

**PART B: SCOPE OF WORK (SA TOURISM TENDER NUMBER 197/22)**

<b>Bid Description</b>	
Oracle Maintenance and Support for a period of thirty-six (36) months.	
<b>Bidder Name:</b>	
<b>CSD MAA number</b>	MAAA
<b>Tender Number:</b>	SA Tourism Tender number 197/22
<b>Closing Time:</b>	12h00
<b>Closing Date:</b>	<b>07 February 2022</b>  <b>(No late submission will be accepted)</b>
<b>Compulsory Briefing Session:</b>	Yes
<b>Date of the Briefing Session</b>	21 January 2022 at 13h00 til 15h00
<b>Briefing Session Meeting link</b>	<a href="https://meet.google.com/zfw-tixa-wfw?hs=122&amp;authuser=0">https://meet.google.com/zfw-tixa-wfw?hs=122&amp;authuser=0</a>
<b>Contact Person</b>	Lerato Segomotso
<b>Bid Submission Address</b>	<a href="https://forms.gle/QGdwGpHtDbq3nWak8">https://forms.gle/QGdwGpHtDbq3nWak8</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>	Lerato Segomotso
<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)

SAT2Q-TMP-01

SOUTH AFRICAN TOURISM

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Revision 3

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 **07 February 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/QGdwGpHtDbq3nWak8>

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 is 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.

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 document 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 at [Tenders@southafrica.net](mailto: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 **24 January 2022**.

All responses will be published by **28 January 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 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.

### 5 DETAILED SCOPE OF WORK

#### 5.1 Scope of Work (SOW)

Overview of the environment and services required:

South African Tourism (SA Tourism) invites reputable service providers, who are certified Oracle Partners, to submit their bid to support and maintain the Oracle E-Business Suite that is used daily by 130 of its users to fulfil their financial and supply chain needs. SA Tourism initially implemented oracle EBS in 2005 and has since upgraded to application release version R12.1.3 running on database version 12C. The oracle system currently resides on oracle ODA (Oracle Database Appliance) - small size servers, running the oracle Linux operating system. A production environment is in place with a Disaster Recovery (DR) server hosted at our disaster recovery service provider's datacentre with a data guard replicating changes between the production and DR environment. The preferred bidder will be required to ensure that the replication between these sites is running as intended and facilitate DR testing.

Customizations on the system have been kept to a minimum and where possible SA Tourism maintained the stock configuration of the system, this has been found to play a vital role in the system's stability and performance. SA Tourism makes use of the following modules that need to be supported: General Ledger (GL), Account Payables (AP), Account Receivables (AR), Fixed Assets (FA), Cash Management (CE), Purchasing (PO), and HR Core.

A project to upgrade the application to oracle 12.2.10 is currently underway and should be concluded by the time that the RFP appointment has been concluded, so bidders must keep this in mind. A separate project will be initiated to upgrade the database at a later stage to

prevent any issues from upgrading both the application and database at the same time and to fast track any possible issues due to application upgrades if both are done at the same time, you run the risk of prolonged issue resolving as you have to identify if issues are experienced due to database or application upgrades. (database version 19C has been identified but a final decision will be made on this only after the application upgrade is concluded)

SA Tourism recently implemented oracle fusion HRM that caters to the human capital part of the business, first-level support on this platform is required and will be managed by both the SA Tourism helpdesk team and the Appointed bidder. Currently, there is no integration between this solution and HR core on the premise so both platforms need to be maintained with user data to ensure workflows and reporting lines on the on-premises system are in line with that expectation from the oracle fusion system. Integration between the cloud and on-premises solutions will be further investigated at a later stage.

As indicated before, the oracle EBS solution is mainly used for financials and supply chain modules and some HR core functionality but then the solution integrates into various of our existing systems listed here: Total Quality in Tourism, Workflow Management System, Business Process Mapping solution, Foreign exchange data feed, Nedbank banking for payments integration and ACL (Audit Command Language) new systems integration may be required and the service provider will be required to deal with those on an as-needed basis, an example of such integration is with the Total Quality in Tourism tool (TQiT - In House Developed Establishment Grading Solution) further details around the specifics of the integration will be made available to the winning bidder as they will be expected to provide SA Tourism with technical and functional support on these.

The details specified in the points above refer to the current state, use, and known needs for oracle on-premises maintenance and support at SA Tourism, however, taking into account the duration of the contract, the digital transformation journey at SA Tourism, and how much consumer needs and business operating models can change over time, the service provider may be required to upgrade the current oracle on-premises solution to an oracle cloud-based solution, equally, system integration requirements may change considering the roll-out of new systems at SA Tourism as well as the possible shift from on-premises to the cloud.

