

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE COMMUNITY SCHEMES OMBUD SERVICE					
BID NUMBER:	CSOS002-2022	CLOSING DATE: 22 JULY 2022		CLOSING TIME:	12:00PM
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE COMMUNITY SCHEMES OMBUD SERVICE (CSOS) FOR A PERIOD OF THREE (3) YEARS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
Building 4 Berkley Office Park, 8 Bauhinia Street, Highveld Techno Park, Centurion 0157					
THERE WILL BE A COMPULSORY VIRTUAL BRIEFING SESSION ON THE 11 th OF JULY 2022 AT 12H00pm					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Zakithi Zwane		CONTACT PERSON	Zakithi Zwane	
TELEPHONE NUMBER	(010) 593 0533/ 060 545 1150		TELEPHONE NUMBER	(010) 593 0533/ 060 545 1150	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	tenders@csos.org.za		E-MAIL ADDRESS	ntombizakithi.zwane@csos.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES

☐ NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐ YES ☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:



REQUEST FOR PROPOSAL (RFP)

**PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE COMMUNITY SCHEMES
OMBUD SERVICE (CSOS) FOR A PERIOD OF THREE (3) YEARS**

1. TERMS AND CONDITIONS

THIS REQUEST FOR PROPOSAL (RFP) HAS BEEN COMPILED BY THE CSOS AND IS MADE AVAILABLE TO BIDDERS SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS, WHICH BIDDERS ARE DEEMED TO ACKNOWLEDGE AND ACCEPT:

- 1.1 A Bid submitted in response to this RFP will constitute a binding offer that will remain binding and irrevocable for a period of hundred and twenty (120) days from the date of submission to the CSOS.
- 1.2 Unless or until a binding contract is concluded between the CSOS and the successful Bidder, the offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder.
- 1.3 The CSOS reserves the right to amend, modify, withdraw or terminate this RFP or any of the requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any Bidder or person.
- 1.4 Should this RFP be amended, the CSOS undertakes to publicize or send each Bidder in writing the amended RFP. No oral amendments by the Bidder or the CSOS shall be considered.
- 1.5 It is compulsory for a Bidder submitting a bid to be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that it remains registered for the duration of the services and/or contract, if successful.
- 1.6 The Bidder needs to ensure that it is tax compliant at the time of submitting its Bid and remains tax compliant for the duration of the contract and/or services, if successful, and undertakes to provide supporting documentation issued by the South African Revenue Services ("SARS") confirming it is tax compliant upon request by the CSOS.
- 1.7 The CSOS reserves the right to conduct site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its response to this Bid.

THE APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE COMMUNITY SCHEMES OMBUD SERVICE FOR A PERIOD OF THREE (3) YEARS.

- 1.8 This RFP is not intended to form the basis of a decision to enter into any transaction with the CSOS and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.9 Neither the CSOS nor any of its respective directors, officers, employees, agents, representatives, or advisors will assume any responsibility for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to this RFP.
- 1.10 No entity or associated entities may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the CSOS, result in disqualification of both entities.
- 1.11 Any material changes in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid must be brought to the attention of the CSOS Supply Chain Management ("SCM") Section in writing. The CSOS shall be the sole arbiter as to what constitutes a material change in the control and/or composition of any Bidder and may in its sole discretion disqualify the Bidder from any further participation in the bid process.
- 1.12 Any requirement set out in this RFP which stipulates the form and/or content of any aspect of a Bid is stipulated for the sole benefit of the CSOS, and unless the contrary is expressed, may be waived by the CSOS in its sole discretion at any stage in the bid process.
- 1.13 The CSOS and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.14 All Bids submitted to CSOS shall become the property of the CSOS and will not be returned to the Bidders. The CSOS will make all reasonable efforts to maintain the information contained in proposals confidentially.

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- 1.15 A Bid submitted by the Bidder shall be considered non-responsive if it shows any omissions or irregularities of any kind. However, the CSOS reserves the right to waive any aspect of non-responsiveness and to make an award in the best interest of the organization, provided that any such waiver shall be applied consistently across all Bidders.
- 1.16 The CSOS reserves the right to accept or reject in part or whole any submitted Bid submitted.
- 1.17 The CSOS reserves the right to require a Bidder to provide a formal presentation of its RFP at a date and time to be determined by the CSOS. The CSOS shall provide adequate instructions and clarification regarding the purpose and scope of the presentation. All expenses shall be borne by the Bidder.
- 1.18 In this RFP, the words “service provider”, “supplier” will be used interchangeably to refer to the Bidder.
- 1.19 All costs associated with the preparation and submission of the Bid remain the responsibility of the Bidder. The costs shall not be chargeable to the CSOS by the successful or unsuccessful Bidder.
- 1.20 All Bids must be formulated and submitted in accordance with the requirements of this RFP.
- 1.21 Bids received after the closing date and time as specified in this RFP shall be rejected.
- 1.22 The CSOS is not obliged to appoint a bidder with the lowest price, if, based on its sole discretion and assessment, the said bidder does not exhibit or demonstrate adequate capacity or full comprehension of the scope of work to be undertaken. In this regard, CSOS may appoint the second ranked bidder provided that the reasons for such deviation are properly justified and accurately recorded.

THE APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE COMMUNITY SCHEMES OMBUD SERVICE FOR A PERIOD OF THREE (3) YEARS.

2. INTRODUCTION

- 2.1 The Community Schemes Ombud Services (CSOS) is established in terms of Community Schemes Ombud Services Act 2011 (Act 9 of 2011), to regulate the conduct of parties within community schemes and to ensure good governance within community schemes. To deliver on its mandate, key amongst the priorities of the organisation is:
- 2.1.1 Regulations of all community schemes;
 - 2.1.2 Provision of Dispute Resolution Services;
 - 2.1.3 Quality assurance and keeping custody of schemes governance documentation;
 - 2.1.4 Providing access to schemes governance documentation to the members; and
 - 2.1.5 Ensuring good governance within community schemes.
- 2.2 The CSOS needs to appoint the services of an experienced travel management company to provide travel and accommodation services mainly for the CSOS Board members, employees, and external contractors/ consultants travelling across South Africa and Internationally when required. Travel arrangements will consist of air travel, hotel accommodation, airport transfers, shuttle services and car rentals through the appointed travel management company.

3. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

- 3.1 The purpose of this Request for Proposal (RFP) is to request proposals from suitably qualified travel management agencies for the provision of travel management services to the Community Schemes Ombud Service (CSOS) for a period of 3 years.
- 3.2 This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by CSOS for the provision of travel management services to CSOS.

