



**higher education  
& training**

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

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**Request for a Proposal regarding the appointment of a  
suitable service provider/s to arrange travel and hotel  
accommodation on behalf of the Department of  
Higher Education and Training  
for a period of 36 months.**

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**[DHET142]**

**Date Issued:** 30 March 2021

**Closing date and time:** 13 May 2021

**Bid Validity Period:** 90 days

**TENDER BOX ADDRESS:**

117 - 123 Francis Baard Street

Pretoria

0002

**REQUEST FOR PROPOSAL NO. DHET142**  
**Appointment of Travel Management Companies**  
**To Provide Travel Management Services to the Department of Higher Education and Training**

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## **1. INTRODUCTION**

The Department of Higher Education and Training (the Department) was established in 2009 to manage all requisite Post-School Education, Training and Skills Development functions.

Therefore the mandate of the Department is aimed at providing a broad range of post education and training opportunities for all citizens of South Africa and develop a capable, educated skilled workforce to contribute in adequately and effectively addressing the economic and social needs of the country.

## **2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)**

The purpose of this Request for Proposal (RFP) is aimed at soliciting proposals from potential bidders regarding the timeous, cost-effective and efficient provision of travel and accommodation itinerary management services to the Department of Higher Education and Training (DHET).

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the DHET for the provision of travel and accommodation itinerary management services to the Department.

This RFP does not constitute an offer to do business with the Department, but merely serves as an invitation to bidders in facilitating a requirements-based, decision-making process.

## **3. DEFINITIONS**

**Accommodation** means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.

**After-hours service** refers to an enquiry or travel request that is actioned after normal working hours, i.e. 17h00 to 08h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.

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**Air travel** means travel by airline on authorised official business.

**Authorising Official** means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g. line manager of the traveller.

**Car Rental** means the rental of a vehicle for a short period of time by a Traveller for official purposes.

**Department** means the Department of Higher Education and Training as it requires the provision of travel management services.

**Domestic travel** means travel within the borders of the Republic of South Africa.

**Emergency service** means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from an originally planned trip.

**gCommerce** refers to the Government's buy-site for transversal contracts.

**International travel** refers to travel outside the borders of the Republic of South Africa.

**Lodge card** is a credit card which is specifically designed purely for business travel expenditure. There is typically one credit card number which is "lodged" with the TMC at which all travel expenditure are charged.

**Management Fee** comprises the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (VISA, refund, frequent flyer tickets, etc.).

**Merchant Fees** are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.

**Quality Management System** means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organisational structure, policies, procedures, processes and resources required to implement quality management.

**Regional travel** means travel across the borders of South Africa to any of the South African Development Community (SADC) Countries, namely; Angola, Botswana, the Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, the Seychelles, Swaziland, the United Republic of Tanzania, Zambia and Zimbabwe.

**Service Level Agreement (SLA)** is a contract between the TMC and the Department.

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**Shuttle Service** means the service offered to transfer a Traveller from one point to another, for example from place of work to the airport.

**Third party fees** are fees payable to third party service providers that facilitate travel-related services on an *ad hoc* basis and that are not directly provided for in terms of the TMC. These fees include VISA and courier fees.

**Transaction Fee** means the fixed negotiated fee charged for each specific service type e.g. international air tickets, charged per type, as per transaction and per traveller.

**Traveller** refers to a Departmental official, consultant or contractor travelling on official business on behalf of Department.

**Travel Authorisation** is the official form utilised by Department reflecting the details and order number relevant to the planned trip and which is approved by the relevant authorising official.

**Travel Booker** is the person coordinating travel reservations with the TMC consultant on behalf of the traveller, e.g. the personal assistant of the traveller.

**Travel Management Company** or TMC refers to the Company contracted to provide travel management services (Travel Agents).

**Travel Voucher** means a document issued by the TMC to confirm the reservation and/or payment regarding specific travel arrangements.

**Value Added Services** are services that enhance or compliment the general travel management services e.g. rules and procedures of the airports.

**VAT** means Value Added Tax.

**VIP or Executive Service** means the specialised and personalised travel management services provided to selected employees of the Department by a dedicated consultant in an effort to ensure a seamless travel experience.

#### **4. LEGISLATIVE FRAMEWORK OF THE BID**

##### **4.1. TAX LEGISLATION**

4.1.1. Bidder(s) must be vigilant of compliance measures and requirements when submitting a proposal to the Department and remain compliant in terms of all applicable tax legislation

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for the entire contract period, including but not limited to the application parameters of the *Income Tax Act, 1962 (Act No. 58 of 1962)* and *Value Added Tax Act, 1991 (Act No. 89 of 1991)*.

- 4.1.2. It is a condition of this bid that the tax matters of the successful bidder/s be in order, or that satisfactory arrangements have been made with the South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 4.1.3. The relevant tax compliance status requirements are applicable to any foreign bidders / individuals who wish to participate during the bidding process.
- 4.1.4. It is a requirement that bidders when submitting a bid, provide written confirmation that SARS may on an ongoing basis and for the duration of the tenure of the contract, disclose the bidder's tax compliance status. By the very act of submitting a bid, such a confirmation therefore is also deemed to have been granted by the potential bidder.
- 4.1.5. Bidders must be registered on the National Treasury **Central Supplier Database (CSD)** prior to the submission of bidding documentation and National Treasury will accordingly verify the bidder's tax compliance status through screening of the requisite information provided on the Central Supplier Database.
- 4.1.6. Where **consortia / joint ventures** and/or **sub-contractors** are involved in the bidding process, each party must be registered individually on the Central Supplier Database and their tax compliance status will accordingly be verified by National Treasury through the Central Supplier Database.

#### 4.2. **PROCUREMENT LEGISLATION**

The Department utilises a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated phased under Section 76 of the *Public Finance Management Act, 1999 (Act, No. 1 of 1999)*, the *Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000)* and the *Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003)*.



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**4.3. TECHNICAL LEGISLATION AND/OR STANDARDS**

Bidder(s) should at all times be cognisant of the relevant legislation and/or standards specifically applicable to the service portfolio to be rendered in terms of this tender.

**5. TIMELINE OF THE BID PROCESS**

The validity period and the withdrawal of offers, after the closing date and time of this RFP is 90 days. The relevant project time-frames in terms of this bid are indicated below as follows:

| Activity   | Due Date  |
|--|---|
| Advertisement of the bid via the Department's website <a href="http://www.dhet.gov.za">www.dhet.gov.za</a> | 30 March 2021   |
| Questions relating to bid from bidder(s)   | 19 April 2021   |
| Publication of answers on DHET website <a href="http://www.dhet.gov.za">www.dhet.gov.za</a>                | 29 April 2021   |
| The bid closing date   | 13 May 2021 at 11:00  |
| Notice to bidder(s)  | The Department undertakes to inform bidders of progress regarding the evaluation of bidding documents until conclusion of the tender process. |

All dates and times in this bid are determined in accordance with South African standard time.

Any time or date reflected in this bid is subject to change at the Department's discretion. The determination of a time or date in this bid does not presuppose an obligation on the part of the Department in taking action, or creating by any manner rights in terms of which bidders may demand that specific action(s) be undertaken on the date(s) accordingly reflected in this bid. The bidder therefore accepts that, in the event of the Department extending the deadline for bid submissions (the closing date) based on and influenced by whichever circumstance, the conditions and requirements attached to this bid remain unaltered and apply equally with regard to the revised deadline.

