



# **The Tourism Transformation Council of South Africa (TTCSA)**

## **Internet Communications and Technology (ICT)**

### **Request For Proposal**

#### **Briefing Document and structure**

*Integrated Digitalisation Platform for the Tourism Sector*

**Deadline:** 12:00 PM — 26<sup>TH</sup> of January 2026

**Submission Address:** 13th Floor, Metal Box Building, 25 Owl Street, Milpark,  
Johannesburg  
Phone: 087 353 4889

All submissions must be physically handed in at provided address.

Please note: The Tourism Transformation Council of South Africa will be closed from the 11<sup>th</sup> of December to the 4<sup>th</sup> of January 2026.

Email: [admin@tourismtransformation.co.za](mailto:admin@tourismtransformation.co.za)

Website: [www.tourismtransformation.co.za](http://www.tourismtransformation.co.za)

***Late submissions will not be accepted.***

**Period:** 60 Months

**Issued by:** Tourism Transformation Council of South Africa (TTCSA)

**Purpose:** Procurement of a turnkey ICT partner to design, implement and support an end-to-end digital ecosystem for tourism enterprises across South Africa.

Technical enquiries:

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## EXECUTIVE SUMMARY

### TTCSA ICT Digitalisation Platform

The Tourism Transformation Council of South Africa (TTCSA) is embarking on the development of a **comprehensive, sector-wide digitalisation platform** aimed at transforming how tourism enterprises—particularly SMMEs—operate, connect, and compete within local and global tourism markets. This initiative consolidates the requirements from two internal briefs to establish a unified, cloud-based, end-to-end digital ecosystem for the tourism sector.

The platform will integrate **Bookings & Reservations, Property Management (PMS), Channel Management, Secure Payment Gateways, Inventory & Operating Equipment Management, Event Management**, and a **Tourism Sector Support Hub**. The system must be built on a **modular, scalable, Microsoft Azure architecture**, with full interoperability across government, industry, and private-sector systems. A cornerstone of the platform is the **mandatory integration with the Jurni Global Distribution System (GDS)**—a TBCSA-led system that provides national alignment, accelerates implementation, and expands access to domestic and international markets for over 5,000 tourism SMMEs. This integration ensures real-time pricing, availability, global distribution, and unified sector data intelligence.

The solution must include a **dynamic content management platform**, automated alerts, community collaboration spaces, and robust search and SEO capabilities. A strong analytics layer—powered by AI is essential for delivering transformation insights, policy intelligence, market trends, and automated reporting for executive and ministerial oversight. The implementation roadmap spans **18 months**, covering infrastructure setup, integration with Jurni, deployment of core modules, national rollout, and long-term sustainability support. This project investment is expected to increase bookings, operational efficiencies, improve transformation compliance, and strengthen enterprise visibility.

The project aligns directly with TTCSA's mandate to drive inclusive digital participation, advance BBBEE objectives, and strengthen the competitiveness and resilience of tourism

enterprises. By modernising the digital backbone of the tourism sector, TTCSA will enable SMMEs to reduce operational burdens, access global markets, participate more effectively in value chains, and contribute to a data-rich, technology-enabled tourism economy.

This RFP invites qualified ICT partners to propose an innovative, secure, future-ready solution that meets the strategic transformation ambitions of the Council and the broader tourism ecosystem.

## 1. INTRODUCTION & BACKGROUND

The Tourism Transformation Council of South Africa (TTCSA) seeks a qualified service provider to develop, implement, and support a **comprehensive end-to-end digitalisation platform** that accelerates transformation, enhances market access, and strengthens operational efficiency within the tourism sector.

The solution must support tourism SMMEs, approved accreditation agencies, the B-BBEE Commission, the Presidential Advisory Council, the Department of Tourism, and other ecosystem partners. This unified platform replaces fragmented systems with an integrated, secure, cloud-based digital environment.

