

## BID DOCUMENT

BID NUMBER:	FIC/RFB/TRAVEL MANAGEMENT SERVICES/01/2025/26
DATE OF ISSUE:	15 MAY 2025
COMPULSORY VIRTUAL BRIEFING SESSION:	23 MAY 2025
CLOSING DATE FOR THE BID:	05 JUNE 2025
CLOSING TIME FOR THE BID:	11:00
DESCRIPTION FOR THE BID:	THE PROVISION OF TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF FIVE (5) YEARS TO THE FINANCIAL INTELLIGENCE CENTRE.
SUBMITTING BIDS:	One (1) original and an electronic copy of the RFB document must be handed in / delivered to: <b>TENDER BOX</b> <b>FINANCIAL INTELLIGENCE CENTRE</b> <b>BYLSBRIDGE OFFICE PARK</b> <b>CNR JEAN AVENUE &amp; OLIEVENHOUTBOSCH</b> <b>(13 CANDELA STREET, HIGHVELD EXT 73)</b> <b>HIGHVELD</b> <b>CENTURION</b>

Bidders are required to request an ACCESS PIN CODE from [Kamogelo.Rathebe@fic.gov.za](mailto:Kamogelo.Rathebe@fic.gov.za) and present their identity documents and/or valid driver's license at the main gate in order to gain entry within the FIC offices.

**CSD NUMBER**

.....

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**PART A: SBD 1 INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE FINANCIAL INTELLIGENCE CENTRE					
BID NUMBER:	FIC/RFB/TRAVEL MANAGEMENT SERVICES/01/2025/26		CLOSING DATE:	5 June 2025	CLOSING TIME: 11:00
DESCRIPTION	THE PROVISION OF TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF FIVE (5) YEARS TO THE FINANCIAL INTELLIGENCE CENTRE.				
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT</b>					
RECEPTION, FINANCIAL INTELLIGENCE CENTRE					
BYLS BRIDGE OFFICE PARK, CNR JEAN AVENUE & OLIEVENHOUTBOSCH (13 CANDELA STREET, HIGVELD EXT 73 CENTURION)					
HIGVELD EXT 73					
CENTURION					
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>			<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>		
CONTACT PERSON	Kamogelo Rathebe		CONTACT PERSON	Kamogelo Rathebe	
TELEPHONE NUMBER	012 641 6018		TELEPHONE NUMBER	012 641 6018	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	<a href="mailto:Kamogelo.rathebe@fic.gov.za">Kamogelo.rathebe@fic.gov.za</a>		E-MAIL ADDRESS	<a href="mailto:Tenders@fic.gov.za">Tenders@fic.gov.za</a>	
<b>SUPPLIER INFORMATION</b>					
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:		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	
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>					
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 THE QUESTIONNAIRE BELOW]	
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>					
<p>IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>DOES THE ENTITY HAVE A BRANCH IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><b>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.</b></p>					

## PART B: TERMS AND CONDITIONS FOR BIDDING

<b>1. BID SUBMISSION:</b>
<p>1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.</p> <p>1.2. <b>ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED - (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</b></p> <p>1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.</p> <p>1.4. <b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD 7).</b></p>
<b>2. TAX COMPLIANCE REQUIREMENTS</b>
<p>2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</p> <p>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.</p> <p>2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE <a href="http://WWW.SARS.GOV.ZA">WWW.SARS.GOV.ZA</a>.</p> <p>2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.</p> <p>2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.</p> <p>2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.</p> <p>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."</p>

**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:

.....

**PART C: SPECIAL CONDITIONS OF CONTRACT**

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 (GCC) will form part of this BID documents and may not be amended.

Special Conditions of Contract (SCC) relevant to this BID, compiled separately for this BID (if applicable) will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

Copies of the GCC are available from the website

<https://www.treasury.gov.za/divisions/ocpo/sc/generalconditions/general%20conditions%20of%20contract.pdf>

**SPECIAL CONDITIONS THAT THE BIDDER NEEDS TO TAKE NOTE OF:****1 FRAUD AND CORRUPTION**

- 1.1 All service providers are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act No 12 of 2004 and any other Act applicable.

**2 NEGOTIATION**

- 2.1 The Financial Intelligence Centre has the right to enter into negotiation with a prospective contractor regarding any terms and conditions, including price(s), of a proposed contract.
- 2.2 The Financial Intelligence Centre shall not be obliged to accept the lowest of any bid, offer or proposal in part or in whole.
- 2.3 All respondents will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties. The designated responsible person of the Financial Intelligence Centre is the Supply Chain Manager or his/her written authorised delegate.

**3 REASONS FOR REJECTION**

- 3.1 The Financial Intelligence Centre shall reject a proposal for the award of a contract if the recommended bidder has committed a proven corrupt or fraudulent act in competing for the particular contract.
- 3.2 The Financial Intelligence Centre may disregard the BID of any bidder if that bidder, or any of its directors:
  - 3.2.1 Have abused the SCM system of the Financial Intelligence Centre.
  - 3.2.2 Have committed proven fraud or any other improper conduct in relation to such a contract.
  - 3.2.3 Have failed to perform on any previous contract and the proof exists.
- 3.3 Such actions shall be communicated to the National Treasury.

**4 PAYMENTS**

- The Financial Intelligence Centre (FIC) will pay the service provider the Fee as set out in the final contract. No additional amounts will be payable by the FIC to the Contractor.
- 4.1 The Contractor shall from time to time during the currency of the contract invoice The Financial Intelligence Centre for the services rendered. No payment will be made to the contractor unless an invoice complying with section 20 of the VAT Act No 89 of 1991 has been submitted to the FIC.
  - 4.2 Payment shall be made into the bidder's bank account, normally 30 days after receipt of an acceptable, valid invoice. (Banking details must be submitted as soon as this BID is awarded).
  - 4.3 The service provider shall be responsible for accounting to the appropriate authorities for its Income Tax, VAT or other amounts of money required to be paid in terms of applicable law.

