

## **TERMS OF REFERENCE**

**FOR**

**FOR APPOINTMENT OF AN EXPERIENCED SERVICE PROVIDER TO RENDER TRAVEL MANAGEMENT SERVICES TO THE QUALITY COUNCIL FOR TRADES AND OCCUPATIONS (QCTO) FOR A PERIOD OF THIRTY - SIX (36) MONTHS.**

## INVITATION TO BID

**FOR APPOINTMENT OF AN EXPERIENCED SERVICE PROVIDER TO RENDER TRAVEL MANAGEMENT SERVICES TO THE QUALITY COUNCIL FOR TRADES AND OCCUPATIONS (QCTO) FOR A PERIOD OF THIRTY - SIX (36) MONTHS.**

**TENDER NO: QCTO 01/2026**

Closing Date	Address for Submission
<b>Date: 05 June 2026</b>  <b>Time: 11:00</b>	<b>Quality Council for Trade and Occupations</b> <b>Tender Box @ Reception</b> <b>256 Glyn Street</b> <b>Hatfield</b> <b>Pretoria</b> <b>0083</b>

**Late Submissions will not be considered**

<b>Bidder's Name</b>		
<b>Address</b>		
<b>Contact person</b>		
<b>Contact numbers</b>	(w)	(cell)
<b>Email address</b>		

## BRIEFING SESSION INFORMATION

**Virtual Compulsory Briefing**

**Date: 21 May 2026**

**Time: 8:30am – 10:00am**

**Briefing Session Link:**

[https://teams.microsoft.com/join/19%3ameeting\\_MTQ4NmlwYzQtNTA3Ni00MzQ1LTg1OGYtMTZhMGZmNDQ1ZGZj%40thread.v2/0?context=%7b%22Tid%22%3a%221aaf8259-7fdc-4376-8b09-18fa797adeed%22%2c%22Oid%22%3a%2240b134a1-0502-41a2-bf46-0099c292351f%22%7d](https://teams.microsoft.com/join/19%3ameeting_MTQ4NmlwYzQtNTA3Ni00MzQ1LTg1OGYtMTZhMGZmNDQ1ZGZj%40thread.v2/0?context=%7b%22Tid%22%3a%221aaf8259-7fdc-4376-8b09-18fa797adeed%22%2c%22Oid%22%3a%2240b134a1-0502-41a2-bf46-0099c292351f%22%7d)

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## 1. INTRODUCTION

The QCTO is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended), and the National Qualifications Framework Act, No. 67 of 2008 (as amended), and came into operation on 1 April 2010.

The main functions of the QCTO, among others, are to develop standards for occupational qualifications, including trades and skills programmes; accredit skills development providers and assessment centres; conduct assessments; ensure quality assurance; and issue certificates to qualifying learners.

Therefore, the QCTO is responsible for standards generation and maintenance, as well as the quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programmes.

The QCTO has approximately 114 staff members and is situated in Hatfield, Pretoria. More information can be obtained from <https://www.qcto.org.za>.

The QCTO has one site situated in Hatfield, Pretoria which consists of two buildings (Building A and B). The size for building A is 3950.07 m<sup>2</sup> and for building B is 1528.92 m<sup>2</sup> and the total for the two buildings is (5,478 m<sup>2</sup>).

Building A has a ground floor, first floor, and basement.

Building B has a ground floor, the first floor and basement.

Prospective service providers who are interested in rendering Travel Management Services to the Quality Council for Trades and Occupations (QCTO) for a period of thirty-six (36) months, as specified herein and in accordance with the General Conditions of the offer, as well as the specifications, are requested to complete this bid document together with all the standard bidding documents in full.

## 2. BACKGROUND

The Quality Council for Trades and Occupations (QCTO) is a Quality Council established in 2010 in terms of the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended). Its role is to oversee the design, implementation, assessment and certification of occupational qualifications, including trades, on the Occupational Qualifications Sub-Framework (OQSF). The QCTO also offers guidance to skills development providers who must be accredited by the QCTO to offer occupational qualifications.

In summary, the QCTO is responsible for:

Establishment and management of the Occupational Qualification Sub-Framework (OQSF);

- Occupational Qualifications and skills programmes development and maintenance;
- Accreditation of Skills Development Providers;
- Accreditation of Assessment Centres;
- Assessment;
- Certification;
- Research and Knowledge Development; and
- Stakeholder Management and Advocacy.

### 3. PURPOSE

The purpose of this bid is for the QCTO to appoint a suitably experienced and competent service provider to render Travel Management services to the QCTO for a period of thirty-six (36) months. The appointment will be for a period of thirty-six (36) months commencing on the date as prescribed in the Letter of Award and signed Service Level Agreement.

### 4. TENDER SUBMISSION AND COMPLIANCE

Prior to submission, the bidders must check that all pages are properly numbered, and all required documents are signed and initialled. QCTO will hold the duly authorised signatory liable on behalf of the bidder.

Bids received late shall not be considered. The tender (bid) box shall be closed at exactly 11:00 am of the closing date and bids arriving late will not be considered under any circumstances. Bids received late shall be returned unopened to the bidder. Bidders are therefore strongly advised to ensure that bids be despatched at such a time that will accommodate of any unforeseen events that may delay the delivery of the bid.

**NB:** Please create an index page for ease of reference. Paginate your bid submission by using numbered file dividers or a similar system. Each page should be initialled with black ink.

