

**Appointment of Travel Management Companies  
To Provide Travel Management Services to the dtic for a period of 36 months**

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**ANNEXURE A1**



**TERMS OF REFERENCE**

**REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF THREE TRAVEL AGENCIES TO FACILITATE, MANAGE AND MAINTAIN the dtic's TRAVEL AND ACCOMMODATION REQUIREMENTS FOR A PERIOD OF 36 MONTHS.**

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## 1. INTRODUCTION

- 1.1 The Department of Trade, Industry and Competition (**the dtic**) strives to create a dynamic industrial, globally competitive South African economy, characterised by inclusive growth and development, decent employment and equity, built on the full potential of all citizens.
- The Department of Trade, Industry and Competition (**the dtic**) aims to promote structural transformation, towards a dynamic industrial and globally competitive economy, provide a predictable, competitive, equitable and socially responsible environment, conducive to investment, trade and enterprise development, broaden participation in the economy to strengthen economic development and continually improve the skills and capabilities of **the dtic** to effectively deliver on its mandate and respond to the needs of South Africa's economic citizens.
- 1.2. **the dtic** intends to carry out a procurement exercise to solicit proposals from experienced and professional travel agencies for the provision of travel and related services.
- 1.3. **the dtic** requires service providers to provide travel services for it as employees and non-employees travel extensively locally and internationally. Travel arrangements will consist of air travel, accommodation, airport transfers, shuttle services and car rentals through the appointed service provider.
- 1.4 **the dtic** does not guarantee exclusive procurement from the Travel Agent/s nor any minimum order or quantity of services or an equal distribution of procurement.

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

The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of travel management services to **the dtic**.

This bid document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by **the dtic** for the provision of travel management services to **the dtic**.

This bid does not constitute an offer to do business with **the dtic**, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision 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 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays

**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 organ of state, Department or Public Entity that 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 original 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 to which all expenditure is charged.

**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 organizational structure, policies, procedures, processes and resources needed to implement quality management.

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

**Service Level Agreement (SLA)** is a contract between the TMC and Government that defines the level of service expected from the TMC.

**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 provides travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include visa fees and courier fees.

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

**Traveller** refers to **the dtic** Government official, ministry, non-employee or EMIA client travelling on official business on behalf of **the dtic**.

**Travel Authorisation** is the official form utilised by **the dtic** reflecting the detail and order number of the trip that is approved by the relevant authorising official.

**Travel Booker** is the person coordinating travel reservations with the Travel Management Company (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 Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.

**Value Added Services** are services that enhance or complement 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 to selected employees of Government by a dedicated consultant to ensure a seamless travel experience.

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

##### **4.1 Tax Legislation**

4.1.1 Bidder(s) must be compliant when submitting a proposal to **the dtic** and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to 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 be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 4.1.3 The Tax Compliance status requirements are also applicable to foreign bidders/ individuals who wish to submit bids.
- 4.1.4 Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

#### 4.2 Procurement Legislation

**the dtic** has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated 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).

#### 4.3 Technical Legislation and/or Standards

Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services.

### 5. CONTACT AND COMMUNICATION

- 5.1 A nominated official of the bidder(s) can make enquiries in writing, to **YVETTE CRONJE** via email [Ycronje@thedtic.gov.za](mailto:Ycronje@thedtic.gov.za) . Bidder(s) must reduce all telephonic enquiries to writing and send to the above email address.
- 5.2 The delegated office of **the dtic** may communicate with Bidder(s) where clarity is sought in the bid proposal.
- 5.3 Any communication to an official or a person acting in an advisory capacity for **the dtic** in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 5.4 All communication between the Bidder(s) and **the dtic** must be done in writing.
- 5.5 Whilst all due care has been taken in connection with the preparation of this bid, **the dtic** makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate,

current or complete. **the dtic**, and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current or complete.

- 5.6 If Bidder(s) find or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by **the dtic** (other than minor clerical matters), the Bidder(s) must promptly notify **the dtic** in writing of such discrepancy, ambiguity, error or inconsistency in order to afford **the dtic** an opportunity to consider what corrective action is necessary (if any).
- 5.7 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by **the dtic** will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 5.8 All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid or the Tendering process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

## **6. LATE BIDS**

Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the Bidder(s).

## **7. COUNTER CONDITIONS**

Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

## **8. FRONTING**

- 8.1 Government supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.
- 8.2 The Government, 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



to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade, Industry and Competition, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may 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 dtic** may have against the Bidder / contractor concerned.

## 9. SUPPLIER DUE DILIGENCE

**the dtic** reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

## 10. SUBMISSION OF PROPOSALS

- 10.1 Bid documents may either be posted to **Department of Trade, Industry and Competition, Private Bag X 84, Pretoria 0001** (preferably registered mail) OR placed in the tender box OR couriered to the aforesaid address on or before the closing date and time.
- 10.2 Bid documents will only be considered if received by **the dtic** before the closing date and time, regardless of the method used to send or deliver such documents to **the dtic**.
- 10.3 The bidder(s) are required to submit two (2) copies of each file one (1) original and one (1) duplicate with content of each file by the closing date and time as stipulated on the attached SBD 1 form. Each file must be marked correctly and sealed separately for ease of reference during the evaluation process. Furthermore, the file must be labelled and submitted in the following format:

FILE 1 (TECHNICAL FILE)	FILE 2 (PRICE & BBBEE)
<b>Exhibit 1:</b> Pre-qualification documents <i>(Refer to Section 14.1 - Gate 0: Pre-qualification Criteria (Table 1))</i>	<b>Exhibit 1:</b> Pricing Schedule <i>(Refer to Section 13–Pricing Model and Annexure A3 – Pricing Submission)</i>
<b>Exhibit 2:</b> <ul style="list-style-type: none"> <li>• Technical Responses and Bidder Compliance Checklist for Technical Evaluation</li> </ul>	

<ul style="list-style-type: none"> <li>Supporting documents for technical responses. (Refer to Section 14.2 - Gate 1: Technical Evaluation Criteria and Annexure A2 – Desktop Evaluation Technical Scorecard and Compliance Checklist)</li> </ul>	
Exhibit 3: <ul style="list-style-type: none"> <li>General Conditions of Contract (GCC)</li> <li>Draft Service Level Agreement (Refer to Section 17–Service Level Agreement)</li> </ul>	
Exhibit 4: <ul style="list-style-type: none"> <li>Company Profile</li> <li>Any other supplementary information</li> </ul>	

10.4 Bidders are requested to initial each page of the tender document on the top right hand corner.

## 11. DURATION OF THE CONTRACT

The successful bidder will be appointed for a period of 36 (thirty-six) months with an option to renew in **the dtic's** sole discretion for an additional 36 (thirty-six) months on the same terms and conditions unless the parties agree otherwise. The renewal of the contract will be at intervals of 12 (twelve) months each.

## 12. SCOPE OF WORK

### 12.1 Background

**the dtic** endeavour to appoint three (3) TMC's to manage the travel requisition and travel expense processes for **the dtic** employees; non **dtic** employees and EMIA customers within the travel management lifecycle. The travel requisition process is currently a semi-automated process (Please see Annexure A6 for detailed explanation of process). The travel requisition for **dtic** employees and non-employees is manually captured on forms that go through a manual authorisation / approval process and are then forwarded to **the dtic** travel co-ordinator. **the dtic** travel co-ordinator captures the requisition which goes through an approval workflow process and then through to the travel management company for travel booking. For the detailed process for EMIA requirements please refer to Annexure A7 attached.