**5 PRESENTATION / DEMONSTRATION**

- 5.1 The FIC reserves the right to request site visit/presentations/demonstrations from the short-listed bidder/s if needed.

**PART D: TERMS OF REFERENCE/MINIMUM SPECIFICATION FOR THE WORK****1 BACKGROUND TO THE FIC**

- 1.1. The Financial Intelligence Centre (FIC) is South Africa's national centre for the receipt of financial data, analysis and dissemination of financial intelligence to the competent authorities.
- 1.2. The FIC was established by the Financial Intelligence Centre Act, 2001 (Act 38 of 2001) and has the mandate to identify the proceeds of crime, combat money laundering and terror financing. It does this by seeking to:
  - Supervise and enforce compliance with the FIC Act
  - Facilitate effective supervision and enforcement by supervisory bodies
  - Receive financial data from accountable and reporting institutions
  - Share information with law enforcement authorities, intelligence services, the South African Revenue Service, international counterparts and supervisory bodies
  - Formulate policy regarding money laundering and the financing of terrorism
  - Provide policy advice to the Minister of Finance, and
  - Uphold the international obligations and commitments required by the country in respect of anti-money laundering and combating financing of terrorism (AML/CFT).
- 1.3. The FIC Act introduces a regulatory framework of measures requiring certain categories of business to take steps regarding client identification, record-keeping, reporting of information and internal compliance structures. The Act obliges all businesses to report to the FIC various suspicious and certain other transactions. The FIC uses this financial data and available data to develop financial intelligence, which it is able to make available to the competent authorities and supervisory bodies for follow-up investigations or administrative action.
- 1.4. All accountable and reporting institutions are required to register with the FIC. The FIC and supervisory bodies have the authority to inspect and impose administrative penalties on non-compliant businesses. The Act also introduced an appeal process and an appeal board.
- 1.5. South Africa is a member of the Financial Action Task Force, the international body which sets standards and policy on anti-money laundering and for combating the financing of terrorism (AML/CFT). In addition, it is also a member of the Eastern and Southern Africa Anti-Money Laundering Group, a regional body of the FATF which aims to support countries in the region to implement the global AML/CFT standards.
- 1.6. The FIC is a member of the Egmont Group, which is made up of financial intelligence units from 166 countries. The primary aim of the organisation is to facilitate co-operation and sharing of financial intelligence information among its members.

## 2 PURPOSE

- 2.1** The purpose of these terms of reference (TOR) is to clarify the scope of work and deliverables for the provision of travel management services to the FIC.
- 2.2** This TOR document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the FIC for the provision of travel management services to the FIC.
- 2.3** This TOR does not constitute an offer to do business with the FIC, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

## 3 SCOPE OF WORK

### 3.1 Background:

- 3.1.1** The FIC's primary objective in issuing this RFB is to enter into agreement with a successful bidder who will achieve the following:
- 3.1.1.1** Provide the FIC with the travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service levels.
- 3.1.1.2** Achieve significant cost savings for the FIC without any degradation in the services:
- 3.1.1.3** Appropriately covers the traveller's risk.

### 3.2 Travel Volume:

- 3.2.1** The current FIC's total volumes per annum includes air travel, ground travel (shuttle services), accommodation, car hire, forex subsistence, conference, etc.
- 3.2.2 Note:** These figures are estimates based on the current trends and they may change during the tenure of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their proposal.

<b>Service Category</b>	<b>Estimated Number of Transactions per annum</b>	<b>Estimated Expenditure per annum</b>
Air travel - Domestic	160	R 1 911 323,00
Accommodation - Domestic	226	R 1 156 691,00
Car Rental - Domestic & Fuel	160	R 310 214,00
Air Travel - Regional & International	25	R 1 306 011,25



Transfers - Regional & International	50	R 120 000,00
Accommodation - Regional & International (days)	260	R 1 430 000,00
Insurance (days)	260	R 39 400,00
Forex	50	R 679 079,00
Conferences/Events	5	R 500 000,00
After Hours	24	R 3 876,00
<b>GRAND TOTAL</b>	<b>1 220</b>	<b>R 7 456 594,25</b>

**Transactions may increase by average of 5% per annum**

### **3.3 Service Requirement:**

#### **3.3.1 General:**

##### **3.3.1.1 The successful bidder will be required to provide travel management services.**

**Deliverables under this section include without limitation, the following:**

- 3.3.1.2 The travel services will be provided to all travellers travelling on behalf of the FIC, locally and internationally. This will include employees and contractors, consultants, and clients where the agreement is that the FIC is responsible for the arrangement and cost of travel.
- 3.3.1.3 Provide travel management services during normal office hours (Monday to Friday 08:00 - 17:00) and provide after hours and emergency services as stipulated in paragraph 3.8.
- 3.3.1.4 Assist with negotiations for better deals with travel service providers on behalf of the FIC.
- 3.3.1.5 Familiarisation with current FIC's Travel Policy and business processes implementation of controls to ensure compliance (controls in the system and traditional method were applicable),
- 3.3.1.6 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.
- 3.3.1.7 Maintain updated profiles of frequent travellers.
- 3.3.1.8 Manage third party service providers by addressing service failures and complaints against these service providers.
- 3.3.1.9 Consolidate all invoices from relevant third parties including delayed invoices for Diners.
- 3.3.1.10 Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

