



SOUTH AFRICAN TOURISM

RESPONSE TO ENQUIRES

Bid No: SAT 229/23

Description: - DIGITAL & TECHNOLOGY PANEL OF SERVICE PROVIDERS

#	ENQUIRY	RESPONSE
1.	Do you require pricing for this opportunity? If so, should the table provided on page 23 of 28 be completed or you require a rate card?	No – Pricing is not required at this stage. This will be requested on the project as and when basis.
2.	Under the Functionality Criteria the first item, are you requesting the bidder's Executive summary, company profile or are these resources also if you looking for resources how many should we propose to SAT?	Bidders must submit detailed Company Profile
3.	'PHASE 2 A: Desktop Technical Functional Evaluation 1. Company experience in delivering digital transformation and/or data collection where applicable, roadmaps for global brands, shown through past work not older than work produced from 2020 to date:	Only bidders who have passed stage 2A will be considered for Phase 2b. Bidders will be contacted to prepare for presentation once they are shortlisted.



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4.	Noting that you require trade reference, I haven't been able to obtain or conduct an official business before, I don't have a relationship with any other company.	This is not an immediate disqualification. However, the bidder will not score points for the criteria requiring references/case studies.
5.	Please provide guidelines on the pricing: a) Do you expect Rate Card with Unit costs? b) Do you require the 4 individual initiatives to be priced? c) Do you require the initial project to be priced? d) Should Annexure C be filled in, or is this "Not Applicable" as indicated on the form?	Pricing is not applicable at this stage. This will be done on a project basis once the panel has been appointed.
6.	How many staff in total does SA Tourism have? Can you indicate how the numbers are allocated on your organisational structure? (To be used for sizing of assessments).	The number of staff is 202 in total.
7.	What type of physical assets do SA Tourism use or maintain? Information gathering equipment; infrastructure; mobile assets etc?	SAT does not own any physical assets for data or information gathering as these services are outsourced.



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8.	IOT devices are typically there for data collection in a physical environment (i.e. measuring air quality, water quality, energy consumption, etc). Where would IOT fit in with SA Tourism – would the actual venue or hotel be responsible for the building monitoring and management? (Where does SA Tourism see its role and responsibilities start and end?)	IOT is in relation to the ICT infrastructure deployed by SAT nothing to do with the hospitality sector.
9.	Have these audience segments been defined, or is a segmentation exercise required to define these?	Yes, they have been segmented.
10.	What are the various data sources? Or will the identification and gathering of the data be supported by the service provider (panel)?	NDT, Stats SA, Home Affairs, Brand SA and other Tourism sector stakeholders.
11.	What existing data streams and integration points for data and supplier information is available to SA Tourism?	None at the moment.
12.	What is the frequency and format of the data being received by SA Tourism	Monthly.
13.	Does SA Tourism have an existing data platform or data lake into which data is loaded. If so, what technology is being used?	Yes, Data Lake build on the Microsoft Azure.



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14.	The aim is to improve real-time decision making, what types decisions are made in this space? Are they all related to marketing activities/strategy?	Activities are related to the marketing strategy.
15.	Will the number of all selected firms be announced to all successful bidders? Is there an upper limit to this number? E.g. What happens if all bidders reach the specified 70% threshold on functionality.	The list of bids awarded will be awarded on SAT website. As indicated on part C, only bidders who have met the minimum threshold of 70% on Phase 2 B will be included on the panel.