



**Part B: - SCOPE OF WORK - SAT Tender number SAT 239-24 ICT SUPPORT AND MAINTENANCE SERVICES**

Bid Description	
<b>ICT SUPPORT AND MAINTENANCE SERVICES</b>	
<b>Bidder Name:</b>	
<b>CSD MAA number</b>	<b>MAAA</b>
<b>Tender Number:</b>	<b>SAT 239-24</b>
<b>Closing Time:</b>	<b>12:00 pm</b>
<b>Closing Date:</b>	<b>27 May 2024</b> <b>(No late submission will be accepted)</b>
<b>Non-Compulsory Briefing Session:</b>	<b>N/A</b>
<b>Meeting link for Non-compulsory briefing Session:</b>  <b>Date and Time: 25 October 2023 at 11:00 AM (South African Time)</b>	<b>N/A</b>
<b>Bid Submission Address</b>	<a href="https://e-procurement.southafrica.net">https://e-procurement.southafrica.net</a>  Should bidders encounter any issues, queries must be directed in writing to <a href="mailto:tenders@southafrica.net">tenders@southafrica.net</a>  <b>No tenders transmitted by telegram, hand delivery, telex, facsimile, e-mail, or similar apparatus will be considered</b>
<b>Contact Person</b>	<b>Boitumelo Dibetle</b>
<b>Email Address</b>	<b>tenders@southafrica.net</b>

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 **27 May 2024 at 12:00**. No late submissions will be accepted.

## 2. TENDER SUBMISSION LINK

### 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, [Boitumelo Dibetle](mailto:Boitumelo.Dibetle@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 **10 May 2024 @12h00pm.**

All responses will be published by **15 May 2024** on the following links:

<https://www.southafrica.net/gl/en/corporate/page/tenders>.

### 3.3. 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.

### 3.4. DURATION OF THE CONTRACT

South African Tourism intends to enter into a thirty-six (36) month contract and service level agreement with the successful bidders who form part of the panel of service providers. The individual contracts will also be subject to a periodic performance evaluation on agreed terms and conditions with each successful bidder unless the parties agree otherwise.

## 4. 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 ICT 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 ICT 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.

SA Tourism's Digitech Subsection Information and Communication Technology (ICT) business unit provides information technology (IT) to the organisation as a key enabler to promote an efficient working environment, and has implanted strategies that moved SA Tourism towards becoming a technology-driven business. The global trend is to bring in the best service providers to manage these and have stringent service level agreements in place to manage expectations, policies, procedures and performance properly which is necessary for SA Tourism to compete in the global tourism industry.

South African Tourism (SAT) invites reputable service providers who have vast experience in providing general Information Communication and Technologies (ICT) support services through the application of Information Technology Infrastructure Library (ITIL) service management practices. Requirements are outlined in more detail below. The capability of providing services such as Application and Hardware hosting may be a requirement for this tender as SA Tourism may be looking for a '1-stop-shop' ICT solution.

The successful bidder will be required to provide SA Tourism with technical and functional support as it relates to the ICT environment (eg. the Simplivity hardware platform, server systems, network, desktop support, Total Quality in Tourism (TQiT), VIP, SharePoint, etc.). The successful bidder will ensure that the support team is comprised of resources whose curriculum vitae's were submitted with the bid proposal. Any replacement resource should possess similar or better experience. The support services will include to mention a critical few, the monitoring of the ICT related systems, applications and proactive fixing of system errors (24/7), this will also include for example maintaining patches on desktop and server systems, resolution of IT audit and risk findings, maintaining backups and ensure testing of such backups, etc. The support services provider will enter into a 3 year agreement that can be extended for a maximum of 2 years at the sole discretion of SA Tourism, totalling 5 years. The anticipated contract will commence on 1 May 2024. The support will be governed and managed by a Service Level Agreement (SLA) which will include the following:

#### **4.1. Information Communication & Technologies (ICT) Desktop support;**

SAT may be considering the role of SaaS and cloud based services where possible to minimize the requirement of server maintenance capabilities.

