ELUNDINI
LOCAL MUNICIPALITY
IKAMVA ELIQAQAMBILEYO

2030 NDP

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Postal Address: P.O. Box 1 I Nqanqarhu I 5480
Tel: 045 9328100 I **Fax:** 045 9321094 I **Facebook:** @Elundini Local Municipality I **Twitter:** @ ElundiniLM I **YouTube Channel**: @Elundini Local Municipality I **Instagram:** @elundini_lm

TENDER NOTICE AND INVITATION TO TENDER

The Elundini Local Municipality is Requesting for Proposals on the following goods and services:

PROJECT NAME	**Contract Number**	**Closing Date**	**Technical Enquires contacts**
Provision for Travel Management Services	ELM-2/004/2023-2024	Thursday, 24 August 20223	Mr K. Sobekwa Tel. 045 932 8265 E-mail: kwaneles@elundini.gov.za
Provision of ICT Governance and Policy Development	ELM-4/002/2023-2024	Tuesday, 15 August 2023	Ms A. Bantwini Tel. 045 932 8135 E-mail: athinib@elundini.gov.za

1. To appoint a suitable service provider to render the most efficient and effective travel management service for the period of three (3) years.
2. To solicit a service provider for the development, review and finalisation of ICT Policies for the Elundini Local Municipality for the period of two (2) months.

Bids contracts will be based on the National Treasury General Condition of Contracts. The bids will be evaluated on the basis of the Preferential Procurement Policy Framework Act, 2022, the Elundini Local Municipality's Supply Chain Management Policy and the 80/ 20 preferential procurement point system for acquisition of goods or services with Rand value equal to or below R50 million will be applied.

Stage 1 of Evaluation - Functionality

ELM-2/004/2023-2024		**ELM-4/002/2023-2024**	
Evaluation Criteria	**Maximum Points Allocated**	**Evaluation Criteria**	**Maximum Points Allocated**
Experience	30	Experience	30
Expertise	20	Skills and Expertise	60
Project Team	10	Project Implementation Methodology	10
Financial Stability	40		
Proof of Accreditation by IATA	20		
Letter of good standing from the bank	20		
Total Points	**140**	**Total Points**	**100**

A minimum score of 70% out of total points must be score in order to proceed to the Financial Evaluation in all of the above bids. The scope of work, specification and detailed functionality including mandatory documents (eligibility criteria) and bid conditions will be uploaded on ELM Website. www.elundini.gov.za and will be also attached in the tender document.

Specific Goals for these bid are as follows:

Bidder that fail to submit proof of specific goal as stipulated below will not be allocated points

The Specific Goals allocated points ELM-2/004/2023-2024	**The Specific Goals allocated points ELM-4/002/2023-2024**	**Proof to claim points for specific goal**
EME or QSE which is at least 51% owned by Women = 5 Points	EME or QSE which is at least 51% owned by Women = 6 Points	Company Registration Document and Certified ID Copy, CSD Report
EME or QSE which is at least 51% Black owned = 15 Points	EME or QSE which is at least 51% Black owned = 10 Points	Company Registration Document and Certified BBBEE Certificate or Original Sworn Affidavit and CSD Report
	EME or QSE which is at least 51% owned by Youth – Enterprise 18-35 = 4 Points	Company Registration Document and Certified ID Copy, CSD Report
Total Specific Goals = 20 Points	**Total Specific Goals = 20 Points**	

Tender documents may be obtained from the Elundini Local Municipality SCM Unit upon payment of a non-refundable amount of R250 (two hundred and fifty Rand), either paid in cash or by means of electronic funds transfer (EFT) to the Elundini Local Municipality. The cash amount is to be paid at the cashier's office between the hours of 08:00 and 16:00, prior to the collection of the tender documents form the SCM unit. The tender documents will be available from **Monday, 24 July 2023.**

NB: For EFT payment deposit at ELM FNB cheque account No: 62159933772 and use this reference No. 020114350000. Proof of payment to be sent to: **kwaneles@elundini.gov.za** upon receiving proof payment, Elundini Municipality will email the tender document to the service providers who are unable to make collections.

