active Directory as well as user-based information such as title, contact details and so forth. This information is then available on the user's account on the Google platform. The solution needs to be able to gather this information automatically and update the signatures for the users as and when updates take place.

- The Solution needs to have a plugin or similar capability for Desktop Outlook Clients: Although the majority of SA Tourism's user base makes use of the web interface for their emails, we do have a few users that prefer to make use of the Desktop based Microsoft Outlook client as a preferred email client, and as such, the email branding solution should also offer the capability to apply the Signature updates onto those users as well.

Google solution training should also be included as per the submission, through these training programs the aim is for the user base to better make use of all the capabilities of the google suite, for instance, Google, drive, docs, sheets, slides, and forms training, efficient use of the google mail, calendar, and meet functionality and lastly, the training should also include admin training for the SA Tourism IT staff.

Summary of Business Requirements:

- Google Workspace Business Plus for 260 Users for a period of 12 months.
- A centrally controlled email branding (automated Signature) solution for the same user count that works with the google Workspace Business solution for a period of 12 months.
- Support on the above services in line with the appointed service period.
- End User and Admin training

The proposal absolutely needs to have both the Goole Workspace business plus solution as well as the email signatures system included.

**END**