#### BID FORMAT

A detailed Bid in response to this Terms of Reference must be submitted. The Bid should contain all the information required to evaluate the bid against the requirements stipulated in these terms of reference. The following must be attached to the Bid as annexures:

- **Annexure B:** Summary of experience (Must use attached template).
- **Annexure B1:** Pricing information. Price Bids must include VAT and should be fully inclusive to deliver all outputs indicated in the terms of reference (Must use attached Excel template).
- The published terms of reference (this document, including Annexure A to this document).

**Bidders must adhere to the below list for submission:**

**Table 4 (a)**

I/We have attached to this document:	Tick if submitted		Office use
	Yes	No	
• Four hard copies of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)	Yes	No	
• <b>Annexure B:</b> Summary of experience (Must use attached template).	Yes	No	
• Submission of one pricing completed <b>SBD 3.3</b> , together with <b>Annexure B1</b> (Must use attached Excel template). (Separately sealed in an envelope labelled <b>PRICING</b> ).	Yes	No	
• One (1) USB Submission of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)	Yes	No	
• Duly Completed Standard Bidding Documents ( <b>SBD 1 SBD 4, SBD 6,1</b> )	Yes	No	
• Proof of CSD Registration (National Treasury) MAAA number on the <b>SBD1</b> (invitation to bid) and attach CSD report. If there will be subcontracting, proof of CSD registration of the sub-contractor must be submitted	Yes	No	
• Tax Compliance Requirements	Yes	No	
• Proof of briefing session attendance must be attached	Yes	No	

#### 4.1. Pricing

- 4.1.1. The bidder must submit details regarding the Bid price for the services on the pricing schedule provided in SBD 3.3, and Annexure B 1. The completed form/s must be submitted together with the **Annexure B1** in 1 envelope.
- 4.1.2. Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
- 4.1.3. The attached spreadsheet (**B1**) must be used to cost the Bid.
- 4.1.4. The price Bid must include VAT (if applicable) and should be fully inclusive to deliver all outputs indicated in the terms of reference.
- 4.1.5. Bidders must ensure that the Total Bid Price (Including VAT) must be the same on pricing schedule (SBD1) and on the Annexure B1: Costing/Price Schedule. Failure to comply with this requirement will lead to disqualification.
- 4.1.6. Bidders must ensure that they indicate the Bid Prices (Including VAT) for each year on the Annexure B1: Costing/Price Schedule
- 4.1.7. QCTO will not provide upfront payments.
- 4.1.8. All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).

**NB:** Failure to provide the pricing bid and errors on calculations will invalidate the bid and result in immediate disqualification of the bid

#### 4.2. PARTNERSHIPS AND LEGAL ENTITIES

In the case of the bidder being in a partnership, close corporation or a company, a certificate reflecting the names, identity numbers and addresses of the partners, members or directors (as the case may be) must be submitted with the Bid.

#### 4.3. CONSORTIUMS AND JOINT VENTURES

- 4.3.1. If the bidding unit emanates from a joint venture or collaborative partnership or consortium (including a newly formed company), the individual entities that make up the bidding unit should each provide all the mandatory requirements.
- 4.3.2. Should all the requirements in respect of the bidding unit or the individual entities not be met, the bidding unit will be disqualified.
- 4.3.3. It is recognised that bidders may wish to form consortia to provide the services.
- 4.3.4. In response to this invitation to bid, a consortium shall comply with the following requirements:
  - A copy of the agreement entered by the consortium members shall be submitted with the Bid. It shall be signed to be legally binding on all consortium members.
  - The Bid document shall be signed to be legally binding on all consortium members.
  - One of the members shall be nominated by the others as authorized to the lead member and this authorisation shall be included in the agreement entered between the consortium members.
  - The lead member shall be the only authorised party to make legal statements, communicate with QCTO and receive instructions for and on behalf of any or all the members of the consortium.

## 5. SCOPE AND DEFINITION OF WORK

The appointed Service Provider will be required to provide of travel management services for a period of thirty-six (36 months). The scope also includes 24 hours, Monday to Sunday, Public Holidays including emergency services as and when required by QCTO

The TMC shall be able to find and present various travel options/routes and connection flights to a requested destination. The agency shall find “the best price of the day “as defined in the National Travel Framework as “best price of the day” means–

- for **airline bookings**: the lowest fare offered at the time of booking, provided that this fare is offered in conjunction with suitable travel times. Travel Bookers to take cognizance of airline discount agreements negotiated by National Treasury;
- for **accommodation bookings**: the lowest rate available at suitable accommodation establishments within reasonable distance from place of duty. The travel Booker will determine the most appropriate star rating, based on an assessment of government business requirements and total cost of travel (typically, accommodation rates plus transportation costs). Travel bookers to take cognizance of the maximum allowable accommodation rates prescribed by National Treasury.

Functional requirements for TMC services shall include but not be limited to the Following:

### 5.1. GENERAL:

- 5.1.1. The travel agency shall be able to find and present various travel options/routes and connection flights to a requested destination. The agency shall find the cheapest options based on the Economy Class rates unless otherwise instructed by the QCTO (combining the most direct and least expensive routes to achieve cost effectiveness). Business Class rates shall be quoted if the journey includes at least one segment involving at least five hours of continuous flying time as per National Treasury current instruction note. The travel agency shall ensure that all levies and taxes are included in the airfare quotation price.
- 5.1.2. As a rule, the travel agency shall find the most economic travel option to minimise transit/connection times and stopovers, if applicable.
- 5.1.3. The travel agency shall also provide at least three comparison quotes with either the same or different route options. When possible, quotes shall be held for at least two (2) working days.
- 5.1.4. The TMC shall reserve and issue tickets for all air, and other travel if requested, upon authorisation to do so by the QCTO. Whenever the QCTO requests a fare quotation for a particular route, the service provider shall be able to present the relevant information by email within 24 hours of the QCTO's request.
- 5.1.5. The successful bidder will be required to provide an online booking tool. Deliverables under this section include without limitation, the following:
  - 5.1.5.1. The TMC services will be provided to all Travellers travelling locally and internationally. This will include employees, contractors and guests provided for by QCTO in terms of travelling arrangements.

