state
diamond
trader
REPUBLIC OF SOUTH AFRICA

RFP 04/2021

PROVISION OF TRAVEL MANAGEMENT AND RELATED SERVCES SERVICES FOR A PERIOD OF THREE (3) YEARS

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1. Introduction to State Diamond Trader

The State Diamond Trader is a state-owned entity established in terms of section 14 of the diamonds Act, 56 of 1986 as amended ("the act"). It is classified as a schedule 3B entity of the Public Finance Management Act. The vision of the state diamond trader is to be the catalyst for the transformation and growth of the local diamond beneficiation industry. Aligned with this vision, the entity has as one of its strategic objectives is to ensure acquisition of and equitable access to rough diamonds, with a focus on historically disadvantaged groups.

The State Diamond Trader invites certain qualified bidders to submit tenders and proposals in accordance with the rules set out in this RFP for the provision of the:

- travel management and related services for a period of three (3) years

A submission of a tender by you in response to this Invitation will be deemed as your acceptance of the State Diamond Trader terms and conditions of this tender.

2. Structure of the RFP

No	Description of the document content	Document Name
1.	Documents outlining the RFP background, conditions and instructions.	Main RFP
2.	Document outlines the business requirements, technical competency requirements and any other information related to the tender requirement.	Technical specification
3.	Documents required (Standard Bidding Documents) as per National Treasury for all competitive bidding process and must be returned with bid submission.	SBD Documents Central Supplier Database (CSD Report)
4.	The proposed agreement under which SDT wishes to contract the services.	Draft service level agreement
5.	Response templates. Templates that are required to form part of the Bidder's Tender response.	Pricing Schedule

3. Key Timelines & Activities

The table below highlights all the important dates and times for this bid from the time of bid publication until closing date for submission.

No	Activity	Date & Time
1	Bid Publication on National Treasury's eTender website, SDT website and other applicable media	17 September 2021
2	Non-compulsory Bidders briefing session	23 September 2021 Briefing sessions will be held virtually on Microsoft Teams.
3	Bidders to submit written questions	17 September - 06 October 2021
5	Tenders due ("Closing Date and time")	08 October 2021 at 11:00am

Details of a non-compulsory briefing:

Date : 23 September 2021
Time :10h30- 12h30
Microsoft Teams Link : https://teams.microsoft.com/l/meetup-join/19%3ameeting_OGQ2YTI0YWQtYjIzMS00YzM3LWI2NWItZjFiNTFhMTU0ZDk0%40thread.v2/0?context=%7b%22Tid%22%3a%22eff61392-3185-41c3-90cd-8737ebd2df97%22%2c%22Oid%22%3a%2276021d2c-2ea4-4a08-83ee-f65f092c1223%22%7d

4. Instructions to Bidders

4.1 General Instructions

This document constitutes a Request for Proposal (RFP) which details State Diamond Trader's requirements for service provider for the provision of travel management and related services for a period of three (3) years. All bidders must comply with the requirements and instructions as set out in the RFP.

Bidders must ensure that information and documentation supplied can be easily understood and thus, evaluated in a fair and consistent manner. All pricing information must be fully disclosed with all charges clearly defined.

4.2 Objectives

State Diamond Trader's primary objective in issuing this RFP is to conclude one service agreement with successful bidder for Travel Management and Related Services. The service category for the travel includes air travel- domestic, air travel – regional and international, car rental domestic, car rental regional and international, shuttle services – domestic and international, accommodation- domestic, regional and international, transfers – domestic, regional and international, train – international, conference/events, after hours services and insurance.

4.3 Scope of Work

4.3.1 Booking Services

4.3.1.1 Reservation

a) All bookings will be expected to comply with the SDT travel policy, National Treasury cost containment measures and the agreed Service Level Agreement (SLA).
b) All bookings must be made through preferred suppliers unless additional suppliers are required to be sourced in the specific area in which case the bidder will recommend or source suitable suppliers.
c) Three (3) quotes must be obtained for all travel requests.
d) The bidder must have an in-depth understanding of all destination points and advise the travellers accordingly of proposed routes for all travel should the need arise. The successful bidder must be in a position to offer advice and alternative plans for consideration to the traveller(s) covering the accommodation, air travel, car hire as well as anything else related to the proposed travel.
e) Arrange and process changes to bookings.
f) Unless otherwise stated, all cases include domestic, regional and international travel bookings.
g) The bidder must submit all necessary travel documents to traveller immediately once issued.