## **6. CONTACT AND COMMUNICATION**

- 6.1 A nominee on behalf of the bidder may make enquiries in writing, to the Directorate: Supply Chain Management, via the following email: [Tenders@dhnet.gov.za](mailto:Tenders@dhnet.gov.za) a delegated official of the Department is entitled to communicate with Bidders whenever further clarity is sought regarding information provided in bid proposals. Bidder's must reduce all telephonic enquiries to writing and send to the above email address.
- The delegated official may communicate with bidder's where clarity is sought.
- 6.1 Any communication by Bidders addressed to or with an official or person acting in an advisory capacity on behalf of the Department, in so far as it has relevance to bid proposal, during the period commencing from the bid closing date and that of awarding of the tender is strongly discouraged.
- 6.2 All communication between Bidders and the Department must be in writing.
- 6.3 While due care has been taken regarding the finalisation of this bid, the Department duly makes no representations or provides any warranty that the contents thereof, or any part of the information accordingly communicated or provided to Bidders during the bidding process is accurate, current and/or complete. The Department and its employees/advisors therefore will not be liable in relation to any information communicated and proves to be inaccurate, outdated and/or incomplete.
- 6.4 In the event of bidders reasonably believing there to be substantive discrepancy, ambiguity, error or inconsistency contained in this bid or any part of other information provided by the Department (excluding any minor clerical matters), bidders must promptly bring such a discrepancy, ambiguity, error or inconsistency, in writing, to the attention of the Department before the closing date with the aim of affording the Department an opportunity to consider the issue(s) and where required, take the requisite corrective action.
- 6.5 Any actual discrepancy, ambiguity, error or inconsistency in relation to the bid or part of any other information provided by the Department will, where possible, be corrected and the revised documentation be published, without attribution to the bidder's who provided the written notice.

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- 6.6 All bidders (including any other relevant persons) obtaining or receiving the bid and/or any other information in relation to the bid or the tender process are obliged to keep the entire contents of the bid and all related information confidential and may not disclose or use the information in any other manner than for the express purpose of developing a proposal in response to this bid.

## **7 LATE BIDS**

Bids received at the address indicated in the bid documents after the specified closing date and time, will not be accepted for consideration and where practical, they will be returned unopened to the bidder(s). In some cases it will not be possible to return late bids unopened as some bidders do not provide return addresses on the envelopes.

## **8 COUNTER CONDITIONS**

Bidders are advised that subsequent amendments to any of the Bid Conditions or setting of counter conditions by the bidders or qualifications made in respect of the Bid Conditions will result in the immediate invalidation of such bids proposals.

## **9 FRONTING**

- 9.1 The Department supports the spirit of broad - based black economic empowerment and recognises that true empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and garnering opportunities in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Department strongly condemns any form of fronting.
- 9.2 The Department, in ensuring that bidders conduct themselves in an honest manner, will as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations in determining the accuracy of the representations made in bid documents/ proposals. Should any of the fronting indicators as contained in the

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Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be determined during such an enquiry/investigation, the onus rests on the bidder/contractor to prove that the allegation of fronting does in fact not exist. Failure to do so within a period of 14 days and determined from the date of notification may invalidate the bid/contract and also result in the restriction of the Bidder/contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the Department may have at its disposal and accordingly wish to institute against such bidders/contractors concerned.

## **10 SUPPLIER DUE DILIGENCE**

The Department reserves the right to conduct rolling due diligence suppliers reviews prior to final awarding of the contract, or on an occasional basis during the implementation of the mandated contract period. These actions may also include site visits and requests for the provision of additional information.

## **11. SUBMISSION OF PROPOSALS**

- 11.1 Bid documents may be posted to Private Bag X174, Pretoria, 0001 (preferably by registered mail) OR placed in the Department's tender box situated in 123/117 Francis Baard Street, Pretoria OR couriered to the fore-mentioned address on or before the closing date and time.
- 11.2 Bid documents will only be considered if received by the Department before or on the closing date and time, regardless of the method used to send or deliver such documents to the Department.
- 11.3 The Bidder(s) are required to submit **two (2)** copies of each file, (**one (1)** original, **one (1)** duplicate copy) and one (1) CD-ROM of each file. The information must be marked correctly and sealed separately for ease of reference during the evaluation process. Furthermore, the files and information in the CD-ROM must be labelled and submitted to the Department **in a two separate envelope format as follows:**

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| FILE 1 (TECHNICAL FILE)   | FILE 2 (PRICE & BBBEE)   |
|---|--|
| Exhibit 1:<br>Pre-qualification documents<br><i>(Refer to Section 16.1 - Phase 0: Pre-qualification Criteria (Table 1))</i>   | <b>Exhibit 1:</b><br>Pricing Schedule<br><i>(Refer to Section 16 - Pricing Model and Annexure A3 - Pricing Submission)</i> |
| Exhibit 2:<br><ul style="list-style-type: none"> <li>• Technical Responses and Bidder Compliance Checklist for Technical Evaluation</li> <li>• Supporting documents for technical responses.<br/><i>(Refer to Section 16.2 - Phase 1: Technical Evaluation Criteria and Annexure A2 - Desktop Evaluation Technical Scorecard and Compliance Checklist)</i></li> </ul> |  |
| Exhibit 3:<br><ul style="list-style-type: none"> <li>• General Conditions of Contract (GCC)</li> <li>• Draft Service Level Agreement<br/><i>(Refer to Service Level /Indicators /Agreement)</i></li> </ul>  |  |
| Exhibit 4:<br><ul style="list-style-type: none"> <li>• Company Profile</li> <li>• Any other supplementary information</li> </ul>  |  |

11.4 Bidders are requested to initial the bottom right-hand corner of each page of the tender document. On pages where bidders are required to provide full signatures, initialling at the bottom of these pages is not required.

## **12. PRESENTATION AS PART OF TECHNICAL EVALUATION CRITERIA**

Presentations/demonstrations on technical capability by qualifying bidders will form part of the bid evaluation process.

### **13. DURATION OF THE CONTRACT**

The successful bidder/s will be appointed to render the requisite service portfolio for a period of 36 (thirty-six) months.

### **14. SCOPE OF WORK**

#### **14.1 Background**

The Department's primary objective in issuing this RFP is aimed entering into a new agreement with the successful bidder/s that will be in a position to provide the Department with the following travel support services:

- a) An automated/online travel management services that are consistent and reliable while ensuring and maintaining a high level of traveller satisfaction in line with the service levels;
- b) Significant cost savings for the Department without any degradation in the quality of the services rendered;
- c) Limiting and containing broader Departmental risks and individual traveller.
- d) The Department is currently using an outdated traditional manual travel booking system whereby an appointed travel company with its sub-contractors are onsite (based) at Departmental premises at Head Office. Travel bookers in the Department forward information of what they need i.e. flights, car rental, hotel accommodation etc. through e-mails or walk ins to an in-house TMC. Travel consultants will then get quotations and availability from third party suppliers and forward trip itineraries to officials via e-mail.
- e) Upon receipt of trip itinerary with a quote, officials will complete travel requisition form VA26A have it signed manually by their managers and obtain manual approval order number from SCM: Logistics Management. Copies of approved travel requisition forms (VA 26A) with supporting information will then be made. A copy will remain with SCM, second copy kept by official requesting booking and original with supporting information submitted to a travel management company (TMC) through a central e-mail. When a booking is made by the TMC, they then send travel vouchers through an e-mail to officials who requested a booking.