- 5.1.5.2. Provide travel agency services during normal office hours (Monday to Friday 08h00 – 17h00) and provide after hours and emergency services as stipulated in paragraph 5.
- 5.1.5.3. Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the Travel Agency's account. In the case of cancellation at short notice, the service provider shall endeavour to minimise any penalties applicable to the QCTO.
- 5.1.5.4. Provide a facility for QCTO to update their travellers' profiles.
- 5.1.5.5. Have a clear, transparent and timely way of invoicing. Invoices must indicate clearly the cost price of the transportation ticket and the fees charged by the travel agency and/or the discounts granted by the service provider.
- 5.1.6. If the traveller makes changes to the travel itinerary for personal reasons, then the travel agency must be able to apply the concept of "notional travel" to its invoicing. Notional travel is defined as the most economic and direct travel route for work only. Additional travel costs incurred from changes made to the notional travel itinerary are to be paid by the traveller directly to the travel agency and not billed to the QCTO. Therefore, the travel agency shall issue two invoices for the travel (one to the QCTO for the cost of the notional travel; and one to the traveller for additional travel costs from changes made to the notional travel)

## 5.2. Reservations

The travel agency services company will:

- 5.2.1. Receive travel requests from QCTO, 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 QCTO via the agreed communication medium.
- 5.2.2. Always endeavour to make the most cost-effective travel arrangements based on the request from QCTO.
- 5.2.3. Apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
- 5.2.4. Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- 5.2.5. Book the negotiated discounted fares and rates where possible.
- 5.2.6. Must keep abreast of travel related 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.
- 5.2.7. The travel agent will inform the QCTO immediately of any changes in scheduled flights, including industrial action, natural disaster, political instability or other events, which may affect travelling arrangements for the QCTO.
- 5.2.8. In order to facilitate contacts and information exchange between the parties, the travel agency shall be able to process reservation, booking and delivery requests received by text or by email. To this end, the contractor should have adequately skilled personnel.

- 5.2.9. Book parking facilities at the airports where required for the duration of the travel.
- 5.2.10. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- 5.2.11. Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- 5.2.12. Must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- 5.2.13. Advise the Traveller of all visa and inoculation requirements well in advance.
- 5.2.14. Assist with the issuing of travel insurance for international trips where required.
- 5.2.15. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- 5.2.16. Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- 5.2.17. Assist with Visa applications and the relevant information that must be supplied by the traveller(s). The travel agency shall notify the QCTO of all instances where visas must be obtained. Where an emergency Visa application is required, the additional costs in relations to foreign currency should be disclosed in rands prior to finalisation of Visa application.
- 5.2.18. Negotiated airline fares, accommodation establishment rates, car rental rates, etc, established by National Treasury or by QCTO should be adhered to. Commissions earned in respect of the afore mentioned bookings must be returned to QCTO on a monthly basis.
- 5.2.19. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by QCTO.
- 5.2.20. Timeous submission of proof that services have been satisfactorily delivered (invoices) as per QCTO's instructions.

### **5.3. Air Travel**

- 5.3.1. The airline ticket should include the applicable airline agreement number.
- 5.3.2. The standard of air travel for international flights not exceeding five hours shall be economy class.
- 5.3.3. Facilitate priority boarding, seat selection and other services associated with air travel
- 5.3.4. Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and QCTO promptly after booking before the departure times.
- 5.3.5. 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.
- 5.3.6. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, priority etc.)
- 5.3.7. Air travel vouchers must be issued to all QCTO travellers for flight bookings and must be invoiced to QCTO on a weekly basis. Such invoices must be supported by a copy of the original flight bookings.

#### **5.4. Accommodation**

- 5.4.1. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the most recent cost containment instruction of the National Treasury.
- 5.4.2. The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller.
- 5.4.3. QCTO travellers may only stay at accommodation establishments with which 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 must 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.
- 5.4.4. Accommodation vouchers must be issued to all QCTO travellers for accommodation bookings and must be invoiced to QCTO on a weekly basis. Such invoices must be supported by a copy of the original hotel accommodation charges.
- 5.4.5. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees. Where there is a no show the TMC should inform QCTO of this occurrence immediately.

#### **5.5. Car Rental and Shuttle Services**

- 5.5.1. The TMC will book the approved QCTO and National Treasury category vehicles with car rental service providers from the closest rental location (airport, hotel and venue).
- 5.5.2. The TMC should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- 5.5.3. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- 5.5.4. For international local travel, the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
- 5.5.5. The TMC should be able to source quotes from different shuttle companies on behalf of QCTO to allow for the best possible rates.
- 5.5.6. The TMC must submit to the QCTO on quarterly basis the consolidated reports on traveling management services.

