

**SOUTH AFRICAN TOURISM****Subject Matter: Request for information (RFI) on ICT Support Licenses and Support Services.**

South African Tourism Board (SAT) 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 SAT 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.

The scope of SAT'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); and
- III. Quality assurance of tourism establishments through the delivery unit the Tourism Grading Council of South Africa.

1. BACKGROUND

The SAT ICT business unit utilizes various software and support services to ensure the effective functioning of different business units. SAT is seeking to renew the following licenses and support services for a period of 12 months. To facilitate this, SAT will conduct a Request for Information (RFI) process to determine the market prices for these licenses and support services.

2. SCOPE OF WORK

The bidder is required to provide pricing for both the software licenses and support of the following:

- 1) Monday.com Licenses
- 2) Fortinet SOAR and EDR Licenses
- 3) Fortinet SIEM Licenses Support
- 4) Mimecast Email Management License Support
- 5) Sendmarc Software License Support
- 6) Digital Signature Licenses Support
- 7) Service Now ITSM Licenses Renewal and Support
- 8) BPM Licenses Support

- 9) CRM Licenses Support
- 10) SMS Portal Subscription
- 11) ITOM and SAM Licenses
- 12) Zoom Licenses

Type of License	License Descriptions	Number of Licenses	Annual License Cost	Annual Support Services
Monday.com Licenses	Enterprise Package for Monday.com	225	R	N/A
Fortinet SOAR and EDR Licenses			R	R
FC0-10-EDBPS-310-02-12 Forti Care BPS Subscription for FortiEDR 1 Year FortiEDR Best Practice Service for up to 500 Endpoints/users				
FC-10-SRVMS-384-02-12 Forti SOAR Enterprise & Multi-Tenant Subscription License 1 Year Forti SOAR User Seat License Subscription – One Additional User Login				
FC-10-SRVMS-389-02-12 Forti SOAR Enterprise Subscription License 1 Year Forti SOAR Enterprise Subscription plus Forti Care Premium and Forti Care Best Practice Service - User Logins included				
FC-10-SRVMS-592-02-12 Forti SOAR Threat Intel Management Service 1 Year Subscription Service for Forti SOAR Threat Intel Management Service including FortiGuard Premium Threat Feed.				
FC1-10-FCBPS-310-02-12 Forti Care BPS Subscription for FortiClient 1 Year FortiClient Best Practice Service for up to 999 Endpoints/users				
FC2-10-EMS04-428-01-12 Endpoint-based Licenses - VPN/ZTNA (On Premise Deployments) 1 Year FortiClient VPN/ZTNA Agent Subscriptions for 500 endpoints, includes on-prem EMS and FortiCare Premium.				

FC2-10-EMS05-429-01-12 Endpoint-based Licenses - EPP/ATP 1 Year FortiClient EPP/ATP Subscription for 500 endpoints. Includes VPN/ZTNA Agent, EPP/ATP and EMS hosted by Fort iCloud with FortiCare Premium. 24/7 SLA Support as well as activation and management cost to be included.		
TOTAL COST INCLUDING VAT FOR BOTH SUPPORT AND LICENSES		R
Fortinet SIEM Licenses Support		
2 x Forti Authenticator-VM 100 users licenses	R	R
1 x Base Forti Authenticator-VM with 100 user licenses	R	R
1 x Forti Authenticator -VM License 1 Year	R	R
10 x FortiClient - VPN & ZTNA	R	R
1 x FortiCare BPS Subscription for FortiClient	R	R
1 x FC Support for SW based Forti SIEM deployments 1 Year 24x7 FC Contract (1 - 300 points) for Forti SIEM SW deployments	R	R
1 x IOC Service for Forti SIEM deployments 1 Year	R	R
1 x Forti Authenticator FortiClient SSO Mobility Agent License	R	R
1 x 200 Advanced Agents - Log & FIM - perpetual license	R	R
1 x 100 devices and 1000 EPS all-in-one perpetual license	R	R
1 x Add 50 devices and 500 EPS all-in-one perpetual license. Does not include Maintenance & Support	R	R
1 x 50 devices and 500 EPS all-in-one perpetual license. Does not include Maintenance & Support	R	R
400 x 1 EPS Perpetual	R	R
10 x 25 Advanced Agents - UEBA Telemetry Perpetual Licenses. Does not include Maintenance & Support. Not supported on F Series hardware. Powered by Forti Insight AI	R	R