4. BACKGROUND

- 4.1 CSOS currently uses a semi-manual system to manage the travel requisition and travel expense processes within the travel management lifecycle which is coming to an end in September 2022. The travel request is communicated by Supply Chain Management to the travel management company for travel quotations via email. Once quotations are received and approved, an official purchase order is emailed to the travel management company for booking.
- 4.2 CSOS's primary objective in issuing this RFP is to enter into agreement with a successful bidder(s) who will achieve the following:
- 4.2.1 Provide CSOS with the travel management services that are consistent, reliable and will maintain a high level of traveller satisfaction in line with the service levels;
 - 4.2.2 Provide CSOS with a dedicated Key Account Manager that is suitably qualified for the duration of the contract.
 - 4.2.3 Achieve significant cost savings for CSOS without any degradation in the services;
 - 4.2.4 Contain CSOS' risk and traveller risk.

5. SCOPE OF WORK (Refer to Annexure 1)

5.1 Overall Requirement:

CSOS requires Off-site travel Management services. CSOS' requirement for domestic and/or international travel in line with the policy covers the following amongst other issues:

5.1.1 Services requirements:

CSOS has the following requirements that must be met by the appointed Travel Management Company:

- 5.1.1.1. All air travel tickets, accommodation vouchers, vehicle and shuttle booking confirmations will be timeously e-mailed to CSOS via the relevant staff.
- 5.1.1.2. Only in exceptional cases and where prior agreement is in place with CSOS, may travel arrangements be requested/collected or received by any other person not directly employed by CSOS.

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5.1.2 Reports: The following is required with respect to reports for submission to the CSOS:

- 5.1.2.2 The Financial reports detailing all expenses incurred monthly and quarterly for all transaction processed.
- 5.1.2.3 The report shall be provided to the CSOS monthly and quarterly on the first day of each month and/or quarter for expenses incurred the previous month/quarter.
- 5.1.2.4 Monthly /Quarterly statements and reconciliations of parked and cancelled transactions

5.1.3 General Requirement

- 5.1.3.1 The successful bidder will be required to provide travel management services to the Community Schemes Ombud Service (CSOS) 365 days a year including holidays and emergency cases.

5.1.4 Reservations

- 5.1.4.1 The TMC will receive travel requests from travelers and/or travel bookers (designated officials will be advised by CSOS)
- 5.1.4.2 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 traveler via the agreed communication medium.

5.1.5 Air Travel

- 5.1.5.1 The TMC must be able to book full-service carriers as well as low cost carriers.

5.1.6 Accommodation

- 5.1.6.1 The TMC will obtain price quotations within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury issued from time to time.
- 5.1.6.2 The TMC will obtain three price quotations from accommodation establishments that provide the best available rate within the maximum allowable treasury rates and that is located as close as possible to the venue or office or location or destination of the traveler.

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5.1.7 Car Rental and Shuttle Services

5.1.7.1 The TMC will book the approved category vehicle in accordance with the CSOS Travel Policy with the appointed car rental service provider from the closest rentallocation (airport, hotel and venue).

5.1.8 After Hours and Emergency Services

5.1.8.1 The TMC must provide a consultant or team of consultants to assist Travelers with after hours and emergency reservations and changes to travel plans.

5.1.9 Communication

5.1.9.1 The TMC may be requested to conduct workshops and training sessions for Travel Bookers of CSOS.

5.1.10 Financial Management

5.1.10.1 The TMC must implement the rates negotiated by CSOS with travel service providers or the discounted air fares, or the maximum allowable rates establishedby the National Treasury where applicable.

5.1.11 Technology, Management Information and Reporting

5.1.11.1 The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.

5.1.11.2 The TMC will be required to provide CSOS with a minimum of three (3) standard monthly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost. The reporting templates can be found on:

<http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.asp>

5.1.12 Account Management

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

THE APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE COMMUNITY SCHEMES OMBUD SERVICE FOR A PERIOD OF THREE (3) YEARS.

- 5.1.12.2 The TMC must appoint a dedicated Key Account or Business Manager that is ultimately responsible for the management of the CSOS' account.

5.1.13 Value Added Services

- 5.1.13.1 The TMC must provide the following value-added services:

a) 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

b) Electronic voucher retrieval via web and smart phones;

c) SMS notifications for travel confirmations;

d) Travel audits;

e) Global Travel Risk Management;

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

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5.1.14 Cost Management

- 5.1.14.1 The National Treasury cost containment initiative and the CSOS' Travel Policy is establishing a basis for a cost saving culture.
- 5.1.14.2 It is the obligation of the TMC Consultant to always advise on the most cost-effective option, and costs should be within the framework of the National Treasury's cost containment instructions.

5.1.15 Quarterly and Annual Travel Reviews

- 5.1.15.1 Quarterly reviews are required to be presented by the Travel Management Company on all CSOS travel activity in the previous three-month period. These reviews are comprehensive and presented to CSOS' Supply Chain Management and Finance teams as part of the performance management reviews based on the service levels.

5.1.16 Office Management

- 5.1.16.1 The TMC to ensure high quality service to be delivered at all times to the CSOS' travelers.
- 5.1.16.2 The TMC is required to provide CSOS with highly skilled and qualified human resources.

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6. TRAVEL VOLUMES

- 6.1 The current CSOS total volumes per annum includes air travel, accommodation, car hire, forex, conference, etc will be available from the CSOS upon written request. The table below details the number of transactions for the FY 2021/2022 as follows:

Groups	Estimated Annual Volumes
Accommodation (Acc)	400
Car Hire (Car)	120
Conference/Groups (Con)	40
Domestic Air Travel (Dom)	250
Parking (Par)	20

***Note: These estimated figures are projections based on the current trends and they may change during the tenure of the contract. The figures are post-Covid and meant for illustration purposes to assist bidders to prepare their proposals.**

7. TIMELINE OF THE BID PROCESS

- 7.1 The validity period of tenders and the withdrawal of offers, after the closing date and time is 120 days .

8. SUPPLIER DUE DILIGENCE

- 8.1 CSOS 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.

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9. SUBMISSION OF PROPOSALS

- 9.1 Bid documents should be placed in the tender box on or before the closing date and time.
- 9.2 Bid documents will only be considered if received by CSOS before the closing date and time at 12h00:

Community Schemes Ombud Service
Berkely Office Park
8 Bauhinia Street
Centurion
0157

10. RESPONSE FORMAT (SUBMISSION OF PROPOSAL)

- 10.1. The proposals must be submitted in the prescribed format. Standard bidding documents attached with Terms of Reference must be completed in full.
- 10.2. The bidder(s) are required to submit one (1) original copy of the bid document.
- 10.3. Failure to comply with the mandatory requirements will result in your bid being disqualified .