#### **5.6. After Hours and Emergency Services**

- 5.6.1. The TMC must provide two consultants to assist Travellers with after hours and emergency reservations and changes to travel plans based on QCTO approval (email or text)
- 5.6.2. An after hours' contact service centre must be provided from Monday to Friday outside the official hours (17h00 to 08h00) and twenty-four (24) hours on weekends and Public Holidays (The name of a contact person and telephone number must be provided).
- 5.6.3. The TMC must have an agreed standard operating procedure in place for managing after hours and emergency services.

## **5.7. Communication**

- 5.7.1. The TMC will be required to conduct an introductory session with QCTO.
- 5.7.2. All contractual related matters must be channelled to QCTO supply chain management unit for intervention.
- 5.7.3. The TMC must ensure sound communication with all stakeholders. Link the traveller, travel coordinator, travel agency in one smooth continuous workflow.
- 5.7.4. In order to facilitate contacts and information exchange between the parties, the travel agency shall be able to process reservation, booking and delivery requests received by telephone, SMS or by email. To this end, the contractor should have adequately skilled personnel.
- 5.7.5. The TMC will inform the QCTO immediately of any changes in scheduled flights, including industrial action, natural disaster, political instability or other event, which may affect travelling arrangements for the QCTO

## **5.8. Financial Management**

- 5.8.1. The TMC must implement the rates negotiated by National Treasury with travel service providers in terms of accommodation, car hire and flights.
- 5.8.2. Apply savings on total annual travel expenditure and this must be reported and proof provided during quarterly reviews.
- 5.8.3. 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.
- 5.8.4. The TMC is responsible for the consolidation of invoices and supporting source documentation to be provided to Quality Council for Trades and Occupation's Financial Department on a weekly basis.

## **5.9. Technology, Online Booking Tool and invoicing and Reporting**

Only proposals that include an online booking tool which provides the minimum functionality detailed below will be considered.

- 5.9.1. The online booking tool must be customisable to the specific needs of the QCTO to ensure that all travel requests comply with National Treasury Instructions and QCTO policies.
- 5.9.2. The tool must employ access and intrusion security measures and must assign specific access rights to different categories of users.
- 5.9.3. The tool must allow QCTO to manage cost centres and assign authorised approvers. Only duly authorised approvals shall trigger bookings and QCTO shall only be liable for services approved in accordance with its internal processes. The tool must allow QCTO to manage cost centres and assign authorised approvers. Only duly authorised approvals shall trigger bookings and QCTO shall only be liable for services approved in accordance with its internal processes.

- 5.9.4. Traveller profiles must be created and amended online by QCTO. Traveller profiles will contain all the information normally required from the traveller such as:
- Full names
  - ID number
  - Contact information to enable the sending of text and e-mails to travellers.
  - Policy group applicable to each traveller (which can only be amended QCTO by administrators)
- 5.9.5. The tool must employ approval escalation flows (to be added/amended online by QCTO) for each cost centre as well as for out of policy approvals
- 5.9.6. The tool must allow the uploading of supporting documentation prior to approval as per policy group settings.
- 5.9.7. All local travel (airline tickets, accommodation, car rental, point-to-point transfers and parking facilities at airports), should be booked, approved and amended online. The TMC may not charge a consultant service fee in cases where the online booking tool does not make provision for the booking or amendment of these local services/sectors.
- 5.9.8. The tool should provide a clear indication of out of policy options, identify the most cost effective and compliant options and provide a system generated audit trail of all selections, approvals and change made.
- 5.9.9. The following information must be available and visible to the booker when making an online booking and the approvers:

Service / sector type	Required information
Flights	<ul style="list-style-type: none"> <li>• Departure / arrival destinations</li> <li>• Scheduled departure and arrival dates / times</li> <li>• Travel Class (First, Business, Economy)</li> <li>• Fare category (Y, Q, K etc.)</li> <li>• Fare (fully inclusive of all charges)</li> <li>• Change / cancellation penalties</li> <li>• Whether flight is in or out of policy (based on policy group to which traveller is assigned)</li> <li>• The TMC fee that will be charged for the sector</li> </ul>
Accommodation	<ul style="list-style-type: none"> <li>• Detailed location (street address and GPS coordinates)</li> <li>• Establishment type (Hotel, B&amp;B, guest house etc.)</li> <li>• Quoted rate (inclusive of all discounts and tourism levy)</li> <li>• Type of rate – Room only, Bed and Breakfast, Dinner bed and Breakfast, full board, smoking, non-smoker, view</li> <li>• Cancellation rules / penalties</li> <li>• Whether rate is in or out of policy (based on policy group to which traveller is assigned)</li> <li>• The TMC fee that will be charged for the sector</li> </ul>
Rental cars	<ul style="list-style-type: none"> <li>• Vehicle Group (eg. EDMR, EDAR SFAR/IFAR/PRAR,)</li> <li>• Cancellation rules / penalties</li> <li>• Collection and returns location</li> <li>• Whether group is in or out of policy (based on policy group to which traveller is assigned)</li> <li>• The TMC fee that will be charged for the sector</li> </ul>

Point-to-point transfer	<ul style="list-style-type: none"> <li>• Group (standard / luxury / VIP etc.)</li> <li>• Rate</li> <li>• Collection and returns location</li> <li>• Cancellation rules / penalties</li> <li>• Whether group is in or out of policy (based on policy group to which traveller is assigned)</li> <li>• The TMC fee that will be charged for the sector</li> </ul>
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- 5.9.10. The TMC's online tool must provide a facility (at no cost) where invoices and supporting source documents can be downloaded by QCTO staff at any time. The online tool must further provide a facility where invoice data can be downloaded by authorised QCTO staff in Microsoft Excel format or in CSV format. The data fields to be included in the invoice data download facility must contain all data fields included on an invoice, as well as any additional fields to be stipulated by QCTO
- 5.9.11. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document in Microsoft Excel format or in CSV format.
- 5.9.12. The TMC will be required to provide QCTO with quarterly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost.
- 5.9.13. The reporting templates can be found:  
<http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>
- 5.9.14. Reports must be accurate and be provided as per QCTO'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).
- 5.9.15. The TMC must be able to provide the QCTO with travel management reports as and when required at no cost.
- 5.9.16. Reports must be available in an electronic format for example Microsoft Excel.