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- f) A manual travel booking process as stated above proved to be costly, inefficient and requires travellers, travel bookers, SCM officials to exchange documents to finalise bookings.
- g) Therefore Travel Management Companies should propose and provide a user friendly automated online total travel booking solution which includes billing/invoicing, statements, capable to generate reports in any form etc. A proposed online travel booking system is expected to be demonstrated before a panel of evaluators.
- h) It is expected that a successful bidder will provide training on a proposed online automated system to travel bookers, travellers and official's delegated to authorise bookings.
- i) Successful bidder/s are required to provide onsite travel support to the Department for a period of two months while travellers, travel bookers and officials are getting used and familiarising themselves with a proposed automated online booking system.

#### 14.2 Travel Volumes

Per annum, the Department's current travel and related service portfolio volumes, comprises of and includes among other, air travel, accommodation, car hire, forex, etc. The table below details the number of transactions for the **2019/20** Financial Year as follows:

| <b>Service Category</b>                      | <b>Estimated Number of Transactions per annum</b> | <b>Estimated Expenditure per annum</b> |
|--|---|--|
| Air travel – Domestic                        | 5200  | 30 300 000                             |
| Air Travel - Regional & International        | 140   | 8 050 000                              |
| Car Rental – Domestic                        | 3500  | 8 000 000                              |
| Car Rental - Regional & International        | 10  | 355 264                                |
| Shuttle Transfer Services - Domestic         | 1800  | 13 683                                 |
| Accommodation - Domestic                     | 2600  | 24 000 000                             |
| Accommodation - Regional & International     | 14  | 965 079                                |
| Shuttle Transfers - Regional & International | 12  | 16 725                                 |
| Bus/Coach bookings                           | 3381  | 5 869 301                              |
| Train - Regional & International             | 0   | 0                                      |
| After Hours                                  | 220   | 70 000                                 |
| Parking                                      | 2   | 360                                    |
| Insurance                                    | 42  | 64 655                                 |
| Forex  | 0   | 0                                      |

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| <b>Service Category</b> | <b>Estimated Number of Transactions per annum</b> | <b>Estimated Expenditure per annum</b> |
|-------------------------|---|--|
| <b>GRAND TOTAL</b>      | <b>16 921</b>                                     | <b>77 705 067</b>                      |

**Note:** These above figures are projections based on financial year 2019/2020 and they are negatively affected as a result of COVID-19 pandemic, because officials no longer travel as usual and may change during the progression of the contract. The figures are therefore intended only as indicative in assisting bidders to prepare their respective proposal/s.

### **14.3 SERVICE REQUIREMENTS**

#### **14.3.1 General:**

The successful bidder/s will be required to provide a number of travel management services. Deliverables under this section include without limitation the following:

- a. The management and coordination of locally and international personnel travel itineraries as and when apparent and required on behalf of the Department. This arrangement will include any employees, contractors, consultants and clients where it is apparent from relevant agreements that the Department is responsible for covering travel and/or related services costs.
- b. The provision of travel management services during normal office hours (Monday to Friday 08H00 - 17H00) as well and provide after-hours and emergency services in accordance with the contents of paragraph **14.3.6**.
- c. Familiarisation with the Department's ongoing travel business processes.
- d. Familiarisation with endorsed travel suppliers and the contents of existing travel supplier agreements negotiated between the State, Department and third parties, while rendering assistance in relation to further negotiations aimed at securing better deals with travel service providers on the Department's behalf.
- e. Familiarisation with the Department's existing and most recent Travel Policy and the subsequent implementation of requisite controls in ensuring compliance.
- f. Familiarisation with penalties that may be incurred as a result of inefficiency, and incorrect action or omission on the part of a travel consultant and which will revert to the TMC's account for settlement, subsequent to the outcome of a formal dispute process.



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- g. The provision of a facility by means of which the Department is update travellers' profiles.
- h. The oversight and management of third party service providers alongside the coordination of their respective service portfolio, while addressing service failures and complaints brought against these service providers on the Department's behalf.
- i. The consolidation of all invoices received from travel suppliers.
- j. The provision of a detailed transition plan aimed at the taking-over and seamless implementation of the travel management service portfolio without service interruptions, while engaging with the incumbent service provider in ensuring a smooth transition.
- k. The provision of a minimum of three (3) reference letters from contactable existing /recent clients within past 3 (three) years which are of a similar size to the Department of Higher Education and Training (DHET)
- l. It is a requirement (**mandatory**) that one of the bidder/s are members of the **International Air Transport Association (IATA)**.

A valid proof of such memberships must be provided and submitted in conjunction with the bid on closing date and time. Where a bidding company is using a third party **IATA licence**/certificate, proof of an agreement to do so, alongside certified copy of the certificate/s must be submitted to the Department by the tender closing date and time.

**14.3.2 Reservations:**

The successful Travel Management Company/s (TMC's) will:

- a. Through a proposed automated system receive travel requests from travel bookers / travellers, respond with booking quotations (confirmations) and availability of flights, car rentals, hotel accommodation, etc. Subsequent to receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and forward the relevant documentation to the travel booker/ traveller via most efficient communication medium as agreed.
- b. Always endeavour to procure and secure the most cost effective travel arrangements based on requests received from the departmental staff intending to travel.
- c. Appraise themselves of all travel requirements pertaining to destinations that departmental staff wishing to travel should be aware of and accordingly where necessary, advise the official of alternative travel options that may prove more cost effective and convenient.

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- d. Provide a minimum of three (3) pricing comparisons (quotations) regarding planned travel itineraries where the route and/or destination permits.
- e. Book at all times, the negotiated discounted travel fares/ rates or most economical fares/rates where possible.
- f. Stay abreast of carrier schedule changes, as well as all other travel amendments and revised conditions which may impact on travel itineraries and effect appropriate adjustments regarding requisite changes in flight schedules prior to- or during the travelling official's trip. When necessary, e-tickets and billing 'should also accordingly be amended and reissued to reflect the new changes.
- g. Timeously and accurately respond to and process all queries, requests, changes and cancellations related to travel itineraries.
- h. Issue timeously all requisite travel documents, itineraries and vouchers to travelling officials prior to departure dates and times.
- i. Must be able to facilitate group travel reservations/ bookings.
- j. Advice in advance, travelling officials on all VISA and any other requirements to be concluded prior the trip being undertaken.
- k. Provide travel alert to travellers/ travel bookers on the safety and security to avoid protests.
- l. Facilitate where required, all arrangements pertaining to the issuing and collection of foreign currency and travel insurance with regard to international trips.
- m. Coordinate and confirm all reservations that cannot be secured via use of the Global Distribution System (GDS).
- n. Facilitate bookings generated through the TMC's own in-house or third party online booking tool in instances where this activity is provided.
- o. Note that unless otherwise stated, all travel arrangements relate to domestic, regional and international travel bookings on behalf of the Department.
- p. Note that all airline fares, hotel accommodation and car rental rates, etc. which have been negotiated/established directly by National Treasury or the Department are **non-commissionable** and in the event of apparent commissions earned in respect of booking made on the Department's behalf, these commissions should be reimbursed to the Department on a quarterly basis.

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- q. Ensure and maintain the confidentiality of information pertaining to all travel arrangements and personal details of officials scheduled to travel on behalf of the Department.
- r. Provide sufficient and requisite proof (invoices) that travel arrangements and related services rendered by the TMC on behalf of the Department have been satisfactorily concluded and in line with the Department's instructions.