4.3.2 Air Travel

a) The bidder must be able to book low-cost carriers
b) Only IATA accredited airlines must be used.
c) Airline tickets must include the applicable airline agreement number, as well as the individual loyalty programme number of the traveller.
d) Book airline tickets:
    - A minimum of three (3) quotes must be obtained for all travel requests. Where three (3) quotes cannot be obtained approval must be sought from SDT.
    - The airline which provides the most cost-effective pricing or the lowest logical fare routing must be proposed to SDT at all times.
    - Airline tickets and other travel documents must be delivered electronically to the travellers as soon as it has been issued.
    - The bidder must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustment for any changes in flight, schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
    - The bidder will be responsible for tracking and managing unused tickets.
    - The bidder must provide monthly reports reflecting discounts on specific fares and tax invoice affected.

4.3.3 Accommodation

a) All accommodation bookings must be made with an establishment that is located as close as possible to the venue or office or location or destination of the traveller. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or bed & breakfast).
b) Bidder will source suitable accommodation bearing in mind the safety and accessibility for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by SDT.
c) Accommodation vouchers must be issued to all SDT travellers for accommodation bookings and must be invoiced to SDT monthly. Such invoices must be supported by a copy of the original accommodation charges.

4.3.4 Car Hire and Shuttle Services

a) The bidder will book approved category vehicle in accordance with the SDT Travel Policy
b) The bidder will book transfers in line with SDT Travel Policy. Transfers can include bus and coach services.

4.3.5 After Hours and Emergency Services

The bidder must provide contact details and procedure for after-hours services.

4.4 Term of Contract

The contract shall before a duration of three (3) years.

4.5 Bid Validity

Bid must be valid for a minimum period of 180 days from the closing date of the tender.

4.6 Submission of Proposal

Bid documents will only be considered if received on or before the Closing Date and Time, regardless of the method used to send or deliver such documents to State Diamond Trader. Bids can be hand delivered or posted using the addresses below.

Physical Address and Postal Address:

Jewellery Manufacturing Precinct, Superblock Building
OR Tambo International Airport Special Economic Zone (ORTIA SEZ PRECINCT 1)
Bonaero Drive, ACSA Precinct
Bonaero Park
1619

Late tenders will not be accepted.

Bidders must submit four (4) copies, one original of the proposal and a soft copy, in sealed envelopes and clearly marked "Request for Proposal for Travel Management Services for a period of three (3) years". The price responses and BEE response must be submitted in a sealed file or envelope separate from Technical Response file.

4.7 Enquires

SCM Enquires: Supply Chain Management Officer
Email: quotation@statedimaondtrader.gov.za
Contact Number: 010 003 0310

5. Bid Qualification

5.1 A Bidder must be a South African entity (Company, Close Corporation, Sole Proprietor or individual) or have a local branch in South Africa.

5.2 The Bidder must be fully tax compliant. As an organ of state, State Diamond Trader cannot conduct business with a company whose tax matters are not in order as declared by SARS.

5.3 Bidders who wish to render services to State Diamond Trader must be on or will register on the National Treasury Central Supplier Database (CSD) as per National Treasury Circular No.3 of 2015/6- Central Supplier Database.

5.4 State Diamond Trader will disqualify a bidder/s who engages in the following:

5.4.1 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 RFP;

5.4.2 Seeks any assistance, other than assistance officially provided by a government entity, from any employee, advisor or other representative of a government entity in order to obtain any unlawful advantage in relation to procurement or services to be provided to a government entity;

5.4.3 Makes or offers any gift, gratuity, anything of value other inducement, whether lawful or unlawful, to any of SDT official or other representatives;

5.4.4 Accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to the procurement or service to be provided to the entity;

5.4.5 Pays or agrees to pay to any person any fee, commission, percentage, brokage fee, gift or any other consideration, that is contingent upon or result from the award of any tender, contract, right or entitlement which is in any way related to services to be rendered to the entity;

5.4.6 whose Tender contains a negligent misrepresentation which is materially incorrect or misleading

5.4.7 who materially fails to comply with any conditions or requirements of this RFP;

6. Bid Evaluation Process

After the closing date of the bid invitation, all received bid proposals will be evaluated for compliance and selection. The following evaluation method will be used to evaluate bids.

6.1 Gate 0 - Administration Evaluation

Bidders must submit the following administrative standard bidding documents (SBDs) fully completed and signed.

- SBD 1 Invitation to Bid
- SBD 4 - Declaration of Interest
- SBD 6.1 - Preferential Point Claim Form – **Non-submission will result into a zero score on B-BBEE points.**
- SBD 8 - Declaration of Bidder's Past Supply Chain Management Practices
- SBD 9 - Certificate of Independent Bid Determination
- CSD - Central Supplier Database Report

6.2 Gate 1 – Mandatory Evaluation

Failure to meet the requirements stated on the table below will result into instant disqualification.

No.	Mandatory Requirement	Document to be submitted as proof of evidence
1.	Minimum B-BBEE status level 2	Submit a valid B-BBEE Status Level Verification Certificate or sworn affidavit (whichever applicable according to SBD 6.1) with a minimum B-BBEE status level 2. Failure to submit a valid B-BBEE certificate or sworn affidavit with the required minimum B-BBEE status will result in disqualification.