## 5.10. Account Management

- 5.10.1. An Account Management structure must be put in place to respond to the needs and requirements of the Quality Council for Trades and Occupations and act as a liaison for handling all matters regarding delivery of services in terms of the contract.
- 5.10.2. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the Quality Council for Trades and Occupations' account.
- 5.10.3. The necessary processes should be implemented to ensure good quality management and traveller satisfaction at all times.
- 5.10.4. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 5.10.5. The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- 5.10.6. Ensure that introductory workshops/training is provided to all QCTO staff within 30 days of the contract commencement.
- 5.10.7. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

### **5.11. Value Added Services**

- 5.11.1. Electronic voucher retrieval via web and mobile platforms;
- 5.11.2. Text notifications for travel confirmations;
- 5.11.3. Travel audits;
- 5.11.4. Global Travel Risk Management;
- 5.11.5. VIP/ Executives services that include, but not limited to check-in support.
- 5.11.6. Destination information for regional and international destinations:
  - 5.11.6.1. Health warnings;
  - 5.11.6.2. Weather forecasts;
  - 5.11.6.3. Places of interest;
  - 5.11.6.4. Currency
  - 5.11.6.5. Visa information;
  - 5.11.6.6. Travel alerts;
  - 5.11.6.7. Location of hotels and restaurants;
  - 5.11.6.8. Information including the cost of public transport;
  - 5.11.6.9. Rules and procedures of the airports;
  - 5.11.6.10. Business etiquette specific to the country;
  - 5.11.6.11. Airline baggage policy.

### **5.12. Cost Management**

- 5.12.1. The National Treasury cost containment initiative and the Quality Council for Trades and Occupations' Travel Policy is establishing a basis for a cost saving culture.
- 5.12.2. It is the obligation of the TMC Consultant to advise on the most cost-effective option at all times, and costs must be within the framework of the National Treasury's cost containment instructions.
- 5.12.3. 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.

### **5.13. Quarterly and Annual Travel Reviews**

- 5.13.1. Quarterly reviews are required to be presented by the Travel Management Company on all Quality Council for Trades and Occupations travel activity in the previous three-month period. These reviews are comprehensive and presented to Quality Council for Trades and Occupations' Procurement and Finance teams as part of the performance management reviews based on the service levels.
- 5.13.2. These travel reviews will include without limitation the reporting requirements in the National Treasury Instruction 7 of 2022/23 (Cost Containment Measures related to Travel & Subsistence).

## 5.14. Office Management

5.14.1. The TMC must demonstrate the capability to provide efficient and responsive support service within Gauteng including provision of onsite support at QCTO offices as and when required.

5.14.2. The TMC must ensure high quality service to be delivered at all times. The TMC is required to provide Quality Council for Trades and Occupations with highly skilled and qualified human resources of the following roles but not limited to:

- 5.14.2.1. Travel Consultant
- 5.14.2.2. Account Manager (Operational)
- 5.14.2.3. Finance Manager / Branch Accountant
- 5.14.2.4. Admin Back Office (Creditors / Debtors/Finance Processors)

## 6. Current travel volumes

As a guide, and with no obligation on the part of the QCTO as the actual volume over the period of execution of the contract. The tables below show the number of bookings made over the period of the last contract.

Period	April 2023- March 2024	
Category	Total Fare	% split
Accommodation	3,463,959.98	35%
Air Travel	3,699,008.52	37%
Car Hire	2,279,075.23	23%
Conferences & Venue Hire	465,074.56	5%
Corporate Management Fee		
<b>Grand Total</b>	<b>9,907,118.29</b>	<b>100%</b>

Period	April 2024- March 2025	
Category	Total Fare	% split
Accommodation	4,762,841.41	37%
Air Travel	4,331,346.14	34%
Car Hire	2,924,716.25	23%
Conferences & Venue Hire	784,147.52	6%
Corporate Management Fee		
<b>Grand Total</b>	<b>12,803,051.32</b>	<b>100%</b>

Period	April 2025- March 2026	
Category	Total Fare	% split
Accommodation	6,085,035.92	41%
Air Travel	4,475,976.05	31%
Car Hire	3,721,972.39	25%
Conferences & Venue Hire	399,527.21	3%
Corporate Management Fee		
<b>Grand Total</b>	<b>14,682,511.57</b>	<b>100%</b>

## 7. COMPANY REQUIREMENTS

### 7.1. The following must be submitted:

- 7.1.1. Valid Letter of good standing / COIDA certificate
- 7.1.2. Proof of company/closed corporation registration and a copy of CM/CK certificates
- 7.1.3. CSD Registration (National Treasury)
- 7.1.4. Copies of the identity documents of those with equity/shares
- 7.1.5. The Service Provider must comply with all the travel industry regulations of the Republic of South Africa.
- 7.1.6. Company Profile – including
  - 7.1.6.1. Short history of the Firm including opening date
  - 7.1.6.2. The Premises from which the firm conducts its business
  - 7.1.6.3. Contactable contact Details
  - 7.1.6.4. List of support staff employed by the firm.
  - 7.1.6.5. Controls in place to ensure that conflict of interest will be managed effectively and to the best interest of QCTO.
  - 7.1.6.6. Any value-added services that the bidder may be in a position to offer QCTO

## 8. DELIVERABLES AND TIME FRAMES

The service will be rendered for a period of thirty-six (36) months after the SLA is signed. Although the total duration shall be for thirty-six (36) months, the QCTO shall review the Travel Management Companies (TMC) performance at the end of every six (06) months and reserves the right to terminate the contract due to non-performance.

