



SOUTH AFRICAN TOURISM

RESPONSE TO INQUIRIES (01)

BID NO: SAT 315/25

DESCRIPTION: DEPARTURE SURVEY

#	ENQUIRY	RESPONSE
1.	Our company is currently in the middle of its BEE status verification process, can we submit our current BEE Certificate which has just expired, and a letter confirming that we are still busy finalizing our certificate's renewal? And if so, how will this affect the Preference points and Special Goals points allocation in the Evaluation process?	Where there is no <u>valid</u> Sworn Affidavit or B-BBEE certificate. Bidder will not score points for Small, Medium and Micro Enterprise.
2.	For Reference letters highlighting previous experience, under the Evaluation Criteria, the brief indicates that they must be 'national studies &/or projects of a similar nature and scale'. Do these all have to be in the Travel and Tourism sector, or can we include References from other sectors too?	The letters <u>do not</u> have to be in Travel and Tourism sector, as that is <u>not</u> a requirement on the evaluation criteria.
3.	How would you like the cost to be submitted? Is there a template?	Please see the structure on Part C, page 15.



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4.	Can we assume that we will have all the relevant permissions to conduct research at all the venues specified in the brief?	
5.	For the technical presentation, may we submit demo dashboards, short videos, or case studies in advance, or should all material be presented live?	This can be submitted in advance with a proposal; however, evaluation will be conducted on the live presentation.
6.	Will SAT issue its SLA template during the process, or should bidders submit a draft SLA with the proposal for alignment?	SAT will issue a draft SLA for both parties to agree to and sign.
7.	Are joint ventures and consortiums permitted, and should each entity be individually registered on the CSD and supply its own compliance documents?	This is not a mandatory requirement. However, if bidders opt to submit as a JV or Consortium, they are welcome to do so. However, a <u>Valid</u> JV agreement/Consortium agreement <u>must</u> be submitted with relevant annexures.
8.	Will any high-level feedback be provided post-presentation on improvement areas or gaps to address in the final submission?	A debrief can be arranged with bidders to discuss outcome of presentations/evaluation once the tender has been awarded.
9.	Is there a prescribed presentation duration and format, for example 30 minutes plus Q and A, and any specific evaluation focus areas we should address?	There is no prescribed template. Bidders will be given 45 minutes to present. Excluding time for Q&A and introductions.
10.	Contractual and Financial	a. Yes, SAT is flexible regarding invoicing (Invoices are paid within 30 days of receipt)



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	a. Can invoicing be structured monthly by deliverable, or does SAT prefer consolidated quarterly billing aligned to reporting cycles? b. Should travel and accommodation for remote border posts be treated as reimbursable items, or fully absorbed into unit rates? c. Is CPI or other escalation to be proposed upfront by the bidder, or does SAT apply a standard indexation approach annually? d. Will SAT appoint a single lead agency or a panel, and if a panel, how will responsibilities be split across fieldwork, data management, and analytics? e. Will performance penalties apply for missed KPIs such as response rates, delivery timelines, or dashboard uptime, and if so can indicative terms be shared? f. For cloud hosting and backups, does SAT require data residency in South Africa to	b. Travel and accommodation must be fully absorbed into unit rates? c. Bidders must include their annual escalation on the annual prices as stated in the RFP part A. d. Single bidder to be appointed for entire scope. e. YES f. SAT hosting on azure cloud currently, bidder needs to have infrastructure compatible with azure cloud environment regarding data exchange.



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	meet POPIA and information security expectations?	
11.	Advisory, Analytics and Innovation a) For advisory support at no additional cost, how many ad hoc analytical requests should we plan for per annum, and what typical turnaround time is expected? b) May the bidder use specialist third-party data science partners where appropriate, subject to confidentiality and POPIA, or must all AI and predictive work be performed in-house? c) Should machine learning infrastructure be deployed within SAT's cloud tenancy, or can it be operated in the bidder's environment with secure data exchange? d) What priority KPIs should predictive and anomaly detection models focus on, for example spend deviations, shifts in market composition, or satisfaction signals?	 a) No specific number. Bidder to agree with SAT upon contracting. b) Bidder can use partners however are accountable to SAT for timely delivery. c) SAT is flexible. Bidder will be a strategic partner, and NDAs will be signed so we comfortable for running ML Ops on bidder's environment and connect via API to exchange data. d) This will depend on specific business problems that arise. Bidder and SAT to agree upon contracting. e) Any format, depending on specific session objectives. Bidder and SAT to agree upon contracting.



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	e) Should capacity-building workshops be delivered in person or virtually, and are they intended for head office only or for provincial stakeholders as well?	
12.	Fieldwork Logistics a. Will SAT facilitate site access and accreditation with SARS, Home Affairs, and ACSA, or must the bidder secure these independently? b. Are there established SOPs for interviewer IDs, security screening, equipment checks, and movement within each site that we should adopt? c. Please confirm operating hours per site and whether fieldwork is expected seven days a week. d. What daily or weekly field reporting does SAT require, for example progress logs, response rate summaries, and refusal reports? e. Are the minimum response rates of 75 percent for air and 65 percent for land	a) SAT will assist with formal letters to relevant authorities. b) - e) Bidder needs to propose; SAT will assist with onboarding process.



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	measured at interviewer level, site level, or national aggregate?	
13.	Data, Systems and Deliverables a. What data infrastructure is currently in place for the data warehouse and dashboards, for example Azure and Power BI Service, and are there any technical constraints we should design to? b. Will the bidder be granted API integration into SAT's cloud environment, or is secure file transfer the expected delivery method? c. What depth of dashboard interactivity is required: basic filtering, or full self-service analytics including drilldowns, exports, and narrative views? d. Should real-time alerting be hosted within SAT's environment, or can it be operated in the bidder's environment with SAT user access?	a) Azure Cloud and PowerBI b) -f) These items will be dealt during onboarding process of successful bidder. Bidder needs to demonstrate ability to deliver on scope requirements. SAT will assist with onbaording.