**3.4 Reservations:****3.4.1** The Travel Management Company will:

- 3.4.1.1 Receive travel requests from travel coordinator/administrators and respond with at least 3 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 administrator and traveller via the agreed communication medium.
- 3.4.1.2 Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel Administrator.
- 3.4.1.3 Appraise themselves of all travel requirements for destinations to which travellers will be travelling and advise the traveller of alternative plans that are more cost effective and more convenient where necessary.
- 3.4.1.4 Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits and a confirmation of the fact where it is not possible.
- 3.4.1.5 Book the negotiated discounted fares and rates where possible.
- 3.4.1.6 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 traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- 3.4.1.7 Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- 3.4.1.8 Must be able to facilitate group bookings and events (e.g. for meetings, conferences, events, etc.).
- 3.4.1.9 Must issue all necessary travel documents, itineraries, and vouchers timeously (the day the booking is confirmed) to traveller(s) prior to departure dates and times.
- 3.4.1.10 Advise the Traveller of all visa and inoculation requirements well in advance. Visa applications will not be the responsibility of the TMC. However, the relevant information must be supplied to the traveller(s) where visas will be required.
- 3.4.1.11 Arrange and deliver all required foreign currency either to the FIC office or for collection at the airport forex outlet and arrange travel insurance for international trips.
- 3.4.1.12 Negotiated airline fares, accommodation rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by the FIC are non-commissionable.

However, where commissions are earned for the FIC bookings all these commissions shall be returned to the FIC on a quarterly basis.

3.4.1.13 Ensure confidentiality in respect of all travel arrangements and concerning all persons travelling, as required by the FIC.

3.4.1.14 Timeous submission of proof that services have been satisfactorily delivered as per the FIC's instructions.

### **3.5 Air Travel:**

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

3.5.2 The TMC will book the most cost-effective airfares possible for domestic travel.

3.5.3 For international flights, the airline which provides the most cost effective and practical routings will be used.

3.5.4 The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.

3.5.5 The airline ticket should include the applicable airline agreement number as well as the individual loyalty programme number of the Traveller (if applicable).

3.5.6 Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and travel administrator's inbox promptly after booking but before the departure times.

3.5.7 The TMC will also assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.

3.5.8 The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the FIC and provide a report on refund management once a quarter.

3.5.9 The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fares where applicable.

3.5.10 Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, check-in arrangements, etc.).

3.5.11 Assist with lounge access as and when required.

**3.6 Accommodation:**

- 3.6.1** The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury and implemented by the FIC.
- 3.6.2** The TMC will obtain three (3) price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller.
- 3.6.3** The price comparisons will include planning, booking, confirming, and amending of accommodation requirements with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with the FIC's Travel Policy.
- 3.6.4** FIC travellers may only stay at accommodation establishments with which the National Treasury 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 acceptable costs; or as stipulated in written directives issued from time to time by the National Treasury or the FIC.
- 3.6.5** Accommodation vouchers must be issued to all the FIC travellers for accommodation bookings and must be invoiced to FIC as per arrangement.
- 3.6.6** 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.
- 3.6.7** Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

**3.7 Car Rental and Shuttle Services:**

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

- 3.7.5** The TMC will book transfers in line with the FIC's Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- 3.7.6** The TMC should manage shuttle companies on behalf of the FIC and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- 3.7.7** The TMC must during their reporting period provide proof that negotiated rates were booked, where applicable.
- 3.8 After Hours and Emergency Services:**
- 3.8.1** The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- 3.8.2** A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour or emergency assistance.
- 3.8.3** After hours' services must be provided from Monday to Friday outside the official hours (08:00 -17:00) and twenty-four (24) hours on weekends and Public Holidays.
- 3.8.4** A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- 3.8.5** The TMC must have a standard operating procedure for managing after hours and emergency services.
- 3.9 Communication:**
- 3.9.1** The TMC may be requested to conduct workshops and training sessions for Travel Administrators/Coordinators of the FIC.
- 3.9.2** All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.
- 3.9.3** The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, Travel Management Company in one smooth continuous workflow.

**3.10 Financial Management:**

- 3.10.1** The TMC must implement the rates negotiated by the National Treasury with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- 3.10.2** The TMC will be responsible to manage the service providers' accounts. This will include the timely receipt of invoices to be presented to the FIC for payment within the agreed time period.
- 3.10.3** Enable savings on total annual travel expenditure, and this must be reported, and proof provided during monthly and quarterly reviews.
- 3.10.4** The TMC will be required to offer a 30-day bill-back account facility to the FIC should a corporate lodge card not be accepted. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices FIC for the services rendered.
- 3.10.5** 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.
- 3.10.6** Consolidate Travel Supplier bill-back invoices.
- 3.10.7** Where relevant, the payment of air, accommodation and ground transportation is consolidated through a corporate lodge card.
- 3.10.8** The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to the FIC's Finance business unit on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation Forms or Purchase Order and other supporting documentation to the invoices reflected on the service provider bill-back report or the corporate lodge card statement.
- 3.10.9** Ensure Travel Supplier accounts are settled timeously by the TMC.

**3.11 Technology, Management Information and Reporting:**

- 3.11.1** The TMC must have the capability to consolidate all management information related to travel expenses into a single source document.
- 3.11.2** The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
- 3.11.3** Reports must be accurate and be provided as per the FIC's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail

including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).

**3.11.4** The FIC may request the TMC to provide additional management reports.

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

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

**3.11.6.1 Travel:**

- a) After Hours' Report,
- b) Compliments and complaints,
- c) Consultant Productivity Report,
- d) Long term accommodation and car rental,
- e) Extension of business travel to include leisure,
- f) Upgrade of class of travel (air, accommodation, and ground transportation), and
- g) Bookings outside Travel Policy.

**3.11.6.2 Finance:**

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

**3.11.7** The TMC will implement all the necessary processes and programmes to ensure that all the data is always secure and not accessible by any unauthorised parties.

**3.12 Account Management:**

**3.12.1** An Account Management structure should be put in place to respond to the needs and requirements of the FIC and act as a liaison for handling all matters regarding delivery of services in terms of the contract.