#### **4.2. Email Services**

SAT have undertaken a process of using Software as a Service (SaaS) and cloud based services where possible, to try and achieve the cost savings and efficiencies that these technologies offer.

- SA Tourism is currently using the Google cloud based service as email offering. Currently email for all the SA Tourism offices is provided through Google email using the Google Workspace of Business Enterprise Plus suite of applications through the Grove IS Group as 2<sup>nd</sup> level support.
- Service provider is expected to possess capabilities to provide 1<sup>st</sup>- level desktop support on Google applications.
- Google email service has mobile synchronization capability that allows the users to synchronize their mobile devices with the hosted service for email, calendar and contacts. First level user support on these mobile devices will be required, such as, smartphones, tablets, iPads, etc.;
- Note that this may Change to Microsoft 365 and Microsoft hosted exchange so the team will need to support that as first line support as well when the migration is concluded.

#### **4.3. User Training**

Service provider will be expected to provide in-house/customized user IT training to turn ICT Desktop 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 IT related problems getting in the way. The focus of this ICT support contract will be on improved end user satisfaction with SA Tourism ICT department

The preferred service provider will be required to provide on continual in-house user-training sessions on any ICT-related subject considered relevant to users to enhance their basic IT knowledge. Within the standard duties of the IT support team, and schedule of user training needs to be developed and maintained by the service provider. This needs to include:

- Basic desktop OS and office suite operation and effective utilization;

- Training on all existing applications that SA Tourism use with assistance of the software vendor if need be. Navigating the intranet and other websites that SA Tourism staff are required to use; and
- Any new software of operating systems that are deployed into the SA Tourism environment

#### 4.4. Support and Uptime

SA Tourism has specific performance requirements for all its critical business tools, including email technology. Technical support, at desktop level, will be required during all SA Tourism working hours.

- Technical support, at desktop level, will be required during all SA Tourism-wide working hours (7:30am - 17:00) for the Johannesburg office;
- Network and application uptime should be maintained as per the agreed service level agreement (SLA);
- Availability of key business systems is expected to be maintained at the minimum up-time of 98%;
- SA Tourism will enforce strict penalties where applicable for network systems availability and SA Tourism services, to guarantee uptime;
- SA Tourism's ICT structure is divided into Enterprise Analysis (Application Support), IT Support (Systems and Infrastructure support) and Data and Information Management (including IT Security). Support services should be provided across all these areas of ICT;
- Support on applications, computer-related hardware (eg. Printers, PC, Laptops, mobile devices, etc.) will be mainly at 1st-level with the requirement to manage respective 2nd level support service providers;
- Although the preferred bidder is expected to demonstrate how the above ICT functions will be supported, SA Tourism's in-house ICT staff will lead service delivery across the ICT sections with onsite Systems Administrators;
- The preferred bidder should demonstrate how these SA Tourism resources will be supported for systems support services;
- SA Tourism will be implementing its own managed helpdesk system that the preferred bidder would be required to use, until this is implemented, the preferred bidder's helpdesk will be used to link to SAT helpdesk system as 2nd level support helpdesk system for the service provider's support team in order to maintain SLA expectations;
- All system availability (up-time) will be managed as per agreed SLA.

#### 4.5. Support staff and helpdesk

- The successful service provider will be required to provide full time support to our onsite staff compliment of about 160 users, as well as \*Remote Support for about 60 international users. Immediate replacement of the onsite resources will be required in case of absence. \*Remote support of regional offices and Tourism Grading assessors as well as traveling or work from home staff is required.
- 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 (17h00 to 22h00).
- All support requests should be logged with IT Helpdesk through helpdesk email address on the service management solution. The service provider will be required to run their own support ticket management system that can be used as in-house system until SA Tourism

has implemented their own system. The service provider helpdesk system should be able to integrate with SAT customized helpdesk system when implemented. The service provider will be required to conform to ITIL-driven service principals.

