**SOUTH AFRICAN TOURISM**

**NOTICE FOR EXPRESSION OF INTEREST**

South African Tourism Board (SA Tourism) was established by section 2 of the Tourism Act No 72 of 1993 and continues to exist in terms of section 9 of the new Tourism Act No 3 of 2014. South African Tourism is a schedule 3 A Public Entity in terms of schedule 3 of the Public Finance Management Act 1 of 1999.

The mandate of SA Tourism in terms of the Tourism Act is to provide for the development and promotion of sustainable tourism for the benefit of the Republic, its residents and its visitors. It is common cause that tourism is a key strategic industry in terms of National Tourism Sector Strategy Documents as it supports government objectives of alleviating the triple challenges of unemployment, poverty and inequality.

The scope of SA Tourism's business includes three distinct areas of business focus and delivery, with different target markets and segments:

I.      International Leisure tourism (travel trade and consumer); and Domestic leisure tourism (travel trade and consumer)

II.     Business events through the delivery unit the South African National Convention Bureau (Meetings, Incentives, Conferences, Exhibitions);

III.    Quality assurance of tourism establishments through the delivery unit the Tourism Grading Council of South Africa.

The Tourism Grading Council of South Africa (TGCSA) is the only officially recognized organization that authorizes accommodation establishments to display Quality Stars. Operating as one of the business units of SA Tourism, the TGCSA ensures the standard of quality of accommodation and conference venues, throughout South Africa. This is achieved by literally "putting the stars where they belong". The TGCSA provides a rigorous framework and process for the quality assurance that is continuously sought after by tourism products seeking to showcase their products in this vibrant industry which contributes to an increase in consumer confidence, thus ensuring the country's international competiveness as a tourism destination of choice.

Section 217 of the Constitution of the Republic of South Africa, 1996, prescribes that goods and services must be contracted through a system that is fair, equitable, transparent, competitive and cost-effective and also confers a constitutional right on every potential supplier to offer goods and services to the public sector when needed.

Having regard for the aforementioned, SA Tourism is accordingly inviting reputable and experienced service providers, with a good track record, to formally express their interest to participate in a tender process which SA Tourism is planning to issue for the procurement and implementation of a new grading system to support the quality assurance process of the TGCSA.

For the purposes of transparency, SA Tourism has developed minimum criteria which interested bidders must consider and comply with before registering their interest to participate in the tender process for the works which will be required under this tender once formally issued.

**1. Key considerations when registering your interest:**

Bidder's should formally express their interest by submitting the below information (in PDF format) to SA Tourism's Supply Chain Management Compliance Officer, Mrs Evah Mkwanazi via e-mail at evah@southafrica.net.

(a) Cover letter introducing your company;

(b) Contact details of the person SA Tourism should engage with regarding this notice and any subsequent responses;

(c) National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax clearance status;

(d) Valid certified copy of B-BBEE certificate;

(e) Brief summary of your understanding of the scope of work to be undertaken;

(f) Confirmation that you have an already developed system which will materially meet the operational requirements of the TGCSA when grading establishments;

(g) Summary of the proposed system bearing in mind that the TGCSA will require some moderate modifications/enhancements to the already developed system;

(h) At least three recent references (in a form of written proof(s) on their client's letterhead including relevant contact person(s), office telephone & fax number, website and email address) where a similar implementation and support is or were undertaken.

## 2. Scope of work which will required under the tender:

The provisioning, implementation and support of a tourism grading system to be implemented and supported at its head office situated in Sandton, Johannesburg.

The preferred bidder, once appointed for this bid, will be required to:

(a) Migrate data from the existing quality in tourism grading system environment to the new system environment;

(b) Provide training on the new system;

(c) Project management to ensure successful completion of the project objectives within specified timeframes and budget;

(d) Setup the system backups;

(e) Perform user testing to ensure proper functioning of the system as per user expectations; and (f) Provide written Documentation of the implemented solution design and functionality.

## 3. System overview and functionality:

The TGCSA accredited assessors perform the following tasks on TCSA's current grading system via a web interface, which is also used offline:

- To conduct quality Assessments on the accommodation establishment/property by capturing assessment data directly onto the offline or online QIT system;
- To submit completed assessments indicating the detailed fins of the assessor;
- To upload Photographs taken by the assessor during the assessment of the establishment;
- To upload Motivation letters for an upgrade (e.g. from 3-star to 4-star grading);
- To upload any Dispensation Requests as well as and Grace Period Applications letters; and ¤ To upload Assessment Consultation Forms, as signed by the property owner.

