PART B: SCOPE OF WORK

SA Tourism Tender Number SAT 228/23 Supply Side Audit

Bid Description	
Supply Side Audit Requirements period of 36 Months.	
Bidder Name:	
CSD MAA number	MAAA
Tender Number:	SA Tourism Tender number SAT 228/23
Closing Time:	12h00
Closing Date:	25 January 2024 (No late submission will be accepted)
Non- Compulsory Briefing Session:	N/A
Contact Person	Thembelihle Nyide
Bid Submission Link	https://e-procurement.southafrica.net Should bidders encounter any issues, queries must be directed in writing to tenders@southafrica.net No tenders transmitted by telegram, hand de-livery telex, facsimile, e-mail, or similar ap-paratus will be considered.
Email Address	**Tenders@southafrica.net**

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, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

1   CLOSING DATE

The closing date for the submission of proposals is 25 January 2024 at 12h00. No late submissions will be accepted.

2.   TENDER SUBMISSION LINK

South African Tourism have developed and implemented an online e-procurement Portal, enabling bidders to respond to procurement opportunities as and when they are issued by South African Tourism.

The portal is the official portal for South African Tourism, which ensures an open, transparent, and competitive environment for any person participating in the procurement processes.

The portal enables a bidder to register as a supplier on the system to RSVP to tender briefings, and to submit tender responses on the portal.

The Portal's URL (https://e-procurement.southafrica.net) is compatible with Google Chrome, Microsoft Edge, Internet Explorer, FireFox, and Safari. Interested bidders should, with immediate effect, consider registering and submitting their bid proposals on the portal, which has specifically been developed and implemented for this purpose.

The supplier user manual can be viewed and downloaded on South African Tourism's website at https://www.southafrica.net/gl/en/corporate/page/tenders.

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 and https://e-procurement.southafrica.net for updated information or amendments about this tender before due dates.

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.

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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. 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 17 January 2024 at 12h00.

All responses will be published by 19 January 2024 at 12h00.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 contract period.

4   DURATION OF THE CONTRACT

South African Tourism intends to enter into a thirty-six (36) months contract and service level agreement with the successful bidder(s). Unless the parties agree otherwise, the contract will also be subject to a periodic performance evaluation on agreed terms and conditions.

5   DETAILED SCOPE OF WORK

5.1   Background

Operating as one of the business units of South African Tourism (SAT), the Tourism Grading Council of South Africa (TGCSA) ensures the standard of quality of accommodation and conference venues throughout South Africa through its stated vision: 'To establish a recognizable and credible globally benchmarked system of quality assurance for accommodation and Venues experiences, which can be relied upon by visitors when making their choice of establishment.

TGCSA is the only officially recognized quality assurance body for tourism products in South Africa. The Council has been in operation for over a decade, working with a mandate to maintain and increase the standards and quality of tourism services, facilities, and products in South Africa. Quality assurance plays a critical role in the attractiveness of a product and destination for consumers abroad and domestically, as well as increasing the competitiveness of tourism products in the marketplace.

In 2020/21, South African Tourism identified key shifts in product demand which was documented through the Enterprise Project Management Office (EPMO) Attractions and Experiences team. This combined with key shifts in consumer demand (due to the pandemic) required a review of the current South African Tourism product across the tourism value chain.

South African Tourism has invested significantly in gathering intelligence to inform our marketing strategy. But the gap in our knowledge has been a complete understanding of the size and structure of our product offering.

In light of the above as well as rejuvenating the tourism supply side, we need to conduct an audit of the tourism value chain to understand the universe of tourism product audit within South Africa. This will help us to understand the state of the supply (and current product offering) from a South African tourist offering perspective.

Objectives of the Supply Side Audit:

- Understanding the South African tourism industry landscape, including existing data and insights that will contribute to the improvement of available tourism information.
- To get an overview of the universe of tourism products that are available in South Africa.
- To develop a reliable and robust information platform of quality (market-ready) tourism products that cater for the consumer's needs; and
- Verification of tourism products to establish their state of readiness to fulfill visitors' needs.

