



**Part B: - SCOPE OF WORK - SAT Tender 298/25 ORACLE SUPPORT AND MAINTENANCE SERVICES FOR 36 MONTHS**

| Bid Description                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p align="center"><b>ORACLE SUPPORT AND MAINTENANCE SERVICES FOR 36 MONTHS</b></p> <p align="center">For</p> <p align="center">South African Tourism</p> |                                                                                                                                                                                                                                                                                                                                                                                       |
| Bidder Name:                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                       |
| CSD MAA number                                                                                                                                           | MAAA                                                                                                                                                                                                                                                                                                                                                                                  |
| Tender Number:                                                                                                                                           | SAT 298/25                                                                                                                                                                                                                                                                                                                                                                            |
| Closing Time:                                                                                                                                            | 12:00 pm                                                                                                                                                                                                                                                                                                                                                                              |
| Closing Date:                                                                                                                                            | <p>11 AUGUST 2025</p> <p>(No late submission will be accepted)</p>                                                                                                                                                                                                                                                                                                                    |
| Briefing Session:                                                                                                                                        | N/A                                                                                                                                                                                                                                                                                                                                                                                   |
| Bid Submission Address                                                                                                                                   | <p><a href="https://e-procurement.southafrica.net">https://e-procurement.southafrica.net</a></p> <p>Should bidders encounter any issues, queries must be directed in writing to <a href="mailto:tenders@southafrica.net">tenders@southafrica.net</a></p> <p>No tenders transmitted by telegram, hand delivery, telex, facsimile, e-mail, or similar apparatus will be considered.</p> |
| Contact Person                                                                                                                                           | Francina Tlali                                                                                                                                                                                                                                                                                                                                                                        |
| 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, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF THE CONTRACT

## 1. CLOSING DATE

The closing date for submitting proposals is **11 AUGUST 2025 at 12:00.** No late submissions will be accepted.

## 2. TENDER SUBMISSION

### 2.1. TENDER SUBMISSION LINK

South African Tourism have developed and implemented an online e-procurement Portal, enabling bidders to respond to procurement opportunities as and when they are issued by South African Tourism.

The portal is the official portal for South African Tourism, which ensures an open, transparent, and competitive environment for any person participating in the procurement processes.

The portal enables a bidder to register as a supplier on the system to RSVP to tender briefings, and to submit tender responses on the portal.

The Portal's URL (<https://e-procurement.southafrica.net>) is compatible with Google Chrome, Microsoft Edge, Internet Explorer, FireFox, and Safari. Interested bidders should, with immediate effect, consider registering and submitting their bid proposals on the portal, which has specifically been developed and implemented for this purpose.

The supplier user manual can be viewed and downloaded on South African Tourism's website at <https://www.southafrica.net/gl/en/corporate/page/tenders>.

All bidders should, therefore, take note that the physical drop-offs and courier of bid responses to South African Tourism's physical address are no longer permitted.

Prospective tenderers must periodically review both <http://www.southafrica.net/gl/en/corporate/page/tenders> and <https://e-procurement.southafrica.net> for updated information or amendments about this tender before due dates.

Tenderers will check the numbers of the pages and 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.

- 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 must 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 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 enquiries in writing to the specified person, [Francina Tlali](mailto:Francina.Tlali@tenders@southafrica.net) via email at [tenders@southafrica.net](mailto:tenders@southafrica.net). Bidder(s) must reduce all telephonic enquiries 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 **21 JULY 2025 @12h00pm.**

All responses to Questions will be published by **23 JULY 2025** on all the published tender portals.

### 4. VALIDITY PERIOD

The tender proposal must remain valid for at least 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.

### 5. DURATION OF THE CONTRACT

South African Tourism intends to enter into a thirty-six (36) month contract and service level agreement with the successful bidder.

### 6. SCOPE OF WORK

The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of SA Tourism's Oracle support and maintenance services.

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by SA Tourism for the provision of Oracle Support and Maintenance services. This RFP does not constitute an offer to do business with SA Tourism but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

When considering submitting a bid, bidder(s) should be cognizant of the legislation and/or standards specifically applicable to the services required under this RFP.

South African Tourism (SA Tourism) invites reputable service providers, who are certified Oracle Partners, to submit their bid to support and maintain the Oracle E-Business Suite that is used daily by 130 of its users to fulfil their financial and supply chain needs.