The grading system is currently and remotely maintained and supported by a UK-based company where the support service contract will be ending on 31 March 2020.

In view of this, SA Tourism is requesting information from reputable IT-solution companies for the supply of a new grading system, which is more cost effective, locally supported and functionally stable.

### 3.1 The proposed system should support the operations of the TGCSA in the following ways:

- Online application for Star-Grading;
- Online qualification of grading applications for government's fun of establishment grading.
- Pre-approval of grading application;
- Invoicing Establishments (through Oracle integration);
- Receipting (through Oracle integration);
- Property Assessment;
- Pre-screening of Assessment results;
- Final Approval of Grading Applications by the Grading Committee;
- Issuing of Grading Certification;

- Plaque and Certification Production and Delivery Management (and replacement/recalling of plaques);
- Creation of Purchase Orders for Assessors (through Oracle integration);
- Invoice Payment of Assessors (through Oracle integration);
- Ad hoc Updates of Establishment Details;
- Changing of an Establishment's Grading Category;
- Cancellation or Renewal of Grading contracts;
- Quality Protection Assurance;
- Processing of Establishment Feedback;
- Managing Grading Standards;
- Assessor Performance Management; and
- Lead and Pipeline Management

### 3.2  Overview of General Required Functionality:

The following are required basic functionalities/features of the proposed already developed system to be considered for supply and implementation:

(a) Integration with other key SA Tourism systems while ensuring alignment to latest business rules;

(b) Fully web-enabled system;

(c) Full automation of all above-listed grading processes (includes creation of normal and discounted grading fee invoices as per business rules);

(d) Enforcement of Assessor performance as per Assessor service level requirements;

(e) Addition of SLA email notifications;

(f) Ability to send notifications of grading establishments, which are up for grading period renewal;

(g) Ability to send notifications to assessors for establishments, which are up for assessments;

(h) Flexible reporting functionalities to enable data/information analysis;

(i) Apply email alerts/notifications to critical system processes for user's attention;

(j) Integration with key SA Tourism's partner systems, e.g. TOMSA for membership validation;

(k) Implementation and capping of grading fee discounts as per business rules;

(l) Proper validation and verification of application data fields;

(m) Activity audit log system at application and database levels; (n) Date and Time stamping of Photographs;

(o) GPS functionality allowing address location and verification;

(p) The system should also be able to accommodate any additional grading categories, should the industry so call for it;

(q) The system should be able to accommodate any new Assessor model, which may be adopted by business. The current assessor model is that utilizing assessment services of independent and private assessors who are billing SA Tourism for services rendered. Portfolio of their services also determines the payment rates.

### 3.3.  Overview of key Grading Business Processes

Note that the business processes are under review for change and the required system will be expected to accommodate the changes accordingly.