To achieve success, a single platform is required for travelers and/or end-users to seek new and exciting products, attractions, and experiences.

5.2 Scope of work

Key deliverables will include but not limited to:
- The methodology and tools to be used to collect the data are expected to be recommended by the bidder;
- Data collected should be packaged and delivered in multiple formats;
- Data will be stored in a SAT-owned data platform on cloud platform; and
- Data will be collected across all tourism sub-sectors, including but not limited to: accommodation, restaurants, conferencing, activities and/or experiences, attractions, travel agencies, and transport services.

a) Data Sources:
- Identify relevant data sources such as government agencies, tourism organisations, industry associations, research institutes, and third-party providers;
- Determine the accessibility and availability of data from these sources; and
- Assess the reliability and credibility of the data sources to ensure data accuracy.

b)   Data Elements:

Define the specific data elements required for the supply-side database. This may include information such as:

- Tourism businesses and establishments: hotels, resorts, food services, transportation providers, tour operators, attractions and experiences, associations and regulators;

- Accommodation details: room types, amenities, prices, availability, ratings, and all relevant information;

- Geographical information: location coordinates, addresses, regions, cities, and all relevant information;

- Operational details: opening hours, contact information, facilities, services, and all relevant iformation;

- Determine the level of granularity needed for each data element (e.g., country-level, regional-level, or city-level data);

- Nature of services, facilities or products provided by the tourism business (actual description of what is on offer);

- Information as to the extent it provides facilities that are accessible to people with disabilities, children, and elderly. (Inclusivity); and

- Particulars relating to the classification and grading of the tourism business.

c)   Data Collection Methods:

Identify appropriate methods for data collection based on the data sources and data elements identified.

Examples of data collection methods include:

- Web scraping: Extracting data from tourism-related websites, directories, and online platforms.

- Surveys and questionnaires: Designing and conducting surveys to gather specific information directly from tourism businesses.

- Data sharing agreements: Collaborating with government agencies, tourism organizations, and industry associations to obtain relevant data.

- API integration: Utilising APIs provided by data providers to access and retrieve data and

- Data purchase: Consider purchasing data from reliable third-party providers if necessary.

- Data Orchestration: which will includes the ELT and ETL as well as streaming into SAT Document and Content Management as well as SAT Data Storage Platform.

d)   Data Validation and Quality Control:

- Implement data validation procedures to ensure collected data's accuracy, consistency, and integrity;

- Perform data cleansing and normalisation to remove duplicates, correct errors, and standardise formats; and

- Apply quality control checks to verify the reliability and completeness of the collected data.

e) Data Update and Maintenance:
- Define a schedule and process for updating the database regularly to ensure the data remains current and relevant; and
- Establish procedures for ongoing data maintenance, including data archiving, backup, and recovery processes.

f) Legal and Ethical Considerations:
- Ensure compliance with data protection and privacy regulations when collecting and storing personal data.
- Obtain necessary permissions and licenses for using and sharing data from external sources and
- Implement appropriate data security measures to safeguard sensitive information.
- Conformance to SAT Data Governance Framework as the guiding principle for data collection, classification, and management.

g) Scalability and Future Expansion:
- Consider the scalability of the database to accommodate future growth and additional data sources and
- Plan for potential enhancements and expansions of the database, including adding new data elements or integrating with other relevant databases.
  Alignment with the Data Storage Platform project
- Data format: Specify the preferred data format, e.g., CSV, JSON, etc.
- Data structure: Describe the structure, including column names, data types, and naming conventions.
- Metadata: The supplier must specify the metadata, such as data source, creation date, and other relevant information.
- Data cleansing: Perform data cleansing or validation requirements through an automated data remediation process.
- Data Organisation: Specify how data how the data should be organized within the data lake, including folder structure or data partitioning; and
- Data Ingestion Method: The supplier must explain method of data transfer and ingestion.

Summary of Business Requirements:

- An accurate and verified database of new and existing tourism products across South Africa.

END