- Whilst there is policy of emailing support requests, occasionally some SA Tourism employees will either phone in or visit the IT support area to get assistance. These ad-hoc support requirements must also be logged and tracked as if normal standard process was followed.
  - The ICT 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;

#### 4.6. Support of Regional/Country Offices

SA Tourism have a number of international offices that actively use SA Tourism centralized systems and servers as part of their day-to-day functional requirements. Many of these offices have support contracts for their desktop and network communication infrastructure service requirements with local service providers but rely on the local SA Tourism support team to help them with the majority of issues that fall outside the scope of those regional support contracts.

- These support requests need to be managed in the same way as local (SA) support requests would, and the service provider will need to have the technology in place to do remote support and problem diagnosis.
- The ICT General Manager undertakes periodic international visits for audit purposes and the IT resources provided may be required to also do international travel on SA Tourism's behalf to perform these audits;
- As many of the international offices operate in different time zones, it would be ideal for the service provider to ensure after hours support until 20H00 with helpdesk/call centre that will be able to log and deal with support calls from the international offices outside of the standard South African office hours. This after-hour service will also be used to support South African SA Tourism staff who require help outside of standard office hours;
- Should any support requirements or any other issues arise that are beyond the scope and technical capabilities of the onsite support staff, the service provider will be required to liaise with the relevant parties (whether external or internal) to get the issue resolved accordingly.
- As the 1-stop-shop for ICT support services, the preferred service provider will be expected to provide support to SA Tourism country offices. This support service will be mainly provided remotely. The preferred service provider may be expected to provide occasional onsite support to country offices within best expected turnaround times when required to resolve some high priority calls. To consolidate support services, the preferred service provider will be required to manage existing service providers who are local to SA Tourism offices. Currently, for onsite support at regional office level, SA Tourism is utilizing the services of various service providers who are local to those respective country offices, on ad-hoc basis.

#### 4.7. Application Support

Currently to mention a few, SA Tourism has key applications, such as:

- Oracle ERP;
- SAGE VIP and ESS (SmartHR);
- Grading System called TQiT (Total Quality in Tourism);
- E-Procurement;
- SA Tourism Websites (On-Prem and Cloud hosted);

- Hosting Toolkit;
- IBM SPSS Research system (Market-source which is SQL and SharePoint based);
- Microsoft Power BI (including SQL Data Warehouse);
- Microsoft Dynamic CRM;
- Telephone Management System and PABX (Mitel);
- MS Azure Hosted Services;
- MS Intune and MS Entra ID;
- Workflow Management systems (Sharepoint);
- Msanzi, Intranet (Sharepoint);
- Access control and CCTV systems;
- Video Conferencing Solutions such as Zoom, Google Meet and MS Teams;
- Google hosted systems for instance email and hosted data;
- Mimecast Basic administration required;
- HPE Simplivity Hyper-converged Hardware;
- Windows based operating system as well as Microsoft Office Offerings;
- MS based Servers including to name a few services, SQL, IIS, Domain controllers, Printer servers and File servers to name a few;
- Apple Experience, Both mobile (iOS) and MacBooks (MacOS)

**NOTE:** The winning bidder will required to update existing SOP (standard operating procedures) document or draft them where they might not currently exist or are inadequate/outdated. These SOP's need to be updated on a regular basis as they are critical to business continuity and seamless support being provided in the absence of team members.

SA Tourism has entered into application support contracts with various application support service providers for its key applications. The appointed service provider will be required to:

- Provide 1st-level support on these applications liaising with each application support service provider at 2nd-level support in resolution of logged calls.
- Ensure that calls are resolved at 2nd Level support within reasonable turnaround times as per SLA agreements between SA Tourism and 2nd-level support service providers.