- 3.12.2** The TMC must appoint a dedicated Account- or Business Manager that is ultimately responsible for the management of the FIC's account.
- 3.12.3** The necessary processes should be implemented to ensure good quality management and always ensuring traveller satisfaction.
- 3.12.4** A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 3.12.5** Ensure that the FIC's Travel Policy is enforced.
- 3.12.6** The Service Level Agreement (SLA) must be managed, and customer satisfaction surveys conducted to measure the performance of the TMC.
- 3.12.7** Ensure that workshops/training is provided to travellers and/or travel administrators.
- 3.12.8** During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.
- 3.13 Value Added Services:**
- 3.13.1 The TMC must provide the following value-added services:**
- 3.13.1.1 Destination information for regional and international destinations:
- a) Health warnings,
  - b) Weather forecasts,
  - c) Places of interest,
  - d) Visa information,
  - e) Travel alerts,
  - f) Location of hotels and restaurants,
  - g) Information including the cost of public transport,
  - h) Rules and procedures of the airports,
  - i) Business etiquette specific to the country,
  - j) Airline baggage policy, and
  - k) Supplier updates.
- 3.13.2** Electronic voucher retrieval via web and smart phones.
- 3.13.3** SMS notifications for travel confirmations.
- 3.13.4** Travel audits.
- 3.13.5** Global Travel Risk Management.



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

**3.14 Cost Management:**

**3.14.1** The National Treasury cost containment guidelines initiative and the FIC's Travel Policy is establishing a basis for a cost savings culture.

**3.14.2** 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 that are applicable in that period.

**3.14.3** 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.

**3.14.4** 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 the FIC's Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

**3.15 Office Management:**

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

- a. Senior Consultants
- b. Intermediate Consultants
- c. Junior Consultants
- d. Travel Manager (Operational)
- e. Finance Manager / Branch Accountant
- f. Administration Back Office (Creditors / Debtors/Finance Processors)
- g. Strategic Account Manager (per hour)
- h. System Administrator (General Admin)

**3.16 Pricing Mode:**

**3.16.1** The FIC requires bidders to propose a transactional/service fee model. The FIC will at their discretion select the best possible cost-effective solution.

**3.17 Transactional Fees:**

**Refer Annexure A2: Pricing Schedule**

**3.17.1** The transactional fees must be a fixed amount per service, this fee must be all inclusive no additional fees outside this rate will be acceptable.

- 3.17.2** The Bidder must further indicate the estimated percentage split between traditional /manual bookings and On-line bookings. (To be split according to the **Annexure A2** provided)

**3.18 Volume driven incentives:**

- 3.18.1** It is important for bidders to note the following when determining the pricing:
- a) National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers to be used where applicable,
  - b) No override commissions earned through the FIC reservations will be paid to the TMCs,
  - c) An open book policy will apply, and any commissions earned through the FIC volumes will be reimbursed to the FIC, and
  - d) TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

**4 DURATION OF THE CONTRACT**

- 4.1** This will be a 60-months (5 years) contract, subject to the monthly performance regime and the general conditions of contract, including special general conditions of contract.
- 4.2** The FIC reserves the right to terminate the contract in the event that the service provider does not perform according to the service requirements.

**5 FINANCIAL PROPOSAL / PRICING SCHEDULE**

- 5.1** The service provider is expected to provide and complete the pricing proposal for the main items as defined in this TOR using the table in Annexure A2.

**PART E: EVALUATION PROCESS**

**6 EVALUATION PROCESS**

**Compliance with minimum requirements and response requirements:**

**6.1 Pre-selection (Gate 0):**

- 6.1.1** The Supply Chain Management business unit will do **pre-selection** on the following requirements:

NO.	DESCRIPTION	REQUIREMENTS: MANDATORY OR NON- MANDATORY	COMMENTS
1	Central Supplier Database (CSD) Report	<b>MANDATORY</b>	Bidders must be registered on the Central Supplier Database (CSD) on the National Treasury Website – <a href="http://www.csd.gov.za">www.csd.gov.za</a> prior to submitting a bid.
2	Valid B-BBEE Certificate OR Sworn Affidavit	<b>NON-MANDATORY</b>	Failure of a bidder to provide a valid B-BBEE certificate / sworn affidavit will forfeit preference points.
3	Completed and duly Signed Invitation to Bid Form- SBD 1	<b>MANDATORY</b>	Non-submission as well as incomplete SBD 1 form will result in disqualification.
4	Completed and duly Signed Bidder's Disclosure Form- SBD 4	<b>MANDATORY</b>	Non-submission as well as incomplete SBD 4 form will result in disqualification.
5	Completed and duly Signed Bidder's National Industrial Participation Programme Form- SBD 5	<b>MANDATORY</b>	Non-submission as well as incomplete SBD 5 form will result in disqualification.
6	Completed and duly Signed Preference Points Claim Form- SBD 6.1	<b>NON-MANDATORY</b>	Failure of a bidder to provide a completed and duly signed SBD 6.1 form will forfeit preference points.
7	Attendance of Virtual Compulsory Briefing session	<b>MANDATORY</b>	Bidders who do not attend the compulsory briefing session will be eliminated
8	(IATA) license /certificate	<b>MANDATORY</b>	Bidders are required to submit their International Air Transport Association (IATA) license / certificate at the closing date. The certificate /license must be valid and must be in the name of the bidder
9	(ASATA) license/certificate	<b>MANDATORY</b>	Bidders are required to submit their Association of Southern African Travel Agents (ASATA) license/certificate at closing date. The certificate /licence must be valid and must be in the name of the bidder
10	Years of experience	<b>MANDATORY</b>	Company experience in providing travel management services.  Provide a list of clients from government or state-owned entities with the start and end dates of their contracts indicating experience