DELIVERABLES	TIMEFRAME
Inception Meeting Signing of the SLA	June 2026
Live online system	10 working days upon signing the SLA
Monthly report (MIS)	Within 3 working days
Quartey Report	Within 10 working days
Annual Report	Within 30 working days
Training of QCTO staff	Within 30 days of inception

## 9. EXPERIENCE / SKILLS / PAST PERFORMANCE / TEAM REQUIRED

The attached spreadsheet Annexure **B** must be used to summarise qualifications, skills and experience.

### 9.1. Company Experience

The service provider must have a minimum of five (05) years of operational experience in travel management services. To support this, service providers are required to submit reference letter/s (on the letterhead of the company signed and dated by management of that company) as proof that they have successfully rendered the services, or that they have been providing similar services. The reference letter/s should include contactable details for verification purposes. The attached template (**Annexure B**) must be used to summarise the experience.

### 9.2. Qualifications and Experience Required Team

The TMC to ensure high quality service to be delivered at all times to the QCTO's travellers. The TMC is required to provide QCTO with highly skilled and qualified human resources. The following table illustrates the minimum qualification and experience required for

**Table 8.2(a)**

Roles*	Qualifications	Experience
Account Manager (Operational)	NQF Level 7 Qualification in Business/ Marketing/ Tourism or related field.  (Certified copies of qualification must be attached)	A minimum of at least five (5) years of experience in corporate travel operations and public sector  CV must be attached
Senior Travel Consultant	NQF Level 6 Qualification in Business/ Marketing/ Tourism or related field.  (Certified copies of qualification must be attached)	A minimum of at least three (3) years relevant experience  CV must be attached
X 5 Intermediate Travel Consultant (Emergency and after-hours Consultant)	NQF Level 6 Qualification in in Tourism Management Travel & Tourism/ or related field.  (Certified copies of qualification must be attached)	A minimum of at least three (3) years relevant experience.  CV must be attached

**QCTO reserves the right to verify all qualifications through the South African Qualifications Authority and to verify experience indicated on CVs with third parties.**

## 10. EVALUATION

QCTO may request additional information, clarification, or verification regarding any information contained in a bid. Information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the bidder will be disqualified.

QCTO may conduct due diligence on any bidder, which may include interviewing customer references or other activities to verify a bidder's other information and capabilities (Including visiting the bidder's previous premises and/or sites to verify certain stated information or assumptions). In these instances, the bidders will be obliged to provide QCTO with all necessary access, assistance, and/or information that QCTO may reasonably request and to respond within the given time frame set by QCTO.

**The 90/10 principle will be applied in terms of the Preferential Procurement Policy Framework Act.**

### 10.1. STAGE 1: MANDATORY REQUIREMENTS

During this stage, the bid will be reviewed to determine compliance with all mandatory requirements and such documents must be signed by a duly authorized representative. Failure to meet or submit any or all the above mandatory requirements will lead to the bidder being disqualified.

**Table 9.1 (a)**

NO	I/We have attached to this document:	Tick if submitted		Office use
		Yes	No	
1	Valid Letter of good standing / COIDA certificate	Yes	No	
2	Copies of the identity documents of those with equity/shares	Yes	No	
3	Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
4	CSD Registration (National Treasury)	Yes	No	
5	<ul style="list-style-type: none"> <li>• IATA Licence / Certificate/Membership               <ul style="list-style-type: none"> <li>➤ Valid International Air Transport Association (<b>IATA</b>) licence/certificate (certified copy)</li> <li>➤ Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be attached and copy of the certificate to that effect at closing date.</li> </ul> </li> </ul>	Yes	No	

**Note:** Failure to meet all the above mandatory requirements will result into disqualification

## 10.2. STAGE 2: FUNCTIONALITY

Only bidders that qualified during the Mandatory Evaluation will be evaluated on functionality. At this stage, the evaluation process will be based on the bidder's responses in respect of their Bids against Terms of Reference and quality.