#### 4.8. Hardware Support

The support service provider must have the necessary skills to:

- Manage and support most of the commonly used business laptop, servers, printers and desktop computers. Standard brand of computers is Dell (Desktops/Laptops and Servers). Though SAT is still running some applications on physical server environment, most of its systems operation is mainly running on virtual server environment using the Simplivity Hyperconverged 3.0 Solution running VMWare. Oracle and Backup Storage systems are the key systems running on physical server environment. While there is a move towards complete SaaS and cloud based services, there will always be a requirement to have some servers located at SAT and this hardware will need to be supported and managed.
- Support and report on the office desk IP phones and to a lesser extent the PABX. This will be for configuration and basic support only, more complicated requirements will need to be escalated to the PABX provider, but managed through the support team.
- Take responsibility to ensure calls are resolved as expected at 1st-level and follow-up and report on 2nd level support until resolution.
- Provide basic support for the SA Tourism printers, which are mostly used as multi-purpose photocopiers, and deal with the majority of printer related support issues, which includes resolving paper jams and print server errors etc;
- The appointed service provider is required to be knowledgeable in supporting mobile devices, such as, smartphones, tablets and iPads and support any mobile connectivity needs

- Some of the SA Tourism staff travel and work from outside of the office and use mobile connectivity or their own Wi-Fi networks to connect to the internet and the SA Tourism Systems including VPN services. The support service provider will need the skills to support these users and ensure that they are able to function properly when outside the SAT head office;

#### 4.9. Network Support

The service provider will be required to:

- Provide basic support for the LAN/VPN and/or WAN components. This will include moves and changes with the wired network, and implementing, managing and supporting a Wi-Fi network. All major cabling requirements will be outsourced to a cabling company but configuring LAN switches and basic cabling will be managed through ICT support team. Any site-to-site VPN Tunnels to our regional offices need to be maintained.
- Ensure that network and application uptime is maintained. Uptime for SA Tourism hosted applications and hardware will be maintained in collaboration with 2<sup>nd</sup> level support team at hosted sites. The current SA Tourism hosting is a mix of hosting services on different platforms and in a lot of different locations throughout the world. Connectivity to these hosted data centres needs to be maintained as per SLA requirements. SA Tourism websites, CRM and Google Apps, to name a few are cloud hosted.
- Have good exposure to support both physical and virtualized environments. These environments are managed by SA Tourism system administrator. Good knowledge of Windows, VMWare, SCCM and SCOM as well as Linux operating systems and the major database and web server applications is necessary. This also includes all security patching and updates needed to maintain the security of the servers;
- Maintain backups of on-site servers and data to a separate physical location in cooperation with the appointed Disaster Recovery Service Provider. This must include frequent backups of all the Critical servers hosted in the data centre.
- SA Tourism currently host several servers onsite at SA Tourism head office and some servers are currently hosted at their Disaster Recovery facility as well as cloud based servers for example in azure and Xneelo.

#### NOTE:

- Business continuity is Critical on these systems and a downtime period of more than 2 hours will negatively compromise SA Tourism service delivery.
- As many of the systems hosted will need to adhere to SA Tourism's 98% uptime requirements, preference will be given to a service provider who is willing to enter into a punitive 98% SLA. Server uptime is very key as part of support services; Hosted websites uptime SLA is entered into with respective service providers and the preferred service provider will support this at 1st-level.

#### 4.10. Software Support

The ICT support service provider will be required to:

- Provide support on all the major Microsoft desktop OS and Office applications. This includes management of updates and anti-virus applications to ensure the SA Tourism software environment remains fully operational and as trouble free as possible;
- Provide support of the operating systems, for the servers SA Tourism environment. This includes support for the popular open source and Microsoft Windows Server operating systems. Back-up system called Attix5 as well as the Simplivity (part of



VMWare) Backup solution will be used to run normal data back-ups as well as full VM system backups. Systems backups need to be registered and maintained as planned. Quarterly Disaster recovery test of these backups need to be conducted to determine if the backups are working and ensure the effectiveness of the backup that are in place as well as improve on effectiveness where possible.