**the dtic's** primary objective in issuing this bid is to enter into agreement with three (3) successful bidders who will achieve the following:

- a) Provide **the dtic** with travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service levels;
- b) Achieve significant cost savings for **the dtic** without any degradation in the services;
- c) Appropriately contain **the dtic's** risk and traveller risk.

## 12.2 EMIA Scheme

12.2.1 The Export Marketing and Investment Assistance (EMIA) Scheme provides partial compensation to exporters for certain costs incurred in respect of activities directed at developing export markets for South African products and to recruit new foreign direct investment into South Africa.

- National Pavilions
- Outward Selling Trade Missions
- Outward Investment Recruitment Missions
- Inward Investment Missions
- Inward Buying Missions
- Investment and Trade Initiatives

12.2.2 The following Group EMIA offerings are available:

- National Pavilions
- Outward Selling Trade Missions
- Outward Investment Recruitment Missions
- Inward Investment Missions
- Inward Buying Missions
- Investment and Trade Initiatives

12.2.3 **the dtic** provides financial assistance to companies approved to participate in Group Missions and National Pavilions in which official South African exhibitions/ trade fairs are organized in various venues around the world. The assistance provided for the companies includes air tickets, ground transport and accommodation. The travel assistance financed under the different EMIA offerings, are as follows:

## **EMIA GROUP OFFERINGS:**

### **NATIONAL PAVILIONS:**

<b>Economy Class return airfare</b> <ul style="list-style-type: none"><li>○ HDI 's &amp; SMME's only</li><li>○ <b>the dtic makes the provisional arrangements and bears the costs.</b></li></ul>	100% to up a maximum of R17,000.00
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### **OUTWARD INVESTMENT RECRUITMENT MISSIONS / OUTWARD SELLING TRADE MISSIONS AND INVESTMENT & TRADE INITIATIVES:**

<b>Economy Class return airfare</b> <ul style="list-style-type: none"><li>○ HDI's &amp; SMME's</li><li>○ Other</li></ul>	100% up to a maximum of R17,000.00 50% up to a maximum of R8,500.00
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### **INWARD INVESTMENT MISSIONS /INWARD BUYING MISSIONS**

<b>Economy Class return airfare</b> <ul style="list-style-type: none"><li>○ <b>the dtic makes the provisional arrangements and bears the costs.</b></li><li>○ Accommodation</li><li>○ Ground transport</li></ul>	100%  R3,000-00 per person per night  <b>the dtic bears the cost</b>
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12.2.4 The appointed travel agencies will be responsible for providing travel management services on behalf of **the dtic** to all approved EMIA Group offerings customers.

12.2.5 The table below details the number of transactions for the FY **2019/2020** for travel by the **dtic** employees / non-employees and EMIA customers as follows:

<b>Service Category</b>	<b>Estimated Number of Transactions per annum for both the dtic and EMIA</b>	
	<b>the dtic</b>	<b>EMIA</b>
Air travel - Domestic	6800	2000
Air Travel - Regional & International	2200	6200
Car Rental - Domestic	4200	1000
Car Rental - Regional & International		
Shuttle Services - Domestic	4000	1000
Accommodation - Domestic	5300	1000



<b>Service Category</b>	<b>Estimated Number of Transactions per annum for both the dtic and EMIA</b>	
	<b>the dtic</b>	<b>EMIA</b>
Accommodation - Regional & International	0	150
Transfers - Domestic	2933	300
Transfers - Regional & International	0	1300
Bus/Coach bookings	0	0
Train - Regional & International	0	0
Conferences/Events	0	4
After Hours	0	10
Parking	0	0
Insurance	0	0
Forex	0	0
<b>GRAND TOTAL</b>	<b>22500</b>	<b>11200</b>

**Note:** These figures are projections based on the current trends and they may change during the tenure of the contract. The figures are meant for illustration purposes only, to assist the bidders to prepare their proposal.

### **12.3 Service Requirements**

#### **12.3.1 General**

The successful bidders will be required to provide travel management services. Deliverables under this section include without limitation, the following:

- a. The travel services will be provided to all Travellers travelling on behalf of **the dtic**, locally and internationally. This will include employees, non-employees and EMIA customers where the agreement is that **the dtic** is responsible for the arrangement and cost of travel.
- b. Provide travel management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services as stipulated in paragraph **12.3.6**.
- c. Familiarisation with current **the dtic** travel business processes.
- d. Familiarisation with current travel suppliers and negotiated agreements that are in place between **the dtic** and third parties. Assist with further negotiations for better deals with travel service providers.
- e. Familiarisation with current **the dtic** Travel Policy and implementations of controls to ensure compliance.

- f. Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.
- g. Provide a facility for **the dtic** to update their travellers' profiles.
- h. Manage the third party service providers by addressing service failures and complaints against these service providers.
- i. Consolidate all invoices from travel suppliers.
- j. Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- k. Provide the reference letters from at least three (3) contactable existing/recent clients (within past 3 years) which are of a similar size to **the dtic**.
- l. It will be an added advantage if the bidder is a member of ASATA (Association of South African Travel Agents). **Proof of such membership must be submitted with the bid at closing date and time in order to be considered during evaluation.**

#### 12.3.2 Reservations

The Travel Management Company will:

- a. Receive travel requests from travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium. The TMC will be liable for payment of any unauthorised bookings.
- b. always endeavour to make the most cost effective travel arrangements based on the request from the traveller and/or travel booker.
- c. apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
- d. obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- e. book the negotiated discounted fares and rates where possible.
- f. must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments 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.
- g. book parking facilities at the airports where required for the duration of the travel.
  - h. respond timely and process all queries, requests, changes and cancellations timeously and accurately.
  - i. must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.).
  - j. must issue all necessary travel documents, itineraries (which includes flight number and seat assignment, confirmed upgrades if applicable, departure and arrival times for each segment of the trip, intermediate stops, airport and other taxes and any travel information deemed important to the traveller) and vouchers timeously to traveller(s) prior to departure dates and times.
  - k. advise the Traveller of all visa and inoculation requirements well in advance.
  - l. assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
  - m. facilitate any reservations that are not bookable on the Global Distribution System (GDS).
  - n. facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
  - o. note that, unless otherwise stated, all cases include domestic, regional and international travel and accommodation bookings.
  - p. Visa applications will not be the responsibility of the TMC; however the relevant information must be supplied to the traveller(s) where visas will be required.
  - q. Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by **the dtic** are **non-commissionable**, where commissions are earned for **the dtic** bookings all these commissions should be returned to **the dtic** on a quarterly basis.
  - r. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by **the dtic**.
  - s. Timeous submission of proof that services have been satisfactorily delivered (invoices) as **the dtic's** instructions.
  - t. must be able to facilitate bookings for conference venues.