**14.3.3 Air Travel:**

- a. The automated system offered by the TMC must be in a position to book both full and low cost carriers service options in accordance with the requirements of the Department.
- b. The TMC must as a first resort and where as far as possible, allow bookings of the most cost effective airfares regarding domestic, regional and international travel itineraries.
- c. With regard to international flight arrangements, the airline providing the most cost effective and practical routing options should be used.
- d. The TMC's system should provide three (3) or more comparative pricing quotations for planned travel itineraries from service providers and accordingly recommends the most cost effective and practical routing option to the travelling official for consideration and endorsement.
- e. Airline tickets once issued and where applicable, should include the relevant airline agreement number, as well as the individual loyalty programme number of the travelling official.
- f. Airline tickets should always timeously be confirmed and travel itinerary details provided electronically through the system, either via SMS and/or e-mail to the travelling official.
- g. The TMC when requested to do so, must also assist in finalising chartered flight VIP bookings through existing transversal term contract where applicable as well as sourcing additional services for other chartered flight requirements.
- h. The TMC's are responsible for the tracking, management, re-issue and/or cancellation of unused e-tickets in accordance with the agreement signed between itself and the Department and must also accordingly provide a report pertaining to refund management processes and arrangements to the Department for perusal on a quarterly basis.

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- i. The TMC during each reporting period and where applicable, must provide sufficient proof that all bookings were effected against discounted rates and in accordance with published airfares, accommodation and vehicle rental rates.
- j. The TMC must at all times ensure that travelling officials are always informed of any relevant and breaking travel-related news, and in particular regarding airlines (in relation to, among other, current luggage policies, check-in arrangements, strikes etc.).
- k. The TMC must also ensure where applicable, that requisite arrangements regarding airport lounge access and utilisation, are timeously finalised on behalf of travelling officials of the Department.

**14.3.4 Accommodation:**

- a. The TMC's system must provide price comparisons within the maximum allowable accommodation rate booking matrix in accordance with the contents of the applicable Cost Containment Instruction(s) accordingly issued by the National Treasury.
- b. The TMC must provide at least three (3) accommodation rate quotations from accommodation service providers and subsequent to comparison, utilise the services of the establishment with the most competitive rate within the ambit of the maximum allowable rate and ensure that the preferred accommodation is located in relative close proximity to the meeting venue, office, location or destination of the travelling official.
- c. This process includes the planning, booking, confirmation and amendment of accommodation requirements with any establishment (hotel group, private hotel, guest house or Bed and Breakfast) in accordance with the Department's Travel Policy.
- d. Departmental officials may only stay at establishments who implement rates approved by National Treasury. Should there be no rate agreement in place with the service provider, or the contracted establishment be unable to accommodate the travelling official, the TMC should source suitable alternative accommodation, bearing in mind the requirement of convenience for the travelling official in accordance with acceptable costs, or as stipulated in writing via directives issued from time to time by National Treasury or the Department.
- e. Vouchers provided in respect of accommodation bookings must be issued to all travelling officials of the department and invoiced to the Department as in terms of the relevant and

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formal arrangement. Such invoices must be accompanied and substantiated by a copy of the hotel's original accommodation charges in conjunction with the approval.

- f. The TMC during relevant reporting periods must provide proof, where applicable, substantiating that accommodation rates were booked within the maximum allowable rates in accordance with the requisite and relevant Cost Containment Instruction issued by National Treasury.
- g. The cancellation of accommodation bookings must accordingly be finalised expeditiously in an effort to counter officials not arriving at their destination late and/or prevent belated cancellation fees.

**14.3.5 Car Rental and Shuttle Services:**

- a. The TMC must allow bookings in terms of an approved category vehicle in accordance with the departmental Travel Policy utilising the services of reliable car rental service provider via its closest rental location (airport, hotel and venue) in proximity to the meeting venue.
- b. The TMC should advise travelling officials regarding the best times and locations for the collection and return of rental vehicles accordingly informed by the officials specific travelling requirements.
- c. The TMC must ensure that all relevant information pertaining to the use of rental vehicles during the authorised trip, such as e-toll fees, refuelling costs, key returns, the rental agreements, as well as processes related to vehicle damages and accidents is shared timeously with all travelling officials.
- d. With regard to international travel the TMC may provide alternative terrestrial transportation options to the travelling officials that may include rail and bus transfers.
- e. The TMC must book transfers with legal and/or alternative registered service providers in line with the Department's Travel Policy. Transfers may also include bus and coach services.
- f. The TMC must manage shuttle services provided by legally registered companies on behalf of the Department while at all times ensuring compliance with the requisite minimum standards and assisting the Department in negotiating better rates with these shuttle companies.

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- g. The TMC during each reporting period must provide proof that reasonable rates were accordingly booked, where applicable.
- h. Shuttle companies must provide their rates to the TMC which must also be made available to the Department.

**14.3.6 After Hours and Emergency Services:**

- a. The TMC must have a system to assist travelling officials with any after-hour emergency reservations and/or amended travel plans, a follow up should be made with an official to provide documentation for amendments/emergency reservation.
- b. Ideally, a dedicated consultant must be designated to assist VIP/Executive staff members regarding after-hour or emergency travel itineraries.
- c. After hour services comprise assistance from Monday to Friday after 17h00 to 08h00 and a continuous twenty-four (24) hours service over weekends during Public Holidays.
- d. Therefore a call centre facility- or after-hour contact number of the designated, on-duty, TMC staff member should be made available to all travelling staff in an effort to ensure that unforeseen / unexpected changes to travel plans can be effected and/or unplanned emergency bookings accordingly attended to.
- e. The TMC must adhere to standard operating procedures aimed at the rendering of after-hour and emergency services on Department's behalf. This process should also provide for the unforeseen generation of purchase orders within 24 hours of such requests.

**14.4 COMMUNICATION**

- 14.4.1 The TMC may occasionally be requested to oversee and manage arrangements for the facilitation of travel workshops and training sessions of travel bookers/ travellers.
- 14.4.2 The TMC is obligated to diligently attend to and investigate all enquiries referred by the Department and provide expedite feedback on the status of services provision within the application parameters of the Service Level Agreement.
- 14.4.3 The TMC must ensure clear and effective communication with all stakeholders, while maintaining a smooth and continuous workflow via efficient communication links

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between travelling officials, the travel coordinator and the service providers (airlines, hotels and car rental companies).

**14.5 FINANCIAL MANAGEMENT**

- 14.5.1 The TMC must always revert to and apply the rates or the discounted airfares negotiated by the National Treasury/ Department during consultations with travel service providers, or the maximum allowable rates determined by National Treasury, as and when applicable.
- 14.5.2 The TMC will be responsible for the oversight and management of the Department's service provider accounts including the timeous receipts and payment of invoices presented to the appointed TMC on behalf of the Department.
- 14.5.3 The TMC should in consultation with a delegated Departmental official process payments through a travel lodge card, keeping proof of evidence of what is paid for together with an electronic version of approved travel services.
- 14.5.4 Online transaction fees charged on transactions should be accompanied by evidence with reference numbers to prove that such bookings were made on behalf of the Department.
- 14.5.5 The TMC must endeavour to realise savings regarding the Departments total annual travel expenditure and evidence in support of this objective must be reported as part of the requisite monthly and quarterly TMC performance reviews.
- 14.5.6 The TMC will also be responsible for the reconciliation of all claims which went through against a travel lodge card and submit such to a delegated official at finance.
- 14.5.7 All pre-payments required by service providers i.e. airlines, smaller Bed and Breakfast /Guest Houses, Hotels and Car rental operators etc., must be processed and paid.
- 14.5.8 The fact that the Department will provide a travel lodge/credit card, all invoices submitted by third party suppliers which are valid and not queried should be settled to ensure that there is no service disruption.
- 14.5.9 The TMC will be responsible for the reconciliation of all invoices and supporting documentation prior to submission thereof to the **Department's Financial Directorate** on pre-agreed dates and time periods (e.g. weekly). This includes the attachment of the

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requisite Travel Authorisation, Purchase Order, invoices from service providers and any other supporting documentation in relation to the invoices as reflected in the service provider statement/ claim.