**Table 9.2(a):** Qualifying Bid will be evaluated on the following:

No	Evaluation Criteria	Guideline	Scoring	Points
1	<b>Company Experience</b>	<p>Demonstrate adequate experience through the number, types of similar projects/assignments undertaken. The bidder must have a minimum of five (05) years of operational experience as per paragraph 9.1.</p> <p>Bidders are expected to attach 5 reference letters or project completion certificates from previous clients for projects undertaken.</p> <p>Reference letters must contain the following:</p> <ul style="list-style-type: none"> <li>• Signed and dated on an entity letterhead.</li> <li>• Clearly indicate the type of service provided.</li> <li>• Contract duration.</li> <li>• Relevant contact person's name, surname and position</li> <li>• Relevant contact number/s</li> </ul> <p>QCTO reserves the right to contact these organisations, without prior notice to the bidder</p>	<ul style="list-style-type: none"> <li>• Five References = <b>10 points</b></li> <li>• Four References = <b>08 points</b></li> <li>• Three References = <b>06 points</b></li> <li>• Two References = <b>04 points</b></li> <li>• One Reference = <b>02 points</b></li> <li>• No Reference = <b>0 points</b></li> </ul>	<b>10</b>
2	<b>Qualifications</b> : Account Manager (Operational)	<p>NQF Level 7 Qualification in Business/ Marketing/ Tourism or related field.</p> <p>(Certified copies of qualification must be attached)</p>	<ul style="list-style-type: none"> <li>• NQF Level 7= <b>10 points</b></li> <li>• NQF Level 6 = <b>05 Points</b></li> <li>• No Qualification = 0</li> </ul>	<b>10</b>
3	<b>Experience:</b> Account Manager (Operational)	<p>A minimum of five (5) years of experience in corporate travel operations and public sector</p> <p>CV must be attached</p>	<p>Five (5) years or more relevant experience = <b>10 Points</b></p> <p>Less than (5) five years but more than Three years relevant experience = <b>5 points</b></p> <p>Less than three years relevant experience = <b>0</b></p>	<b>10</b>
4	<b>Qualification:</b> Senior Travel Consultant	<p>NQF Level 6 Qualification in Business/ Marketing/ Tourism or related field.</p> <p>(Certified copies of qualification must be attached)</p>	<ul style="list-style-type: none"> <li>• NQF Level 6 = 10 points</li> <li>• NQF Level 5 = 05 Points</li> <li>• No Qualification = 0</li> </ul>	<b>10</b>
5	<b>Experience:</b> Senior Travel Consultant	<p>A minimum of three (3) years relevant experience</p>	<p>Three (3) years or more relevant experience = <b>10 Points</b></p> <p>Less than Three (3) years but more than Two years relevant experience = <b>5 points</b></p> <p>Less than two years relevant experience = <b>0</b></p>	<b>10</b>

No	Evaluation Criteria	Guideline	Scoring	Points
6	<b>Qualification:</b> X 5 Intermediate Travel Consultant (Emergency and after- hours Consultant)	NQF Level 6 Qualification in in Tourism Management Travel & Tourism/ or related field.  (Certified copies of qualification must be attached)	<ul style="list-style-type: none"> <li>• NQF Level 6 = 10 points</li> <li>• NQF Level 5 = 05 Points</li> <li>• No Qualification = 0</li> </ul>	<b>10</b>
7	<b>Experience:</b> X 5 Intermediate Travel Consultant (Emergency and after- hours Consultant)	A minimum of at least three (3) years relevant experience.  CV must be attached	<p>Three (3) years or more relevant experience <b>= 10 Points</b></p> <p>Less than Three (3) years but more than Two years relevant experience = <b>5 points</b></p> <p>Less than two years relevant experience = <b>0</b></p>	<b>10</b>
8	<b>Methodology</b>	<p>Provide a detailed Methodology that will outline the following key elements:</p> <ul style="list-style-type: none"> <li>• Transition Plans: for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.</li> <li>• Provide sample of the following documents: <ul style="list-style-type: none"> <li>➢ Invoice</li> <li>➢ Flights voucher</li> <li>➢ Accommodation Voucher</li> <li>➢ Shuttle voucher</li> <li>➢ Car hire voucher</li> </ul> </li> <li>• Cost structure: <ul style="list-style-type: none"> <li>➢ Clear breakdown of base fare, taxes, fees (including TMC fees)</li> </ul> </li> <li>• Integration to ERP system</li> <li>• Policy Compliance to National Treasury and National Travel Policy Framework</li> <li>• Audit trail capability:</li> </ul>	<p>Six elements = <b>30 points</b></p> <p>Five elements = <b>25 points</b></p> <p>Four elements = <b>20 points</b></p> <p>Three elements = <b>15 points</b></p> <p>Two elements = <b>10 points</b></p> <p>One element = <b>05 points</b></p>	<b>30</b>
<b>Total</b>				<b>100</b>

Each criterion shall be assessed and scored on the evaluation sheet using the above points.

**Threshold:** Bidders who score less than **80** out of 100 points on functionality, will not be considered for presentation and will be disqualified for this project.

### 10.3. Presentation

Bidders who score more than **80** out of 100 points on functionality will be required to present to the QCTO.

The second stage of functional evaluation is based on presentation which will be evaluated using the following criteria and points:

No	Criteria (Online Tool Demonstration)	Points
1	Ability/capacity of the company to render the service: explain the process of work allocation to consultants	<b>20</b>
2	Booking Tool – Give a demonstration of the booking tool (from the beginning until issuing of ticket). All services / sector listed can be booked online <ul style="list-style-type: none"> <li>➤ The presentation meets and exceeds requirements as comprehensively as described and All services / sector listed can be booked online = <b>50</b></li> <li>➤ The presentation meets the requirements and provides information regarding the project = <b>30</b></li> <li>➤ The presentation is briefly described and provides a little information regarding the project. = <b>20</b></li> <li>➤ The presentation is poorly described and/or does not provide any information regarding the relevant project. = <b>10</b></li> </ul>	<b>50</b>
3	Does the system cater for Group bookings? If yes demonstrate/ highlight how it works	<b>20</b>
4	Value Ads- what value ads are offered by the tenderer	<b>10</b>
	<b>TOTAL POINTS</b>	<b>100</b>

Each of the criterion is to be assessed and scored on the evaluation sheet using the above points.