- Support several SA Tourism specific applications that are used by SA Tourism staff from various business units and offices. Some of the applications are off-the-shelf packages and some are bespoke developed applications specific to SA Tourism.
- Provide 1st-level user support for these applications, and advanced admin and user support training will be arranged with the relevant service provider who is ultimately responsible for the applications. Should the IT support provider reach a point where they are not able to solve the end users' issue, they will liaise with the external software provider to get the necessary second level support.

SA Tourism is running on both physical and virtualized server environments. The service provider will be required to:

- Have good exposure to support of these environments to support the SA Tourism system administrator.
- Good knowledge of Windows and Linux operating systems and supporting applications.
- Have the necessary exposure to major database and web server applications where necessary. This also includes all security patching and updates needed to maintain the security of the servers System vulnerability and Penetration testing will be conducted regularly and the appointed bidder needs to ensure the patching and resolution of identified threats;

Note: Where the on-site allocated staff might not have the skills as per the requirement, then off site ad hoc services may be required at no additional cost.

#### **4.11. Voice & Data network connectivity (and internet services);**

#### **4.12. Network Support**

SA Tourism currently has redundant setup for internet connectivity with it's ISP, the main 1000Mbps connection is fibre based and failover Wireless 100Mbps connection. Both voice and internet have failover onto the two separate connections, an overview will highlight this below. These systems need to be managed by the winning bidder with the assistance of the ICT Management. Do take note that the connection speeds may vary depending on the agreement SA Tourism has with the ISP

The SAT network infrastructure has been implemented according to the following diagram:

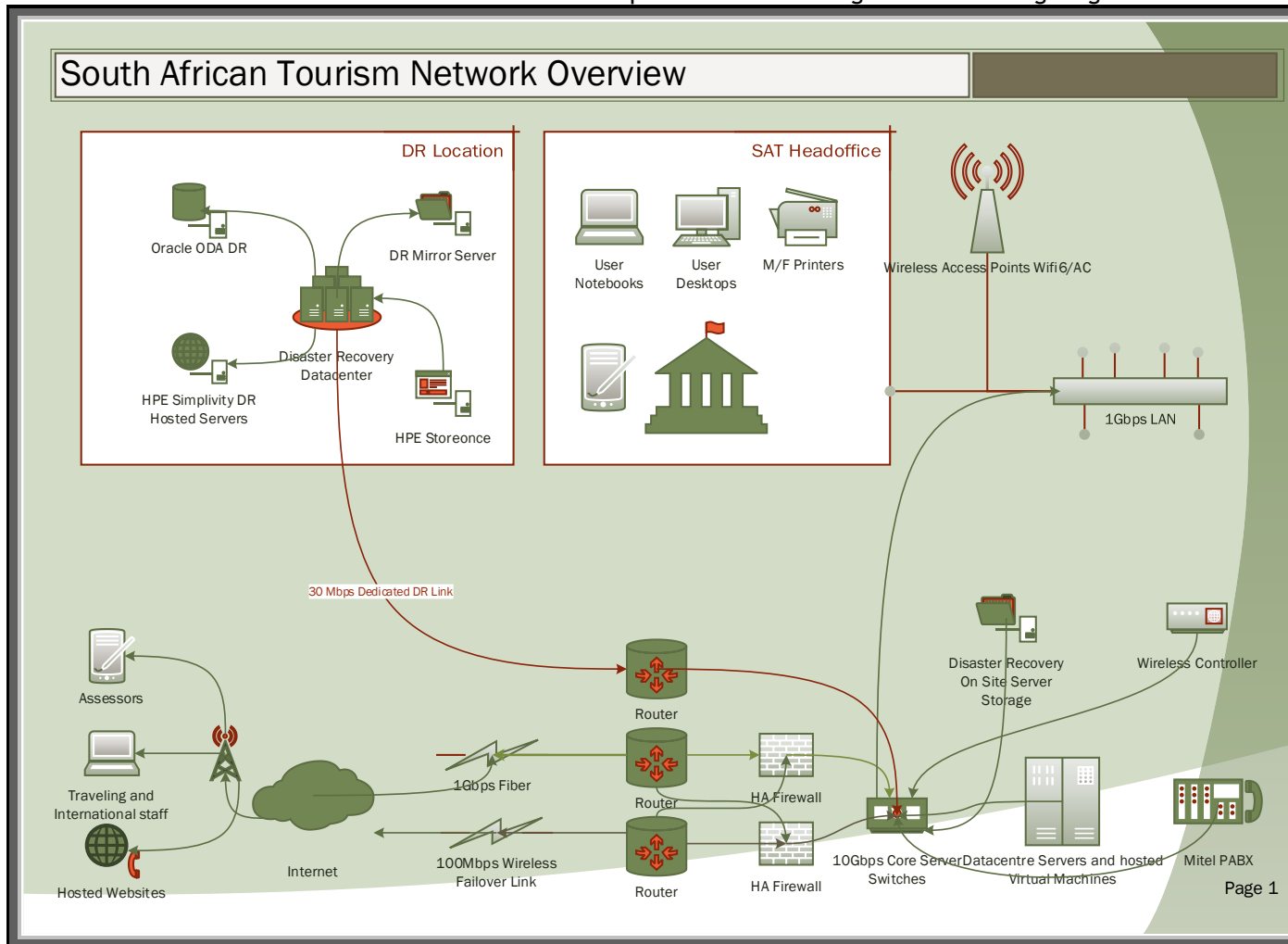


Figure 1: SAT Network Overview

Figure 1 shows an overview diagram of the network as at the time of writing this specification; you will notice the 1000 Mbps main internet connection as well as the Failover wireless link that has automatic fail over should the main internet connection fail. In this situation both internet services as well as voice will fail over to the redundant line.

SA Tourism IT environment extends through to other international offices namely USA, UK, India, Australia, France, Netherlands, Italy, Germany, Japan, China etc. These international offices run their own separate LAN Infrastructures, which is not always directly integrated to the Head Office.

SA Tourism is making use of a 1000Gbps fibre line to ISP (VOX) for their primary connectivity and 100Mbps Broad link is used for failover. International Offices connect directly to the Head Office site through VPN connection over their preferred internet lines.

One of South African Tourism's business units is, called Tourism Grading Council of South Africa (TGCSA), whose mandate it is to implement a recognisable and credible globally benchmarked system of quality assurance for accommodation. TGCSA has a line of business system called TQiT that is used by Assessors to provide Quality Assessment (Grading System) which is integrated to SAT infrastructure as well as the SA Tourism Head Office, the application is web based.

SA Tourism also has a fully integrated Disaster Recovery site that is situated off-site and hosts some of the our DR servers for example, HPE SimpliVity, StoreOnce and Oracle ODA as well as our File backup mirror solution that keeps an offsite copy of the backups that are on site.

#### 4.13. Hosted Services (Applications and Hardware);

The current SA Tourism hosting is a mix of hosting services on different platforms and in a lot of different locations throughout the world. The scope of services outlined below specifically refers to the hosting requirements in South Africa. SA Tourism website, CRM and Google Apps for example, are cloud based solutions.

The appointed Service provider is expected to ensure that network and application uptime is maintained in collaboration with 2<sup>nd</sup> level support team where needed.

To avoid unnecessary server/storage hardware failures, the service provider will be required to ensure periodical maintenance and servicing of onsite server and storage hardware as per the maintenance and service plan.

#### 4.14. 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;

Additionally the service provider will be required to assist in maintaining the IT asset register. This needs to be updated regularly and will be presented and reviewed by ICT management on the monthly basis;

The service provider will be required to assist in keeping and updating detailed documentation regarding all applications and environments, LAN and WAN networks, including all devices and IP address allocations of these devices on a continually updated network map.