11 COMPULSORY BRIEFING SESSION

- 11.1 There will be a compulsory virtual briefing session on the 11th of July 2022 at 12H00pm.
- 11.2 Service providers are requested to submit their contact details to : **tenders@csos.org.za** by the 7th of July 2022 to secure meeting invite and link.

THE APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE COMMUNITY SCHEMES OMBUD SERVICE FOR A PERIOD OF THREE (3) YEARS.

12 SUPPLY CHAIN MANAGEMENT COMPLIANCE REQUIREMENTS

- 12.1 Bidders must comply with the following compliance requirements prior evaluation in mandatory requirements.

Documents required	Submitted Y/N
Valid B-BBEE certificate issued by an accredited SANAS verification agency /Sworn Affidavit signed by the EME representative and attested by a Commissioner of Oath/B-BBEE certificate issued by the Companies and Intellectual Property Commission (CIPC)	
Proof of registration on the National Treasury Central Supplier Database (provide CSD summary report or CSD number)	
Valid tax pin number/letter	

13 MANDATORY REQUIREMENTS

- 13.1 Bidders that do not comply with the mandatory requirements will not be evaluated further on functionality.

Documents required	Comply/ Not comply
Submit valid original certified copies of International Air Transport Association (IATA) license/certificate and/or Association of South Africa Travel Agency (ASATA) or any other accredited professional travel body at closing date. Where a bidder is using a third-party license/certificate, proof of the agreement must be attached.	

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Letter from the bank reflecting a favorable bank rating (A, B,C or D rating) of the service provider OR Letter from the bank confirming bidders account is in good standing	
Travel management proposal as per CSOS scope of work (refer to Annexure 1)	
Attendance of a compulsory virtual briefing session	

14 PRESENTATION / DEMONSTRATION

14.1 CSOS reserves the right to request presentations/demonstrations from the short-listed Bidders as part of the bid evaluation process.

15 DURATION OF THE CONTRACT

15.1 The successful bidder will be appointed for a period of three (3) years subject to quarterly performance management reviews.

16 CONTACT AND COMMUNICATION

16.1 A nominated official of the bidder(s) can make enquiries in writing, to the specified person, Ms. Zakithi Zwane via email: tenders@csos.org.za. The delegated office of CSOS may communicate with Bidder(s) where clarity is sought in the bid proposal.

16.2 Any communication to an official or a person acting in an advisory capacity for CSOS in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.

16.3 All communication between the Bidder(s) and CSOS must be done in writing.

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- 16.4 Whilst all due care has been taken in connection with the preparation of this bid, CSOS 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. CSOS, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current or complete.
- 16.5 If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by CSOS (other than minor clerical matters), the Bidder(s) must promptly notify CSOS in writing of such discrepancy, ambiguity, error or inconsistency in order to give CSOS an opportunity to consider what corrective action is necessary (if any).
- 16.6 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by CSOS will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 16.7 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.

17 LATE BIDS

- 17.1** 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).

18 COUNTER CONDITIONS

- 18.1** 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.

19 FRONTING

- 19.1** 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.
- 19.2** 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 and Industry, 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 CSOS may have against the Bidder / contractor concerned.

20 EVALUATION

20.1 .Evaluation Committee

Proposals will be reviewed and evaluated using the 80/20 preference method by CSOS Bid Evaluation Committee. Bidders may be invited to give written or oral presentations and/or to participate in interviews with the committee.

- 20.2** Bidders may be requested to submit any additional information required by the CSOS.

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20.3 Evaluation Criteria

Proposals will be evaluated based upon, but not limited to, in no particular order:

20.3.1 Compliance with the RFP document, including provision of all information requested in this RFP;

20.3.2 Demonstrated ability to provide services and expertise as listed in this RFP;

20.3.3 Qualifications, experience, and professional development of the bidder's staff, and in particular those staff proposed to be generally handling the contract.

20.3.4 Reference checks.

20.4 Evaluation Process of Bids Received

20.4.1 Stage 1

20.4.1.1 All proposals received will be evaluated to determine compliance with RFP requirements and conditions (completion and attachment of mandatory documents). Proposal with obvious deviations from the mandatory requirements will be disqualified from the functionality evaluation process.

20.4.1.2 Only Bidders that achieve a minimum qualifying score of **65** points in functionality will be evaluated further on the 80/20 preference point system.

Stage 2: Functionality

Bidder's Experience	WEIGHT
<p>Experience of Travel Management Agency –years in similar business (Refer to Table 1 below)</p> <p>Demonstrate company experience in similar business by providing a list of projects that have been concluded within the last seven (7) years and details of the services rendered under Table 1 below list of projects.</p> <ul style="list-style-type: none">• More than seven (7) years' relevant experience in travel management services (5 points);	25

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<ul style="list-style-type: none"> • Seven (7) years' relevant experience in travel management services (4 points). • Five (5) years' relevant experience in travel management services (3 points) • More than 3 to 4 years' relevant experience in travel management services (2 points); • Three years' relevant experience in travel management services (1 point) • Less than 3 years' experience in travel management services (0 points) <p>Refer to Table 1 below to complete schedule of experience</p> <p>The CSOS reserves the right to verify the experience claimed from the companies listed below.</p>	
<p>A minimum of 1 Reference on your client's letterheads detailing the quality of similar service provided to them not older than seven (7) years.</p> <p>Reference must have the contact details of the company to verify the reference and it must detail the work completed</p> <ul style="list-style-type: none"> • More than four (4) Contactable references (5 points) ; • Four (4) Contactable references (4 points) • Three (3) Contactable references (3 points) • Two (2) contactable references (2 points) • One (1) Contactable Reference (1 point) • Reference letter with no contactable details (0 points) 	20
<p>Experience of the Key personnel</p> <p>Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR.</p> <p>Skills and expertise of the proposed (Provide CV) of the personnel to be working on the project, consisting of the following:</p> <ul style="list-style-type: none"> • Senior Travel Consultant with more than 7 years' relevant experience in travel management services (5 points) 	15

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<ul style="list-style-type: none"> • Senior Travel Consultant with 7 years' relevant experience in travel management services (4 points) • Senior Travel Consultant with 5 years' relevant experience in travel management services (3 points) • Senior Travel Consultant with 4 years' relevant experience in travel management services (2 points) • Senior Travel Consultant with 3 years' relevant experience in travel management services (1 point) • Failure to submit a CV of the key personnel (0 points) <p>Attach CV with contactable references</p>	
<p>Experience of the Key personnel</p> <p>Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR.</p> <p>Skills and expertise of the proposed (Provide CV) of the personnel to be working on the project, consisting of the following:</p> <ul style="list-style-type: none"> • Junior Travel Consultant with more than 7 years' relevant experience in travel management services (5 points) • Junior Travel Consultant with 7 years' relevant experience in travel management services (4 points) • Junior Travel Consultant with 5 years' relevant experience in travel management services (3 points) • Junior Travel Consultant with 4 years' relevant experience in travel management services (2 points) • Junior Travel Consultant with 3 years' relevant experience in travel management services (1 point) • Failure to submit a CV of the key personnel (0 points) <p>Attach CV with contactable references</p>	15
Proposal	
<p>Detailed proposal how all the services required within the scope of work will be delivered – this should include below relevant reports as per Annexure 1</p>	15

