Part B: - SCOPE OF WORK - SAT Tender 196/22 - DATA WAREHOUSE SOLUTION

Bid Description	
Data Warehouse Solution for South African Tourism	
Bidder Name:	
CSD MAA number	MAAA
Tender Number:	SAT Tender Number 196/22
Closing Time:	12h00
Closing Date:	**08 February 2022** **(No late submissions will be accepted)**
Compulsory Briefing Session:	Yes
Date of the Briefing Session	**21 January 2022 at 11h00 til 13h00**
Briefing Session Meeting link	meet.google.com/snf-qgdx-dkp
Contact Person	Lerato Segomotso
Bid Submission Address	https://forms.gle/8KNncZUUmEfZSReo8 Should bidders encounter any issues, queries must be directed in writing to 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.**
Contact Person	Lerato Segomotso
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, 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 **08 February 2021 at 12:00 noon. No late submissions will be accepted.**

2   TENDER SUBMISSION PROCESS

2.1   Bidders must submit their proposal using the below link.

https://forms.gle/8KNncZUUmEfZSReo8

Should bidders encounter any issues with the submission link, queries must be directed in writing to 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.

2.2   Failure on the part of the tenderer to sign/mark this tender form and thus to acknowledge and accept the conditions in writing or to complete the attached forms, questionnaires and specifications in all respects, may invalidate the tender.

2.3   Tenders must be completed in black ink where mechanical devices, e.g., typewriters or printers, are not used.

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 enquiries in writing to the specified person, Lerato Segomotso via email Tenders@southafrica.net. Bidder(s) must reduce all telephonic enquiries to writing and send to the above email address.

3.2   Bidders are to communicate any technical enquiries through the nominated official in writing, no later than **26 January 2022.**

All responses will be published by the **01 February 2022** on the following links:

https://www.southafrica.net/gl/en/corporate/page/tenders; and

https://e-procurement.southafrica.net

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.

3.4.   DURATION OF THE CONTRACT

South African Tourism intends to enter into a thirty-six (36) 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

4   Background

SA Tourism is embarking on a digital transformation journey, and data management plays a key role in ensuring there is a streamline of storage within the Azure Cloud.

Through this bid opportunity SA Tourism is seeking proposals from reputable Microsoft Azure Cloud Data Solutions providers for assisting with an implementation of a data management solution to be implemented including the activation and maintenance of multiple Microsoft Cloud technologies such as but not limited to, Dynamics 365, PowerBi, PowerApps, Microsoft Data Lake/Data Warehouse solution to be proposed.

The implementation of the technology should be accompanied by a full migration plan of data into the new proposed solution, inclusive of discontinuing current legacy data sources and/or systems that will not be required moving forward.

4.1.   Business Challenge

SA Tourism is a global organization that relies heavily on automated business processes to ensure efficiency in its operations. SA Tourisms operates its head office in South Africa with a centralized ICT environment where SAT users and clients from all over the world produce, ingest and interact with data from all aspect of business processes. Most of the data is seating in different sources, unstructured, with quality control and governance thereof almost non-existent. As a result, there is no central point where the data is structurally located and can be used to derive value out of it for business, for reporting in terms of assisting with strategic business decisions and objectives.

There is a pressing need to get all the data into one platform/container that would help with the process of managing the data through a single point of truth for all SA Tourism business data. The solution required should be able to import data in all different formats and be able to store it structurally for a value driven presentation to all business users as required.

The current state of SA Tourism's data is mostly unstructured, Unclassified and in multiple formats.

4.2.   Proposed Solution:

The proposed solution should be a data storage solution that will based on the Microsoft Azure Cloud Platform, as SA Tourism is currently utilizing Mircrosoft as our cloud service provider

We envisaged an enterprise data storage solution as the first phase of the proposed solution, designed to be a single source of truth or the central repository for South African Tourism's unstructured, semi-structured and structured data used in all our data and information systems platforms.