**Threshold:** Bidders who score less than **70** out of 100 points on presentation and site visit will not be considered for Price and Specific Goals and will be disqualified for this project

### 10.4. STAGE 3: PRICE AND SPECIFIC GOALS

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the **90/10** preference point system.

The formulae to be utilised in calculating points scored for the preference point system will be included in the tender document.

**Step 1** will be the calculation of points for price where the lowest bid will score 90 points for price, while bids with higher prices will score lower points for price on a pro-rata basis. The following formula will be utilised to calculate the points for price in respect of Bid with a Rand value above R50 000 000 (all applicable taxes included):

$$Ps=90(1-Pt-PminPmin)$$

Where:

Ps = Points scored for comparative price of Bid or offer under consideration.

Pt = Comparative price of Bid or offer under consideration; and

Pmin = Comparative price of lowest acceptable Bid or offer.

**Step 2** will be the calculation of points for the Specific goals contribution where **10** points will be awarded to a Bidder as per the table below:

Specific goals	Definitions	Number of Points
Women: at least 50%. <b>&gt;50% = 3 points</b> <b>&lt;50% = 0 point</b>	3 points can be claimed by bidders who have owners/directors who are Black women with at least 50% controlled	<b>3</b>
Youth: at least 50%. <b>&gt;50% = 3 points</b> <b>&lt;50% = 0 point</b>	3 points can be claimed by bidders who have owners/directors who are Black persons from the age of 16 to 35 with at least 50% controlled	<b>3</b>
Black: at least 50%. <b>&gt;50% = 4 points</b> <b>&lt;50% = 0 point</b>	4 points can be claimed by bidders who have owners/directors who are Black with at least 50% controlled	<b>4</b>

**Note:** Failure to provide certification or affidavit substantiating the attainment of any of the Specific goals criteria will result in the Bidder being awarded zero (0) points for the Specific goal.

In the case that B-BBEE certificates are used to substantiate the points, the bidder must submit the full verification report, which shows the percentage of black ownership, Women, Youth and address for locality (see SBD 6.1 page 4 for verification documents).

## 11. CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the Specific goals (step 2) to obtain the tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
<b>Price</b>	<b>90</b>
<b>Specific Goals</b>	<b>10</b>
<b>Total</b>	<b>100</b>

## 12. SPECIAL CONDITIONS APPLICABLE TO THIS BID

- QCTO will furnish the Service Provider with all relevant and available data and information, which is necessary to perform the services under the agreement.
- QCTO will become the owner of all information, documents, programmes, advice and reports generated and compiled by the Service Provider in the execution of the services.
- The copyright of all documents and reports compiled by the Service Provider will vest in QCTO and may not be reproduced or distributed or made available in any other way without the written consent of QCTO.
- All information, documents, programmes and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of QCTO.
- Appointment is subject to both parties agreeing with the Service Level Agreement; both parties must sign the agreement.
- The Service Provider is entitled to general knowledge acquired in the execution of this agreement and may use it, if it shall not be to the detriment of the QCTO.
- The successful bidder shall provide the service required based on the set timelines agreed with QCTO.
- Conditions stipulated in the general conditions of the contract will be applicable should any of the parties fail to deliver (read together with the Service Level Agreement signed by both parties).
- On termination of the agreement, for whatever reason (s), all documents, programmes, reports, must be handed to QCTO, The Service Provider relinquishes the right of retention thereof.
- The Service Provider will be liable for any loss/damage of assets during the contract period.
- The bidder's officials must make themselves available for court proceedings and/or QCTO internal disciplinary and arbitration proceedings as required.
- Financial penalties will be issued as determined in the Service Level Agreement.
- The successful Service Provider should be able to work with other Service Providers.

## 13. GENERAL CONDITIONS OF CONTRACT

The General Conditions of Contract (GCC) must be accepted. QCTO reserves the right to implement remedies as provided for in the GCC.

The GCC can be downloaded from the Treasury Website. Please refer to the link below:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract.pdf>

#### 14. SERVICE LEVEL AGREEMENT

The successful bidder will be expected to enter into a Service Level Agreement (SLA) with the QCTO.

The contract shall be for a maximum duration of Thirty-Six months subject to an annual appraisal and confirmation of compliance with the bid requirements.

The SLA will include, amongst others, the following:

- i Period of agreement;
- ii Pricing Conditions;
- iii Changes to the proposed team;
- iv Method of communication and reporting;
- v Non-performance;
- vi financial penalties and termination of the contract;
- vii Procedures relating to payments;
- viii Procedures relating to management reports;
- ix Terms of deliverables
- x Reviews;
- xi Uncompleted work;
- xii Confidentiality; and
- xiii Disputes.

The QCTO has a standard template for Service Level Agreements into which both parties (QCTO and the successful bidder) will provide inputs. This SLA shall be the sole document governing the business relationship between the QCTO and the successful bidder. No additional agreements may supersede or govern the SLA.

#### 15. ACCEPTANCE OF BID

QCTO does not bind itself to accept either the lowest or any other tender and reserves the right to accept the tender that it deems to be in the best interest of the organization. QCTO reserves the right to accept the offer in full or in par

#### 16. TENDER VALIDITY PERIOD

The validity period for this bid is **180 days**.

## 17. ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:  
Mr Lekhotla Motloung  
Email: [tenders@qcto.org.za](mailto:tenders@qcto.org.za)

Contact persons for SCM and administrative related issues:  
Ms. Ziyanda Mtwá-Modupe  
Email: [tenders@qcto.org.za](mailto:tenders@qcto.org.za)