NO.	DESCRIPTION	REQUIREMENTS: MANDATORY OR NON- MANDATORY	COMMENTS
			showing five (5) years or more in the travel industry. <b>Complete ANNEXURE A</b>
11	After Hours Service	<b>MANDATORY</b>	Bidders to submit a proposal demonstrating their after hours process as defined in paragraph 3.8.3.
12	Pricing Proposal	<b>MANDATORY</b>	Bidders are required to complete the Pricing Schedule strictly in accordance with the template in <b>Annexure A2</b> provided in this tender document. All prices must be submitted for the items and volumes specified only.  Bidders shall not alter, delete, or add items to the Pricing Schedule. Any costs associated with additional services, resources, or contingencies not explicitly listed in the Pricing Schedule must be incorporated into the prices of the corresponding specified items.  Failure to comply with this requirement may render the bid non-compliant and subject to disqualification.
13	Manage venue bookings	<b>MANDATORY</b>	Provide a list where venue bookings (e.g. for meetings, workshops, conferences, and other events etc.) have been handled within the past three (3) years and attended by at least fifty (50) or more pax. <b>Complete ANNEXURE B</b>
14	International booking capabilities	<b>MANDATORY</b>	TMC to submit a list of partners with whom the TMC have agreements for international bookings. <b>Complete ANNEXURE C</b>

**Note:**

- a) A bidder who fails to comply with **mandatory** requirements No. **1, 3, 4, 5, 7, 8, 9, 10, 11, 12, 13 and 14** will be disqualified from the evaluation process.
- b) A bidder who fails to comply with mandatory requirement No. **2** and **6** will forfeit preference points for specific goals or B-BBEE points.

**6.1.2** All bids duly lodged will be examined to determine compliance with Bid requirements

and conditions. Bids with obvious deviations from the requirements/ conditions will be eliminated from further evaluation.

**6.1.3** The FIC evaluation process will follow different stages or gates.

**6.1.4** Bidders must note that, **bids will be scored according to the following points system:**

	Maximum Points Achievable	Minimum Threshold
Gate 1 - Desktop Technical Evaluation	75	50
Gate 2 - Online presentation	25	15
<b>OVERALL COMBINED POINTS</b>	<b>100</b>	<b>65</b>

**6.2 GATE 1: TECHNICAL (FUNCTIONALITY) EVALUATION (75 POINTS):**

- a) All bidders are required to respond to the technical evaluation criteria scorecard.
- b) Only Bidders that have met the Pre-Qualification Criteria in (Gate 0) will be evaluated in Gate 1 for functionality.
- c) **Functionality will be evaluated as follows:**  
 Gate 1: **DESKTOP TECHNICAL EVALUATION** – Bidders will be evaluated out of 75 points and are required to achieve minimum threshold of 50 points out of 75 points in Gate 1 to qualify for Gate 2. Bidders who do not meet this threshold will be **disqualified** and will not be invited to Gate 2: **ONLINE PRESENTATION AND SYSTEM DEMONSTRATION:**

Details for minimum evaluation criteria for functionality is indicated on the table below:

No.	Criteria	Weight
1.	<p>Company experience in providing travel management services.</p> <p>Provide a list of clients from government or state-owned entities with the start and end dates of their contracts indicating experience showing five (5) years or more in the travel industry.</p> <p><b>Complete ANNEXURE A</b></p>	15

2.	<p>Provide travel services reference letters from a minimum of three (3) to a maximum of five (5) or more contactable clients within the past 5 years. (As at date of closure of bid)</p> <p>The letters must include:</p> <ul style="list-style-type: none"> <li>• company name</li> <li>• contact number</li> <li>• contact name</li> <li>• duration of contract</li> <li>• be on the referring companies' letterhead</li> </ul>	20
3.	<p>Manage venue bookings</p> <p>Provide a list where venue bookings (e.g. for meetings, workshops, conferences, and other events etc.) have been handled within the past three (3) years and attended by at least fifty (50) or more pax.</p> <p><b>Complete ANNEXURE B</b></p>	10
4.	<p>Experience of the dedicated Strategic Account Manager.</p> <p>Please provide a clearly marked comprehensive CV for the Strategic Account Manager allocated to the FIC.</p> <p>NB: The CV provided will be used to evaluate the human resources capabilities of the service provider.</p>	10
5.	<p>Experience of the dedicated Travel Consultant.</p> <p>Please provide a clearly marked comprehensive CV for the Travel Consultant allocated to the FIC.</p> <p>NB: The CV provided will be used to evaluate the human resources capabilities of the service provider.</p>	10
6.	<p>The bidder must indicate the Administrator in the Back Office (the resource who will be preparing invoices and responding to invoice queries).</p> <p>Please provide a clearly marked comprehensive CV for the Administrator in the Back Office allocated to the FIC.</p> <p>NB: The CV provided will be used to evaluate the human resources capabilities of the Service provider.</p>	10
	<b>Total</b>	<b>75</b>

**6.2.1** Table below explains the rating guideline for the evaluation of functional criterion:

Requirements	POINTS = 0	POINTS = 1	POINTS = 2	POINTS = 3	POINTS = 4	POINTS = 5
Provide a list confirming five (5) years or more experience in the travel industry obtained from government or state-owned entities.  <b>Complete ANNEXURE A</b>	Annexure A not completed.	N/A	N/A	5-7 years in the travel industry obtained from government or state-owned entities	8-15 years in the travel industry obtained from government or state-owned entities	16 years or more in the travel industry obtained from government or state-owned entities
Provide travel services reference letters from a minimum of three (3) to a maximum of five (5) or more contactable clients within the past 5 years). (As at date of closure of bid)  The letters must include: <ul style="list-style-type: none"> <li>• Company name</li> <li>• Contact number</li> <li>• Contact name</li> <li>• Duration of contract</li> <li>• be on the referring companies' letterhead</li> </ul>	No relevant references attached.	N/A	N/A	3 relevant contactable references supplied where travel services were provided.	4 relevant contactable references supplied where travel services were provided.	5 or more relevant contactable references supplied where travel services were provided.
Manage venue bookings.  Handling venue bookings (e.g. for meetings, conferences, events etc.) have been handled within the past three (3) years and attended by at least fifty (50) or more pax.  <b>Complete ANNEXURE B</b>	No list attached.	TMC to submit a list as evidence of 5 venue bookings (e.g. for meetings, conferences, events etc.) made in the past 3 years for a minimum of 50 attendees per event.	TMC to submit a list as evidence of 10 venue bookings (e.g. for meetings, conferences, events etc.) made in the past 3 years for minimum of 50 attendees per event.	TMC to submit a list as evidence of 15 venue (e.g. for meetings, conferences, events etc.) made in the past 3 years for minimum of 50 attendees per event.	TMC to submit a list as evidence of 20 venue bookings (e.g. for meetings, conferences, events etc.) made in the past 3 years for minimum of 50 attendees per event.	TMC to submit a list as evidence of 25 venue bookings (e.g. for meetings, conferences, events etc.) made in the past 3 years for minimum of 50 attendees per event.