## 2. STRATEGIC OBJECTIVES

### 2.1 Core Transformation & Sector Objectives

- Digitise SMME operations across the tourism value chain.
- Improve access to domestic and international markets through booking and distribution networks.
- Streamline operations: bookings, payments, inventory, events, compliance, and equipment.
- Strengthen evidence-based policy and transformation monitoring.
- Enhance BBBEE compliance & enterprise visibility.
- Empower historically disadvantaged enterprises with competitive digital tools.

### 2.2 Alignment to National Priorities

- Supports inclusive participation.
- Promotes digital equity & national tourism competitiveness.
- Enables structured data-sharing across government and industry nodes.

### 3. PLATFORM OVERVIEW

The platform must be built on a **modular, microservices-based architecture**, ideally within the **Microsoft Azure Cloud Environment**, ensuring scalability, security, interoperability, and long-term sustainability.

#### Key Technologies Required

- Microservices
- API-driven integrations
- Azure / Microsoft 365 Stack
- Secure payment integrations
- AI-driven analytics
- RBAC, encryption, and zero-trust architecture
- SEO-optimised, mobile-friendly CMS
- Automated reporting & dashboards

### 4. CORE MODULES & FUNCTIONAL SCOPE

#### 4.1 Booking & Reservation Management

- Real-time availability & pricing.
- Multi-channel booking consolidation (OTAs, direct bookings, TTCSA channels).
- Automated confirmations, cancellations, and schedule management.□

#### 4.2 Global Distribution System (GDS) Integration

**Mandatory:** Leverage the **Jurni GDS** (TBCSA).□

Functions required:

- Centralised listing of all SMMEs.
- Real-time price & availability sync.
- Distribution to global OTAs.
- Data insights on booking origin, occupancy, revenue patterns.□

#### **4.3 Property Management System (PMS)**

- Check-in/out
- Billing & invoicing
- Room/asset allocation
- Housekeeping & maintenance
- Financial dashboards□

#### **4.4 Channel Management System**

- Real-time rate updates
- Avoids double bookings
- Content (images, descriptions) management
- OTA synchronisation

#### **4.5 Secure Payment Gateway Integration**

- Support for Visa, Mastercard, PayPal, Ozow, SnapScan.
- PCI-DSS and POPIA compliance.
- Reconciliation tools & multi-currency support.

#### **4.6 Inventory Management (Food & Beverage)**

- Stock control
- Supplier performance
- Consumption analytics
- Automatic reorder alerts

#### **4.7 Operating Equipment & Asset Management**

- QR-based asset tagging
- Condition tracking
- Maintenance scheduling & alerts
- Depreciation reporting

#### **4.8 Event & Venue Management**

- Scheduling
- Attendee management
- Guest experience tracking
- Venue configuration & availability□

#### **4.9 Tourism Sector Support Hub**

A central digital hub enabling:

- OHS, food safety & fire compliance tracking
- CIPC & Home Affairs validations
- CSD queries
- SARC integration
- Ticketing / helpdesk support
- SMME regulatory compliance monitoring□

#### **4.10 Dynamic Content Management System**

- Listing updates for accommodation, attractions, events, services.
- Automated notifications, alerts & newsletters.
- Community collaboration spaces.
- SEO capabilities.
- Periodic surveys & sentiment tracking.



## **5. INTELLIGENCE, ANALYTICS & AUTOMATION**

The system must integrate a full AI-powered analytics layer providing:

- Transformation analytics (BBBEE progress tracking).
- Tourism trend intelligence.
- Booking & occupancy forecasting.
- Real-time dashboards for TTCSA, DOT, Ministers.
- Automated reporting for quarterly/annual reviews.□

## **6. IMPLEMENTATION ROADMAP (18 Months)**

### **Phase 1: Infrastructure & Integration (Months 1–4)**

- Azure environment setup
- Jurni GDS onboarding
- Initial SMME registration module
- Early dashboards

### **Phase 2: Core System Deployment (Months 5–8)**

- PMS
- Channel Management
- Payment Gateways
- Provincial pilot rollout

### **Phase 3: Full Integration & Testing (Months 9–12)**

- End-to-end integration
- UAT with tourism enterprises
- Ministerial dashboard launch