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<ul style="list-style-type: none"> Detailed proposal incorporating all 16 requirements as per Annexure 1-(5 points) Detailed proposal incorporating less than 16 requirements but more than 10 as per Annexure 1 –(3 points) Detailed proposal incorporating 10 and below requirements as per Annexure 1 –(1 point) 	
<p>Transition plan</p> <p>Provision of Transition Plan of implementing the proposed services without service interruptions</p> <ul style="list-style-type: none"> Ability to be ready within 3 weeks to take over the contract and render services as per Scope of Work – (5 points) Ability to be ready within 4 weeks to take over the contract and render travel management services as per the Scope of Work – (3 points) Ability to be ready in longer than 4 weeks but within 6 weeks to take over the contract and render travel management services as per the Scope of Work – (1 point) <p>Note these committed timelines <u>WILL NOT</u> be negotiable after appointment unless delays caused by declaration of national state of disaster</p>	10
Threshold	65%
Total	100

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Table 1(Schedule of experience)

Company experience						
Please fill in details of previous similar projects done within the previous 7 years						
Client Name	Client Contact Person	Client Email	Client Phone Number	Description of work conducted	Start Date	End Date

21 ANNEXURE ONE (1)

21.1 Services requirements:

CSOS has the following requirements that must be met by the appointed Travel Management Company:

- 21.1.2 All air travel tickets, accommodation vouchers, vehicle and shuttle booking confirmations will be timeously e-mailed to CSOS via the relevant staff. Only in exceptional cases and where prior agreement is in place with CSOS, may travel arrangements be requested/collected or received by any other person not directly employed by CSOS.
- 21.1.3 The Travel Management Company must allocate sufficient number of employees to manage this account which includes consultants, administrative and payment personnel as well as overall management

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- 21.1.4 CSOS requires 24 hours service where emergencies occur and where the direct involvement of the Travel Management Company is necessary to resolve any issues concerning air travel, vehicle rental/shuttle service and accommodation arrangements. A mobile number (or numbers) should be provided for this purpose.
- 21.1.5 Take overall responsibility to confirm all bookings, air travel, shuttle services, vehicle rentals, accommodation bookings, visa/passport applications, etc. and ensure that payment has been made and that confirmation thereof is communicated to CSOS timeously prior to the date of any such booking.
- 21.1.6 Communicate emergency/short notice changes with regards to flights, accommodation, land transportation, etc. effectively and as soon as available to avoid CSOS travelers being stranded without being informed of the relevant changes in advance.
- 21.1.7 Provide a dedicated contact person(s) for CSOS arrangements.
- 21.1.8 Ensure correct referencing of transactions

21.2 Reports: The following is required with respect to reports for submission to CSOS:

- 21.2.1 Financial reports detailing all expenses incurred per month for all transactions processed.
The report shall be provided to CSOS monthly on the first day of each month for expenses incurred the previous month.
- 21.2.2 The report shall as a minimum include a detailed summary of all transactions processed, the number and details of change requests, all savings and credits accumulated per month.
- 21.2.3 Advance notice on imminent tariff/discount adjustments which are in place must be declared and communicated to CSOS in writing and this should form part of the monthly report. The Travel Management Company will be responsible for ensuring continuous negotiations for lower tariffs or higher discounts and report on efforts made in this regard on a quarterly basis
- 21.2.4 Benefits, discounts, refunds, etc. received from the service providers should be declared as part of the monthly report.

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21.3 General Requirement

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

- 21.3.1 The travel services will be provided to all Travelers travelling on behalf of CSOS, locally and internationally. This will include employees and contractors, consultants and clients where the agreement is that CSOS is responsible for the arrangement and cost of travel.
- 21.3.2 Provide travel management services during normal office hours (Monday to Friday; 8h00 – 17h00) and provide after hours and emergency services as stipulated in section 21.8.
- 21.3.3 Familiarization with current CSOS travel business processes.
- 21.3.4 Familiarization with current travel suppliers and negotiated agreements that are in place between CSOS and third parties. Assist with further negotiations for better deals with travel service providers. \
- 21.3.5 Familiarization with current CSOS Travel Policy and implementations of controls to ensure compliance.
- 21.3.6 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.
- 21.3.7 Provide a facility for CSOS to update their travelers' profiles.
- 21.3.8 Manage third party service providers by addressing service failures and complaints against these service providers.
- 21.3.9 Consolidate all invoices from travel suppliers.
- 21.3.10 Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

21.4 Reservations

The Travel Management Company will:

- 21.4.1 Receive travel requests from travelers and/or 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 traveler via the agreed communication medium.

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- 21.4.2 Always endeavor to make the most cost-effective travel arrangements based on the request from the traveler and/or travel booker
- 21.4.3 Apprise themselves of all travel requirements for destinations to which travelers will be travelling and advise the Traveler of alternative plans that are more cost effective and more convenient where necessary.
- 21.4.4 Obtain a minimum of three (3) price quotations for all travel requests where the routing or destination permits.
- 21.4.5 Book the negotiated discounted fares and rates where possible.
- 21.4.6 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 traveler's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- 21.4.7 Book parking facilities at the airports where required for the duration of the travel.
- 21.4.8 Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- 21.4.9 Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.).
- 21.4.10 Must issue all necessary travel documents, itineraries and vouchers timeously to traveler(s) prior to departure dates and times.
- 21.4.11 Advise on all visa requirements and facilitate the process well in advance.
- 21.4.12 Advise the Traveler of all inoculation(immunization/vaccination) requirements well in advance.
- 21.4.13 Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- 21.4.14 Facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
- 21.4.15 Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.

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- 21.4.16 Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by CSOS are **non-commissionable**, where commissions are earned for CSOS bookings all these commissions should be returned to CSOS on a quarterly basis or used for future benefit of the CSOS for travel discounts.
- 21.4.17 Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by CSOS.
- 21.4.18 Timeous submission of proof that services have been satisfactorily delivered (invoices) as per CSOS' instructions

21.5 Air Travel

- 21.5.1 The TMC must be able to book full-service carriers as well as low cost carriers.
- 21.5.2 The TMC will book the most cost-effective airfares possible for domestic travel.
- 21.5.3 For international flights, the airline which provides the most cost effective and practical routings may be used.
- 21.5.4 The TMC should obtain three or more price quotations where applicable to present the most cost effective and practical routing to the Traveler also depending on the available carriers at the specific airport if practical.
- 21.5.5 The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- 21.5.6 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.
- 21.5.7 The TMC will also assist with the booking of charters for VIPs utilizing the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- 21.5.8 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.
- 21.5.9 The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.