1 x Software one-time password tokens for iOS, Android and Windows Phone mobile devices. Perpetual licenses for 200 users. Electronic license certificate.		R	R
1 x Software one-time password tokens for iOS, Android and Windows Phone mobile devices. Perpetual licenses for 50 users. Electronic license certificate.		R	R
24/7 SLA Support for all services		R	R
TOTAL COST INCLUDING VAT FOR BOTH SUPPORT AND LICENSES			
Mimecast Email Management License Support	MC_PERM_DEF – Perimeter 260	R	R
	MC_C1 - Mimecast C1 260	R	R
	MC_C1 - Mimecast C1 260	R	R
	SLA Support for 24/7 for 12 months	R	R
TOTAL COST INCLUDING VAT FOR BOTH SUPPORT AND LICENSES			R
Send marc Software License Support	1 x Send marc Licenses for SAT domain including normal 24/7 support for 12 months.	R	R
TOTAL COST INCLUDING VAT FOR BOTH SUPPORT AND LICENSES			R
Digital Signature Licenses Support	1 x eSignHub	R	R
	100 x eSignUser	R	R
	Silver SLA for 12 months	R	R
TOTAL COST INCLUDING VAT FOR BOTH SUPPORT AND LICENSES			R
Service Now ITSM Licenses Renewal and Support	ITSM ServiceNow Annual Subscription Fee for 40 base users.	R	R
	Q-Guided Support for 12 months.	R	R
TOTAL COST INCLUDING VAT FOR BOTH SUPPORT AND LICENSES			R
BPM Licenses Support	205 users licenses - costed annually – for a period of 12 months;	R	R
	3 developer licenses – _costed annually for a period of 12 months;	R	R
	Technical and functional support for the implemented processes for 12 months;	R	R
	Ad-hoc enhancement of the implemented business processes from both phase 1 and phase 2 respectively.	R	R
	24/7 SLA Support for 12 months	R	R

TOTAL COST INCLUDING VAT FOR BOTH SUPPORT AND LICENSES			R
CRM Licenses Support	12-month SLA support for the Microsoft CRM Dynamics: 1. Technical support: Round-the-clock availability of certified experts to address technical issues, system glitches, and errors, ensuring continuous operation without disruptions. 2. Functional Support: Expert guidance to your staff and key stakeholders in leveraging the full potential of Dynamics 365 and its diverse modules. 3. Implementation Support: Comprehensive assistance in the planning and deployment phases, ensuring a smooth and successful implementation of Dynamics 365. 4. Training and Knowledge Base: In-depth training workshops for your employees to foster proficiency in utilizing Dynamics 365 effectively (where applicable and in scope). 5. Performance Optimization: Regular system audits and performance reviews to identify areas for improvement and optimization. 6. Integration Support: Expert assistance in integrating Dynamics 365 with existing systems and applications to enhance data flow and process efficiency. 7. Security and Compliance: Implementation of robust security measures to safeguard your sensitive data and ensure compliance with industry regulations.	R	R
TOTAL COST INCLUDING VAT FOR BOTH SUPPORT AND LICENSES			R

SMS Portal Subscription	200 000 SMSs per annum, on a Pay As You Use package.	R	R
TOTAL COST INCLUDING VAT FOR BOTH SUPPORT AND LICENSES			R
Service Now ITOM Discovery and SAM Licenses	ITOM Subscriptions for 300 units with 12 months support.	R	R
	SAM PRO 1000 Subscription units with 12 months support.	R	R
TOTAL COST INCLUDING VAT FOR BOTH SUPPORT AND LICENSES			R
Zoom Licenses	20 x - Zoom Meetings Business Licences	R	R
	1 X - Zoom Webinars Licence for up to 3000 participants	R	R
	2 x - Zoom Conference room Connector	R	R
			R

3. **MANDATORY REQUIREMENTS**

The suppliers MUST be certified resellers of the above software licenses and support.

4. **DEADLINE:**

The responses are to be submitted by no later than **13 March 2025 at 14:00pm.**

Services providers who specialises in these services are required to forward the following:

- Contact details
- Company profiles
- Proof that they are rendering these services to at least three (3) other contactable clients
- Proof of National Treasury's Centralised Supplier Database (CSD) if applicable

Submission address: <https://e-procurement.southafrica.net> by no later than Thursday 13 March 2025 at 14:00pm.

It must be noted that responses to this notice are not offers and SAT does not intend to award a contract on the basis of the responses to this notice, to pay for any information submitted, or for the use of such information.

SAT may issue a Request for Proposal (RFP) for the purchase and implementation of a preferred solution. Furthermore, this notice shall not limit any rights of SAT, and SAT reserves all its rights including but not limited to its rights to elect not to procure the services that are the subject of this notice and its right to procure them from a vendor that has not responded to this notice.