14.5.10 The TMC should immediately report suspected fraudulent transactions which took place through a travel lodge card to delegated officials at the Department.

14.5.11 The TMC must accordingly ensure that all accounts with third party providers are settled timeously. When claiming service fees on transactions and other fees from a travel lodge card as may be applicable the TMC should first submit their claims to Finance for approval as it is not allowed that transaction fees could be debited from a travel lodge card without a concern from delegated Finance Official. At the time of claiming transaction fees, references should be made against each booking made i.e. Approval numbers,(VA26A), third party details, official's details, trip details etc. must be provided.

**14.6 TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING**

14.6.1 The TMC must have the capacity of reconciling all management information related to departmental travel expenses into a single-source document through the utilisation of automated reporting tools.

14.6.2 The TMC should make provision for implementation of an Automated On-line Booking Tool to facilitate bookings with a view to optimise services efficacy and reduction of booking related fees. All costs for implementation of an on-line booking tool should be submitted with a **proposal so that it could be evaluated as part of financial costs, if the system is offered at a COSTS.** Costs breaking down in this regard if applicable should reflect total costs for implementation, licences, modernisation etc.

14.6.3 The TMC must at all times ensure that management information and data inputs are precisely and accurately reflected and accounted for.

14.6.4 The TMC will be required to provide the Department at no cost with a minimum of three (3) standard monthly reports aligned with the National Treasury's Cost Containment Instructions Reporting Template and requirements. This reporting template can be found on: <http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>



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- 14.6.5 The TMC must at all times ensure that reports are accurate and provided to the Department in accordance with its specified requirements and agreed submission time frames. Information must be presented and made available on a transactional level that reflects details including the name of the travelling staff member(s), the travel date(s) and expenditure category (re: air travel, shuttle, accommodation and car rental).
- 14.6.6 The Department may occasionally also request the TMC to provide additional management reports.
- 14.6.7 Reports must be available for circulation in an electronic format such as Microsoft Excel.
- 14.6.8 Service Level Agreement related reports must at all times be accurate and submitted by the due dates and agreed times. Information contained in these reports should include, but are not limited to the following particulars:

i. **Travel:**

- a) The after-hours' report;
- b) A compliments and complaints section;
- c) The consultant's productivity report;
- d) Long-term accommodation and car rental arrangements and particulars;
- e) Revised business travel arrangements which include leisure incentives;
- f) Travel upgrades regarding flights, accommodation and rental vehicles; and
- g) Bookings facilitated beyond the application parameters of the Travel Policy.

ii. **Finance:**

- a) The reconciliation of commissions/rebates or any volume-driven incentives;
- b) A creditor age report;
- c) A synopsis of creditor summary payments;
- d) Details regarding daily invoices;
- e) The travel "no-shows" report;
- f) Reconciled reports for Travel Lodge Card Statement,
- g) The travel cancellations report;
- h) A receipt delivery report;
- i) The monthly Bank Settlement Plan (BSP) report;

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- j) The refund log;
- k) An open voucher report; and
- l) The open age invoice analysis.

14.6.9 The TMC will implement all necessary processes and programmes in ensuring that the data is secure throughout the contract period and that the information cannot be accessed by any unauthorised parties.

#### **14.7 ACCOUNT MANAGEMENT**

14.7.1 A suitable Account Management system should be set in place and maintained by the TMC aimed at responding to the travel needs and requirements of the Department. The TMC accordingly acts as a liaison office for managing all service delivery matters and services identified in terms of the contract.

14.7.2 The TMC must appoint a dedicated **Account or Business Manager** whom is ultimately responsible for the management of the Department's travel and related services account.

14.7.3 The requisite travel management processes and procedures should accordingly be implemented by the TMC, so as to ensure the ongoing provision of good and quality travel management services to the satisfaction of the Department.

14.7.4 An appropriate and effective travel complaint processing and management procedure must be developed and implemented by the TMC in an effort to manage and record all compliments and complaints in relation to the services rendered by the TMC and other service providers.

14.7.5 The TMC must diligently ensure that the Department's Travel Policy is enforced at all times.

14.7.6 The relevant activities of the TMC must be rendered within the application parameters of the SLA and customer satisfaction surveys conducted on an ongoing basis with the aim of measuring and determining the performance levels of the TMC in terms of the SLA.

14.7.7 The TMC is obliged to facilitate occasional information-sharing workshops and training sessions with relevant Directorates (Finance, Supply Chain Management, Travel bookers,

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Travellers etc.) within the Department with a view to keeping these staff components abreast of the services and any changes effected thereto by the TMC.

- 14.7.8 During requisite service provider performance reviews, the TMC is required to submit comprehensive and accurate reports regarding travel related expenditure of the Department via the company's service provision, as well as its performance accordingly assessed within the application parameters of the SLA.

**14.8 VALUE ADDED SERVICES**

The TMC must provide and coordinate the following value added services on behalf of the Department:

- 14.8.1 Detailed information pertaining to domestic, regional and international travel destinations with emphasis on:
- i. Health warnings;
  - ii. Weather forecasts;
  - iii. Places of interest;
  - iv. VISA information / requirements;
  - v. Travel alerts; i.e. strikes;
  - vi. Hotel and restaurant descriptions and locations;
  - vii. Particulars related to anticipated public transportation costs;
  - viii. Particulars in respect of destination airport rules and procedures;
  - ix. The standard business etiquette and decorum required by the country of destination;
  - x. Information pertaining to the relevant airline luggage policies;
  - xi. Relevant Supplier details and updated information as and when apparent; and .The facilitation of an electronic travel voucher retrieval function via websites and/or smart phones.
- 14.8.2 The ongoing provision of updated and amended travel details to travelling officials via a Smart Messaging System;

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- 14.8.3 Intermittent travel notifications and confirmations for the duration of the journey during one destination to another;
- 14.8.4 The finalisation and submission of travel audits;
- 14.8.5 The arrangement and securing of Global Travel Risk Management cover on behalf of travelling officials; and
- 14.8.6 The facilitations and coordination of requisite VIP services for senior departmental staff members including assisted check-in support services.

**14.9 COST MANAGEMENT**

- 14.9.1 The relevant cost containment measures endorsed by National Treasury as well as the Department's Travel Policy provides the basis for engendering a cost savings culture throughout the Department and in particular careful, ongoing planning and monitoring of its annual travel requirements.
- 14.9.2 It is the obligation of the TMC to advise the Department on the most cost effective travel options at all times and costs should be maintained in accordance with National Treasury's cost containment instructions.
- 14.9.3 The TMC will play a pivotal role in providing high quality travel related services designed to maintain a balance between effective travel cost management, flexibility and traveller satisfaction.
- 14.9.4 The TMC should have in-depth knowledge of relevant travel agency/service provider products, aimed at providing the Department with the most favourable travel options and/or alternatives in accordance with the guidelines of its endorsed Travel Policy and at all times, ensuring that travelling officials reach their respective destinations safely, with reasonable comfort, minimal disruption, cost effectively and in time to finalise planned departmental business.

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**14.10 QUARTERLY AND ANNUAL TRAVEL REVIEWS**

14.10.1 The TMC is required to submit quarterly reviews on all departmental travel activities undertaken by officials during the previous three-month reporting cycle. These reviews are usually comprehensive in nature and presented by the TMC to the Department's Supply Chain Management (SCM) and Finance officials as part of the TMC's own performance management and service level evaluation accordingly required in terms of the SLA.