### 12.3.3 **Air Travel**

- a. The TMC must be able to book full service carriers as well as low cost carriers. The TMC's must obtain price comparisons from carriers. The most cost effective options must be provided in line with the cost containment instructions and negotiated rates of the National Treasury.
- b. The TMC will book the most cost effective airfares possible for domestic travel.
- c. For international flights, the airline which provides the most cost effective and practical routings may be used.
- d. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- e. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- f. Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
- g. The TMC will also assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- h. The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- i. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- j. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- k. Assist with lounge access if and when required.
- l. For bookings made for EMIA customers, where EMIA rules differ from the dtic's Travel Policy, the EMIA rules will prevail.

### 12.3.4 **Accommodation**

- a. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.

- b. The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller
- c. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with **the dtic's** travel policy.
- d. **the dtic's** travellers may only stay at accommodation establishments with which **the dtic** has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National treasury or **the dtic**.
- e. Accommodation vouchers must be issued to all **the dtic** travellers for accommodation bookings and must be invoiced to **the dtic** as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- f. The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
- g. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.
- h. For bookings made for EMIA customers, where EMIA rules differ from **the dtic's** Travel Policy, the EMIA rules will prevail

#### 12.3.5 **Car Rental and Shuttle Services**

- a. The TMC will book the approved category vehicle in accordance with the **the dtic** Travel Policy with the appointed car rental service provider from the closest rental location (office, airport, hotel or venue).
- b. The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- c. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- d. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.

- e. The TMC will book transfers in line with **the dtic** Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- f. The TMC should manage shuttle companies on behalf of the **the dtic** and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- g. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.
- h. For bookings made for EMIA customers, where EMIA rules differ from **the dtic's** Travel Policy, the EMIA rules will prevail.

#### 12.3.6 **After Hours and Emergency Services**

- a. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations or changes to travel plans.
- b. A dedicated consultant(s) must be available to assist VIP/Executive Travellers with after hour or emergency assistance.
- c. After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
- d. A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- e. The Travel Management Company must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

### 12.4 **Communication**

- 12.4.1 The TMC may be requested to conduct workshops and training sessions for Travel Bookers of **the dtic**.
- 12.4.2 All enquiries must be investigated and prompt feedback be provided in accordance with the Service Level Agreement.
- 12.4.3 The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

## **12.5 Financial Management**

- 12.5.1 The TMC must implement the rates negotiated by **the dtic** with travel service providers the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to **the dtic** for payment within the agreed time period.
- 12.5.2 Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- 12.5.3 The TMC will be required to offer a 30 day bill-back account facility to institutions should a lodge card not be available. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices **the dtic** for the services rendered.
- 12.5.4 Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- 12.5.5 Consolidate Travel Supplier bill-back invoices.
- 12.5.6 In certain instances where institutions have a travel lodge card in place, the payment of air, accommodation and ground transportation is consolidated through a corporate card vendor.
- 12.5.7 The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to **the dtic's** Financial Department on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- 12.5.8 **The TMC will be liable for any interest incurred due to incomplete, incorrect and late delivery of invoices.**
- 12.5.9 Ensure Travel Supplier accounts are settled timeously.

## **12.6 Technology, Management Information and Reporting**

- 12.6.1 The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- 12.6.2 The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
- 12.6.3 All management information and data input must be accurate.



12.6.4 The TMC will be required to provide **the dtic** with a minimum of three (3) standard monthly reports reflecting the following information:

- i Monthly spend per airline
- ii Flight savings and missed savings (based on the cheapest available flight for that route verses the cost of the booked flight)
- iii Popular flight routes per airline
- iv Frequent traveller's usage per airline
- v Frequent traveller's booking timeline (how many days in advance are flights by frequent travellers booked)
- vi Hotel spend on top 5 suppliers
- vii Missed savings due to late bookings as per required timeline in **the dtic's** policies
- viii Comparison of price quoted verse price when actual booking has taken place
- ix Travellers who make frequent changes and the cost of these changes

The reporting templates are attached to this document as Annexure A5.

12.6.5 Reports must be accurate and be provided as per **the dtic's** specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).

12.6.6 **the dtic** may request the TMC to provide additional management reports.

12.6.7 Reports must be available in an electronic format for example Microsoft Excel.

12.6.8 Monthly reports must be submitted to **the dtic** before the 10<sup>th</sup> of the following month.

12.6.9 Service Level Agreement reports must be provided on the agreed date. It will include but not be limited to the following:

12.6.9.1 Travel

- a) After hours' Report;
- b) Compliments and complaints;
- c) Consultant Productivity Report;
- d) Long term accommodation and car rental;
- e) Extension of business travel to include leisure;
- f) Upgrade of class of travel (air, accommodation and ground transportation);



- g) Bookings outside Travel Policy.

#### 12.6.9.2 Finance

- a) Reconciliation of commissions/rebates or any volume driven incentives;
- b) Creditor's ageing report;
- c) Creditor's summary payments;
- d) Daily invoices;
- e) Reconciled reports for Travel Lodge card statement;
- f) No show report;
- g) Cancellation report;
- h) Receipt delivery report;
- i) Monthly Bank Settlement Plan (BSP) Report;
- j) Refund Log;
- k) Open voucher report, and
- l) Open Age Invoice Analysis.

12.6.10 The TMC will implement all the necessary processes and programs to ensure that all the data is secure at all times and not accessible by any unauthorised parties.

12.6.11 The TMC shall **reconcile** all invoices on a weekly basis according to the transactions as per the lodge card (or bill back). The TMC's shall deliver the weekly invoice reconciliations, including all supporting documents to **the dtic** by Monday of each week.

12.6.12 The TMC shall deliver all monthly invoices as per the lodge card monthly statements processed by the TMC's and submit it to **the dtic** on or before the 7th of the month following the transaction. **NOTE: Invoices received without the requisition form and the supporting documentation will not be paid until such time that the supporting documentation is received. Any interest incurred on the lodge card account due to late payment, resulting from invoices not submitted on time or in the correct format by the TMC, will be for the account of the TMC**

### 12.7 Account Management

12.7.1 An Account Management structure should be in place to respond to the needs and requirements of **the dtic** and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.

12.7.2 The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the **the dtic's** account.

- 12.7.3 The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- 12.7.4 A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 12.7.5 Ensure that **the dtic's** Travel Policy is enforced.
- 12.7.6 The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- 12.7.7 Ensure that workshops/training is provided to Travellers and/or Travel Bookers.
- 12.7.8 During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

## **12.8 Value Added Services**

The TMC must provide the following value added services:

### **12.8.1 Destination information for regional and international destinations:**

- i. Health warnings;
- ii. Weather forecasts;
- iii. Places of interest;
- iv. Visa information;
- v. Travel alerts;
- vi. Location of hotels and restaurants;
- vii. Information including the cost of public transport;
- viii. Rules and procedures of the airports;
- ix. Business etiquette specific to the country;
- x. Airline baggage policy; and
- xi. Supplier updates

12.8.1 Electronic voucher retrieval via web and smart phones;

12.8.2 SMS notifications for travel confirmations;

12.8.3 Travel audits;

12.8.4 Global Travel Risk Management;

12.8.5 VIP services for Executives that include, but is not limited to check-in support.

## **12.9 Cost Management**

- 12.9.1 The National Treasury cost containment initiative and **the dtic's** Travel Policy is established as basis for a cost savings culture.
- 12.9.2 It is the obligation of the TMC Consultant to advise on the most cost effective option at all times, and costs should be within the framework of the National Treasury's cost containment instructions.
- 12.9.3 The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.
- 12.9.4 The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with **the dtic's** Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