The Tender Data, Detailed breakdown Quality Criteria, scope of work including mandatory documents (eligibility criteria) and bid conditions will be uploaded on ELM Website. www.elundini.elundini.gov.za and will be also attached in the tender document. Queries relating to the issue of these documents may be addressed to Ms H Mduzulwana, Tel No. 045 932 8125 or email: hlubikazi@elundini.gov.za

A copy of a tender document must be submitted electronically and converted into PDF in a form of Memory stick/USB/CD. (Manual tender document and electronic document must be submitted together)

Tender submission and supporting documentation must to be placed in a sealed envelope endorsed with RELEVANT PROJECT NAMES AND BID NUMBERS: must be delivered to the Elundini Local Municipality, at No. 1 Seller Street, Nqanqarhu, Finance Department, Cashier's reception area, and placed in the Tender Box not later than 12H00 Noon on above mentioned dates for all the bids at which time the tenders will be opened in public.

Telegraphic, telephonic, telex, facsimile, e-mail and late tenders will not be accepted. Tenders may only be submitted on the tender documentation that is issued. Requirements for sealing, addressing, delivery, opening and assessment of tenders are stated in the Tender Data.

JACK MDENI
MUNICIPAL MANAGER

BID CONDITIONS AND INFORMATION

1. **Bidders must adhere to the bid conditions , otherwise the bid will be disqualified.**

2. **Agreement**

The successful bidder will be expected to sign the service Level agreement within 30 days of the date of notification by the Elundini Municipality that his/her bid has been accepted.

3. **Completion of Bid Documents**

a) The original bid document must be completed fully in black ink and signed by the authorised signatory to validate the proposal. All the pages must be initialled by the authorised signatory. Failure to do so may result in the invalidation of the bid.

b) By initialling and signing the bid document you agree to the terms and conditions of this bid and you understand that the ELM is administered by ELM Supply Chain Management Policy , MFMA Act 56 of 2003 and MFMA SCM Regulations and shall act in accordance with the said legislative prescripts.

c) Bid documents may not be retyped or altered in any way, Bidder must complete the original issued bid document and original issued returnables .

d) Tender documents must be completed with non-erasable ink. Any tender document completed with pencil will not be acceptable and shall be disqualified.

e) Ensure that there are no errors or omissions.

f) Bids price submitted must include vat where applicable.

g) Failure to comply with any of the above will result in the invalidation of the bid.

4. **Alteration or Qualification of Bid**

a) No unauthorised alteration of this set of bid documents will be allowed after the closing date. Any unauthorised alteration will disqualify the proposal automatically. Any ambiguity has to be cleared with contact person for the bid before the closure date.

b) The submission should be entirely legible. Any changes made to the original text of bid should be crossed through and signed for. DO NOT USE CORRECTION FLUID as this may invalidate your submission

5. **Signatory**

(a) A copy of the recorded Resolution taken by the Board of Directors, members, partners or trustees authorising the representative to submit this bid on the bidder's behalf must be attached to the Bid Document on submission of same.

(b) A bid shall be eligible for consideration only if it bears the signature of the bidder or of some person duly and lawfully authorised to sign it for and on behalf of the bidder.

6. **Submission of Bid**

(a) The bid must be put in a sealed envelope, or envelopes when the two-envelope system is specified, clearly marked with the bid number, title as well as closing date and time and placed in the Tender Box at the Elundini Local Municipality Municipality **by not later than 12h00 on Thursday, 24 August 2023.**

(b) Faxed, e-mailed and late bids will not be accepted. Bids may be delivered by hand, by courier, or posted at the bidder's risk and must be received by the deadline specified above, irrespective of how they are sent or delivered.

c) Clearly mark the back of the envelope with your bidder's name and address .

d) A copy of a tender document must be submitted electronically and converted into PDF in a form of Memory stick/USB/CD. (Manual tender document and electronic document must be submitted together)

7. **Opening, Recording and Publications of Bids Received.**

a) Bids will be opened in public immediately after the bid closure date, or at such time as specified in the bid documents. If requested by any bidder present, names of the bidders, and if practical the total amount of each bid and of any alternative bids will be read out loud.

b) Bids received in time recorded and entered in a register which is open for public inspection.

c) Late bids will be registered and returned unopened unless the bidder did not clearly specify their address at the back of the envelope.