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	e. Will SAT provide SASQAF templates for metadata, weighting notes, and audit trails, or should the bidder propose these artefacts? f. Will historical datasets since 2002 be made available for model training, forecasting, and time-series consistency checks?	
14.	Scope of Work and Methodology a. Are the monthly quotas per port (3,800 airport and 1,000 land) fixed minimums, or indicative volumes that may vary with seasonality and arrivals? b. Will SAT provide the monthly sampling frame from Stats SA, or must the bidder source and weight independently? c. For cruise terminals in Cape Town and Durban, should we plan permanent field teams or seasonal and event-based coverage?	a)- f) Bidder needs to propose based on scope understanding and pricing schedule. h) SAT already has flight booking data and majority of tourism related data. This will be unpacked further with successful bidder.



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	d. Can SAT confirm the expected share of interviews per site, for example, the split between OR Tambo, Cape Town, and the 12 land border posts? e. For tablet-assisted interviews, will SAT supply and manage the devices and interview software, or must the bidder provide and manage the full TAPI stack? f. Will the questionnaire be provided by SAT or co-developed? If an existing instrument is in use, can the current version and skip logic be shared for accurate costing and transition planning? g. Are local language interviewers required at each border, or may regional teams rotate between sites provided language coverage is maintained? h. Does SAT expect integration with external datasets such as mobile positioning, card transactions, or airline bookings from the start, or only as a later enhancement?	



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15.	Are there incumbent suppliers and any transition expectations we should plan for, including data handover, instruments, and device redeployment?	Bidder is expected to be equipment to conduct this national study. SAT will provide support during onboarding process.
16.	What is the interviewing schedule requirement? Will interviewers be required to be at the different venues at SAT-specified times of the day, week and month? Will there be a requirement to interview at night/ early mornings?	No interviews are conducted at SAT. Bidder requested to review scope requirements to better understand. The study is conducted at key border points or entry and exit into South Africa.
17.	The brief mentions a helpdesk- please advise what their responsibility is?	Bidder is expected to be available to deal data related queries. It is up to bidder how they organise their team to meet this requirement.
18.	Will SAT make the 5 competitor destination data available to us	No. Bidder is expected to source this data either at specific countries official statistics bodies or any credible data source.
19.	Could you define what you meant by skills transference?	Bidder to ensure ongoing support to internal staff members, e.g. if bidder develops an ML solution for SAT, bidder needs to ensure that solution can be managed and run by internal team.
20.	The brief mentions "scenario planning". Can we take this to mean the same thing as forecasting	No. Forecasting focuses on single variable prediction. Scenario planning is broader. Bidder to employ advance analytical



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		techniques to enable SAT to have different perspective to enhance strategic decision-making form data.
21.	DASHBOARDS What is your current dashboard platform- is it PowerBI or Tableau? Please advise if we will be "taking over" the current dashboard platform or building a new one, should we be successful. How many users (approx) will need access to the dashboards?	PowerBI, SAT will maintain its own dashboards internally. Any new dashboards bidder develops; expectation is that overtime it is handed over to SAT for full ownership.
22.	<u>METHODOLOGY AND SAMPLING QUESTIONS</u> 1. Are the current interviews administered by interviewer or self-completes? Or is it a mix of both? 2. Is the questionnaire the same across airports, land border posts and cruise terminals? 3. Please can you confirm if this is correct (conflict across the two RFP documents): a. Airports: x3 b. Land border posts: x12	1. Interviewer. No self-completes allowed due to data credibility concerns. 2. Yes. 3. Bidder to propose. Only 2 key cruise ports (Western Cape and KZN) 4. English supported. This will be discussed during onboarding of successful bidder. 5. This will be discussed during onboarding of successful bidder.



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	c. Cruise terminals: the brief does not specify how many- please confirm <i>number</i> and <i>location</i> 4. We are seeking to manage how we design and cater for the multiple language requirements. Please confirm if the below is acceptable: ○ Airports and Cruise terminals: interviewers will be English speakers, surveys will be self completes in respondent's preferred language ○ Land Border Posts: Interviewers will speak English and the local-country language and interviews will be largely self administered in the respondent's preferred language, with assistance from the interviewer where needed. 5. There are many touchpoints within airports, cruise terminals and border posts where potential respondents could be found. To ensure accurate probabilistic sampling, please advise how you currently ensure all these touchpoints	6. This will be discussed during onboarding of successful bidder. 7. That was given as an example. The current standard format is Tablet assisted interviews. However, as part of continuous improvement we would like bidders to propose new innovative approaches in data collection that will fit the scope of this study. 8. Refers to 7 above. Bidder to propose.



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	are accounted for? Or is it preferred that we interview at the boarding gate? 6. For respondents at cruise terminals, we know that sometimes people only stay for the day at each port (i.e. They don't stay overnight on land), do they still qualify for the survey? 7. The brief makes mention of 'digital kiosks'- please could you define what a digital kiosk is and how it can be appropriately used, given sampling requirement to be random? 8. For the self-completes on mobile phone, is the methodology that the respondent is intercepted and then asked to fill the survey out on their mobile phone? And if that is correct, how do you currently ensure it is completed?	
23.	The brief mentions "Maximise historical data value through integrated data management, cloud solutions, interactive dashboarding, and monetisation strategies." Please advise if this means we must accommodate for including historical data. And if so, how many years	Yes, more than 10 years of data collected. Bidder is expected to be able to integrate with that data in the provisioning of any required insights.



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