## **12.10 Quarterly and Annual Travel Reviews**

- 12.10.1 Quarterly and annual reviews may be required to be provided by the Travel Management Company on all **the dtic** travel activity in the previous three-month period. These reviews are comprehensive and presented to **the dtic's** Procurement and Finance teams as part of the performance management reviews based on the service levels.
- 12.10.2 These Travel Reviews will include without limitation the information required in the attached Annexure A5 (reports)

## **12.11 Office Management**

- 12.11.1 The TMC to ensure high quality service to be delivered at all times to the **the dtic's** travellers. The TMC is required to provide the dtic with highly skilled and qualified human resources of the following roles but not limited to:
  - a. Travel Manager (Operational)
  - b. Admin Back Office (Creditors / Debtors/Finance Processors)
  - c. System Administrator (General Admin)

## **13. PRICING MODEL**

**the dtic** requires bidders to propose one pricing model being the transactional fee model.

### 13.1 Transaction Fees

#### **Refer Annexure A3: Pricing Schedule**

13.1.1 The transaction fee must be a fixed amount per service. The fee must be 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.

13.1.2 The Bidder must further indicate the estimated percentage split between Traditional booking and On-line bookings.

### 13.2 Volume driven incentives

13.2.1 It is important for bidders to note the following when determining the pricing:

- a) National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers;
- b) No override commissions earned through **the dtic** reservations will be paid to the TMCs;
- c) An open book policy will apply and any commissions earned through **the dtic** volumes will be reimbursed to **the dtic**.
- d) TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

**Note:** **Method of payment:** The travel agent will pay the service provider directly using the lodge card or on a bill back basis depending the agreement. the dtic reserves the right to make bookings on the lodge card or bill back basis depending on the circumstances. The Travel Agent(s) must therefore be able to accommodate both payment methods.

## 14. EVALUATION AND SELECTION CRITERIA

the dtic has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Pre-qualification Criteria (Gate 0)	Technical Evaluation Criteria (Gate 1)	Price and B-BBEE Evaluation (Gate 2)
Bidders must submit all documents as outlined in paragraph 14.1(Table 1) below. Only bidders that comply with ALL these criteria will proceed to Gate 1.	Bidder(s) are required to achieve a minimum of 60 points out of 100 points to proceed to Gate 2 (Price and BEE).	Bidder(s) will be evaluated out of 100 points and Gate 2 will only apply to bidder(s) who have met or exceeded the threshold of 60 points.

### 14.1 Gate 0: Pre-qualification Criteria

Without limiting the generality of the dtic's other critical requirements for this Bid, bidder(s) must submit the documents listed in **Table 1** below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal may be disqualified for non-submission of any of the documents.

**Table 1: Documents that must be submitted for Pre-qualification**

Document that must be submitted	Non-submission may result in disqualification?	
Invitation to Bid – SBD 1	YES	Complete and sign the supplied pro forma document
CSD	YES	<ul style="list-style-type: none"> <li>i. Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. (Refer Section 4.1.1)</li> <li>ii. Proof of Registration on the Central Supplier Database (Refer Section 4.1.4)</li> <li>iii. Vendor number</li> <li>iv. In the event where the Bidder submits a hard copy of the Tax Clearance Certificate, the CSD verification outcome will take precedence.</li> </ul>
Declaration of Interest – SBD 4	YES	Complete and sign the supplied pro forma document
Preference Point Claim Form – SBD 6.1	NO	Non-submission will lead to a zero (0) score on BBEE
Declaration of Bidder's Past Supply Chain Management Practices – SBD 8	YES	Complete and sign the supplied pro forma document
Certificate of Independent Bid Determination – SBD 9	YES	Complete and sign the supplied pro forma document
Bidder Compliance form for Functional Evaluation	YES	Complete and sign
Registration on Central Supplier Database (CSD)	NO	The Travel Management Company (TMC) must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number. Submit proof of registration.
IATA Licence / Certificate	YES	<p><b>Bidders are required to submit their valid International Air Transport Association (IATA) license/ certificate (certified copy) at closing date.</b></p> <p><b>Where a bidding company is using a 3rd party IATA license, proof of the agreement between the bidder and such third party must be attached as well as a copy of the certificate to that effect at closing date. Certificates and agreements must be valid at date of tender and if a bid is accepted, for the tenure of the contract period. FAILURE TO PROVIDE WILL LEAD TO AUTOMATIC DISQUALIFICATION.</b></p>

<b>Pricing Schedule</b>	<b>YES</b>	Submit full details of the pricing proposal as per <b>Annexure A3 in a separate envelope</b>
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#### 14.2 Gate 1: Technical Evaluation Criteria = 100 points

All bidders are required to respond to the technical evaluation criteria scorecard and compliance checklist. Refer to **Annexure A2** for detailed information

Only Bidders that have met the Pre-Qualification Criteria in (Gate 0) will be evaluated in Gate 1 for functionality. Functionality will be evaluated as follows:

- i. Desktop Technical Evaluation – Bidders will be evaluated out of **100 points** and are required to achieve minimum threshold of **60 points of 100 points**.
- ii. The overall score must be equal to or above **60 points** in order to proceed to Gate 2 for Price and BBBEE evaluations.

The Bidder's information will be scored according to the following points system:

Functionality	Maximum Points Achievable	Minimum Threshold
Desktop Technical Evaluation Details found in Annexure A2 – Technical Scorecard	<b>100</b>	<b>60</b>
<b>OVERALL COMBINED POINTS</b>	<b>100</b>	<b>60</b>

#### 14.3 Gate 2: Price and BBBEE Evaluation (80+20) = 100 points

Only Bidders that have met the 60 point threshold in Gate 1 will be evaluated in Gate 2 for price and BBBEE. Price and BBBEE will 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 80/20-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum 80 points)
- B-BBEE status level of contributor (maximum 20 points)



### 14.3.1 Stage 1 – Price Evaluation (80 Points)

Criteria	Points
Price Evaluation	
$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	80

The

following formula will be used to calculate the points for price:

Where

$P_s$  = Points scored for comparative price of bid under consideration

$P_t$  = Comparative price of bid under consideration

$P_{\min}$  = Comparative price of lowest acceptable bid

### 14.3.2 Stage 2 – B-BBEE Evaluation (20 Points)

#### a. BBBEE Points allocation

A maximum of 20 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0



B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); PLUS
- The original / original certified copy of the B-BBEE certificate or Affidavit.

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

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

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

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. **the dtic** will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

**c. Sub-contracting**

Bidders/ tenderers who want to claim Preference points will have to comply fully with regulations 11(8) and 11(9) of the PPPFA Act with regard 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, unless the intended sub-contractor is an EME that has the capability 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 an EME that has the capability and ability to execute the sub-contract.”

**14.3.3 Stage 3 (80 + 20 = 100 points)**

The Price and BBBEE points will be consolidated.

**15. GENERAL CONDITIONS OF CONTRACT**

Any award made to a bidder(s) under this bid is conditional, amongst others, upon –

- a. The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which **the dtic** is prepared to enter into a contract with the successful Bidder(s).
- b. The bidder submitting the General Conditions of Contract to **the dtic** together with its bid, duly signed by an authorised representative of the bidder.