SA Tourism initially implemented Oracle EBS in 2005 and has since upgraded to application release version R12.2.9, which runs on database version 19C(19.22). The Oracle system currently resides on Oracle ODA (Oracle Database Appliance) - small-size servers running the Oracle Linux operating system. A production environment is in place with a Disaster Recovery (DR) server hosted at our disaster recovery service provider's datacentre with a data guard replicating changes between the production and DR environment. The preferred bidder will be required to ensure that the replication between these sites is running as intended and facilitate DR testing.

Customizations on the system have been kept to a minimum and where possible SA Tourism maintained the stock configuration of the system, this has been found to play a vital role in the

system's stability and performance. SA Tourism makes use of the following modules that need to be supported:

- General Ledger (GL),
- Account Payables (AP),
- Account Receivables (AR),
- Fixed Assets (FA),
- Cash Management (CE),
- Purchasing (PO),
- GL Wand and
- HR Core

As indicated before, the Oracle EBS solution is mainly used for financials and supply chain modules and some HR core functionality but then the solution integrates into various of our existing systems listed here: Total Quality in Tourism, Workflow Management System, Business Process Mapping solution, Foreign exchange data feed, Nedbank banking for payments integration and ACL (Audit Command Language) new systems integration may be required and the service provider will be required to deal with those on an as-needed basis, an example of such integration is with the Total Quality in Tourism tool (TQiT - In House Developed Establishment Grading Solution) further details around the specifics of the integration will be made available to the winning bidder as they will be expected to provide SA Tourism with technical and functional support on these.

The details specified in the points above refer to the current state, use, and known needs for oracle on-premises maintenance and support at SA Tourism, however, taking into account the duration of the contract, the digital transformation journey at SA Tourism, and how much consumer needs and business operating models can change over time, the service provider may be required to upgrade the current oracle on-premises solution to an oracle cloud-based solution, equally, system integration requirements may change considering the roll-out of new systems at SA Tourism as well as the possible shift from on-premises to the cloud.

#### **6.1. SUPPORT SERVICES REQUIRED:**

- Advisory role for optimum use of Oracle systems in the organization
- First-line Oracle support
- Oracle system updates (patches) & upgrades need to be reviewed regularly so that SA Tourism is aware of recommended updates and upgrades that should be implemented. Accordingly, the preferred bidder will be granted access to SA Tourism's Oracle support platform.
- Oracle system best practices and optimal security implementation to safeguard against cyber-attacks and new vulnerabilities as and when identified.
- Oracle system integration with the other platforms & systems as well as any additions that may be required during the contract period.
- Act as a central point of contact for all Oracle hardware and software-related issues.
- Proactive Oracle server administration & monitoring
- Oracle database administration & monitoring
- Maintain the Oracle system's availability in line with the below requirements
- Ad-hoc back-end development
- Third-party Oracle system plug-in management, for instance, GL Wand (Excel 4Apps, etc.) solution, where first-line support is required.
- Oracle system reporting customization
- Ensure the Oracle system is compliant and aligned with SA Tourism policies and standards.
- Collaboration with internal and external auditing teams and resolution of audit recommendations in accordance with any possible findings.
- Data Security and Governance:

- o Role-based access control
  - o Ensuring POPIA/GDPR compliance
- Maintain backups and ensure data integrity through DR testing
- Monitor and report on data replication, data guard
- Cloning of environments as when required
- Identify possible training requirements and facilitate staff training accordingly.
- Implement/update Standard Operating Procedure (“SOP”) and user manuals.

## 6.2. USER TRAINING

Service provider will be expected to provide in-house/customized Oracle training to turn the Oracle support function into a proactive, user-friendly service that will perform above expectations to ensure that end users are able to perform their work as efficiently as possible without any Oracle-related problems getting in the way.

The preferred service provider will be required to provide continual in-house user training sessions on any Oracle-related subject considered relevant to users to enhance their basic Oracle knowledge. Within the standard duties of the Oracle support team, the service provider needs to develop and maintain a schedule of user training.