14.10.2 The TMC is also obligated to provide Annual Reviews to the Department's Senior Management.

14.10.3 These Travel Reviews should ideally and without limitation include the following information:

- (i) The reporting requirements in the National Treasury Instruction 3 of 2016/17 (Cost Containment Measures related to Travel and Subsistence) may be used as minimum.
- (ii) Savings on terrestrial travel and air.
- (iii) Savings on accommodation.
- (iv) Savings on car rental and shuttle services.

**14.11 OFFICE MANAGEMENT**

14.11.1 The TMC is required to provide the Department with a skilled and qualified back office support at its premises:

- a. Senior travel Consultant
- b. Junior Consultant
- c. An Operational Travel Manager
- d. A Finance Manager
- e. Support online/automated Systems Administrator.

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**14.12 INTERIM FACILITIES**

14.12.1 For an interim period of two (2) months when an on-site support is provided while preparing for a total off site on-line automated services, the Department will provide the following:

- i. Minimal office space to accommodate travel support staff; (preferably, a senior travel consultant and an Online Systems Administrator;
- ii. Office furniture for two staff members;
- iii. Bathroom facilities;

**Exclusions:**

**NB.** Communication and IT infrastructure comprising of telephones, cabling, trunking unit and cabinet if needed during an interim period, costs will **be carried out by the appointed TMC**); including the operating equipment's such as desktops computers, laptops, printers etc.,

**15 PRICING MODEL**

Prospective Bidders are required to submit an **off-site / online transactional fee model** for implementation during the period of a contract including total costs for implementation, licences etc. of an on-line travel booking tool if is going to be charged.

**Bidders must take note that only off-site transactional fee model would be considered during evaluation which will include costs for implementation of an on-line booking tool if charged.**

The intention of the department by opting for an on-line booking is to cut travel fees relating to administrative costs and make it convenient for travellers to transact their travel needs electronically/ on-line. The Department has noted that **on-site transactional fee services** are more costly as compared to **off-site transactional fee services**. **It is a pricing condition of this bid that a successful bidder/s appointed on the basis of an off-site transactional fee which will include costs for implementation of an online tool will always endeavour to support the Department to take advantage of prevailing opportunities to reduce travel management costs.**

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**N.B. Total costs with breakdown for implementation, licences, modernization of an on-line booking tool must be provided if the system is not offered for free.**

**15.1 TRANSACTION FEES (Refer Annexure A3: Pricing Schedule)**

15.1.1 The transaction fee must comprise a fixed amount per service and is directly linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers.

- (i) Online Off-site option (**Template 1**) **plus costs to implement online tool if not offered for free (at no cost) should be provided for evaluation purposes.**

**15.2 VOLUME DRIVEN INCENTIVES**

15.2.1 It is important for bidding agencies to take cognisance of the following when determining their pricing:

- i. National Treasury has negotiated non-commissionable fares and rates with various airline carriers and other service providers.
- ii. No override commissions earned through departmental reservations will be paid to TMCs.
- iii. An “open book” policy will apply and any commissions earned through the Department’s travel itinerary volumes must be reimbursed back to the department.
- iv. TMCs are obliged to book these negotiated rates or the best fares available, whichever option proves to be the most cost effective for the department.

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## **16 EVALUATION AND SELECTION CRITERIA**

The Department has set minimum standards that bidding agencies need to meet as a precursor to evaluation and selection as the successful TMC. The minimum standards consist of the following criteria:

| <b>Pre-qualification Criteria<br/>(Phase 0)</b>  | <b>Technical Evaluation<br/>Criteria<br/>(Phase 1)</b>  | <b>Price and B-BBEE<br/>Evaluation<br/>(Phase 2)</b>   |
|--|---|--|
| Bidders must submit all documents as outlined in paragraph 16.1 (Table 1) below.<br>Only bidders that comply with <b>ALL</b> these criteria will proceed to Phase 1. | Bidders are required to achieve a minimum of <b>80 points</b> out of 100 points to proceed to Phase 2 (Price and BEE considerations). | Bidders will be evaluated out of 100 points and Phase 2 will only apply to bidders who have met and/or exceeded the threshold of <b>80</b> points. |

### **16.1 Phase 0: Pre-qualification Criteria:**

Without any limitation in respect of the Department's other critical requirements relevant to this Bid, prospective bidding agencies must submit all the documents listed in **Table 1** below. Each document must be completed and signed by the duly authorised representative on behalf of the prospective bidding agency. During this phase bid responses will be evaluated with emphasis placed on documentary compliance with the listed administrative and mandatory bid requirements. A bidding agencies' proposal will be disqualified as a result of non-submission and or completion of the listed documents.

**Table 1: Documents to be submitted for pre-qualification:**

| <b>Document that must be submitted</b> | <b>YES/NO</b> | <b>Non-submission may result in disqualification?</b>    |
|--|---------------|--|
| <b>Invitation to Bid - SBD 1</b>       |               | Complete and sign the attached <i>pro-forma</i> document |



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|---|--|--|
| <b>Tax Status<br/>Tax Clearance<br/>Certificate - SBD 2</b>   |  | <ul style="list-style-type: none"> <li>i. Written confirmation that SARS may on an ongoing basis during the period of the contract disclose the bidding agencies tax compliance status. (Refer Section 4.1.4)</li> <li>ii. Proof of Registration on the Central Supplier Database (Refer Section 4.1.5)</li> <li>iii. Vendor number</li> <li>iv. In the event where the bidding agency submits a hard copy of the Tax Clearance Certificate, the CSD verification outcome will take precedence.<br/><b>Sub-contractors</b> should also comply in this regard.</li> </ul> |
| <b>Declaration of Interest - SBD 4</b>  |  | Complete and sign the attached <i>pro-forma</i> document.<br><b>Sub-contractors</b> should also comply   |
| <b>Preference Point Claim Form - SBD 6.1</b><br><br><b>Sub-contracting arrangement of 30% as a must condition</b> |  | <p>Non-submission will result in a zero (0) score on BBBEE status level.</p> <p>Submission of a sub-contracting of a minimum of 30% of the contract to a bidder having a minimum BBBEE status of Emerging Micro Enterprise or Qualifying Small Enterprises which is at least 51% owned by black people. The sub-contracted company/ies should be involved within the travel industry and must submit signed all SBD forms and comply with tax requirements.</p>  |
| <b>Declaration of Bidding agency's Past Supply Chain Management Practices - SBD 8</b>                             |  | Complete and sign the attached <i>pro-forma</i> document.<br>Applicable to <b>sub-contractors as well</b>  |
| <b>Certificate of Independent Bid Determination - SBD 9</b>   |  | Complete and sign the attached <i>pro-forma</i> document<br>Applicable to <b>sub-contractors as well</b>   |
| <b>Bidding Agency Compliance form for Functional Evaluation</b>   |  | Complete and sign the attached document  |
| <b>Registration on the Central Supplier Database (CSD)</b>  |  | <ul style="list-style-type: none"> <li>i. The Travel Management Company (TMC) and <b>sub-contractors must be registered</b> as a service providers on the Central Supplier Database (CSD). If not registered proceed with completing the company registration prior to submission of the proposal. Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain a vendor number.</li> </ul>   |

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|                                     |  |   |
|-------------------------------------|--|---|
|                                     |  | ii. Submit proof in a form of CSD vendor number/s to DHET for verification of information.  |
| <b>IATA<br/>Licence/Certificate</b> |  | 1. Bidding Companies are required to submit their valid IATA licence/certificate (certified copies) to the Department by the tender closing date.<br>2. Where a bidding company is using a third party IATA licence, proof of an agreement to do so, alongside a certified copy of the certificate must be submitted to the Department by the bidder/s on the closing date. |
| <b>Pricing Schedule</b>             |  | Submit full details of the pricing proposal as per <b>Annexure A3 for an off-site plus costs for implementation of an online tool (if charged) in a separate envelope.</b>  |

Phase 1: Technical Evaluation Criteria = 100 points: All bidding companies are required to fully adhere to the technical evaluation criteria scorecard. Refer to **Annexure A2** for detailed information.

