



SOUTH AFRICAN TOURISM

SAT Tender 313/25

Notes for Bid Clarification

Digital Asset Management System and Services

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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 a position of the bid documentation.

Item	Clarification
1	Question: The estimated number of named users who will require licensed access to the DAM system? Answer: The DAM system should allow unlimited access to users, however in terms of South African Tourism Content & Digital team administrative access that can be for four South African Tourism Content & Digital team. Question: Whether there is an anticipated breakdown of internal versus external users? Answers: • Over the years SA Tourism has had unlimited user access to the DAM system. • There has been limited/restrictive access to digital assets that were only for SA Tourism staff members, however users (internally and externally) are to be able to access the DAM system. • There should be access to the DAM system in a login environment and there should be access to the DAM system in a non-login environment, the restrictiveness is only on digital assets that are either for limited usage or for SA Tourism staff only usage. Questions: Any expected growth in user numbers over the three-year contract period that we should accommodate in our proposal? Answer: Yes, there will be user number increase expected over the years.

Questions	Answers
PART A 3.4: The RFP requests that the full price should be quoted in EUR. We assume this is an oversight, but could you please clarify.	We are quoting on ZAR not EUR
PART B 6.1a: Could SAT please expand on the “Smart Functionality” envisaged`	South African Tourism means the following but not limited to: • Integration with Other Smart Systems: Ties into other platforms or APIs in a seamless way. • Using AI to enhance the user experience. • Features that respond instantly to user input. • Example: Auto-complete in a search bar, or live chat support or showing assets suggestions based on past searches.
PART B 6.1c: The RFP makes allowance for foreign languages to be added by the administrator. Is this referring to a system capability requirement only, or does it include translation services. How many additional languages would need to be supported and please indicate which languages.	This refers to the system. South African Tourism is a global entity with 12 offices across the globe, and we have international users across media, trade partners etc. so of the system can accommodate: The Foreign languages include but not limited to French Portuguese Spanish Italian Mandarin Swahili
PARTB 6.1q: Is it important that film is stored in environmentally controlled, SABS approved conditions?	It is important that film is stored in best and industry standard storage. South African Tourism has accumulated high quality and quantity assets and will continue to produce more assets, and it is critical that the storage maintains these in quality.