8. **Tax Clearance Certificate , Tax Matters and VAT**

a) Tender offers will only be accepted if the tenderer provides written proof from SARS that the tenderer either has no Tax obligations or has made arrangements to meet outstanding Tax obligations.

b) Upon submission of a bid/quote the bidder automatically grants confirmation that SARS may, on an ongoing basis during the contract term disclose the bidders Tax Compliance status to the municipality

c) Prices must always be VAT inclusive where applicable.

9. **Evaluation of Bids**

Bids will be evaluated in terms of their responsiveness to the bid specifications and requirements as well as such additional criteria as set out in the bid document.

10. **Acceptance or Rejection of a Bids**

The Elundini Municipality reserves the right to withdraw any invitation to submit a bid and/or to re-advertise or to reject any bid or to accept a part of it. The Elundini Municipality does not bind itself to accepting the lowest bid.

11. **Registration on Accredited Supplier Database**

It is expected of all prospective service providers who are not yet registered on the Central Supplier Database to register online (www.csd.gov.za) and verify their company information Elundini Municipality Database Department. The Elundini Municipality reserves the right not to award proposals to prospective suppliers who are not registered on the CSD (Central Supplier Database).

12. **BBBEE Certificate**

For the proof of B-BBEE status level of contributor the bidder must submit an original or certified copy of a valid verification certificate from a
verification agency accredited by SANAS and recognized as an Accredited B-BBEE
Verification Agencies (www.sanas.co.za/afdirectory/bbbee_list.php) or original or certified completed AFFIDAVIT downloaded from www.thedti.gov.za/economic empowerment/bee codes.jsp

13. **Tender offers will only be accepted if:-**

a) the financial offer is market related based on Preference Procurement Policy Framework Act, 2022.

b) the tenderer or any of its directors/shareholders is not listed on the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector;

c) the tenderer has not:

   i) abused the Employer's Supply Chain Management System; or

   ii) failed to perform on any previous contract and has been given a written notice to this effect; and

   iii) the tenderer has completed the Compulsory Declaration and there are no conflicts of interest which may impact on the tenderer's ability to perform the contract in the best interests of the employer or potentially compromise the tender process.

14. Requirements for the Joint Venture

   a) J V agreement,

   b) original or certified copy of consolidated BBBEE certificate, and

   c) letter of signatory.

15. Site / Information Meetings

None

16. Procurement Policy

a) Bids will be awarded in accordance with the Preferential Procurement Policy Framework Act, 2022.

b) The latest General Conditions of Contract and any Special Conditions of Contract will apply

c) The Elundini Local Municipality Supply Chain Management Policy will apply. This policy is obtainable from Elundini Local Municipality offices in Maclear and is available on ELM Website: www.elundini.gov.za

17. Expenses Incurred in Preparation of Bid

The Elundini Municipality shall not be liable for any expenses incurred in the preparation and submission of the bid.

18. Wrong Information Furnished

Where a contract has been awarded on the strength of the information furnished by the bidder which, after the conclusion of the relevant agreement, is proved to have been incorrect, the Elundini Municipality may, in addition to any other legal remedy it may have, recover from the contractor all costs, losses or damages incurred or sustained by the Municipality as a result of the award of the contract.

19. Validity Period

Bids shall remain valid for **90 days** after the bid closure date.

20. General and Special Conditions of Contract

The General Conditions of Contract as well as any Special Conditions of Contract that may form part of this set of bid documents will be applicable to this bid in addition to the conditions of bid.

21. Municipal Rates, Taxes and Charges

The bidder to provide their municipal account of rates and taxes of both the Bidding entity and its directors' in its Bid Document submission. Any bidder which is or whose directors are in arrear with their municipal rates and taxes due to any Municipality within South Africa for more than three months and have not made an arrangement for settlement of or same before the bid closure date will be disqualified.