Requirements	POINTS = 0	POINTS = 1	POINTS = 2	POINTS = 3	POINTS = 4	POINTS = 5
<p>Experience of the dedicated Strategic Account Manager.</p> <p>Please provide a clearly marked comprehensive CV for the Strategic Account Manager allocated to the FIC.</p> <p>NB: The CV provided will be used to evaluate the human resources capabilities of the Service provider.</p>	No CV or irrelevant attached	N/A	N/A	5-7 years	8-10 years	Above 10 years
<p>Experience of the dedicated Travel Consultant.</p> <p>Please provide a clearly marked comprehensive CV for the Travel Consultant allocated to the FIC.</p> <p>NB: The CV provided will be used to evaluate the human resources capabilities of the Service provider.</p>	No CV or irrelevant attached	3-4 years	5-6 years	7-8 years	9-10 years	Above 10 years
<p>The bidder must indicate the Administrator in the Back Office (the resource who will be preparing invoices and responding to invoice queries).</p> <p>Please provide a clearly marked comprehensive CV for the Administrator in the Back Office allocated to the FIC.</p> <p>NB: The CV provided will be used to evaluate the human resources capabilities of the Service provider.</p>	No CV or irrelevant attached	3-4 years	5-6 years	7-8 years	9-10 years	Above 10 years



**6.3.2** The evaluation criteria and weights for functionality as indicated in the table above will apply.

**6.3.3** Where the rating guideline above does not provide for the information provided by the bidder, the evaluator reserves the right to allocate closest or any score as he/she sees fit.

**6.4 GATE 2: ONLINE PRESENTATION AND SYSTEM DEMONSTRATION:**

- a) Bidders will be evaluated out of **25 points** and are required to achieve minimum threshold of **15 points out of 25 points**.
- b) Only Bidders that have achieved a minimum threshold of 50 points in Gate 1 will be evaluated in Gate 2 for presentation.
- c) TMC will be required to do an online presentation of their integrated booking system, and will be scored by the FIC based on preselected criteria indicated below:

No.	Presentation criteria	Comply/not comply	Points
1.	All local travel airline tickets, can be booked, approved, and amended online		5
2.	All local travel accommodation can be booked, approved, and amended online.		5
3.	All local travel car rental can be booked, approved, and amended online.		5
4.	The tool must make provision for FIC to add and remove cost centres and authorised approvers per cost centre		5
5.	The bidder's willingness (ability) to customise online booking tool to the specific needs of the FIC to ensure that all travel requests comply with Treasury Instructions and FIC's Travel policy.		5

Any proposal not meeting a minimum threshold of 15 points out 25 on presentation and system demonstration will not be considered further for evaluation on price and preference (in terms of the 80/20 preference point system).

**6.2.2** Table below explains the rating guideline for the online presentation criterion:

Requirements	POINTS = 0	POINTS = 1	POINTS = 2	POINTS = 3	POINTS = 4	POINTS = 5
All local travel airline tickets, can be booked, approved, and amended online	All local travel airline tickets can be booked, by the travel agent, and approved online by user. (Similar to traditional method)	N/A	N/A	N/A	All local travel airline tickets can be booked, approved online by users and amendments can be done online by travel agent and approved by user as per segregation of roles.	All local travel airline tickets can be booked, approved online by users and amendments can be done online and approved by the user as per segregation of roles.
All local travel accommodation can be booked, approved, and amended online.	All local travel accommodation can be booked, by the travel agent, and approved online user.	N/A	N/A	N/A	All local travel accommodation can be booked, approved, and amendments can be done online by travel agent and approved by user.	All local travel accommodation can be booked, approved online by users and amendments can be done online and approved by the user as per segregation of roles.
All local travel car hire can be booked, approved, and amended online.	All local travel car hire can be booked, by the travel agent, and approved online user.	N/A	N/A	N/A	All local travel car hire can be booked, approved, and amended online by travel agent and approved by user.	All local travel car hire can be booked, approved online by users and amendments can be done online and approved by the user as per segregation of roles
The tool must make provision for FIC to add and remove cost centres and authorised approvers per cost centre	The tool makes no provision for FIC to add and remove cost centres and authorised approvers per cost centre , this is done by developers each time its required	N/A	N/A	The tool makes provision for FIC to add and remove cost centres and authorised approvers per cost centre via the use of a travel agent/online help desk	The tool makes provision for FIC to add and remove cost centres and authorised approvers per cost centre via the use of a travel agent/online help desk and the change is approved within the FIC approval line.	The tool makes provision for FIC to add and remove cost centres and authorised approvers per cost centre via the use of a tool administered by FIC and approved within the FIC approval line.