### **Phase 4: National Rollout (Months 13–16)**

- Deployment to all provinces
- Strengthened interoperability
- Performance optimisation

#### **Phase 5: Sustainability & Support (Months 17–18)**

- Maintenance & SLAs
- Knowledge transfer
- Continuous optimisation

## 7. RISK MANAGEMENT

Risk	Likelihood	Impact	Mitigation
Integration delays	Medium	High	Early coordination with TBCSA/Jurni partners
Data security breach	Low	High	Zero-trust, encryption, RBAC
Adoption resistance	Medium	Medium	Extensive training & SMME support
Payment system non-compliance	Low	High	PCI-DSS gateways
Data integrity errors	Medium	Medium	Automated validation & cross-checks

## 8. EXPECTED IMPACT

- **5,000+ SMMEs** linked to global markets.
- **60% reduction** in manual administration.
- **25% increase** in direct bookings & occupancy.
- **35% improvement** in B-BBEE compliance tracking.
- Real-time ministerial reporting.

## 9. DELIVERABLES

### From the Service Provider

- Fully integrated digital platform (GDS, PMS, Channel, Payments, Inventory, Events, Equipment, Support Hub).
- User manuals & technical documentation.
- Training for SMMEs & TTCSA teams.
- Ongoing maintenance & SLA support.

### Documentation Required

- Company profile
- Technical architecture & specifications
- Detailed project plan & timeline
- Microsoft Partner Certification
- CSD Report + Tax Clearance
- Five (5) references in tourism/hospitality sector
- Milestone-based cost breakdown

## 10. BUDGET REQUIREMENT

**Total Investment Required: To be recommended by SP**

**For a period of:** < 60 months

## 11. SUBMISSION DETAILS

**Deadline:** 12:00 AM — 26<sup>TH</sup> of January 2026

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## **12. TERMS & CONDITIONS**

TTCSA reserves the right to:

- Not appoint any bidder
- Request clarification or additional information
- Verify information submitted
- Conduct reference checks
- Cancel or withdraw this RFP at any stage
- Negotiate final terms with the preferred bidder

**Submission of false information will result in disqualification.**

## TTCSA – VENDOR SCORING MATRIX (WEIGHTED EVALUATION FRAMEWORK)

Total Score = 100 points

Category	Criteria	Weight	Scoring Guide (1–5)
<b>1. Technical Capability (35%)</b>	Quality & completeness of proposed architecture (Azure, microservices, API integration)	<b>10</b>	1 = Poor, 5 = Exceptional
	Integration capability with Jurni GDS (mandatory)	<b>10</b>	1 = Limited, 5 = Fully compliant & proven
	Security, compliance, data protection (PCI-DSS, POPIA, Zero-Trust)	<b>10</b>	1 = Non-compliant, 5 = Fully compliant with documentation
	System scalability, performance, hosting environment	<b>5</b>	1 = Weak, 5 = Highly scalable & cloud-native
<b>2. Functional Fit (25%)</b>	Coverage of all required modules (Bookings, PMS, Channel Management, Payments, Inventory, Events, Support Hub)	<b>10</b>	1 = Limited, 5 = Full coverage with enhancements
	Quality of analytics, dashboards, AI automation	<b>5</b>	1 = Basic, 5 = Advanced predictive intelligence
	User experience & interface quality (SMMs, TTCSA, government stakeholders)	<b>5</b>	1 = Unintuitive, 5 = Modern, accessible

	CMS, alerts, SEO, collaboration functionality	5	1 = Weak, 5 =Comprehensive
<b>3. Implementation Capability (20%)</b>	Experience delivering large-scale tourism/hospitality tech projects	10	1 = No relevant experience, 5 = Extensive proven track record
	Project plan quality, timelines, risk mitigation	5	1 = Weak, 5 = Excellent with clear milestones
	Quality of proposed support, training & maintenance	5	1 = Minimal, 5 = Comprehensive & SLA-backed
<b>4. Financial Evaluation (10%)</b>	Total cost vs. value	5	1 = High cost/low value, 5 = Best value
	Cost transparency & milestone-based breakdown	5	1 = Unclear, 5 = Detailed & auditable
<b>5. Transformation &amp; Compliance (10%)</b>	BBBEE status and meaningful transformation contribution	5	1 = No contribution, 5 = Strong, credible, evidence-based
	Local skills development, SMME empowerment, job creation	5	1 = Minimal, 5 = Strong, aligned with TTCSA mandate

## SCORING METHOD

Each criterion is scored **1–5**, then multiplied by its weight.