If the bidder is renting the office a Lease Agreement must be attached to the bid document

OR Affidavit from SAPS stating that the bidder is not obliged to pay municipal rates with a letter from a ward councilor is submitted with the tender document.

22. **Contact with Municipality after Bid Closure Date**

Bidders shall not contact the Elundini Municipality on any matter relating to their bid from the time of the opening of the bid to the time the contract is awarded for additional information ir amendments of bids. Any effort by the firm to influence the Elundini Municipality in the bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.

23. **Vetting Of The Supplier/Due diligence**

- Tenderers must furnish the municipality with the details of similar services, which they have satisfactorily completed in the past to allow vetting process. Failure to do so will invalidate the bid.

Terms of Reference for Provision for Travel Management Services

Project Description

Elundini Local Municipality is looking for a professional service provider to render the most efficient and effective travel management service for the Municipality for the period of three (3) years.

1. BACKROUND

The Elundini Municipality wishes to appoint a suitable service provider to render travel management services for a period of three (3) years.

The Municipality since November 2011 has been utilising the services of a Travel Agent on a contractual basis. The history tells that all our travelling and/or accommodation needs have been domestic for the duration of the ending contract. Our staff compliment is currently sitting at 282.

TERMS OF REFERENCE

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

1. PURPOSE

The Elundini Municipality wishes to appoint a suitable service provider to render travel management services for a period of three (3) years.

2. BACKGROUND

The Municipality since November 2011 has been utilising the services of a Travel Agent on a contractual basis. The history tells that all our travelling and/or accommodation needs have been domestic for the duration of the ending contract. Our staff compliment is currently sitting at 243.

3. CONTRACT OBJECTIVE, ASSUMPTIONS AND RISKS

3.1 Key Objectives

The main objective of this contract is to appoint service provider for the efficient and effective provision of travel management services for the Municipality. The service to be provided must be of world class standard, clearly depict a reduction in costs to the organization by means of reports taking travel trends into consideration and the service providers must be able to deliver on tight schedule deadlines when the need arises. The Municipality seeks to appoint a Travel Agent to render travel management services who will go through an evaluation process. The Municipality will enter into negotiations with the preferred bidder to negotiate final contract rate prior to award of the bid. Appointment is subject to successful negotiations in terms of market related rates.

The appointed service provider shall all times ensure compliance with the latest approved Elundini's Travel and Subsistence Policy and National Treasury's Cost Containment Regulations, 2019 and MFMA Circular 97.

3.2 Assumptions

The general success of this contract is based on the following assumptions:

a) That there is a need for the service;

b) The successful service provider have the knowledge and expertise required for corporate travel management service; and

c) The Municipality will provide the bidding service providers with the approved Municipal travel policy.

4. SCOPE OF WORK

4.1 Area where service is required

The Elundini Municipality requires the service providers to provide domestic and international travel management services for Municipal officials and any other individuals travelling in the interests of the Elundini Municipality.

4.2 Main Activity

(a) The appointed service providers will be required to arrange travel and accommodation on request by the Municipality.

(b) Each request must be dealt with in such a manner as to ensure compliance with the approved Municipal Travel Policy.

(c) The service providers must take the required measures to ensure that the Municipality receives the best possible price where possible, including any industry discounts that may apply for government officials.

(d) It is to be noted that the appointed service providers will be responsible for the settlement of all accounts in relation to travel management services provided.

4.3 PROJECT SPECIFICATIONS

- The Elundini Municipality requires a comprehensive travel management services for its officials and any other individuals travelling in the interests of the Municipality. The travel agent must be a fully accredited member of IATA with access to Travel Database.
- Services to be provided as the Travel Agent(s) for Elundini Municipality should cover the following:
- Air Travel (Domestic & international)
- Vehicle rental and Shuttle Services
- Accommodation
- Venues and Facilities
- Insurance (when travelling outside the borders of South Africa)
- Visa Processing
- Key Account management

4.3.1 Air Travel (Domestic & International)

Reservation and Ticketing

a) For every duly approved travel request authorisation, Travel Agent(s) shall immediately make bookings and source the lowest, acceptable fare and the most direct and convenient routing.