Only Bidding companies that have fully met the Pre-Qualification Criteria in Phase 0 will accordingly be evaluated in Phase 1 for determination of functionality. Functionality will be assessed and evaluated as follows:

#### 16.2 Phase 1: Technical Evaluation Criteria

- i. **Desktop Technical Evaluation** - Bidding companies will be evaluated on an overall score of **80 points** and bidding agencies are required to achieve a minimum threshold score of **70 points** out of 80 points.
- ii. **Presentation, System Demonstration / On-site reference checks** - Bidders will be evaluated on an overall score of **20 points**, and Bidders are required to score a minimum threshold of **10 points** out of 20 points. Both **Desktop Technical** and **System Demonstration Presentation/ On-site reference checks** combined will account for **100 points** and bidders are required to score a minimum score of **80 points**. (Failure to score 80 points will lead to immediate disqualification).

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- iii. The overall combined score must be equal or above **80 points**, for the bidder to proceed to **Phase 2, evaluation** for Price and BBBEE evaluations.

The Department as part of on-site reference checks for allocating points, will at its own discretion choose a site at one of the bidding company's clients for validation of the services rendered. The choice of the site will be at the sole discretion of the Department.

The bidder's information will be scored according to the following point's determination system:

| Functionality  | Maximum Points Achievable | Acceptable Combined Minimum Threshold score |
|--|---------------------------|---|
| <b>A Desktop Technical Evaluation<br/>Details found in Annexure A2 -<br/>Technical Scorecard</b> | <b>80</b>                 | <b>70</b>                                   |
| <b>Presentation &amp; On-site Reference<br/>Checks</b>   | <b>20</b>                 | <b>10</b>                                   |
| <b>OVERALL COMBINED POINTS</b>   | <b>100</b>                | <b>80</b>                                   |

**16.3 Phase 2: Price and B-BBEE Evaluation (90 + 10) = 100 points:**

Only prospective bidding agencies that have attained a minimum of 80 points allocation threshold in phase 1 will subsequently progress for evaluation in phase 2 in relation to pricing options and B-BBEE qualification criteria. Pricing options and B-BBEE qualification will accordingly be evaluated as follows-

In terms of Regulation 6 of the Preferential Procurement Regulations pertaining to the *Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000)*, responsive bids will be adjudicated on the 90/10-preference point system in terms of which points are awarded to bidding agencies on the basis of:

- The bid pricing (maximum 90 points)
- B-BBEE status level of the contributor (maximum 10 points)

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**f. Stage 1 - Price Evaluation (90 Points):**

| Criteria  | Points |
|---|--------|
| Price Evaluation<br>$P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$ | 90     |

The following formula will be applied to calculate the points awarded in relation to pricing and this determination is informed as follows:

**Ps** - Points scored for comparative pricing of the bid submitted for consideration

**Pt** -= Comparative pricing of the bid under consideration

**Pmin** - Comparative pricing of the lowest acceptable bid

**ii. Stage 2 - B-BBEE Evaluation (10 Points):**

**a. B-BBEE Points allocation:**

A maximum of 10 points may be allocated to a bidding agency based on the evaluation of the company's B-BBEE status level of contribution that is determined as follows:

| B-BBEE Status Level of Contributor | Number of Points |
|------------------------------------|------------------|
| 1                                  | 10               |
| 2                                  | 9                |
| 3                                  | 6                |
| 4                                  | 5                |
| 5                                  | 4                |
| 6                                  | 3                |
| 7                                  | 2                |
| 8                                  | 1                |
| Non-compliant contributor          | 0                |

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B-BBEE points are allocated to bidding agencies on receipt of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and
- The relevant B-BBEE Certificate.

**b. Joint Ventures, Consortiums and Trusts:**

A trust, consortium or joint venture, will qualify for points on evaluation of their B-BBEE status level as a legal entity, provided that the entity submits the requisite B-BBEE status level certificate.

A trust, consortium or joint venture will qualify for points on evaluation of their B-BBEE status level as an unincorporated entity, provided that the entity submits their requisite, consolidated B-BBEE scorecard as if they were a group structure and on condition that such a consolidated B-BBEE scorecard is prepared for every separate bid application.

Bidding agencies must submit substantive proof of the existence of joint ventures and/or consortium arrangements. The Department will accept signed agreements as satisfactory proof for the existence of a joint venture and/or consortia arrangement.

Joint venture and/or consortia agreements must clearly set out the roles and responsibilities of the lead partner, alongside the joint venture and/or consortium. The agreement must also clearly identify the lead partner that is accordingly provided with a power of attorney to bind the other co-parties in all matters pertaining to the joint venture and/or consortia arrangement.

**c. Sub-contracting:**

Prospective bidding agencies who wish to qualify for and claim preferential points are obviated to fully comply with regulations 11(8) and 11(9) of the PPPFA Act in so far as it pertains to sub-contracting.

**The following is an extract from the PPPFA Act:**

11(8) "A person must not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for,

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unless the intended sub-contractor is an EME that has the capability and ability and ability to execute the sub-contract”.

11(9) “A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to Emerging Macro Enterprise (EME) that has the capability and ability to execute the sub-contract.”

**iii. Stage 3 (90 + 10 = 100 points):**

The Pricing and B-BBEE points will be consolidated to account for a total of **100 points**. **Take note that only off-site automated/ online transactional fee services plus system implementation costs if charged would be considered during evaluation of price.**

**17. GENERAL CONDITIONS OF CONTRACT**

Any award made to a prospective bidding agency in terms of this TOR is conditional amongst others, upon:

- a. The bidding party accepting the terms and conditions as contained in the General Conditions of Contract as the minimum terms and conditions on which the Department is prepared to enter into a contract with the successful Bidding agency.
- b. The bidding agency submitting the General Conditions of Contract to the Department together with its bid, has ensured that the document has duly been signed by an authorised representative on its behalf.

**18. CONTRACT PRICE ADJUSTMENT**

Contract price adjustments will be done annually on the anniversary of the contract start date. The price adjustment will be based on the Consumer Price Index Headline Inflation.

|                       |                     |
|-----------------------|---------------------|
| STATS SA PO141 (CPI), | Table E - All items |
|-----------------------|---------------------|

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**19. SERVICE LEVEL AGREEMENT**

- a. Subsequent to the Department's decision on awarding the tender the successful bidding agency may be required to sign a Service Level Agreement aimed at regulating the specific terms and conditions applicable to the services required by the Department and as far as possible.
- b. The Department reserves the right to revise and amend any part of the proposed Service Level Indicators during the course of contract with a bidder.
- c. The Department reserves the right to accept or reject additional service proposals, proposed by a successful bidding agency.
- d. Bidders are requested to :
  - Comment on draft service level indicators and where necessary, make proposals to the indicators;
  - Explain each comment and /or amend; and
  - Use an easily identifiable colour font for changes;
- e. N.B. The Department reserves the right to accept or reject any or all additions proposed by a bidder if such additions are not unacceptable or pose a risk to the organisation.