**Final Vendor Score =  $\Sigma$  (Score  $\times$  Weight)**□

Maximum possible: **100 points**

### Recommended Interpretation:

- **85–100**: Recommended for award
- **70–84**: Technically acceptable but may require negotiation
- **50–69**: Moderate risk; not recommended unless mitigated
- **Below 50**: Disqualified



## TTCSA – VENDOR SCORING MATRIX

### Weighted Evaluation Framework

(Total Score = 100 points)□

Category	Criteria	Weight	Scoring Guide (1–5)
Technical Capability	Architecture (Azure, microservices, API integration)	10	1 = Poor, 5 = Exceptional
Technical Capability	Integration with Jurni GDS	10	1 = Limited, 5 = Fully compliant
Technical Capability	Security, compliance (PCI-DSS, POPIA)	10	1 = Non-compliant, 5 = Fully compliant
Technical Capability	Scalability & performance	5	1 = Weak, 5 = Highly scalable
Functional Fit	Coverage of required modules	10	1 = Limited, 5 = Full coverage
Functional Fit	Analytics, dashboards, automation	5	1 = Basic, 5 = Advanced
Functional Fit	User experience & interface quality	5	1 = Poor, 5 = Excellent
Functional Fit	CMS, alerts, SEO, collaboration	5	1 = Weak, 5 = Comprehensive
Implementation Capability	Tourism/hospitality tech experience	10	1 = None, 5 = Extensive

Implementation Capability	Project plan quality & risk mitigation	5	1 = Weak, 5 = Excellent
Implementation Capability	Support, training, maintenance	5	1 = Minimal, 5 = Comprehensive
Financial Evaluation	Cost vs value	5	1 = High cost, 5 = Best value
Financial Evaluation	Cost transparency & breakdown	5	1 = Unclear, 5 = Detailed
Transformation & Compliance	BBBEE & transformation contribution	5	1 = None, 5 = Strong
Transformation & Compliance	Local skills development & SMME empowerment	5	1 = Minimal, 5 = Strong

## TTCSA – VENDOR COMPLIANCE CHECKLIST

*(For Mandatory, Administrative & Technical Requirements)*

### Section A – Mandatory Administrative Compliance

Vendor must meet **all** items to proceed.

Requirement	Description	Compliant (Yes/No)	Notes
A1	Completed and signed Proposal Submission Form	<input type="checkbox"/> Yes <input type="checkbox"/> No	
A2	Company Profile submitted	<input type="checkbox"/> Yes <input type="checkbox"/> No	
A3	Valid CSD Report	<input type="checkbox"/> Yes <input type="checkbox"/> No	
A4	Valid Tax Clearance Certificate (PIN required)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
A5	Copy of Registration Documents (CIPC)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
A6	BBBEE Certificate / Sworn Affidavit	<input type="checkbox"/> Yes <input type="checkbox"/> No	
A7	Proof of Microsoft Partner Certification	<input type="checkbox"/> Yes <input type="checkbox"/> No	
A8	Minimum Five (5) References & Case	<input type="checkbox"/> Yes <input type="checkbox"/> No	

	Studies in Tourism/Hospitality		
A9	Physical submission delivered before deadline	<input type="checkbox"/> Yes <input type="checkbox"/> No	

## SECTION B – LEGAL & REGULATORY COMPLIANCE

(All must be marked “Yes”)