b) In the event that required travel arrangements cannot be confirmed, Travel Agent(s) shall notify the requesting party of the problem and present (3) alternative routings/quotations for consideration.

c) Travel Agent(s) shall promptly issue and deliver accurately SMS'S or E-mail showing the accurate status of traveller's booking arrangements and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any change(s) in flight, train, bus schedules prior to or during the traveller's official trip, tickets and billing shall be modified or issues to reflect these changes, in order to avoid cancellation of bookings.

d) The appointed travel agent(s) will be expected to provide travel services during office hours.

e) In addition Travel Agent(s) shall provide for after-hours emergency service, as well as for services during weekends and official holidays where emergency travel service is required.

f) The Travel Agent(s) must provide the Elundini Municipality with contact details and be reachable by phone at any time of the day for emergency purposes.

g) The official travel requirements for the Elundini Municipality employees and any other individuals travelling in the interests of the Elundini Municipality shall be accorded the highest priority which is timely and effective processing.

h) On exceptional cases official travel including new staff, participants in meetings, interviews and staff from other provinces must be organized on short notice, there by placing a premium on efficient and rapid communication in handling all travel related matters.

a. Travel Agent(s) must ensure that all travelling Elundini Municipality employees and any other individuals travelling in the interests of the Elundini Municipality shall be accorded the highest priority which is timely and effective processing.

b) Air tickets shall be issued only on approved ticket of the International Air Transportation Association (IATA).

c) Travel Agent(s) shall be given copies of the Elundini Municipality travel policies and/or procedures and shall be fully familiar and comply with these policies and procedures for all Elundini Municipality official travel.

d) Travel Agent(s) shall provide an information service to notify the Municipality and the traveller of such events as airport closing, cancelled or delayed flights, trains, buses voyages and strike situations as well as of local political or safety conditions which may affect travel to any particular destination.

e) Travel Agent(s) shall plan, arrange, confirm and amend air travel bookings through available branch offices and agencies situated inside or outside South Africa, in accordance with the approved Elundini Municipality travel policy.

f) Travel Agent(s) shall negotiate discounts on standard tariffs for air travel.

g) Changes in Air Travel Arrangements: In case of changes occurring to the original travel arrangements, the responsible Elundini Municipal official is to liaise with the travel agent and make necessary arrangements, with the provision that such changes are confirmed in writing (sms, fax and e-mail).

h) Cancellation of travel: The Elundini Municipality official will inform the travel agent(s) of any cancellation. If payment had been made or an invoice has already been submitted to the Municipality, a credit note will be issued to the Municipality subject to cancellation policy.

i) Parking ticket

j) Destination parking

k) Cross boarder tax

4.3.2 Vehicle Rental (Domestic & International) and Shuttle Services.

a) Travel Agent(s) shall confirm vehicles with car rental companies and amend any confirmed bookings if necessary, in accordance with the approved Municipal travel policy.

b) Travel Agent(s) shall negotiate discounts on standard or reduced tariffs with all available car rental companies.

c) Travel Agent(s) shall make shuttle service and car-hire bookings.

d) The booking must reflect the and not limited to the following:

- Date and period of travel.
- Name of person.
- Service provider.
- Estimated distance to be travelled and related costs.

(e) Travel Agent(s) must ensure that shuttle service suppliers are compliant to the rules that govern the transport industry.

(f) If an accident, traffic fines, damage or theft occurs, the matter should be reported to the Municipality within 24 hours for further internal procedures to be exercised.

(g) In the case of a rented vehicle the official of Elundini Municipality must ensure that:

i. The rental car approved is in line with the pre-approved class in terms of the Elundini Municipal travel policy;

ii. The vehicle is in good condition before and after use;

iii. The rented vehicle utilised only for the official purpose it is rented for;

iv. Where required/possible, pay for fuel and refer the claim to the Municipality.

4.3.3 Accommodation

Hotel or other accommodation

(a) The Travel Agent(s) shall make reservations for lodging accommodations (hotel group, private hotel or other establishment, for example guesthouse.

(b) The Travel Agent(s) shall negotiate discount rates on standard tariffs with all available hotel groups or other relevant establishments.