6.3 Gate 2 – Functionality Evaluation

Only bidders that have met mandatory requirements in Gate 1 will be evaluated in Gate 2 for Functionality. In the technical analysis criteria, bidders will need to attain a minimum **70** points of out of 100 points to proceed to the next stage, i.e., Price and B-BBEE evaluation.

No.	Criteria	Measure of Criteria	Weight
1.	Company Experience – Company Profile	The bidder must have a minimum of three (3) years where they have successfully facilitated and managed travel service of an entity. The bidder must have established relations with international travel companies or agents and the company profile must highlight that relationship. A company profile that does not highlight this relationship will not be evaluated. • Less than 3 years - 0 • 3 years – 15 points • 4-5 years – 20 points • 6-7 years – 25 points • Above 7 years – 30 points	30
2	Company Experience - Reference Letters	Provide the testimonials/ reference letters from three (3) contactable existing/recent clients (within past 3 years) whom you have provided travel management services. The reference letter must include the following: **Name of company** **Contact details** **Description of goods insured/Type of insurance provided** **Duration of contract** **10 points for each letter** SDT reverses a right to contact provided references to confirm information provided.	30
3	Account Manager Experience	Provide a CV of an Account Manager that will be allocated to the project. The CV must provide details of the Account Manager experience in travel management services. • 5 years – 10 points • Above 5 years – 15 points	15

4	Booking System	Describe the proposed booking system Online Booking Tool (OBT) that will be used in this project. Describe how SDT's data privacy interests will be safeguarded. • Submission of an online booking system and data protection – 10 points • Non-submission – 0	10
	Valid IATA Accreditation AND Valid ASATA Membership	SDT will verify the validity of accreditation/membership of each bidder with the respective accreditation bodies. Bidders must submit proof of a valid accreditation /membership for IATA and ASATA in either one of the following format: • Certificate; or • Accreditation/Membership number and professional body on letter head of the bidding entity	15
Total			**100**

6.4 Gate 3 – Price and B-BBEE Evaluation

In the third stage of the evaluation, Tenders that passed the prescribed technical threshold will be evaluated in terms of the 80/20 preference points system under section 2 of the Preferential Procurement Policy Framework Act, 2000, read with the Preferential Procurement Regulations, 2011.

Criterion	Points
Price	80
B-BBBEE	20
Total	100

Stage 1 – Price Evaluation

Criterion	Points
$Ps = 80\left(1 - \frac{Pt - Pmin}{Pmin}\right)$	80

Where

Ps = Points scored for price of bid under consideration

Pt = Rand value of bid under consideration

Pmin = Rand value of lowest acceptable bid

Stage 2 – B-BBEE Evaluation

Criterion	Points
BEE Certificate or Sworn Affidavit and/or submission of SBD 6.1	20

7. Reservation of Rights

SDT reserves a right:

7.1 make no award

7.2 withdraw, suspend or cancel this RFP or the RFP process at any time and without providing reasons;

7.3 not provide reasons for its rejection or the failure of any Bidder or Tender, save on application and in terms of applicable legislation;

7.4 change any of its requirements as set out in this RFP by giving Bidders reasonable notice;

7.5 mend, vary, or supplement any of the information, terms or requirements contained in this RFP, any information or requirements delivered pursuant to this RFP, or the structure of the RFP process;

7.6 provide further information in respect of, and modify the provisions of, this RFP at any time prior to the Closing Date by notice to all prospective Bidders;

7.7 conduct site visits and/or perform audits whenever SDT deems it prudent to do so;

7.8 undertake further checks on Bidders, which may include information on public record or in the public domain, information contained in internal SDT records or information received from other government institutions;

7.9 no longer consider a Bidder's Tender where adverse information about the Bidder or its Tender submission has come to the attention of SDT, provided that such Bidder is informed accordingly and invited to comment;

7.10 to award a Tender based on which Bidder is offering the best value for money, even if such Tender is not the lowest priced tender;

8. RFP not Offer

This RFP does not constitute an offer to do business with State Diamond Trader, but merely serves as an invitation to Bidders to facilitate a requirements-based decision process.

Nothing in this RFP or any other communication made between State Diamond Trader (including its officers, directors, employees, advisers and representatives) is a representation that State Diamond Trader will offer, award or enter into a contract with the Bidder.

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this RFP and all other costs incurred by it throughout the RFP process.

9. Organisation of Bid Response

File 1	**Section 1** • Standard Bidding Documents • CSD Report **Section 2** • B-BBEE Certificate • Reference Letters • Company Profile • Account Manager CV • Documentation relating to System to be used
File 2	**Section 1** • Pricing Proposal **Section 2** • B-BBEE Certificate or Sworn Affidavit