## 6.3. SERVICE LEVEL AGREEMENT EXPECTATIONS

- Oracle system performance & availability management, hardware, and software
- Implement/update business continuity and disaster recovery documentation, including but not limited to system configuration and hand-over documentation, as well as knowledge transfer to key stakeholders.
- Helpdesk management of queries submitted by SA Tourism
- Priority-based management of queries
- Work delivery reporting and performance statistics
- Subject matter expertise in Human Capital (HR); Supply Chain (SCM) and Finance use of Oracle systems
- Service delivery plan to serve as the basis of work
- Audit trail compliancy
- 24/7 Support based on request logged
- Report on possible integration failures and improvements to be implemented.
- Database support will include but will not be limited to:
- Verify all instances are up and running and ensure disaster recovery site replication and availability
- Establish and maintain backup and recovery procedures
- Perform database tuning and performance monitoring/reporting
- Review system resource availability, such as network, CPU memory, and disk utilization, with recommendations to prevent harmful growth rates and unexpected outages.
- Review and apply critical and security-related patches and updates.
- Liaise with Oracle Corporation for Service Requests

## 6.4. SUPPORT STAFF AND HELPDESK

A successful service provider will be required to provide full-time support to our onsite staff, as well as \*Remote Support for international users. Immediate replacement of the onsite resources will be required in case of absence.

- The onsite resources will be required to report to the ICT management and must comply with all SAT policies and procedures. The preferred bidder will be required to provide a standby support resource for after-hours support service.

- All support requests should be logged with the IT Helpdesk on the service management solution. The service provider will be required to conform to ITIL-driven service principles.
- The support staff must endeavour to fix all logged support requests as timeously as possible and adhere to strategic requirements of different systems regarding uptime and SLA performance.
- The support team will be required to follow the change management process, Agile approach and DevOps procedure in case of the change request

## 6.5. POLICIES, PROCESSES AND PROCEDURES

The service provider will assist in implementing and maintaining all IT procedures and policies that are in place in SA Tourism. This includes ensuring that new users understand and comply with IT and communication policies and that any failures to comply are reported to the ICT management;

## 6.6. REPORTING

The service provider needs to provide weekly management reports as per ITIL processes for IT management. Number of helpdesks logged support calls, the average time to fix the issues, any unclosed tickets, applied resolutions per calls, and highlights of any areas that are possible causes for concern from a support perspective.

## 7. THE PROPOSALS:

Among others, the proposal for submission should:

- Clearly demonstrate that your firm/company has the necessary resources and capabilities to meet the minimum requirements as set out above;
- Include pricing schedule with clear details as per respective support resource costs to respective support functions;
- Vendors should quote for additional 1200 hours per annum as a buffer to be used for additional hours to accommodate for events like year-end activities;
- Clearly demonstrate that your firm/company has the necessary ITIL background with resources and capabilities to meet the minimum requirements as set out above and should also:-
  - Demonstrate full details of how you would implement these requirements, as per ITIL processes, and what technologies you would use,
  - Demonstrate full details of your take-over, to maintain business continuity, of support services from the previous service provider.
  - Value-add, as per extra tools to enhance effectiveness and efficiency of support service delivery, and
- How SA Tourism country offices will be supported and managed, Below is the list of the country offices:
  - Australia
  - Brazil
  - China
  - France
  - Germany
  - India

- Japan
- Netherlands
- Nigeria
- UK
- USA

**7.1. SAT will consider the following priority levels and escalation procedures for help desk support:**

|                        |                                                                                                                                                                                                                                                                                                                                                         |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Priority 1 - Critical  | A Critical Client project service is unavailable or very seriously impaired by a problem. The impact on “normal business operations” is severe with employees unable to perform their normal work, or there is a serious. Adverse business/financial impact. The “end-users” have no readily available alternative way of performing their normal work. |
| Priority 2 - Important | An important service is unavailable or impaired by the problem. There is a negative impact on business. The users are having difficulty performing part of their normal work or can undertake other work while the problem is resolved.                                                                                                                 |
| Priority 3 - Medium    | A low Client application process is unavailable or impaired by the problem. There is minor impact on the Client “normal business operation”. The “end-user” is having difficulty performing part of their normal work or can undertake other work while the problem is being resolved.                                                                  |
| Priority 4 - Low       | A non-critical application process is unavailable or impaired by the problem. There is no direct immediate impact on the Client “business operations”. The Client “end-user” is inconvenienced by the problem. The “end-user” will have available alternative ways of performing normal work.                                                           |

**7.2. Service levels will be tracked based on the criteria below:**

| Priority      | Response time | Resolution ( * ) |
|---------------|---------------|------------------|
| 1 - Critical  | 1 hour        | 6 hours          |
| 2 - Important | 2 hours       | 10 hours         |
| 3 - Low       | 3 hours       | 16 hours         |

All calls logged with the first-level support service provider should be done during normal working hours. Otherwise, service requests for priority 1 calls will be handled 24/7.