(c) It must be noted that other hotel groups provide discount to Travel Agencies and such discounts shall be transferred to the Municipality.

(d) Accommodation must include parking facilities.

(e) The travel agent shall issue a voucher to the client/ service provider prior to the arrival or related to facility e.g conference.

(f) Proof of the voucher must be sent the employer via fax or email.

(g) Failure to issue voucher as indicated above may lead to the termination of a contract thereof.

4.3.4 Venues and Facilities

(a) Travel Agent(s) shall make bookings and amendments of conference arrangements with hotel groups, private hotels or other available establishments when required.

(b) Negotiate discounts on standard tariffs or reduced tariffs with all available hotel groups, private hotels or other relevant establishments.

(c) The Travel Agent(s) shall upon request, facilitate the arrangement of venues for conferences, meetings, seminars and training workshops.

4.3.5 Insurance (When travelling outside the borders of South Africa)

(a) The Travel Agent(s) must organise insurance for the minimum but not limited to other risk associated with travelling.

i. Emergency medical and related expenses;

ii. Rental car collision damage;

iii. Luggage loss;

iv. Unforeseen/ Inconvenience circumstances ;

v. and any other insurance cover deemed necessary by the hosting country .

4.3.6 **Visa Processing and, Foreign exchange services**

(a) The Travel agent(s) shall provide all visa application processes and foreign exchange arrangements.

(b) The Travel Agent(s) shall deliver all travel documentation to a pre-arranged location as determined by the Elundini Municipality officials.

(c) The Travel Agent(s) shall provide International travel support.

4.3.7 Key Account Management

(a) The Travel Agent must ensure that there is dedicated and experienced personnel to manage the Elundini Municipality account.

(b) The Travel Agent(s) will provide the Elundini Municipality with reports that will also include orders outstanding reflected per order number, invoices outstanding and a general statement of accounts (per account) indicating payments exceeding 30 days, 60 days and more than 90 days as well as one consolidated account for the Elundini Municipality including age analysis.

4.3.8 Other Service Requirements

(a) Traveller's profiles

The Travel Agent(s) shall maintain computerized profiles of all frequent travellers, as
designated or defined from time to time by the Elundini Municipality, setting forth the traveller's preferences regarding airlines, hotels, guesthouses, seating arrangement and meal requirements, passport and such other information is useful to facilitate travellers arrangements.

(b) Service Standards

i. The Travel Agent(s) shall provide polite responsive and efficient service at all times to fulfil the Elundini Municipality requirements.

ii. As a service objective, telephone calls should be answered promptly.

iii. When it is necessary to place calls on hold, they should not be kept on hold but rather
a call-back should be made within one hour.

IV Travel agent must pay service provider in advance.

(c) Performance Evaluation and Review

i. The Travel Agent(s) shall meet periodically with Elundini Municipality Project Steering Committee to discuss issues of mutual concern to review the Travel Agent(s) performance and to discuss improvements which the Travel Agent(s) or the Municipality should make in order to achieve more effective travel management and greater savings.

ii. The Travel Agent(s) shall make the Elundini Municipality aware immediately of major industry changes, which have a broad impact on its travel policy or procedures.

(d) Travel Agent(s)'s Quality Control

i. The Travel Agent(s) shall establish and operate to monitor on a regular and continual basis the quality of travel services provided.

ii. These procedures shall include a self-inspection system covering all the services to be performed under the contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service.

(d) Travel Documentation

All travel documentation must be delivered timeously to the relevant official in the Municipality, his or her nominee or the agreed point of delivery/collection, by the agency situated inside or outside South Africa.

(e) After Hour service

Dedicated personnel from the service providers must be available on after-hour basis, so that unexpected changes to a travel plan or accommodation can be made as and when required. This service must not be outsourced to another service provider.

(f) Payments

Proof of attendance must be submitted with the invoice by way of a signed voucher at the service provider. Travel agents invoice must be accompanied by signed voucher, service provider order form and servicer provider invoice.