**16. 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.

<b>STATS SA P0141 (CPI), Table E</b>	<b>Table E - All Items</b>
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**17. SERVICE LEVEL AGREEMENT**

- 17.1 Upon award **the dtic** and the successful bidders will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by **the dtic**, more or less in the format of the draft Service Level Indicators included in this tender pack. **the dtic** reserves the right to sign two separate SLA's for EMIA and **the dtic** employees / non-employees.
- 17.2 **the dtic** reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto.
- 17.3 Bidder(s) are requested to:
  - a. Comment on draft Service Level Indicators and where necessary, make proposals to the indicators;
  - b. Explain each comment and/or amendment; and

- c. Use an easily identifiable colour font or "track changes" for all changes and/or amendments to the Service Level Indicators for ease of reference.

17.4 **the dtic** reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to **the dtic** or pose a risk to the organisation.

## **18. SPECIAL CONDITIONS OF THIS BID**

**the dtic** reserves the right:

- 18.1 To award this tender to a bidder that did not score the highest total number of points, only in accordance with section 2(1)(f) of the PPPFA (Act 5 of 2000)
- 18.2 To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- 18.3 To accept part of a tender rather than the whole tender.
- 18.4 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.
- 18.5 To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.
- 18.6 To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.
- 18.7 Award to multiple bidders based either on size or geographic considerations.

## **19. the dtic REQUIRES BIDDER(S) TO DECLARE**

In the Bidder's Technical response, bidder(s) are required to declare the following:

- 19.1 Confirm that the bidder(s) is to: –
  - a. Act honestly, fairly, and with due skill, care and diligence, in the interests of **the dtic**;
  - b. Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;

- c. Act with circumspection and treat **the dtic** fairly in a situation of conflicting interests;
- d. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with **the dtic**;
- f. Avoidance of fraudulent and misleading advertising, canvassing and marketing;
- g. To conduct their business activities with transparency and consistently uphold the interests and needs of **the dtic** as a client before any other consideration; and
- h. To ensure that any information acquired by the bidder(s) from **the dtic** will not be used or disclosed unless the written consent of the client has been obtained to do so.

## **20. CONFLICT OF INTEREST, CORRUPTION AND FRAUD**

20.1 **the dtic** reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder 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 [Institution name] or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")

- 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 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 provided or to be provided to a Government Entity;
- c. makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of **the dtic's** officers, directors, employees, advisors or other representatives;
- d. makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's 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 Government Entity;

- 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 Government Entity;
- 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 award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- 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 bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

## **21. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT**

- 21.1 The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that **the dtic** relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.
- 21.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by **the dtic** against the bidder notwithstanding the conclusion of the Service Level Agreement between **the dtic** and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

## **22. PREPARATION COSTS**

The Bidder 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 bid process. Furthermore, no statement in this bid will be construed as placing **the dtic**, 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 response to this bid.

### **23. INDEMNITY**

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

### **24. PRECEDENCE**

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

### **25. LIMITATION OF LIABILITY**

A bidder participates in this bid process entirely at its own risk and cost. **the dtic** 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 Bid process.

### **26. TAX COMPLIANCE**

No tender shall be awarded to a bidder who is not tax compliant. **the dtic** reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder 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 dtic**, or whose verification against the Central Supplier Database (CSD) proves non-compliant. **the dtic** further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

### **27. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS**

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

## **28. GOVERNING LAW**

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts 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.

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

A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that **the dtic** allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and **the dtic** will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

## **30. CONFIDENTIALITY**

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with **the dtic**'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, electronic, 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 dtic** remain proprietary to **the dtic** and must be promptly returned to **the dtic** upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

Throughout this bid process and thereafter, bidder(s) must secure **the dtic**'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.

## **31. the dtic PROPRIETARY INFORMATION**

Bidders will on their bid cover letter make declaration that they did not have access to any **the dtic** proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidder(s).

### **32. AVAILABILITY OF FUNDS**

This contract will be conclude for use on an “as and when” required basis and therefore no work can be guaranteed under this contract. Services under this contract will be used for as long as there is a requirement and available funds during the three-year period.

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## PROCEDURES RELATING TO AIR TRAVEL

**the dtic** official identifies the need to travel by a commercial airline company from point A to B. The requirement is submitted on a VA26A domestic / international travel form to the Travel Office to obtain a preliminary booking to travel by the commercial airline company.

**the dtic** Travel Office will contact the travel agent and make preliminary bookings for Domestic travel and three quotes for Regional and International travel. The relevant authority within **the dtic** reviews the Domestic request and approves it, if in order. Only when the approved Domestic form, with an alpha code is received, can the Travel Consultant confirm the preliminary booking and issue the ticket. E-ticketing for local flights is preferred. Regional and International travel approval is a longer internal process and only when the authorized submission is received by the Travel Office can the Travel Consultant confirm the preliminary booking and issue an E-Ticket or paper ticket as per the airline requirements.

In case of changes occurring to the original travel arrangements, **the dtic** Travel Office is to liaise with the travel consultant to make necessary arrangements with proviso that such changes are confirmed in writing.

- The air ticket is to be returned to the travel consultant who will cancel the booking.
- For a lost ticket, the official responsible will report the loss of the air ticket to the nearest office of the SAPS and **the dtic** Travel Office who will approach the travel consultant to cancel the relevant air ticket and submit the case number as provided by the SAPS to the travel agent.

**Note: Method of payment:** The travel agent will pay the service provider directly using the lodge card or on a bill back basis depending the dtic requirement at that stage and invoice the dti.

## **PROCEDURES RELATING TO CAR RENTALS**

**the dtic** official identifies the need to use a vehicle during an official visit away from his/her office. The official submits the request on the VA26A or on a short-term rental form. The authority appointed to approve requests for use of rented vehicles, reviews the request and approves it, if in order.

When approved, the travel consultant will in all instances, book vehicles with **the dtic** approved contractor in the Group B category, unless instructed in writing, to the contrary by the travel Manager. The travel agent will be issued with a VA26 or Short Term Rental requisition form, whereby the confirmation for rental is authorized. The confirmation is e-mailed to **the dtic** Travel Office.

**Note: Method of payment:** The travel agent will pay the service provider directly using the lodge card or on a bill back basis depending the dtic requirement at that stage and invoice the dti.

## PROCEDURES RELATING TO ACCOMMODATION

the dtic official identifies the need to be accommodated during an official visit away from his/her office. The official submits the request for accommodation during the intended official visit on a VA26A to the relevant authority for approval. The authority appointed to approve requests for accommodation, reviews the request and approves it if in order. The travel consultant will receive written confirmation of acceptance of the preliminary booking whereby the voucher is issued for accommodation. The voucher will then be e-mailed to the dtic Travel office.

In case of changes occurring to the original accommodation arrangements, the official who made the bookings is to liaise with the dtic Travel Office to make necessary arrangements with proviso that such changes are confirmed in writing to the relevant travel consultant.

The voucher for accommodation is to be amended or the booking cancelled by the travel consultant and the relevant information e-mailed to the dtic Travel Office.