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- 21.5.10 Ensure that travelers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- 21.5.11 Assist with lounge access if and when required.

21.6 Accommodation

- 21.6.1 The TMC will obtain price quotations within the maximum allowable rate matrix as per the cost containment instructions of the National Treasury issued from time to time.
- 21.6.2 The TMC will obtain three price quotations 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
- 21.6.3 This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with CSOS' travel policy.
- 21.6.4 CSOS travelers may only stay at accommodation establishments with which CSOS 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 CSOS.
- 21.6.5 Accommodation vouchers must be issued to all CSOS travelers for accommodation bookings and must be invoiced to CSOS as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- 21.6.6 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.
- 21.6.7 Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

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21.7 Car Rental and Shuttle Services

- 21.7.1 The TMC will book the approved category vehicle in accordance with the CSOS Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- 21.7.2 The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveler's specific requirements.
- 21.7.3 The TMC must ensure that relevant information is shared with travelers regarding rental vehicles, like e-tolls, refueling, keys, rental agreements, damages and accidents, etc.
- 21.7.4 For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
- 21.7.5 The TMC will book transfers in line with the CSOS Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- 21.7.6 The TMC should manage shuttle companies on behalf of CSOS and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- 21.7.7 The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

21.8 After Hours and Emergency Services

- 21.8.1 The TMC must provide a consultant or team of consultants to assist Travelers with after hours and emergency reservations and changes to travel plans.
- 21.8.2 A dedicated consultant/s must be available to assist VIP/Executive Travelers with after hours or emergency assistance.
- 21.8.3 After hours' services must be provided from Monday to Friday outside the official hours (8h00 to 17h00) and twenty-four (24) hours on weekends and Public holidays.
- 21.8.4 A call centre facility or after hours contact number should be available to all travelers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.

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21.8.5 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.

21.9 Communication

21.9.1 The TMC may be requested to conduct workshops and training sessions for Travel Bookers of CSOS.

21.9.2 All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.

21.9.3 The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

21.10 Financial Management

21.10.1 The TMC must implement the rates negotiated by CSOS with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.

21.10.2 The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to CSOS for payment within the agreed time period.

21.10.3 Enable savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.

21.10.4 The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices CSOS for the services rendered.

21.10.5 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. Consolidate Travel Supplier bill-back invoices.

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21.10.6 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.

21.10.7 The TMC is responsible for the consolidation of invoices and supporting documentation including statements to be provided to CSOS' Supply Chain Management Division on the agreed time period (e.g. weekly). This includes attaching the Travel Authorization or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.

21.10.8 Ensure Travel Supplier accounts are settled timeously.

21.11 Technology, Management Information and Reporting

21.11.1 The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.

21.11.2 The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimize the services and related fees.

21.11.3 All management information and data input must be accurate.

21.11.4 The TMC will be required to provide CSOS with a minimum of three (3) standard monthly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost. The reporting templates can be found on <http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.asp>

21.11.5 Reports must be accurate and be provided as per CSOS' 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).

21.11.6 CSOS may request the TMC to provide additional management reports.

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

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

a) Travel

- i) After hours' Report;
- ii) Compliments and complaints;
- iii) Long term accommodation and car rental;
- iv) Extension of business travel to include leisure;
- v) Upgrade of class of travel (air, accommodation and ground transportation);
- vi) Bookings outside Travel Policy.

b) Finance

- i. Reconciliation of commissions/rebates or any volume driven incentives;
- ii. Creditor's ageing report;
- iii. Creditor's summary payments;
- iv. Daily invoices;
- v. Reconciled reports for Travel Lodge card statement;
- vi. No show report;
- vii. Cancellation report;
- viii. Receipt delivery report;
- ix. Monthly Bank Settlement Plan (BSP) Report;
- x. Refund Log;
- xi. Open voucher report, and
- xii. Open Age Invoice Analysis.
- xiii. 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 unauthorized parties.

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21.12 Account Management

- 21.12.1 An Account Management structure should be put in place to respond to the needs and requirements of the CSOS and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- 21.12.2 The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the CSOS' account.
- 21.12.3 The necessary processes should be implemented to ensure good quality management and ensuring traveller satisfaction at all times.
- 21.12.4 A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 21.12.5 Ensure that the CSOS' Travel Policy is enforced.
- 21.12.6 The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- 21.12.7 Ensure that workshops/training is provided to Travelers and/or Travel Bookers
- 21.12.8 During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

21.13 Value Added Services

- 21.13.1 The TMC must provide the following value-added services:
- a) Destination information for regional and international destinations;
 - b) Health warnings;
 - c) Weather forecasts;
 - d) Places of interest;
 - e) Visa information;
 - f) Travel alerts;
 - g) Location of hotels and restaurants;

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- h) Information including the cost of public transport;
- i) Rules and procedures of the airports;
- j) Business etiquette specific to the country;
- k) Airline baggage policy; and
- l) Supplier updates
- m) Electronic voucher retrieval via web and smart phones;
- n) SMS notifications for travel confirmations;
- o) Travel audits;
- p) Global Travel Risk Management;
- q) VIP services for Executives that include, but is not limited to check-in support.

21.14 . Cost Management

- 21.14.1 The National Treasury cost containment initiative and the CSOS' Travel Policy is establishing a basis for a cost savings culture.
- 21.14.2 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.
- 21.14.3 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.
- 21.14.4 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 CSOS' 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.

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21.15 Quarterly and Annual Travel Reviews

21.15.1 Quarterly reviews are required to be presented by the Travel Management Company on all CSOS travel activity in the previous three-month period. These reviews are comprehensive and presented to CSOS' Supply Chain Management and Finance teams as part of the performance management reviews based on the service levels.