**7.3. SA Tourism will consider the following priority levels and escalation procedures for Oracle support:**

|                       |                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Priority 1 - Critical | A Critical Client project service is unavailable or very seriously impaired by a problem. The impact on “normal business operations” is severe with employees unable to perform their normal work, or there is a serious. Adverse business/financial impact. The “end-users” have no readily available alternative way of performing their normal work. |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                     |                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Priority 2 - High   | An important service is unavailable or impaired by the problem. There is a negative impact on business. The users are having difficulty performing part of their normal work or can undertake other work while the problem is resolved. All calls related to QiT integration operations will be handled as priority 2 calls, unless escalated to priority 1 by the systems owner. |
| Priority 3 - Medium | A non-critical Client application process is unavailable or impaired by the problem. There is minor impact on the Client “normal business operation”. The “end-user” is having difficulty performing part of their normal work or can undertake other work while the problem is being resolved.                                                                                   |
| Priority 4 - Low    | A non-critical application process is unavailable or impaired by the problem. There is no direct immediate impact on the Client “business operations”. The Client “end-user” is inconvenienced by the problem. The “end-user” will have available alternative ways of performing normal work.                                                                                     |

#### 7.4. Target performance measurements

Actual performance will be calculated as follow:

Actual performance = (Number of request resolved within the service levels per month / Total number of request) \* 100

Target performance measurements will be based on resolution times and not response times.

| Service elements                                | Performance |
|-------------------------------------------------|-------------|
| Key application availability (*<br>(Severity 1) | 98%         |
| Severity 1*                                     | 97%         |
| Severity 2                                      | 96%         |
| Severity 3                                      | 95%         |

(\*) Application availability will be limited:

- Application and database functionality, and
- Operating system functionality

#### 7.5. Penalties to be considered for service level agreement will be as follow:

- If target performance for calls logged, and/or
- System availability is below 99% but higher than 95% = 5% of monthly fees payable for every resolution time increment on every service level priority.
- System availability or functionality is below 95% but higher than 90% = 10%, of monthly fees payable, as per failure to resolve the issue within every interval of SLA priority turnaround time, System availability or functionality is below 90% = 20%, of monthly fees payable, for every resolution time increment of every service level priority.

Note:

The above-mentioned service level criteria will be included in the Service Level Agreement with the preferred bidder.

### 7.6. Service level agreement

Upon awarding SA Tourism, the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by South African Tourism. *Each bidder is required to submit a draft copy of the service contract on submission of the tender response.*

## 8. PRICING SCHEDULE

Table 5: Rate Card

|                              | Year 1                            |                                  | Year 2                            |                                  | Year 3                           |                                  |
|------------------------------|-----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| Resource                     | Hourly rate<br>(VAT<br>inclusive) | Daily rate<br>(VAT<br>inclusive) | Hourly rate<br>(VAT<br>inclusive) | Daily Rate<br>(VAT<br>Inclusive) | Daily Rate<br>(VAT<br>Inclusive) | Daily Rate<br>(VAT<br>Inclusive) |
| Account/Client Manager       |                                   |                                  |                                   |                                  |                                  |                                  |
| Senior APPS DBA              |                                   |                                  |                                   |                                  |                                  |                                  |
| Senior Functional Consultant |                                   |                                  |                                   |                                  |                                  |                                  |
| Senior Developer             |                                   |                                  |                                   |                                  |                                  |                                  |
| ODA Specialist               |                                   |                                  |                                   |                                  |                                  |                                  |
| Other                        |                                   |                                  |                                   |                                  |                                  |                                  |
|                              |                                   |                                  |                                   |                                  |                                  |                                  |

**END.**