**Note: Method of payment:** The travel agent will pay the service provider directly using the lodge card or on a bill back basis depending the dtic requirement at that stage and invoice the dti.

## PROCEDURES RELATING TO PAYMENT

### SUBMISSION OF INVOICES

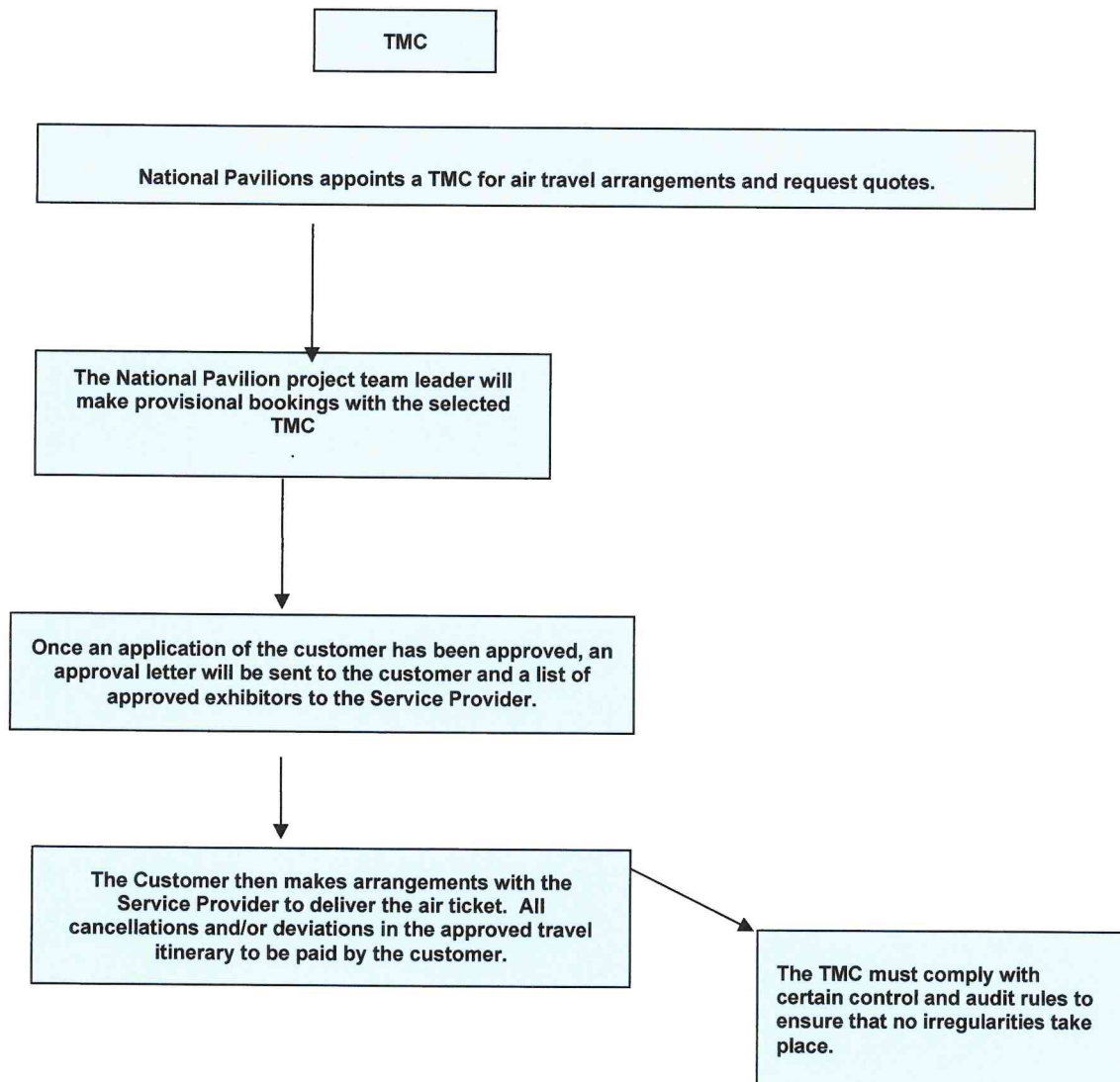
The invoices must be submitted to **the dtic** Office of the Chief Financial Officer Helpdesk and must contain the following minimum basic information and additional specific information relating to the indicated service provided:

- Basic information:
  - Invoice number and date
  - Travel agent's name, address and consultant's name
  - Alpha code
- - Amount (including VAT)Air travel information
  - Date of travel
  - Air ticket number, airline' name, routes traveled, passenger name
- - Alpha code Vehicle Rental information
  - Date and period of vehicle rental
  - Car Rental Company's name
  - Driver's name
- - Alpha code Accommodation information
  - Date and period of Hotel stay
  - Hotel Company's name
  - **the dtic** official name
- - Alpha code Credit notes
  - Copy of the invoice submitted
  - Hotel Company's name
  - **the dtic** official's name
  - Alpha code

## **ANNEXURE A7**

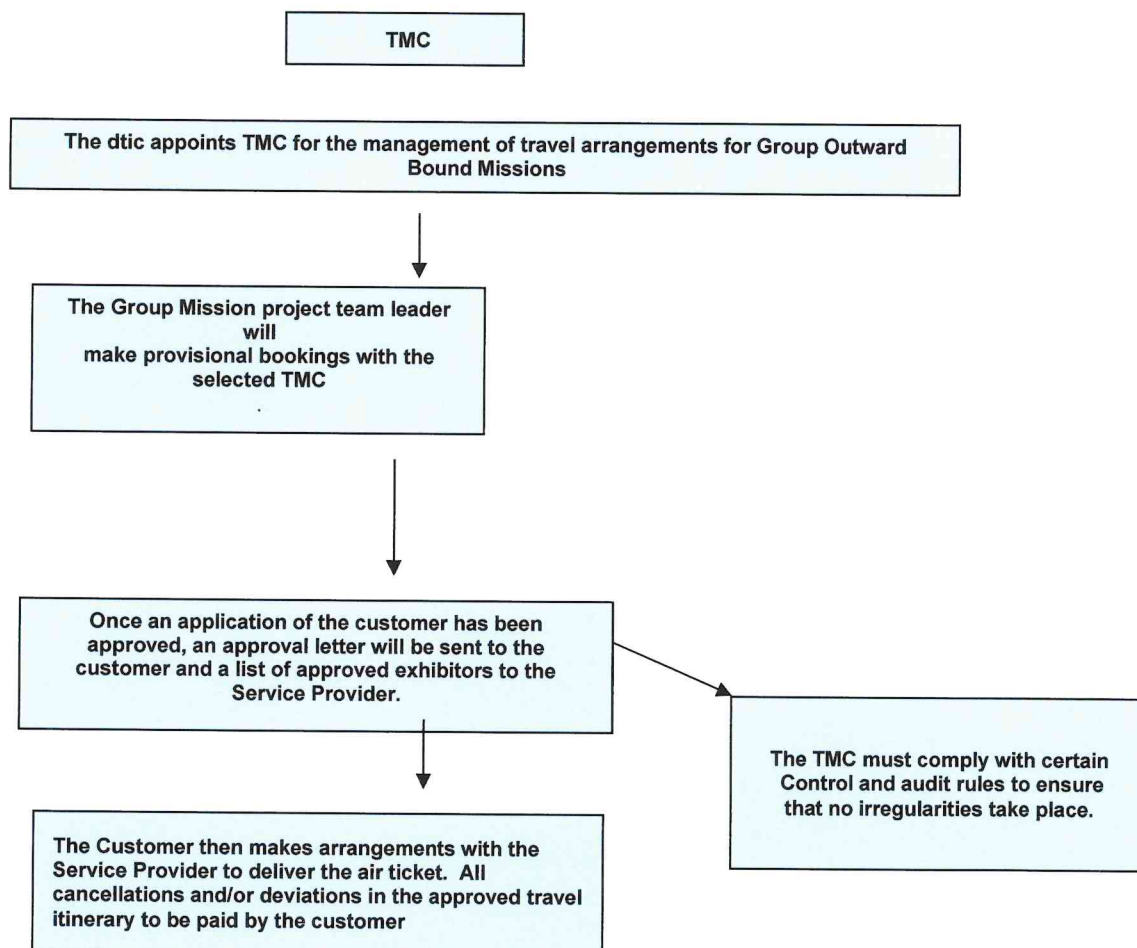
### **Process flow – The appointment of the Travel Management Companies (TMC)**