Requirements	POINTS = 0	POINTS = 1	POINTS = 2	POINTS = 3	POINTS = 4	POINTS = 5
The bidder's willingness (ability) to customise online booking tool to the specific needs of the FIC to ensure that all travel requests comply with Treasury Instructions and FIC's Travel policy.	Ability for the tool to be customised to the specific needs of the FIC aligned to Treasury Instructions and FIC's Travel policy does not exist.	N/A	N/A	Ability for the tool to be customised ( but has limitations) to the specific needs of the FIC to ensure that all travel requests comply with Treasury Instructions and FIC's Travel policy.	N/A	Ability for the tool to be customised to the specific needs of the FIC to ensure that all travel requests comply with Treasury Instructions and FIC's Travel policy. .

- d) As part of due diligence, the FIC may conduct a site visit at a client of the Bidder (reference) for validation of the services rendered. The choice of site will be at FIC's sole discretion.

## 6.5 GATE 3: PREFERENTIAL POINT SYSTEM: PRICE AND B-BBEE:

**6.5.1** Only qualifying bids will be evaluated further in terms of the 80/20 preference points system, whereby 80 points will be for price only and 20 points for preference points based on specific goals as set out in the preference point claim form.

- a) The percentage scored for price shall be calculated as follows:
- b) A maximum of 80 points is allocated for price on the following basis:

### 80/20

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

Where

$P_s$  = Points scored for price of quotation under consideration

$P_t$  = Rand value of quotation under consideration

$P_{\min}$  = Rand value of lowest acceptable quotation

**6.5.2** Awarding of points for broad-based black economic empowerment (B-BBEE) status level of contribution:

- a) Preference points for B-BBEE status level of contribution will be awarded according to the table indicated in the preference points claim form- SBD 6.1.

## 7 ADJUDICATION

**7.1** The relevant award structure will consider the recommendations and make the final award. The successful respondent will usually be the service provider scoring the highest number of points or it may be a lower scoring provider on justifiable grounds or no award at all.

## 8 VALIDITY PERIOD

**8.1** Validity period from date of closure is 90 days.

**8.2** Bidders must hold their tenders valid for acceptance by the FIC at any time within the requested validity period after the closing date of the tender.

**8.3** Bidders may be requested to extend their validity period for a specified additional period. In such instances,

bidders will not be allowed to change any aspect of their tender, unless they are able to demonstrate that the proposed change(s) is as a direct and unavoidable consequence of FIC's extension of the validity period.

## 9 TECHNICAL QUESTIONS

9.1 Any technical questions regarding the above requirements can be forwarded to Kamogelo.Rathebe@fic.gov.za

## 10 COMPULSORY VIRTUAL BRIEFING SESSION

10.1 A virtual compulsory briefing session will be held under the following details:

<b>Date:</b>	23 May 2025
<b>Time:</b>	11h00- 12h30
<b>Venue / Platform:</b>	Microsoft Teams
<b>Link to meeting:</b>	<a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_MmQ0OWE1MWYtNWM0OC00YTczLWlwZjEtNzNIMDkwYzdiMzNh%40thread.v2/0?context=%7b%22Tid%22%3a%221c5235b3-a463-4a01-96a7-dc2634b2aa74%22%2c%22Oid%22%3a%22440644e2-a809-4179-9639-6d7f4fb9f659%22%7d">https://teams.microsoft.com/l/meetup-join/19%3ameeting_MmQ0OWE1MWYtNWM0OC00YTczLWlwZjEtNzNIMDkwYzdiMzNh%40thread.v2/0?context=%7b%22Tid%22%3a%221c5235b3-a463-4a01-96a7-dc2634b2aa74%22%2c%22Oid%22%3a%22440644e2-a809-4179-9639-6d7f4fb9f659%22%7d</a>

**PART F: PRICING SCHEDULE****11 ANNEXURE A2: FINANCIAL PROPOSAL/PRICING SCHEDULE**

- 11.1** The financial proposal should include 15% VAT (If applicable) and any other costs involved.
- 11.2** Bidders should indicate the price per milestone/deliverable to be executed.
- 11.3** Bidders are also required to complete the below pricing schedule in the with the scope of work.

**ANNEXURE A**

Provide a list confirming not less than five (5) years or more experience in the travel industry obtained from government or state owned-entities.

Name of government or state owned-entity	Contact person	Contact number and email address	Year* in which service was rendered (start and end date of contract)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

**ANNEXURE B – MANAGE VENUE BOOKINGS**

No.	Name of the venue	Name of event	Date of event	Number of attendees
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12				
13				
14				
15				



16				
17				
18				
19				
20				
21				
22				
23				
24				
25				

**ANNEXURE C – INTERNATIONAL BOOKING CAPABILITIES**

<b>No.</b>	<b>International Tour Operators (Provide name of partner or operator)</b>	<b>Flights/Airlines (Yes/No)</b>	<b>Accommodation (Yes/No)</b>	<b>Ground Transport (Yes/No)</b>
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

**PART G: STANDARD BIDDING DOCUMENTS (OVERLEAF)**

1. Standard Bidding Document (SBD) 4 Form: Bidder's Disclosure
2. Standard Bidding Document (SBD) 6.1 Form: Preference Points Claim Form
3. Standard Bidding Document (SBD) 5: National Industrial Participation Programme Form

## 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 interest<sup>1</sup> 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

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<sup>1</sup> 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 consortium<sup>2</sup> 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

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<sup>2</sup> 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 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

### 1. GENERAL CONDITIONS

- 1.1 The following preference point system is applicable to invitations to this tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included);

### 1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the **80/20** preference point system.

- 1.3 Points for this shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

- 1.4 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The FIC requires of a tenderer to substantiate any claim in regards to preferences, by submitting their current/valid B-BBEE certificate or a sworn affidavit as prescribed by the B-BBEE codes of good practice.