The goal is to consolidate unstructured data from different sources, and accommodate the various data needs and requirements of the organization, with a single storage layer that can provide business with clean, quality controlled and structured data in order to derive value out of the data, and achieve overall organizational objectives.

Implementation of the first phase involves the centralisation, cleaning, organisation and classification of the data. Phase two we aim to have a scalable and fully operational data warehouse which will include advance analysis features such as predictive analytics, Artifitial Intelligence (AI)/ Machine Learning as the data warehouse would have fully structured organisational data.

The proposed solution should be able to meet all our strategic objectives, in terms of assisting with products development across our sector through structuring of our data and be able to meet all the reporting requirements by SAT.

5.   Scope of work

The scope of services will therefore need to include, but will not be limited to, at least the following:

- Implementation of a flexible and integrated storage platform/solution
- Ensuring effective data storage, data quality control, classification and data cleaning processes
- Effective Data Governance within the storage solution.
- Data security including Identity and Access Management within the proposed solution
- Ensure effective reporting by visualizing decision-making processes through business intelligence services.
- Ensure the proposed solution is implemented in line with the organisational data

strategy.

REQUIREMENT	DESCRPTION
Discovery and Data Preparation	• Ability to integrate to multiple data sources (CSV, FlatFiles, Excel,SPSS etc) • Ability to maintain data integrity throughout the solution lifecycle • Metadata management • Business rules definition
Storage and Data Formats	• Scalable, flexible and cost effective multi-purpose storage solution • ability to store different kind of formats and data types • ability to maximize efficiency of data format for processing pipelines whilst optimizing cost • Support for common Hadoop type file formats that ensure optimized storage and processing of structured data. In particular Avro, Parquet. • Ability to process and store data from multiple CRM systems i:e SalesForce, Dynamics CRM etc. • Ability to implement data processes. • Ability to implement data management framework processes in line with the data strategy
Ingest and Delivery of Data	• Ability to automate and orchestrate movement and transformation of data within the lake • Loading binary data such as geospatial data and images
Data Transformation	• Automated ETL and ELT processing • Incremental data loading • Data cleansing • Real-time ETL • Data logging capability
Data Streaming	• Ability to support both batch and stream processing

	• OLAP capability • Provide real-time analysis and processing of data from incoming data streams • Ability to process and analyse real-time data using tools i:e Apache Kafta, Amazon Kinesis etc.
Integration and Workflow management	• Ability to interface with the data processing and storage through GUI • Integration to external data services like Google Marketing Platform • Integration of multiple SAT data sources
Data Security and Governance	• Role Based Access Control • Integration with existing AD user/group management • ensuring POPIA/GDPR compliance • using feature such as dynamic data masking etc. • Ability to use Shared Access Signatures for authentication
Analytics and Reporting	• Analysis services to render data to endpoints for consumption • Usage of workloads templates • Performance monitoring
Other	• The solution proposed may offer other features that can be of value
Licensing	• The solution should offer licenses for 10 Users/Accounts (engage GRC on this requirement) • Ability to limit the amount of data being process by queries for cost control • User based "pay per use licensing model prefered for cost reduction
Training	• The preferred bidder will be expected to provide training to the internal Admin team managing the solution

PowerBi Requirements	
Reports	• View all the capability of the storage solution using PowerBi for dashboards/reports • Visualise all SAT Digital Marketing Channels • Reporting on the SAT Google Marketing Platform • Provide development, design and maintenance of the PowerBi Platform • embed dashboards on multiple platforms, owned and external • Collaboration with our suppliers in ensuring that dashboards/reports can be successfully implemented. • Provide security within the dashboards/reports developed.

6.   PRICING SCHEDULE

A detailed pricing schedule should be included in the bid proposal, detailing all aspects to deliver the requirements to South African Tourism as required under this tender. The detailed pricing schedule should, for the avoidance of doubt, also be summarised under Part A (ANNEXURE C) of the bid document. For the purpose of evaluation, the price shall include all local taxes and other reimbursable expenses.

END.