#### ***National Pavilions***



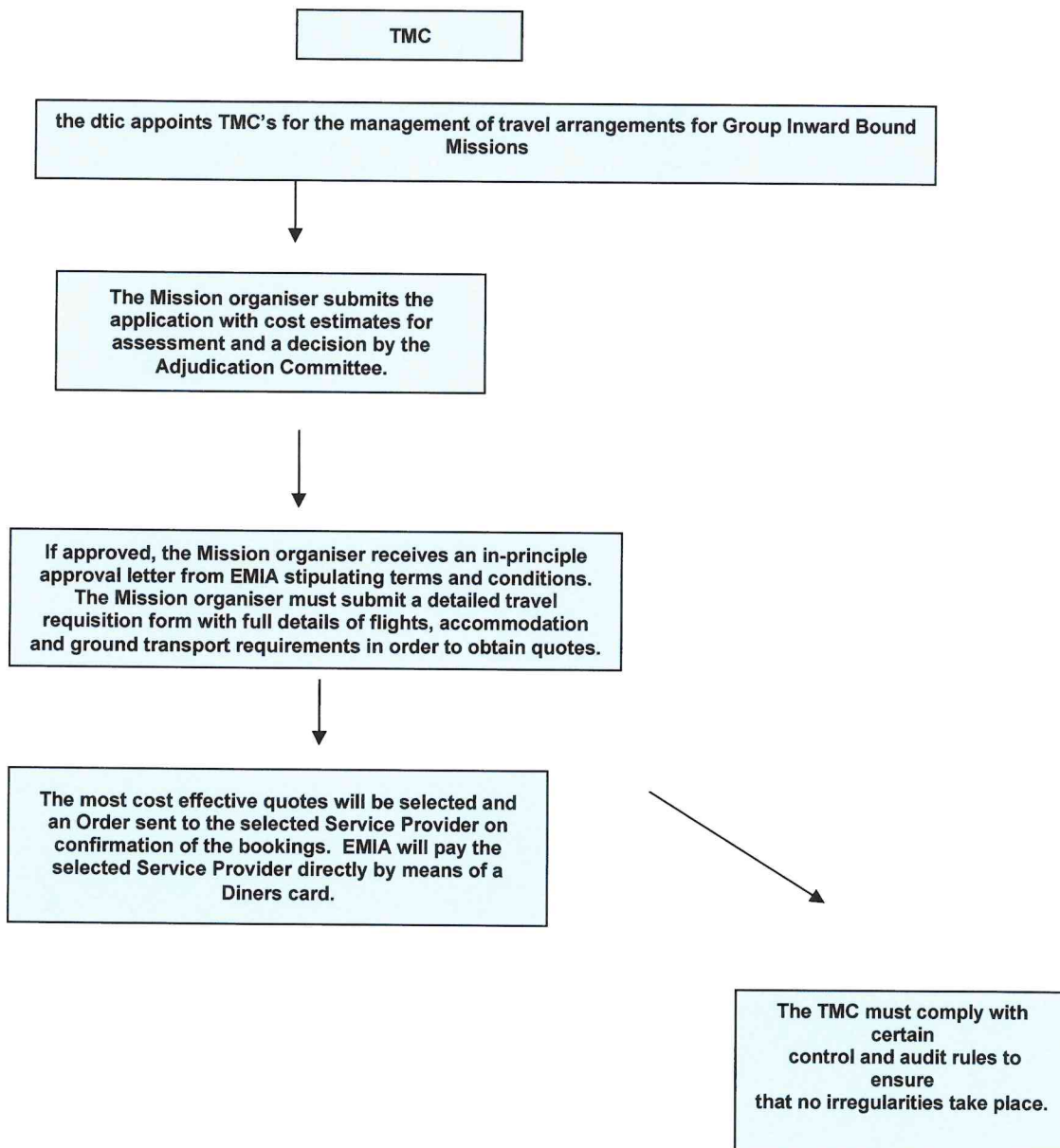
## **ANNEXURE A7**

### **Process flow – The appointment of the Travel Management Companies (TMC) Group Outward Bound Missions**



## **ANNEXURE A7**

### **Process flow – The appointment of the Travel Management Companies (TMC) Group Inward Bound Missions**







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## **Annexure A2**

# **DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST**

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November 2021

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## ANNEXURE A2: DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST

The form must be submitted in File 1 (Technical file), [Exhibit 2](#)

### EXAMPLE OF HOW THE BIDDER MUST COMPLETE THE COMPLIANCE CHECKLIST:

Section No	Technical Criteria	Reference page in Bidders Proposal	Comments
1.2	Experience of the bidder	Exhibit 2: Page 9 to 12	Bidder to summarise the motivation of compliance, partial compliance or non-compliance to the requirement.
2.1	Manage all reservations and bookings	Exhibit 2: Page 13 to 15	Bidder to summarise the motivation of compliance, partial compliance or non-compliance to the requirement.
2.2	Manage all refunds and non-refundable airline-tickets	Exhibit 2: Page 17 to 20	Bidder to summarise the motivation of compliance, partial compliance or non-compliance to the requirement.

## RATING SCALE THAT BEC MEMBERS WILL USE

Rating	Definition	Score
<b>Excellent</b>	<b>Exceeds</b> the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	<b>5</b>
<b>Good</b>	<b>Satisfies</b> the requirement with <b>minor additional benefits</b> . Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	<b>4</b>
<b>Acceptable</b>	<b>Satisfies</b> the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence.	<b>3</b>
<b>Minor Reservations</b>	Satisfies the requirement with <b>minor reservations</b> . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	<b>2</b>
<b>Serious Reservations</b>	Satisfies the requirement with <b>major reservations</b> . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	<b>1</b>
<b>Unacceptable</b>	<b>Does not meet the requirement</b> . Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence.	<b>0</b>

The Bidders will be evaluated according to the technical evaluation criteria in the scorecard below.

Bidders must indicate their ability to do the following and substantiate as required with supporting documentation.