Structural changes to the current solution and system integrations may be treated on a project-by-project basis and the service provider is expected to have the capability on demand.

## 5.2. Support Services needed:

- Advisory role for optimum use of oracle systems in the organization
- First-line oracle support
- 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. Accordingly, the preferred bidder will be granted access to SA Tourism's oracle support platform.
- Oracle system best practice and optimal security implementation to safeguard against cyber-attacks and new vulnerabilities as and when identified.
- Oracle system integration with the listed platforms & systems as well as any additions that may be required during the contract period.
- Act as a central point of contact for all oracle hardware and software-related issues.
- Proactive oracle server administration & monitoring
- Oracle database administration & monitoring
- Maintain oracle system's availability in line with the below requirements

- Ad-hoc back-end development
- 3rd party oracle system plug-in management, for instance, GL Wand (Excel 4Apps, etc.) solution where 1st line support is required.
- Oracle system reporting customization
- Ensure the oracle system is compliant and aligned with SA Tourism policies and standards.
- Collaboration with internal/external auditing teams and resolution of audit recommendations in line with any possible findings.
- Data Security and Governance:
  - Role-based access control
  - Ensuring POPIA/GDPR compliance
- Maintain backups and ensure data integrity through DR testing
- Monitor and report on data replication, data guard
- Cloning of environments as when required
- Identify possible training requirements and facilitate staff training accordingly.
- Implement/update Standard Operating Procedure (“SOP”) and user-manuals.

### 5.3. SLA Expectations:

- Oracle system performance & availability management, hardware, and software
- Implement/update business continuity and disaster recovery documentation, including but not limited to system configuration and hand-over documentation as well as knowledge transfer to key stakeholders.
- Helpdesk management of queries submitted by SA Tourism
- Priority based management of queries
- Work delivery reporting and performance statistics
- Subject matter expertise on Human Capital (HR); Supply Chain (SCM) and Finance use of Oracle systems
- Service delivery plan to serve as the basis of work
- Audit trail compliancy
- 24/7 Support
- Report on possible integration failures and improvements to be implemented.
- Database support will include but will not be limited to:
  - Verify all instances are up and running and ensure disaster recovery site replication and availability
  - Establish and maintain backup and recovery procedures
  - Perform database tuning and performance monitoring/reporting
  - Review system resource availability such as network, CPU memory, and disk utilization with recommendations to prevent harmful growth rates and unexpected outages.
  - Review and apply critical and security-related patches and updates.
  - Liaise with oracle corporation for Service Requests

#### 5.3.1. Service level requirements for the bidder’s consideration:

- **Priority 1**

A critical service is unavailable or seriously impaired. The negative impact on service (24/7) and “normal business operations” (07:30 - 18:00) is severe with employees unable to perform their work during this time. The end-users are not capable of reaching the service.

- **Priority 2**

An important service is unavailable or impaired. There is a moderate impact on business. The users are having difficulty performing part of their normal interactions and can undertake other work while the problem is resolved.

- **Priority 3**

A non-critical service is unavailable or impaired. There is a minor impact on the client's "normal business operation". The "end-user" is having difficulty performing part of their normal operations but can perform other tasks while the problem is being resolved.

Service levels will be tracked based on the criteria below:

Priority response time	Response time	Resolution *
Priority 1 (Critical)	1 hour **	6 hours **
Priority 2 (Important)	2 hours **	10 hours **
Priority 3 (Low)	3 hours **	24 hours **

Target performance measurements will be based on resolution times and response times unless prior indication is provided to the client as this is governed by the nature of the request, and prioritisation of the requests supplied.

Priority 1 calls can be logged with the company as and when there's a critical issue to be resolved. Priority 2 and 3 calls can mainly be logged during normal working hours.

#### **Application availability**

Service elements	Availability *
Critical service availability	99%
Important service availability	97%
Non-critical service availability	95%

Critical service availability is prioritised above all other requests as a priority 1 requirement

Key changes affecting the functionality of the existing systems will be applied through an approved change request.

Requests will only be dealt with through the official channels.

If support is required, the user needs to log a call via the helpdesk solution before any assistance may be provided.

Penalties to be considered for service level agreement will be as follows for deliverables directly under the service provider's control:

- If target performance for calls logged is not met, and/or
- System availability is below 99% but higher than 95% - 5% of the monthly fees payable  
system availability or functionality is below 95% but higher than 90% = 10% of monthly fees payable.

**END**