**20. SPECIAL CONDITIONS OF THIS BID**

The Department reserves the right to:

- 20.1 Award this tender to any bidding agency that did not score the highest (cumulative total) number of points and only in accordance with section 2(1)(f) of the PPPFA (Act 5 of 2000);
- 20.2 Negotiate with one or more preferred bidding agencies identified in the evaluation process, regarding any terms and conditions, including pricing without offering the same opportunity to any other bidder(s) who had not been awarded the status of a preferred bidder;
- 20.3 Accept any part of a tender in lieu of the whole tender;

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- 20.4 Carry out at its discretion, site inspections, product evaluations or facilitate explanatory meetings in order to verify the nature and quality of the services offered by the potential bidding agencies, either before, during or subsequent to adjudication of the Bid;
- 20.5 Correct mistakes during any stage of the tender evaluation process which may already have been apparent in the bid documents or subsequently occurred during any stage of the tender evaluation process;
- 20.6 At any stage during the evaluation of bids, cancel and/or terminate the tender process, even subsequent to the tender closing date and/or after presentations by selected bidding agencies have been made, and/or after tenders have been evaluated and/or after the preferred bidding agencies have as such been notified of their status.
- 20.7 Award the tender to multiple bidding agencies based either on size or geographic considerations;
- 20.8 Appointed bidder/s to provide the Department with login to their main travel booking systems for purpose of benchmarking prices for use by departmental officials.

**21. THE DEPARTMENT REQUIRES BIDDER(S) TO DECLARE**

Bidding agencies as part of their respective technical responses, are required to declare the following and confirm that they will:

- a. At all times for the duration of the tender, act honestly, fairly and with due skill, care and diligence in the best interest of the Department;
- b. Manage, effectively utilise and apply the resources, procedures and appropriate technological systems to ensure the proper performance of the services for the duration of the tender;
- c. Act with circumspection and treat the Department fairly in all situations where conflicting interests may become apparent;
- d. Comply with all applicable statutory or common law requirements related to the conduct of its business;



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- e. Make adequate disclosures regarding relevant and material information, including the disclosure of actual or potential interests the company may acquire, in relation to its dealings with the Department;
- f. Avoid any form or instance of fraudulent and misleading advertising, canvassing and marketing for the duration of the tender;
- g. Conduct business activities transparently and consistently uphold the interests and needs of the Department as a client, before any other consideration; and
- h. Ensure that for the duration of the contract and beyond no information acquired from the Department will be utilised and/or disclosed to any third party/ies unless a written consent from a delegated official of the Department has been obtained to do so.

**22. CONFLICT OF INTEREST, CORRUPTION AND FRAUD**

22.1 The Department reserves the right to disqualify any potential bidding agency who either itself, or through any of its members (save for such members who hold a minority interest in the bidding agency through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of the Department or any other Department organ or entity and whether from the Republic of South Africa or otherwise ("Department "):

- a. Engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- b. Seeks any assistance, other than assistance officially provided by a Department , from any employee, advisor or other representative of a Department in order to obtain any unlawful advantage in relation to the procurement or services provided or to be provided to the Department;

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- c. Makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of the Department's officers, directors, employees, advisors or other representatives;
- d. Makes or offers any gift, gratuity, anything of any value or other inducement, to any Departmental officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Department ;
- e. Accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Department;
- f. Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the awarding of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to the Department ;
- g. Has in the past engaged in any matter referred to above; or
- h. Has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such a bidding agency, member or director's name(s) not specifically appearing on the List of Tender Defaulters kept at National Treasury.

**23. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT**

- 23.1 The bidding agency should note that the terms of its tender will be incorporated in the proposed contract by reference and that the Department relies upon the bidder's tender as a material representation in making an award to a successful bidding agency and in concluding an agreement with said bidding agency.
- 23.2 It follows therefore that misrepresentations in a tender may give rise to service termination and a claim by the Department against the bidder notwithstanding the conclusion of the Service Level Agreement between the Department and the bidding agency for the provision of the service(s) in question. In the event of a conflict between

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the bidder's proposal and the Service Level Agreement concluded between the parties, the contents of the Service Level Agreement will prevail.

**24. PREPARATION COSTS**

The Bidding agency will bear all its costs in preparing, submitting and presenting any response or tender to this bid and all other costs incurred by it throughout the bidding process. Furthermore, no statement in this bid will be construed as placing the Department, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their responses to this bid.

**25. INDEMNITY**

If a bidder breaches the conditions of this bid and as a result of that breach, the Department incurs costs or damages (including, without limitation, the cost(s) of any investigations, procedural impairment, repetition of all- or any part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), the bidding agency then indemnifies and holds the Department harmless from any and all such costs which the Department may incur and for any damages or losses the Department may suffer.

**26. PRECEDENCE**

This document will prevail over any information provided during any stage whether oral, electronically or written, unless such written information provided, expressly amends this document by reference.

**27. LIMITATION OF LIABILITY**

A bidding agency participates in this bid process entirely at its own risk and cost. The Department shall not be liable to compensate a bidder on any grounds whatsoever, for any costs incurred or any damages suffered as a result of the Bidder's participation in this bidding process.

**28. TAX COMPLIANCE**

No tender shall be awarded to any bidding agency which is not tax compliant. The Department reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidding agency in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to the Department, or whose verification against the Central Supplier Database (CSD) proves non-compliant. The Department further reserves the right to cancel a contract with a successful bidder in the event that such a bidding agency does not remain tax compliant for the full term of the contract.

**29. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS**

No tender shall be awarded to a bidding agency whose name (or any of its members, directors, partners or trustees) appears on the Register of Tender Defaulters maintained by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. The Department reserves the right to withdraw an award, or cancel a contract concluded with a Bidding agency should it be established, at any time, that a bidder has been blacklisted with National Treasury by another organ of state.

**30. GOVERNING LAW**

South African law will in its full extent govern the Application parameters of this bid and the bid response process. The bidding agency agrees to submit to the exclusive jurisdiction of the South African court system in any dispute of any kind that may arise out of- or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

**31. RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL**

A bidding agency is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel

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of its sub-contractors comply with all terms and conditions of this bid. In the event that the Department allows a bidding agency to make use of sub-contractors, the actions and activities of such sub-contractors will at all times remain the responsibility of the bidding agency and the Department will not under any circumstances, be liable for any losses or damages incurred by or caused by such sub-contractors.

### **32. CONFIDENTIALITY**

Except as may be required by the operation of law, by a court or by any regulatory authority having appropriate jurisdiction, no information contained in- or relating to this bid or a bidding agency's tender(s) will be disclosed by any bidder or other person not officially involved with the Department's examination and evaluation of a tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronically, or by way of photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a tender. This bid and any other documents supplied by the Department remain proprietary to the Department and must be promptly returned to the Department upon request, together with all copies, electronic versions, excerpts or summaries thereof or work as a consequence derived there from.

Throughout this bid process and thereafter, bidding agencies must secure the Department's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

### **33. PROPRIETARY INFORMATION OF THE DEPARTMENT**

Bidding agencies will declare in their respective bid cover letters that they did not have access to any departmental proprietary information, or any other matter that may have unfairly placed that bidding agency in a preferential position in relation to any of the other bidder(s).

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**34. AVAILABILITY OF FUNDS**

Should funds no longer be available to pay for the execution of the responsibilities of this bid the Department may terminate the agreement at its own discretion or temporarily suspend all or any part of the services by notice to the successful bidder who shall immediately make the requisite arrangements to cease the performance of the services and minimise any further expenditure, provided that the successful bidding agency shall thereupon be entitled to payment in full for the services delivered, up to the date of service cancellation or suspension.