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION					
DESKTOP EVALUATION		100			
1	EXPERIENCE	WEIGHT	SECTION 12.3.1		
1.1	<p>Elaborate in no more than 5 pages on your experience in undertaking similar contracts of the same magnitude provide the following information:</p> <ul style="list-style-type: none"> <li>- Number of years' experience in providing similar services,</li> <li>- Describe in detail the process you will follow to book the most cost-effective and practical route for travellers,</li> <li>- Describe your after-hours and emergency service with reference to when you are available and how you can be contacted,</li> </ul>	35	Section 12.3.1 and 12.3.6		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION			TO BE COMPLETED BY THE BIDDER		
	<ul style="list-style-type: none"> <li>- Describe your communication process where the traveller, travel co-ordination/booker and travel management company will be linked in one smooth continues workflow,</li> <li>- Describe how you will manage data and management information such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data, etc.</li> <li>- Provide a list of not less than four similar contracts completed / in process.</li> <li>- Provide reference letters to at least three contracts of similar magnitude.</li> <li>- ASATA membership will be an added advantage (par. 12.3.1 L).</li> </ul>				

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION					
2	FINANCIAL MANAGEMENT	WEIGHT	SECTION 12.5		
2.1	<p>Elaborate in no more than 5 pages how will you deal with the following financial management requirements:</p> <ul style="list-style-type: none"> <li>- Describe how invoicing will be handled, including the process of rectifying discrepancies between purchase orders and invoices, supporting documentation, reconciliation of transactions and the timely provision of invoices to <b>the dtic</b>,</li> <li>- Describe how you will implement the negotiated rates and maximum allowable rates established either by <b>the dtic</b> or the National Treasury,</li> <li>- Please describe credit card reconciliation process, timing and deliverables.</li> <li>-</li> </ul>	30	Section 12.5		

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION					
3	COST MANAGEMENT	WEIGHT	SECTION 12.9		
3.1	Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results?  Describe how you will assist the dtic to realise cost savings on annual travel spend.	15	Section 12.9		
4	QUARTERLY AND ANNUAL TRAVEL REVIEWS	WEIGHT	SECTION 12.6		
4.1	Elaborate in no more than 5 pages on your ability to compile monthly management reports. Example of each report as per par 12.6.3 to be submitted with tender proposal.	20	Section 12.6		



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**BIDDER DECLARATION (Section 22)**

The bidder hereby declare the following:

We confirm that \_\_\_\_\_ (Bidder's Name) will: –

- a. Act honestly, fairly, and with due skill, care and diligence, in the interests of **the dtic**;
- b. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c. Act with circumspection and treat **the dtic** fairly in a situation of conflicting interests;
- d. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with **the dtic**;
- f. Avoid fraudulent and misleading advertising, canvassing and marketing;
- g. Conduct business activities with transparency and consistently uphold the interests and needs of **the dtic** as a client before any other consideration; and
- h. Ensure that any information acquired by the bidder(s) from **the dtic** will not be used or disclosed unless the written consent of the client has been obtained to do so.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name of Signatory: \_\_\_\_\_

Designation: \_\_\_\_\_

FOR AND ON BEHALF OF: \_\_\_\_\_ (Bidding Company's Name)



## TRANSACTION FEE MODEL OFF-SITE SERVICES

BID NO:

dtic 10/21-22

DESCRIPTION OF SERVICE:

THE PROVISION OF TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF 36 MONTHS

BIDDER NAME

## 1.1 TRANSACTION FEES

ITEM	Transaction Type		TRADITIONAL BOOKINGS			ONLINE BOOKINGS		
			Unit Price (excl VAT)	Unit Price (incl VAT)	TOTAL Price (incl VAT)	Unit Price (excl VAT)	Unit Price (incl VAT)	TOTAL Price (incl VAT)
1	Air Travel – International	1	R -	R -	R -	R -	R -	R -
2	Air Travel – Regional	1	R -	R -	R -	R -	R -	R -
3	Air Travel – Domestic	1	R -	R -	R -	R -	R -	R -
4	Air Travel – International (Re-issue)	1	R -	R -	R -	R -	R -	R -
5	Air Travel – Regional (Re-issue)	1	R -	R -	R -	R -	R -	R -
6	Air Travel – Domestic (Re-issue)	1	R -	R -	R -	R -	R -	R -
7	Refunds – Air Domestic	1	R -	R -	R -	R -	R -	R -
8	Refunds – Air Regional	1	R -	R -	R -	R -	R -	R -
9	Refunds – Air International	1	R -	R -	R -	R -	R -	R -
10	Car Rental – Domestic	1	R -	R -	R -	R -	R -	R -
11	Car Rental – Regional	1	R -	R -	R -	R -	R -	R -
12	Car Rental – International	1	R -	R -	R -	R -	R -	R -
13	Transfers/Shuttle – Domestic	1	R -	R -	R -	R -	R -	R -
14	Transfers/Shuttle – Regional	1	R -	R -	R -	R -	R -	R -
15	Transfers/Shuttle – International	1	R -	R -	R -	R -	R -	R -
16	Accommodation – Domestic	1	R -	R -	R -	R -	R -	R -
17	Accommodation – Regional	1	R -	R -	R -	R -	R -	R -
18	Accommodation – International	1	R -	R -	R -	R -	R -	R -
19	Bus/Coach Bookings	1	R -	R -	R -	R -	R -	R -
20	Train bookings – International	1	R -	R -	R -	R -	R -	R -
21	Visa Assistance	1	R -	R -	R -	R -	R -	R -
22	(Provision of documents and advice)	1	R -	R -	R -	R -	R -	R -
23	Courier services for travel documentation	1	R -	R -	R -	R -	R -	R -
24	SMS Notifications	1	R -	R -	R -	R -	R -	R -
25	Parking bookings	1	R -	R -	R -	R -	R -	R -
26	Cancellations	1	R -	R -	R -	R -	R -	R -
27	Changes to bookings	1	R -	R -	R -	R -	R -	R -
28	After Hours Services	1	R -	R -	R -	R -	R -	R -
29	Additional Ad-hoc Reports (per report)	1	R -	R -	R -	R -	R -	R -
30	Customised Reports (per report)	1	R -	R -	R -	R -	R -	R -
31	Travel Lodge card Reconciliation	1	R -	R -	R -	R -	R -	R -
32	Debtors Account Reconciliation	1	R -	R -	R -	R -	R -	R -
33	Other (Specify)	1	R -	R -	R -	R -	R -	R -
34	Other (Specify)	1	R -	R -	R -	R -	R -	R -
35	Other (Specify)	1	R -	R -	R -	R -	R -	R -
36	Other (Specify)	1	R -	R -	R -	R -	R -	R -
37	Other (Specify)	1	R -	R -	R -	R -	R -	R -
Total		37			R -			R -
Percentage Split between Online Booking and Traditional Booking			Percentage Traditional	60,00%	0	Percentage Online	40,00%	0
PRICE THAT WILL BE USED FOR EVALUATION PURPOSES				R -				

## 1.2 CONFERENCE VENUE BOOKING TRANSACTION FEE

Item	Description	Transaction Fee	Comment
1	Conference Venue Booking Transaction Fee	2,50%	the dtic will not pay more than a 2,5% fee for conference venue bookings to ensure reasonability of price.