SOUTH AFRICAN TOURISM

SAT Tender 193/22

Notes for Bid Clarification

Digital Platforms Maintenance and Support for a period of thirty-six (36) Months

Date issued: 14 January 2022

Tender closing date: 09 February 2022 @12h00

Introduction

This Addendum with clarification notes serves to inform potential bidders of changes, amendments and/or clarifications made to the bid documentation. The following questions and/or changes have been received from those that are in position of the bid documentation.

Item	Questions and Responses
1	**Question** Can we please be given a breakdown of all products on Azure and which still require migration? **Response** **Saouthafrica.net is situated on azure** **Systems that need to be migrated / redeveloped on Azure** **Tourismgrading.co.za** **Deals.southafrica.net** **Directory.southafirca.net** **http://judging.lilizela.co.za/** **Saspcialist.southafrica.net** **http://country.southafrica.net/country/kr/ko** **Authentication.southafrica.net that forms part of deals, lilizela, Korean and directory websites.**
2	**Question** Can we please be provided with the architecture of these platforms? **Response** **The Winning bidder will be provided with the require information Azure is being used for sa.net the rest of the platform listed above are hosted on Xneelo hosted environment.**
3	**Question** What third-party solution exists on the www.indaba-southafrica.co.za platforms? **Response** The solution is built in partnership with another service provider, the details will be made available to the winning bidder.

4	**Question**	
	Regarding www.meetingsafrica.co.za please elaborate on what is meant by "match making capabilities	
	Response	
	The ability for a tourism product buyer and a tourism product seller to be connected digitally and conduct business.	
5	**Question**	
	On page it refers to different versions of the same software, is this referring to a dev, QA, pre-prod & production instance of these applications? If yes is there existing documentation of what functionality exists in each of these environments?	
	Response	
	An example would be, making use of angular6 and angular universal another would be, mandela.southafrica.net makes use of Expression engine v2.7.0 while subspecialist.southafrica.net makes use of ExpressionEngine v2.9.0	
6	**Question**	
	In our submission should we cater for a UX/UI designer, or will this be catered for by the mentioned digital agency mentioned in the briefing on 21 January 2022 as there is mean of optimising the user experience on the websites?	
	Response	
	Designing a new style guide, new iconography or original creative concepts and designs from scratch are not part of this tender. We believe a UX/UI designer is required in the delivery team to inform the best navigation, layout of pages/frames, positioning of elements and overall user and interface experience, then taking the set style guides, iconography and creative concepts and designing the necessary elements for any given build based on the best UX approach.	
7	**Question**	
	Are there existing product management tools?	
	Response	
	No product management tools currently in use.	
8	**Question**	
	A big focus was placed on the experiential importance of the digital/online experience: Desktop, mobile, app.	
	User Experience Design (UX) and User Interface design (UI) are thus clearly part of the scope, however at a far smaller % of the work compared to the actual development, maintenance, and support services (tech services).	

Design thinking (incorporating UX/UI functions) is an integral part of empathising with the respective persona and designing optimal journeys/interfaces/experiences for them at a systems definition phase, as well as iteratively as the persona and the system mature.

Would there be an opportunity to offer this UX/UI/Design thinking service separately from the tech services?

Or would the selected supplier (and his/her consortium) be required to supply all of these services?

Response

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9	**Question**
	Where do bidders submit the proposals?
	Response
	Bidders are not required to submit information, a proposal by any means other than the provided link https://forms.gle/QGdwGpHtDbq3nWAk8
10.	**Question**
	What is the date for publishing the responses?
	Response
	The clarification Q & A will be published on 1 February 2022. The closing date for this tender is 09 February 2022 @ 12:00