Grading High Level Process
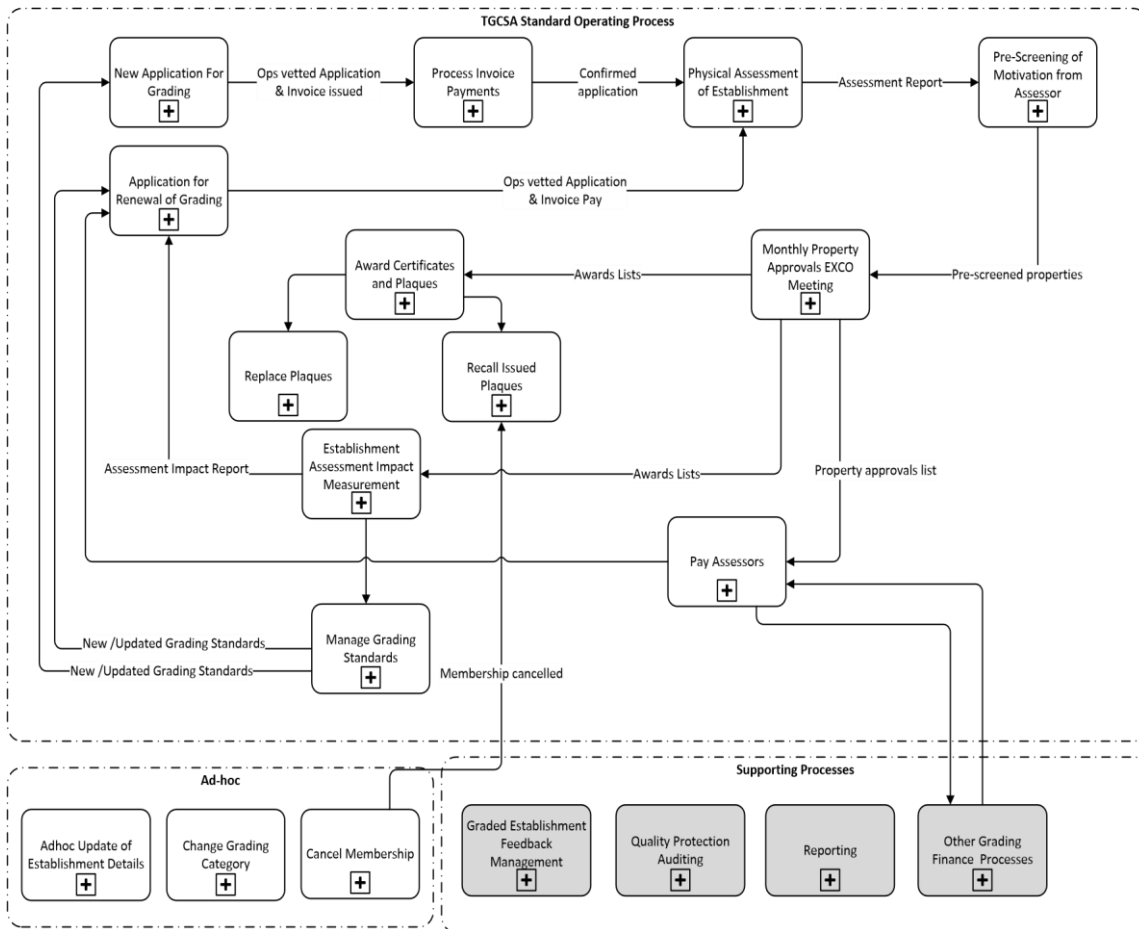


**Note that** the system should be able to easily implement the updated SOP.

**3.4    Current Technical Infrastructure**

Current System (QIT):

- QIT is the current system developed using old Microsoft VB version and its database is running on old Microsoft SQL Server version.
- QIT is a high system availability application, which is hosted onsite. Its disaster recovery systems is hosted at the external data centre.
- The Assessors remotely connect directly to the QIT systems through secure web-based VPN connection;
- The current QIT system server-infrastructure is divided into production database, internet and application/file storage services.
- The existing environment to the services installation level are as follows:
    o SQL Server: Windows Server 2008 R2 and SQL Server 2005 o IIS Server: Windows Server 2008 R2 and IIS 7, online application form, QIT tracker o App Server: Windows 2008 R2, MS Office, Adobe Acrobat Reader, Oracle Integration  Tasks Manager;
- Crystal Report Developer 2008
- Development and Support environment is run from the United Kingdom, with no local technical support skills.
- **The current system is split into the following key functional modules:**

o    **QIT Office** tool, which is the grading administration solution. This is a desktop/laptops system, which directly interface with the server-based QIT system environment at SAT.
o    **QIT Laptop** tool, which is a laptop-based standalone solution used by Assessor for capturing of establishment assessment data and remotely synchronizing with the server-based QIT environment at SAT to download and/or upload files.

### 3.5 Grading Establishments and Categories

SA Tourism currently has over 5 000 graded tourism products on its client list spanning over 11 categories, such as:

- Backpackers and Hostel
- Bed and Breakfast
- Caravan and Camping
- Country House
- Game Lodge
- Guest House
- Hotel
- Small Hotel
- Apartment Hotel
- Conference Hotel
- Boutique Hotel
- Guest Accommodation
- Nature lodge
- Venues
- In-Hotel conference centre
- Convention & Exhibition centre
- Events venue
- Historical venue
- Function venue
- Self Catering - Exclusive
- Self Catering - Shared Vacation

The SAT is currently underway with a detailed review and consultation process of all categories includes their Minimum Entry Requirements (MER) and Quality Criteria as well as the Star Grading System. This review may result in additional categories or accreditation options being introduced as services of the SAT that will be included into the system functionality as a requirement.

### 3.6 Grading System Requirements

(a) The representatives of Establishments shall have the ability to capture a new application for grading, online.

(b) New applications to be stored in a database.

(c) The system shall decline or approve the application.

(d) The solution shall have the ability to evaluate/qualify the new applications for government funding or discounted grading fees.

(e) Assessors are constantly on the move and should be able to interact with the system via the web or through mobile devices.

(f) The system shall the ability to create information for invoicing and integrate with Oracle Finance system.