## 2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**Rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**The Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80/20 points is allocated for price on the following basis:

**80/20**

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

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

## 4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations 2022, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below that shall be supported by proof / documentation as stated in the conditions of this tender:



**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

**Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)**

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
The B-BBEE Certificate is used as a measurement instrument for FIC's specific goals:	20 Maximum	
B-BBEE Status level of contributor: 1	20	
B-BBEE Status level of contributor: 2	18	
B-BBEE Status level of contributor: 3	14	
B-BBEE Status level of contributor: 4	7	
B-BBEE Status level of contributor: 5	4	
B-BBEE Status level of contributor: 6	2	
B-BBEE Status level 7 – 8 and non-compliant contributors	0	

#### **DECLARATION WITH REGARD TO COMPANY/FIRM**

4.2. Name of company/firm.....

4.3. Company registration number: .....

4.4. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.5. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I 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 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering 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 tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted 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, if deemed necessary.

.....	
<b>SIGNATURE(S) OF TENDERER(S)</b>	
<b>SURNAME AND NAME:</b>	.....
<b>DATE:</b>	.....
<b>ADDRESS:</b>	.....
	.....
	.....
	.....

This document must be signed and submitted together with your bid

## THE NATIONAL INDUSTRIAL PARTICIPATION PROGRAMME

### INTRODUCTION

The National Industrial Participation (NIP) Programme, which is applicable to all government procurement contracts that have an imported content, became effective on the 1 September 1996. The NIP policy and guidelines were fully endorsed by Cabinet on 30 April 1997. In terms of the Cabinet decision, all state and parastatal purchases / lease contracts (for goods, works and services) entered into after this date, are subject to the NIP requirements. NIP is obligatory and therefore must be complied with. The Industrial Participation Secretariat (IPS) of the Department of Trade and Industry (DTI) is charged with the responsibility of administering the programme.

### 1 PILLARS OF THE PROGRAMME

- 1.1 The NIP obligation is benchmarked on the imported content of the contract. Any contract having an imported content equal to or exceeding US\$ 10 million or other currency equivalent to US\$ 10 million will have a NIP obligation. This threshold of US\$ 10 million can be reached as follows:
  - (a) Any single contract with imported content exceeding US\$10 million.  
or
  - (b) Multiple contracts for the same goods, works or services each with imported content exceeding US\$3 million awarded to one seller over a 2 year period which in total exceeds US\$10 million.  
or
  - (c) A contract with a renewable option clause, where should the option be exercised the total value of the imported content will exceed US\$10 million.  
or
  - (d) Multiple suppliers of the same goods, works or services under the same contract, where the value of the imported content of each allocation is equal to or exceeds US\$ 3 million worth of goods, works or services to the same government institution, which in total over a two (2) year period exceeds US\$10 million.
- 1.2 The NIP obligation applicable to suppliers in respect of sub-paragraphs 1.1 (a) to 1.1 (c) above will amount to 30 % of the imported content whilst suppliers in respect of paragraph 1.1 (d) shall incur 30% of the total NIP obligation on a *pro-rata* basis.
- 1.3 To satisfy the NIP obligation, the DTI would negotiate and conclude agreements such as investments, joint ventures, sub-contracting, licensee production, export promotion, sourcing arrangements and research and development (R&D) with partners or suppliers.

- 1.4 A period of seven years has been identified as the time frame within which to discharge the obligation.

## **2 REQUIREMENTS OF THE DEPARTMENT OF TRADE AND INDUSTRY**

- 2.1 In order to ensure effective implementation of the programme, successful bidders (contractors) are required to, immediately after the award of a contract that is in excess of **R10 million** (ten million Rands), submit details of such a contract to the DTI for reporting purposes.

- 2.2 The purpose for reporting details of contracts in excess of the amount of R10 million (ten million Rands) is to cater for multiple contracts for the same goods, works or services; renewable contracts and multiple suppliers for the same goods, works or services under the same contract as provided for in paragraphs 1.1.(b) to 1.1. (d) above.

## **3 BID SUBMISSION AND CONTRACT REPORTING REQUIREMENTS OF BIDDERS AND SUCCESSFUL BIDDERS (CONTRACTORS)**

- 3.1 Bidders are required to sign and submit this Standard Bidding Document (SBD 5) together with the bid on the closing date and time.

- 3.2 In order to accommodate multiple contracts for the same goods, works or services; renewable contracts and multiple suppliers for the same goods, works or services under the same contract as indicated in sub-paragraphs 1.1 (b) to 1.1 (d) above and to enable the DTI in determining the NIP obligation, successful bidders (contractors) are required, immediately after being officially notified about any successful bid with a value in excess of R10 million (ten million Rands), to contact and furnish the DTI with the following information:

- Bid / contract number.
- Description of the goods, works or services.
- Date on which the contract was accepted.
- Name, address and contact details of the government institution.
- Value of the contract.
- Imported content of the contract, if possible.

- 3.3 The information required in paragraph 3.2 above must be sent to the Department of Trade and Industry, Private Bag X 84, Pretoria, 0001 for the attention of Mr Elias Malapane within five (5) working days after award of the contract. Mr Elias Malapane may be contacted on telephone (012) 394 1401, facsimile (012) 394 2401 or e-mail at [Elias@thedti.gov.za](mailto:Elias@thedti.gov.za) for further details about the programme.

## **4 PROCESS TO SATISFY THE NIP OBLIGATION**

- 4.1 Once the successful bidder (contractor) has made contact with and furnished the DTI with the information required, the following steps will be followed:

- a. the contractor and the DTI will determine the NIP obligation;
- b. the contractor and the DTI will sign the NIP obligation agreement;

- c. the contractor will submit a performance guarantee to the DTI;
- d. the contractor will submit a business concept for consideration and approval by the DTI;
- e. upon approval of the business concept by the DTI, the contractor will submit detailed business plans outlining the business concepts;
- f. the contractor will implement the business plans; and
- g. the contractor will submit bi-annual progress reports on approved plans to the DTI.

4.2 The NIP obligation agreement is between the DTI and the successful bidder (contractor) and, therefore, does not involve the purchasing institution.

Bid number .....	Closing date:.....
Name of bidder.....	
Postal address ..... .....	
Signature.....	Name (in print).....
Date.....	