#### 4.15. Reporting

The service provider needs to provide biweekly management reports as per ITIL processes for IT management. Number of helpdesk 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 cause for concern from a support perspective;

The ticketing system that the service provider uses needs to have the web enabled interface that will allow the support team to login and view and track all tickets, both current and closed to get full visibility into the service-desk system.

### 5. 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;

- 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 previous service provider along with a high-level project plan only if the bidder is not currently providing hosted, desktop support, and internet services,
  - 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.

**5.1. 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	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	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	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.

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

Priority	Response time	Resolution ( * )
1 - Critical	1 hour	6 hours
2	2 hours	10 hours
3	2 hours	16 hours
4	2 hours	24 hours

All calls logged with the 1<sup>st</sup> level support service provider should be done during normal working hours. Otherwise, service requests will be done 24/7 for priority 1 call.

**The following will be excluded and will not form part of the performance measurement:**

- Downtime due to power failure, and
- Downtime due to access limitation to service rooms/environments

**5.3. SA Tourism 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 - 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.

**5.4. 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 (*) (Severity 1)	98%
Severity 1*	97%
Severity 2	96%

Severity 3	95%
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- (\*) Application availability will be limited:
- Application and database functionality, and
  - Operating system functionality

**5.5. Penalties to be considered for service level agreement will be as follow:**

- If target performance for calls logged, and/or
- System availability is below 98% 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.

**5.6. Key considerations include the bidder's capability to:**

- Be able to manage the contracted services on a continues basis during the course of the contract;
- Provide strategy/support plan on how you intend to manage the support, maintenance and upgrades (if and when necessary) and how you will ensure business continuity during takeover period.
- If you are awarded the contract:
  - Assess the existing ICT solution environment and apply changes where necessary;
  - Provide support and maintenance services on hardware and software i.e. performance tuning, space management, application of patches and related configurations;
  - Ensure 98% availability of the system during all hours (Any scheduled down time to be agreed to with the client ahead of time);
  - Enter into a punitive Service Level Agreement (SLA) for failure to deliver on the required availability measure;
  - Develop a measurement system for the services provided, in collaboration with the client, to evaluate the performance of support personnel and how they effectively comply with service requirements;
  - Give advice of the implications on management decisions regarding supported solutions;
  - Provide detailed monthly Service Delivery Status/SLA reports i.e. system downtime experienced, number of support calls logged, number of support calls closed, number of support hours utilized (on-site and off-site) etc, the health of the system reports on users onboarding and offboarding and so fort, example SLA report will be provided to the winning bidder; and
  - Guarantee compliance with South African Tourism's operational policies and procedures where applicable.

**5.7. whilst demonstrating your ability to deliver the requirements mentioned, your proposal should include at least the following:**

- A formulated operational/support plan which specifically outlines how the entire support and maintenance process will be managed;
- Details on the technical implementation of the connectivity and security capabilities that will allow secure connections over https to the ICT network solutions;
- Detailed price structure of capacity, resources and quantities of proposed services for monthly maintenance support; Cost of onsite and remote resource skills should clearly be detailed and all costing needs to include VAT.
- References of current/ previous companies where similar services have been rendered (Include contact details).
- First-level support and maintenance will be required for all ICT solutions following modules:
- Multi organizational set-up of ICT solutions will be required for all SA Tourism offices.  
**On-site Facilities**

SA Tourism will provide the support team with the following facilities on the terms and conditions negotiated upon by both parties:

- (a) Office Space
- (b) Office Furniture
- (c) Office Telephones
- (d) Photocopier
- (e) Tea/Coffee making facilities
- (f) IT infrastructure
- (g) Bathroom and kitchen facilities

**Note:** The anticipated commencement date for the support service contract is the 01 May 2024. IT is recommended that the winning bidder provide shadow support for a period before the current service provider contract expires, this will ensure you are familiar with the environment in turn ensuring a more seamless transition between service providers. Provision of laptops/desktop computers to consultants is at SA Tourism discretion as each consultant is expected to have his/her own computer.

**5.8. Service level agreement**

Upon award SA Tourism and 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*

**END.**