21.15.2 Annual Reviews are also required to be presented to CSOS' Senior Executives.

21.15.3 These Travel Reviews will include without limitation the following information

- a) After hours report;
- b) Total quarterly spend and savings;
- c) Bookings outside Travel Policy;
- d) Complaints

21.16 Office Management

21.16.1 The TMC to ensure high quality service to be delivered at all times to the CSOS' travelers. The TMC is required to provide CSOS with highly skilled and qualified human resources of the following roles but not limited to:

- a) Senior Consultants
- b) Travel Manager (Operational)
- c) Finance Manager / Branch Accountant
- d) Admin Back Office (Creditors / Debtors/Finance Processors)
- e) Key Account Manager

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22 PRICING MODEL

- 22.1 CSOS requires bidders to propose a pricing models based on a transactional/ service fee model.
- 22.2 The transaction/service 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.
- 22.3 It is important for bidders to note the following when determining the pricing:
- 22.3.1 National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers.
- 22.3.2 No override commissions earned through CSOS reservations will be paid to the TMCs.
- 22.3.3 An open book policy will apply, and any commissions earned through CSOS volumes will be reimbursed to CSOS.
- 22.3.4 TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

23. PRICING INSTRUCTIONS

In order to facilitate a transparent selection process that allows equal opportunity to all bidders. Proposals will be evaluated using the 80/20 formulae (preference points system) for Price and B-BEE as per the 2017 PPPFA Regulations.

All pricing must be in SA Rands and fixed for the contract duration.

CRITERIA	SUB-CRITERIA	WEIGHTING/POINTS
Price	Detailed budget breakdown	80
B-BEE (Status Level Verification Certificate)	B-BEE Level Contributor	20
Total		100

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1 TRANSACTION FEES

Item	Description	Cost per transaction including VAT	Cost per transaction (including VAT and CPI)	Cost per transaction including VAT and CPI
		Year 1	Year 2	Year 3
		R	R	R
1.	Air Travel-International			
2.	Air Travel-Regional			
3.	Air Travel-Domestic			
4.	Air Travel-International (Re-issue)			
5.	Air Travel-Regional (Re-issue)			
6.	Air Travel-Domestic (Re-issue)			
7.	Refunds-Air Domestic			
8.	Refunds-Air Regional			
9.	Refunds-Air International			
10.	Car Rental-Domestic			
11.	Car Rental-Regional			
12.	Car Rental-International			
13.	Transfers/Shuttle-Domestic			
14.	Transfers/Shuttle-Regional			
15.	Transfers/Shuttle-International			

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16.	Accommodation-Domestic			
17.	Accommodation-Regional			
18.	Accommodation-International			
19.	Bus/Coach Bookings			
20.	Train bookings-International Visa Assistance			
21.	Provision of documents and advice			
22.	Courier services for travel documentation			
23.	SMS notifications			
24.	Parking bookings			
25.	Cancellations			
26.	Changes to bookings			
27.	After Hours Services			
28.	Additional Ad-hoc reports (per report)			
29.	Customised reports (per report)			
30.	Travel Lodge card Reconciliation			
31.	Debtors Account Reconciliation			
32.	Other (Specify)			
33.	Other (Specify)			
34.	Other (Specify)			
35.	Other (Specify)			

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36.	Other (Specify)			
37.	Other (Specify)			
	TOTAL	R	R	R

1.2 CONFERENCE TRANSACTION FEE

Item	Description	Year 1	Year 2	Year 3
		%	% Including CPI	% Including CPI
1	Conference Transaction Fee (as a % of the Total turnover of the event)			

Signature (Bidder)

Date



SPECIAL REQUIREMENTS AND CONDITIONS OF CONTRACT

CSOS002-2022: APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE COMMUNITY SCHEMES OMBUD SERVICE FOR A PERIOD OF THREE (3) YEARS.

CLOSING DATE: 22 JULY 2022 AT 12:00 PM

VALIDITY PERIOD: 120 DAYS

S U P P L Y C H A I N M A N A G E M E N T

A. SPECIAL CONDITIONS OF CONTRACT

This bid and all contracts emanating there from will be subject to the General Conditions of Contract issued in accordance with of the Treasury Regulations 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The Special Conditions of Contract are supplementary to that of the General Conditions of Contract. Where, however, the Special Conditions of Contract are in conflict with the General Conditions of Contract, the Special Conditions of Contract prevail.

B. EVALUATION PROCESS

- The evaluation process comprises of the following phases:

➤ SUPPLY CHAIN MANAGEMENT COMPLIANCE REQUIREMENTS

Bidders must comply with the following compliance requirements prior evaluation in mandatory requirements.

Submission of documents	Comply/ Not Comply Y/N
Valid B-BBEE certificate issued by an accredited SANAS verification agency/Sworn Affidavit signed by the EME representative and attested by a Commissioner of Oath/B-BBEE certificate issued by the Companies and Intellectual Property Commission (CIPC)	
Proof of registration on the National Treasury Central Supplier Database (provide CSD summary report/CSD number)	
Valid pin issued by SARS (letter or pin)	

➤ **SECOND EVALUATION PHASE: MANDATORY REQUIREMENTS**

Bidders must comply with the below requirements in order to be considered further on functionality evaluation.

Documents required	Comply/ Not comply
Submit valid original certified copies of International Air Transport Association (IATA) license/certificate and/or Association of South Africa Travel Agency (ASATA) or any other accredited professional travel body at closing date. Where a bidder is using a third-party license/certificate, proof of the agreement must be attached.	
Letter from the bank reflecting a favourable bank rating (A, B,C or D rating) of the service provider/ Letter from the bank confirming bidders account is in good standing	
Travel management proposal as per CSOS scope of work (refer to Annexure 1)	
Attendance of a compulsory virtual briefing session	

➤ **THIRD EVALUATION PHASE: FUNCTIONALITY**

- Bids will be evaluated strictly according to the bid evaluation criteria stipulated in this section of the terms of reference. During this stage bidders' responses will be evaluated for functionality based on achieving a minimum score of 65 percent.
- Bidders must, as part of their bid documents, submit supportive documentation for all technical requirements as indicated hereunder. The panel responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided.

- Bidders will not rate themselves but need to ensure that all information is supplied as required. The Bid Evaluation Committee (BEC) will evaluate and score all responsive bids and will verify all documents submitted by the bidders.
- The panel members will individually evaluate the responses received against the following criteria as set out in the Terms of reference.
- Each panel member will rate each individual criterion on the score sheet using the following scale:

Value	Description
5	Excellent
4	Very Good
3	Good
2	Average
1	Poor
0	Unacceptable/ Nonresponsive

- The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criteria. These marks will be added and expressed as a fraction of the best possible score for all criteria.
- This score will be converted to a percentage and **only** bidders that have met or exceeded the minimum threshold of **65%** for functionality will be evaluated further.
- Any proposal not meeting a minimum score of **65%** technical proposal will be disqualified and not further evaluated on price and preference points.

