



SOUTH AFRICAN TOURISM

**Part B: - SCOPE OF WORK - SOUTH AFRICAN TOURISM SAT TENDER NUMBER 208/22 HC PAYROLL MIGRATE TO CLOUD**

| Bid Description              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HC Payroll Migrate to Cloud  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Bidder Name:                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| CSD MAA number               | MAAA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Tender Number:               | SOUTH AFRICAN TOURISM Tender Number 208/22                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Closing Time:                | 12h00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Closing Date:                | 26 August 2022<br><br>(No late submission will be accepted)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Compulsory Briefing Session: | No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Contact Person               | Pulane Muligwa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Bid Submission Address       | <a href="https://forms.gle/oh5vY1prhiSoBscV7">https://forms.gle/oh5vY1prhiSoBscV7</a><br><br>Should bidders encounter any issues, queries must be directed in writing to <a href="mailto:tenders@southafrica.net">tenders@southafrica.net</a><br><br>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.<br><br><b>No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.</b> |
| Contact Person               | Pulane Muligwa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Email Address                | <a href="mailto:tenders@southafrica.net">tenders@southafrica.net</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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 THE CONTRACT

| Index |                           | Page |
|-------|---------------------------|------|
| 1     | CLOSING DATE              | 2    |
| 2     | TENDER SUBMISSION LINK    | 2    |
| 3     | CONTACT AND COMMUNICATION | 3    |
| 4     | GENERAL OVERVIEW          | 3    |
| 5     | SCOPE OF WORK             | 3-4  |

## 1 CLOSING DATE

The closing date for submitting proposals is **26 August 2020 at 12:00 pm** No late submissions will be accepted.

## 2 TENDER SUBMISSION LINK

2.1 Bidders must submit their proposal using the below link.

<https://forms.gle/oh5vY1prhiSoBscV7>

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.**

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 may 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 South African Tourism 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 inquiries in writing to the specified person, [Pulane Muligwa](#), via email at [tenders@southafrica.net](mailto:tenders@southafrica.net). Bidder(s) must reduce all telephonic inquiries to writing and send to the above email address.
- 3.2 Bidders are to communicate any technical inquiries through the nominated official in writing no later than **08 August July 2022**.

All responses will be published by **15 August 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 Five (5) months after the tender due date. All contributions/prices indicated in the proposal and other recurrent costs must remain firm for the contract period.

#### 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 bidders who form part of the panel of service providers. The individual contracts will also be subject to a periodic performance evaluation on agreed terms and conditions with each successful bidder unless the parties agree otherwise.

### 4 GENERAL OVERVIEW

South African Tourism requires the services of a suitably qualified service provider to supply, implement and support an intuitive cloud-based HR and Payroll enterprise solution inclusive of the following modules:

- Time and Attendance Module,
- Leave Management Module,
- Employment Equity Module and,
- Employee Self-Service Module.

SAT currently utilises an old and outdated Sage VIP premier solution running on a Cobol platform (flat file system). Over the years this solution has proved to have limitations regarding 3rd party integration with open APIs to integrate with our current Oracle EBS as well as the Oracle Fusion.

### 5. SCOPE OF WORK

This section entails the scope of work for the cloud-based HR Payroll enterprise services and payroll solution implementation and support for a period of three (3) years. The proposed system must include but not be limited to the following customisations:

- Hub Head payroll for staff that receives foreign allowances and a South African salary. (Hub Heads receive allowances in foreign currency) - South Africa +-300 Total head Count (Headcount subject to changes);
- Integration with our current Oracle Fusion (Cloud) system;
- Intuitive reporting.

Time and Attendance - Leave modules for all the various countries and to comply with local legislation (South Africa 213, Nigeria 4, China 4, Japan 2, India 6, Australia 3, New Zealand 1, UK 7, Germany 8, France 7, Angola 1, USA 6). Each country has its own calendar for public holidays and other leave/holidays and these have should be updated on a regular basis.

Time and Attendance Module to also include the following:

- Full integration into HCM Oracle Cloud Platform;
- Full update and support in line with Oracle HCM updates at no additional cost;
- Custom Report Builder;
- Full system update and keep in line with any legislation changes.

Compliance and legislative requirements:

Annual and Bi-Annual preparation of SARS submission (create the file to be uploaded on SARS Easyfile)

Other requirements that the service provider must ensure their proposed solution complies to:

- a. The proposed cloud-based enterprise HR payroll solution must Interface with the Finance - Oracle EBS system;
- b. For the duration of the contract, SAT will require the appointed service provider to provide a support consultant for changes required on the backend system from time to time with no additional charges (SLA).
- c. The solution must be cloud-based; SAT already has a Microsoft Azure tenant that can be utilised.
- d. The solution must be secured with MFA capabilities.
- e. The solution must be based on SaaS.
- f. The solution must be customized and configured to meet SAT requirements.
- g. The appointed service provider must assist SAT HC with the data migration from the current Sage VIP payroll to the newly proposed cloud-based enterprise HR Payroll solution in a secure manner whilst maintaining data integrity.
- h. The proposed solution must cater to segregation of duties, data privacy, secure data wiping, audit log, DDoS attacks, Disaster Recovery, Cloud data backup, maintainability, integrity, 24/7/365 availability, audit compliance standards, performance, capability, scalability, reliability, usability, and be web-based.
- i. The appointed service provider must demonstrate the ability to execute two parallel runs for payroll and leave before Go-Live.
- j. Service Level Agreement Bidders must propose an SLA inclusive of the following for Premium support:
  - 99.9% availability of the proposed cloud-based enterprise HR Payroll solution
  - Service Priority levels and associated turnaround times
  - Relationship management activities
  - Service Credits methodology in case of a service level breach
  - Sample service level reporting

The objectives of the assignment: -

To ensure that SA Tourism can effectively keep abreast with the current digital technologies and align to best practices in its approach to centrally managing and processing payroll.