Requirement	Description	Compliant (Yes/No)	Notes
B1	POPIA-compliant data protection practices	<input type="checkbox"/> Yes <input type="checkbox"/> No	
B2	PCI-DSS compliant Payment Gateway	<input type="checkbox"/> Yes <input type="checkbox"/> No	
B3	Compliance with National Treasury SCM Regulations	<input type="checkbox"/> Yes <input type="checkbox"/> No	
B4	Ability to meet TTCSA data security standards	<input type="checkbox"/> Yes <input type="checkbox"/> No	
B5	Acceptance of TTCSA contractual terms	<input type="checkbox"/> Yes <input type="checkbox"/> No	

## SECTION C – TECHNICAL COMPLIANCE

Vendor must demonstrate technical capability against the required modules.

Technical Requirement	Description	Compliant (Yes/No)	Notes
C1	Integration with <b>Jurni GDS</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Mandatory
C2	Booking & Reservation Management	<input type="checkbox"/> Yes <input type="checkbox"/> No	
C3	Property Management System (PMS)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
C4	Channel Management	<input type="checkbox"/> Yes <input type="checkbox"/> No	
C5	Secure Payment Gateway Integration	<input type="checkbox"/> Yes <input type="checkbox"/> No	PCI-DSS compliance required
C6	Inventory Management (Food & Beverage)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
C7	Operating Equipment Management	<input type="checkbox"/> Yes <input type="checkbox"/> No	
C8	Event & Venue Management	<input type="checkbox"/> Yes <input type="checkbox"/> No	
C9	Tourism Sector Support Hub	<input type="checkbox"/> Yes <input type="checkbox"/> No	OHS, CIPC, Home Affairs, CSD, SARC

C10	Dynamic Content Management System	<input type="checkbox"/> Yes <input type="checkbox"/> No	
C11	AI Analytics & Dashboards	<input type="checkbox"/> Yes <input type="checkbox"/> No	
C12	Cloud deployment on Microsoft Azure	<input type="checkbox"/> Yes <input type="checkbox"/> No	
C13	Cybersecurity controls (RBAC, encryption)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
C14	SEO, alerts, collaboration tools	<input type="checkbox"/> Yes <input type="checkbox"/> No	

## SECTION D – PROJECT DELIVERY & CAPACITY

Requirement	Description	Compliant (Yes/No)	Notes
D1	Detailed Project Plan & Gantt Chart submitted	<input type="checkbox"/> Yes <input type="checkbox"/> No	
D2	Demonstrated team capacity (Architects, Engineers, Implementers)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
D3	Provincial rollout capacity	<input type="checkbox"/> Yes <input type="checkbox"/> No	
D4	Training plan for SMMEs	<input type="checkbox"/> Yes <input type="checkbox"/> No	
D5	SLA & Support Plan	<input type="checkbox"/> Yes <input type="checkbox"/> No	
D6	Knowledge Transfer Plan	<input type="checkbox"/> Yes <input type="checkbox"/> No	



## SECTION E – FINANCIAL COMPLIANCE

Requirement	Description	Compliant (Yes/No)	Notes
E1	Milestone-based cost breakdown	<input type="checkbox"/> Yes <input type="checkbox"/> No	
E2	Pricing aligned to scope	<input type="checkbox"/> Yes <input type="checkbox"/> No	
E3	All costs include licenses, hosting & support	<input type="checkbox"/> Yes <input type="checkbox"/> No	
E4	No material omissions in costing	<input type="checkbox"/> Yes <input type="checkbox"/> No	

## SECTION F – TRANSFORMATION & LOCALISATION

Requirement	Description	Compliant (Yes/No)	Notes
F1	BBBEE Contribution (Level 1–4 preferred)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
F2	Local SMME empowerment in delivery	<input type="checkbox"/> Yes <input type="checkbox"/> No	
F3	Skills development commitments	<input type="checkbox"/> Yes <input type="checkbox"/> No	
F4	Local employment & job creation	<input type="checkbox"/> Yes <input type="checkbox"/> No	
F5	Enterprise & Supplier Development (ESD) contribution	<input type="checkbox"/> Yes <input type="checkbox"/> No	