➤ **EVALUATION PHASE: PRICE AND PREFERENCE POINTS**

- Bidders who make it to the panel will be evaluated for pricing based on a per unit costing provided at the time of request of the respective hardware or accessories.
- In terms of Regulation 5 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated by the State on the 80/20-preference point for Broad-Based Black

economic empowerment in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum 80 points)
- Broad-based black Economic Empowerment as well as specific goals (maximum 20 points)
- The following formula will be used to calculate the points for price in respect of bidders with a Rand value equal to or above R30 000 and up to a Rand value of R50 million, inclusive of all applicable taxes:

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

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

- A maximum of 20 points may be awarded to a bidder for being a Broad-Based Black Economic Empowerment and/or subcontracting with a Broad-Based Black Economic Empowerment stipulated in the Preferential Procurement regulations. The State reserves the right to arrange contracts with more than one contractor.
- It is the Government's intention to promote the following Broad-Based Black Economic Empowerment with this bid, and the points to be allocated are indicated against each level of contributor:

C. POINTS

- The Preferential Procurement Policy Framework Act 2000 (PPPFA) Regulations were gazetted on 8 June 2011 (No. 34350) and effective from 7 December 2011. These regulations require bidders to submit valid original or certified copies of their B-BBEE Status Level Certificates from a SANAS accredited verification agency and accredited Auditing firm, the 80/20 preference points systems will be applied in accordance with the formula and applicable points provided for in the respective status level contributor tables in the Regulations.

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Failure to capture the required status level and to submit the required B-BBEE status level certificates will lead to a zero (0) status level for non-compliant service providers.

1. A tenderer must submit proof of its B-BBEE status level of contributor.
2. A tenderer may not be awarded points for B-BBEE status level of contributor if the tender documents indicate that the tenderer intends subcontracting more than 25% of the value of the contract to any other person not qualifying for at least the points that the tenderer qualifies for, unless the intended subcontractor is an EME that has the capability to execute the subcontract.
3. The points scored by a tenderer for B-BBEE in terms of sub-regulation (2) must be added to the points scored for price under sub-regulation (1).
4. The points scored must be rounded off to the nearest two decimal places.
5. Subject to sub-regulation (9) and regulation 11, the contract must be awarded to the tenderer scoring the highest points.
6. (a) If the price offered by a tenderer scoring the highest points is not market-related, the organ of state may not award the contract to that tenderer.

 (b) The organs of state may-
 (i) negotiate a market-related price with the tenderer scoring the highest points or cancel the tender;

(ii) if the tenderer does not agree to a market-related price, negotiate a market-related price with the tenderer scoring the second highest points or cancel the tender;

(iii) if the tenderer scoring the second highest points does not agree to a market-related price, negotiate a market-related price with the tenderer scoring the third highest points or cancel the tender.

(c) If a market-related price is not agreed as envisaged in paragraph (b)(iii), the organ of state must cancel the tender.

D. TAX CLEARANCE CERTIFICATE & CSD REPORT

Bidders may submit their CSD report or SARS Tax pin.

Failure to comply with this condition will invalidate the bid.

E. VALUE ADDED TAX

All bid prices must be inclusive of 15% Value-Added Tax.

F. REGISTRATION

Latest proof of company registration from Companies and Intellectual Property Commission (CIPC) must be submitted in the form of certified copies of the relevant registration document

G. CLIENT BASE

- Bidders must have specific experience in travel management and submit recent references (in a form of written proof (s) on their company's letterhead including relevant person (s), telephone, fax numbers and e-mails) of similar work undertaken.
- The CSOS reserves the right to contact references during the evaluation and adjudication process to obtain information.

H. SHAREHOLDERS/DIRECTORS PORTFOLIO

- The bidder shall submit copies of the company's shareholding portfolio with the bid documents at the closing date and time of the bid.

I. COMMUNICATION

Supply Chain Management will communicate with bidders for, among others, where bid clarity is sought, to obtain information or to extend the validity period. Any communication either by facsimile, letter or electronic mail or any other form of correspondence to any government official, department or representative of a testing institution or a person acting in an advisory capacity for the CSOS in respect of this bid between the closing date and the award of the bid by the bidder is prohibited.

J. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Special Conditions by bidders will result in invalidation of such bids.

K. PROHIBITION OF RESTRICTIVE PRACTICES

- a. In terms of section 4(1) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is/ are or a contractor(s) was/were involved in:
 - directly or indirectly fixing a purchase or selling price or any other trading condition;
 - dividing markets by allocating customers, suppliers, territories or specific types of goods or services; or
 - collusive bidding.

- b. If a bidder(s) or contractor(s), in the judgment of the purchaser, has/have engaged in any of the restrictive practices referred to above, the purchaser may, without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered or terminate the contract in whole or in part and refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

L. FRONTING

- The Community Schemes Ombud Service 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 CSOS condemns any form of fronting.
- The CSOS, 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 and Industry, 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 CSOS may have against the bidder/contractor concerned.

M. BRIEFING SESSION

There will be a compulsory virtual briefing session on the 11th of July 2022 at 12H00pm.

N. TIMEFRAMES AND FORMAL CONTRACT

Successful bidder(s) will be required to enter into a formal contract with the CSOS.

O. PACKAGING OF BID

The bidder shall place the sealed bid proposal into a sealed envelope or package, and must be clearly marked with a description of the bid as follows:

Bid No: CSOS002-2022

Description: Appointment of a travel management company for the provision of travel management services to the Community Schemes Ombud Service for a period of three (3) years.

Bid closing date and time: 22 July 2022 at 12h00 PM

Name and address of the bidder:

P. CONTACT DETAILS

Supply Chain Management Office:

Physical address: Unit 4, Berkley Office Park,

8 Bauhinia Street, Highveld Techno Park, Centurion

For General SCM enquiries: Zakithi Zwane, Contact: 010 593 0533 or email:
tenders@csos.org.za

For Technical enquiries: Zakithi Zwane ;Contact :010 593 0533/060 545 1150 or
email: **Ntombizakithi.Zwane@csos.org.za**

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER: **BID NO: CSOS002-2022: APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE COMMUNITY SCHEMES OMBUD SERVICE (CSOS) FOR A PERIOD OF THREE (3) YEARS**

CLOSING TIME 12:00PM ON 22 JULY 2022.

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO <u>TAX</u>	DESCRIPTION	BID PRICE IN RSA CURRENCY INCLUSIVE OF <u>VALUE ADDED</u>
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DESCRIPTION: **APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE COMMUNITY SCHEMES OMBUD SERVICE (CSOS) FOR A PERIOD OF THREE (3) YEARS**

- Services must be quoted in accordance with the attached terms of reference.

Total cost of the assignment (R inclusive VAT)

R.....