(g) The system shall have the ability to receive payments and send payment reminders.

(h) The system shall assign and re-assign the assessor to the new establishment for assessment and notify the establishment of its pre-approval.

(i) The system shall let the Assessor to complete the Quality checklist. When completing the Quality checklist, the Assessor shall have the ability to answer each question in the checklist and complete the Universal Accessibility checklist.

(j) The system shall notify and remind assessors of assessments to be done.

(k) The system shall have the ability to schedule Application-approval meetings and notify members and let committee members view the assessments.

(l) The system shall let members manage approvals or meeting results and capture comments/reasons.

(m) The system shall let the assessor to complete the Minimum Entry Requirements (MER) checklist. When completing the checklist, the assessor shall be able to capture answers (Yes or No) for each question in the checklist and also fail an assessment if the MER checklist has failed.

(n) The system shall have the ability to search for applications, establishment, and assessments through set data elements.

(o) The system shall let the assessor to complete the visit report and consultation form.

(p) The system shall have the ability of ease of capturing new fields.

(q)    The solution shall have the ability to receive confirmation of PO generation from the billing system and receive confirmation of Assessor invoice generation from the billing system

(r)    The solution shall have the ability to identify an approved Establishment as requiring plaque collection.

(s)    The solution shall have the ability to generate a plaque delivery request for an Establishment that was approved at the EXCO Meeting

(t)    The system shall have the ability to manage Dispensations and grace periods

(u)    The system shall have the ability to capture each assessment photos and store them.

(v)    The solution shall have the ability to request the TOMSA system to confirm if the Establishment specified in the new application for grading is a TOMSA Levy Member or not.

(w)    The system shall create a survey for plaques and certificates

(x)    The system shall have the ability to easily integrate with other key SAT systems (internal and external).

(y)    The solution shall have the ability to cancel an application where no confirmation has been received from the Establishment.

(z)    The system shall keep logs of amendments applied on the system.

(aa)  The system shall produce reports and enable flexible reporting for analysis. (bb) The system mange queries for quality assurance.

(cc)       The solution shall have the ability to receive a Service Request from the online / mobile channel

(dd)       The solution shall have the ability to identify an Establishment for which membership renewal is required.

(ee)       The solution shall have the ability to integrate with the National Product Database and send a request for the removal of an Establishment's details from the National Product Database

(ff)       The solution shall have the ability to notify the Operations Team of a new application for grading

(gg)       The primary system interface should be web based and remote SAT users should be able to access the system via the VPN or cloud.

(hh)       The mobile system should have authentication capability for security.

(ii)       The mobile system should be functional both online and offline.

(jj)       The system should fully support mobile and GPS functionalities.

(kk)       It is required that the grading system should run on latest versions of system development tools, includes the database software. Adherence to SA government compliance requirement as per Policy on Free and Open-source Software will be an added value, as per development tool used.

(ll)       Any proposed grading system running on latest version of development software should provide all the key functionalities to support SA Tourism's business expectations and it's ever improving operational processes.

(mm)       **The RFI Response Submitter should clearly demonstrate how the smooth transition to the proposed solution will be ensured <u>without any business interruption</u> to the normal daily operations of SA Tourism.**

(nn)       User-acceptance testing on SA Tourism customized system will be required. The successful bidder will have to ensure that current business continuity is maintained at all times until the new solution is implemented by January 2018 and ready to support business operation by 01 April 2018.


4.    **Deadline for submission**

All expression of interest from bidders must be e-mailed, in PDF format, to evah@southafrica.net by no later than 14hoo on Friday, 10 May 2019.

Interested parties must periodically review https://www.southafrica.net/gl/en/corporate/page/tenders for updated information or amendments with regard to notice, prior to the due.

5.    **Compulsory briefing session**

SA Tourism will invite only those bidders to a compulsory briefing session, prior to issuing a formal tender for this work, who have expressed their interest in accordance with paragraph 1 of this notice and who meets the minimum requirements whilst having regard for paragraph 2 – 4 of this notice.

The briefing session will happen at a suitable venue in Gauteng (venue, date and time will be confirmed at a later stage) where SA Tourism will do a formal demonstration of the current grading system and will further engage bidders on the formal tender process and timelines which will follow.

Thanking you and looking forward to your expression of interest in this regard.

Yours in Tourism

Evah Mkwanazi

Sourcing Specialist

*All enquiries should be addressed to Ms EvahMkwanazi in writing at [evah@southafrica.net](mailto:evah@southafrica.net)*