South African Tourism

Website & Applications Development - Tender no SAT 163/19

Tender RFP Submissions – Phase 1 Technical Evaluation - Questions and Answers

Contact: raymond@southafrica.net

1. Phase 1: Technical Evaluation | Pricing Schedule Query

In the technical evaluation 10 points are allocated to Bidders for the proposed cost structure/business model for web maintenance services and out of scope projects.

However points 11 & 12 (page 37) state the following;

11. ANNEXURE C: DETAILED BREAKDOWN OF TOTAL COST AND STANDARD SERVICES: This will only be applicable during phase 2 of the tender and relevant to shortlisted bidders who qualified to participate during the phase.

12. TIME FRAMES: Include a detailed project / roll-out plan where applicable.

Bidder Question: Please confirm the detail required in the proposed cost structure as part of the technical evaluation as we are assuming this should be submitted alongside the initial RFP in phase 0 along with part A,B and C?

Would the agency rate card as well as the approach to how we could cost an out of scope project suffice for this phase?

SAT Answer: The actual costs are not required in this phase as they are part of the phase 2 evaluation criteria. What is critical to see here is the cost structure/business model the bidder recommends is best in order to manage this account.

2. Phase 1: Technical Evaluation | Outsourced partner

9.10.2 Bidders are required to show their development methodology inclusive of ways of working and supporting operational model. This needs to include a combined view of the main bidder and outsourced partner of choice work together on SA Tourism.

Bidder Question: Please confirm whether there are any requirements with regards to the utilization of an outsourced partner as we do not see any guidelines in the RFP document.

SAT Answer: No requirements for outsourced partners.

3. Phase 1: Technical Evaluation | Current team structure

Bidders are required to show the current agency team structure vs the proposed South African Tourism team structure.

Bidder Question: Please advise whether the current team structure will be distributed to bidders as this is not part of the

SAT Answer: This question is not clear. The bidder is required to show the current structure of their own agency/teams PLUS what the specific team structure servicing the SAT account would be.

4. B-BBEE: Subcontracting

Bidder Question: 9.10.9. Is there a requirement/ advantage to subcontract some of the scope of work to an EME?

SAT Answer: The RFP does not mention subcontracting as requirements.

5. Page 10 | 6.21 SAT proprietary information

Bidder Question: Can current platform maintenance and development suppliers participate in the RFP or would this be an issue under point 6.21 SAT proprietary information?

SAT Answer: Yes, you can participate in the RFP. 6.21 address the issue of bidders obtaining information pertaining to this for their advantage and you need to declare that you do or not have access to SA Tourism information.

6. Bidder Question: Are we submitting the documents for Phase 0 by 8th Oct? And wait for your response whether we are qualified for Phase 1? Or We do Phase 0, Phase 1 and Phase 2 all together by 8th Oct?

SAT Answer: Phase 0 and Phase 1

7. Bidder Question: Is the intention of SA Tourism to maintain the disparate estate of website technologies and hosting providers, or is there scope to consolidate onto standardized platforms?

SAT Answer: Consolidation and standardization is in scope, this is to be planned and discussed with the appointed service provider.

8. Bidder Question: Can we be provided with a schedule describing the different web platforms, versions and quantities of sites?

SAT Answer: All the relevant technical details for this phase of the RFP have been provided in the tender document.

9. Bidder Question: Do Development, Testing, Staging and Production environments exist for all websites?

SAT Answer: No

10. Bidder Question: Do all websites have high-availability/failover configurations?

SAT Answer: All the relevant technical details for this phase of the RFP have been provided in the tender document.

11. Bidder Question: Does SA Tourism have a DR environment, or have contracts with hosting providers inclusive of providing DR?

SAT Answer: Yes

12. Bidder Question: Have SA Tourism adopted an Agile framework/methodology within which the service provider should work, or can the service provider propose their own?

SAT Answer: SAT is looking for a service provider that knows the business and fully understands the needs and what it takes to service this account, consequently recommending what the best methodology should be. The methodology used needs to be the one that best delivers in continuously promoting South Africa as a key destination, offers the best user experience and is a responsible use of tax payer's money that delivers the highest value to the country.

13. Bidder Question: Do all websites have define Business Owners within SA Tourism?

SAT Answer: Yes

14. Bidder Question: Are Business Owners located within the SA Tourism Head Office? Will travel be required for engagement with Business Owners for elicitation of business requirements?

SAT Answer: The agency contact points are based in head office, should travel be required this will be discussed during the contracting phase.

15. Bidder Question: Which other platforms do SA Tourism websites integrate with? What integration methodologies are adopted?

SAT Answer: All the relevant technical details for this phase of the RFP have been provided in the tender document.

16. Bidder Question: Does SA Tourism require proposals based on 24x7x365 support or 8x5 support?

SAT Answer: SAT is looking for a service provider that knows the business and fully understands the needs and what it takes to service this account, consequently recommending what the best level of service should be. The support provided needs to be what is best for promoting South Africa as a destination and a responsible use of tax payer's money that delivers the highest value to the country.

17. Bidder Question: Does SA Tourism require a dedicated on-site team or will they consider an off-site Managed Service?

SAT Answer: SAT is looking for a service provider that knows the business and fully understands the needs and what it takes to service this account, consequently recommending what the best level of service should be. The support provided needs to be what is best for promoting South Africa as a key destination and a responsible use of tax payer's money that delivers the highest value to the country.