TRANSACTION FEES

Item	Description	Cost per transaction including VAT	Cost per transaction (including VAT and CPI)	Cost per transaction including VAT and CPI)
		Year 1	Year 2	Year 3
		R	R	R
1.	Air Travel-International			
2.	Air Travel-Regional			
3.	Air Travel-Domestic			
4.	Air Travel-International (Re-issue)			
5.	Air Travel-Regional (Re-issue)			
6.	Air Travel-Domestic (Re-			

	issue)			
7.	Refunds-Air Domestic			
8.	Refunds-Air Regional			
9.	Refunds-Air International			
10.	Car Rental-Domestic			
11.	Car Rental-Regional			
12.	Car Rental-International			
13.	Transfers/Shuttle-Domestic			
14.	Transfers/Shuttle-Regional			
15.	Transfers/Shuttle-International			
16.	Accommodation-Domestic			
17.	Accommodation-Regional			
18.	Accommodation-International			
19.	Bus/Coach Bookings			
20.	Train bookings-International Visa Assistance			
21.	Provision of documents and advice			
22.	Courier services for travel documentation			
23.	SMS notifications			
24.	Parking bookings			
25.	Cancellations			
26.	Changes to bookings			

27.	After Hours Services			
28.	Additional Ad-hoc reports (per report)			
29.	Customised reports (per report)			
30.	Travel Lodge card Reconciliation			
31.	Debtors Account Reconciliation			
32.	Other (Specify)			
33.	Other (Specify)			
34.	Other (Specify)			
35.	Other (Specify)			
36.	Other (Specify)			
37.	Other (Specify)			
	TOTAL	R	R	R

CONFERENCE TRANSACTION FEE

Item	Description	Year 1	Year 2	Year 3
		%	% Including CPI	% Including CPI
1	Conference Transaction Fee (as a % of the Total turnover of the event)			

Signature (Bidder)

Date

The financial proposal for this assignment should cover for all assignment activities as per terms of reference

2. Period required for commencement with project after acceptance of bid_____

3 Are the rates quoted firm for the full period? Yes/No

4. If not firm for the full period, provide details of the basis on which Adjustments will be applied for, for example consumer price index.

Technical enquiries regarding bidding procedures may be directed to:

Zakithi Zwane

Tel: (010) 593 0533

Cell: 060 545 1150

E-mail address: ntombizakithi.zwane@csos.org.za

Supply Chain queries may be directed to:

Zakithi Zwane

Cell: 060 545 1150

Email address: tenders@csos.org.za

PLEASE REFER TO THE ATTACHED TERMS OF REFERENCE FOR MORE INFORMATION.

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, _____ the _____ undersigned,
 (name).....in
 submitting the accompanying bid, do hereby make the following
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.21.2

a) The value of this bid is estimated to **not exceed** R50 000 000 (all applicable taxes included) and therefore the **...80/20.....** preference point system shall be applicable; or

b) The 80/20 preference point system will be applicable to this tender

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms

of section 9(1) of the Broad-Based Black Economic Empowerment Act;

- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad- Based Black Economic Empowerment Act;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

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

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{\min} = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12

5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contributor: . =(maximum of 10 or 20 points)
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(**Tick applicable box**)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

- What percentage of the contract will be subcontracted.....%
- The name of the sub-contractor.....
- The B-BBEE status level of the sub-contractor.....
- Whether the sub-contractor is an EME or QSE

(**Tick applicable box**)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

- Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group: An EME or QSE which is at last 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name _____ of
company/firm:.....

8.2 VAT _____ registration
number:.....

8.3 Company _____ registration
number:.....

8.4 TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
☐ One person business/sole propriety
☐ Close corporation
☐ Company
☐ (Pty) Limited
 [TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

8.6 COMPANY CLASSIFICATION

- ☐ Manufacturer
☐ Supplier
☐ Professional service provider
☐ Other service providers, e.g. transporter, etc.
 [TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- (a) disqualify the person from the bidding process;

- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

WITNESSES

1.

2.

.....
SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS

.....

.....



Supplier Maintenance: Bank Details

Supplier name _____

I/We hereby request and authorize you to pay any amounts which accrue to me/us to the credit of my/our account with the mentioned bank.

I/We understand that the credit transfers hereby authorized will be processed by computer through a system known as the "ACB ELECTRONIC FUND TRANSFER SERVICE", and I/we also understand that no additional advice of payment will be provided by my/our bank, but details of each payment will be on my/our bank statement or any accompanying voucher. (This does not apply where it is not customary for banks to furnish bank statements).

I/We understand that a payment advice will be supplied by the organization in the normal way, and that it will indicate the date on which funds will be available in my/our account. This authority may be cancelled by me/us by giving thirty days' notice by prepaid registered post.

Initial and Surname

Authorized Signature

Date dd/mm/yyyy									

NB. Only original signed forms will be accepted.

Registered name: _____

Co. Registration No: _____

Account Holder: _____

Name of Bank: _____

Name of Branch: _____

Branch Code: _____

Account Number: _____

Type of Account: _____

It is hereby confirmed that these details have been verified against the following screens:

ABSA-
FNB-
STD Bank-
Nedbank-
Other Banks-

Bank Stamp Here

Bank Official Name: _____

Contact Detail: _____

NB: IT IS THE RESPONSIBILITY OF THE SUPPLIER TO ENSURE THAT DETAILS PROVIDED ARE CORRECT.

A LETTER FROM THE BANK CONFIRMING BANKING DETAILS WILL ALSO SUFFICE

GOVERNMENT PROCUREMENT

GENERAL CONDITIONS OF CONTRACT

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

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General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 "Day" means calendar day.
 - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
 - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
 - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
 - 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable.

Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- 1.13 “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 “GCC” means the General Conditions of Contract.
- 1.15 “Goods” means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 “Imported content” means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 “Local content” means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 “Manufacture” means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 “Order” means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 “Project site,” where applicable, means the place indicated in bidding documents.
- 1.21 “Purchaser” means the organization purchasing the goods.
- 1.22 “Republic” means the Republic of South Africa.
- 1.23 “SCC” means the Special Conditions of Contract.
- 1.24 “Services” means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

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| 2. Application | <p>2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.</p> <p>2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.</p> <p>2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.</p> |
| 3. General | <p>3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.</p> <p>3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za</p> |
| 4. Standards | <p>4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.</p> |
| 5. Use of contract documents and information; inspection. | <p>5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.</p> <p>5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.</p> <p>5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.</p> <p>5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.</p> |
| 6. Patent rights | <p>6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.</p> |
| 7. Performance security | <p>7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.</p> |

- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

**8. Inspections,
tests and
analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with

supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
 - (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

- 16. Payment**
- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.
- 17. Prices**
- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.
- 18. Contract amendments**
- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.
- 19. Assignment**
- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.
- 20. Subcontracts**
- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.
- 21. Delays in the supplier's performance**
- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable

difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

25. Force Majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5 Notwithstanding any reference to mediation and/or court proceedings herein,

- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- (b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;

- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss

or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

- 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable law

- 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

31. Notices

- 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and duties

- 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.