



**MINISTRY OF TOURISM  
REPUBLIC OF SOUTH AFRICA**

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**NATIONAL ASSEMBLY:**

**QUESTION FOR WRITTEN REPLY:**

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**Mr M S F de Freitas (DA) to ask the Minister of Tourism:**

(a) What is being done to reduce the outsourcing of functions and services within SA Tourism, (b) what are the (i) time frames, (ii) timelines and (iii) deadlines in this regard, (c) what functions and services will be prioritised and (d) how will this be (i) monitored and (ii) measured?

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**REPLY:**

(a) What is being done to reduce the outsourcing of functions and services within SA Tourism.

South African Tourism strictly monitors the appointment of consultants as evidenced by the fact that consultants may only be appointed after a comprehensive gap analysis has been approved by the Chief Executive Officer. The outsourcing model remains relevant as the entity requires specialised agency services like marketing content creation, production, creative, media, activation etc, as there are currently no internal human resource, systems capacity and expertise to carry out these services. In order to ensure the most efficient way of outsourcing marketing services, South African Tourism during the current year changed the agency fee model from fixed retainer to an activity based fee structure.

South African Tourism is currently in the process of reviewing all contracts in the ICT space with the aim of reducing reliance on external consultants especially in the helpdesk and support service as well as system support and database space.

(b) What are the (i) time frames, (ii) timelines and (iii) deadlines.

The conversion for marketing services from a fixed retainer to an activity based fee will be concluded in the 2021/22 financial year.

(c) The following services in the ICT services will be prioritised.

- helpdesk & support services and
- support and database services.

(d) How will this be (i) monitored and (ii) measured.

- (i) Will be monitored through expenditure.
- (ii) Measured through efficiencies.