5. RESPONSIBILITIES

5.1 Elundini Municipality

The Municipal officials, who are delegated with arranging and approving travel and accommodation, will perform the following duties:

a) Giving the service providers the necessary details so that the required travel and/or accommodation requirements are understood. In this regard, the following would have been considered:

i. Nature of the travel and accommodation requirements;

ii. Departure and arrival points, dates and type of required travel;

iii. Departure and arrival dates and type of accommodation required;

iv. Estimated kilometres to be travelled in case of car hire and;

v. Any other specific requirements relating to, for example, culinary requirements, passenger class in aircraft to be provided, vehicle rental, etc.

(b) Only an official purchase order will serve as an official request for services.

(c) The official concerned must ensure that the approved Elundini Municipality travel policy and related procedures have been complied with before the official purchase order is forwarded to the Travel Agent(s).

(d) The official must also confirm the validity of the invoice and supporting documents and sign the invoice to confirm services rendered.

(e) The official must ensure that the approved accommodation is in line with the Municipality travel policy. (Municipal Cost Containment Regulations, 2019 must be taken into consideration)

5.2 Service Providers

The service providers will be responsible for the following:

(a) Making bookings for travel and accommodation in respect of the following:

(i) Destination, date, routes, airlines, passenger class, preferred seating and estimated costs for air travel; and

(ii) Hotel or Guesthouse facilities location, availability of parking facilities, distance from airports, public transport, etc. Municipal Cost Containment Regulations, 2019 must be taken into consideration)

(b) Alternative arrangements must be timeously suggested if confirming seating or accommodation arrangements is impossible;

(c) Timeous confirmation (either printed or by electronic means) of the bookings both for air ticket, accommodation and car rental (Quote must specify kilometres as per estimate provided by Elundini official) after an official order nas been received;

(d) Timeous delivery to the relevant official in the Municipality, his or her nominee or point of delivery/collection, of the required travel documents;

(e) Provide information service to notify the official of such events as airport closure, cancelled flights, trains and buses, strikes, as well as political or safety conditions which may affect travel to any particular destination;

(f) Make the arrangements for the issuing of a foreign visa and other travel documentation;

(g) Make the traveller aware of any airport rules and procedures especially during transfer flights;

(h) Timeous submission of proof that the required services have been rendered so that payment can be arranged by the Municipality, unless payment has been made by the individual concerned. Such proof will include the invoices, on which the required information is reflected;

(i) Timeous submission of the required management reports;

(j) Providing the names, addresses and telephone numbers of all branch offices and agencies, inside and outside South Africa, and agencies with whom liaison exists outside South Africa, upon request by the Municipality. The names and telephone numbers of personnel available after hours must be made available to the Elundini Municipality;

(k) Ensure confidentiality in respect of all travel and accommodation arrangements concerning all persons;

(l) Ensure effective negotiations with suppliers of all services to the benefit of the Municipality;

(m) Ensure that travel insurance is arranged where necessary;

(n) Ensure continuous availability of services to provide for emergency and official traveling during public / normal holidays;

(o) Provide assistance in terms of foreign currency exchange

(p) Where the accommodation is not utilized and no prior notification is made to the service providers, such non-utilization is to be reported to the Elundini Municipality within 24 hours by the service providers.

6. EXPECTED OUTPUTS AND OUTCOMES

6.1 Output

The output is the written contracts with competent bidders for the procurement of travel management services. Formal contracts will be entered into between the Elundini Municipality and the service providers after negotiations have taken place between the recommended bidder(s) and the Municipality and following the approval of the award process.

6.2 Outcome

The key outcome is the rendering of the most efficient and effective travel management service for the Municipality.

7. MINIMUM REQUIREMENTS

7.1 A minimum of at least three reference letters from other entity of state satisfied that have been serviced in the past three years should be provided; the submission must be on the relevant client's letterhead signed by the accounting officer of the institution.

7.2 A minimum of three key personnel (inclusive of the project leader and financial accounting officer) from each bidder.

o CVs of the team to be assigned to the project should be provided (The CVs must depict experience in providing similar services).

o The team should be led by a representative (Project Leader) with relevant experience in providing corporate travel service experienced in providing corporate travel services and with experience in international fares , ticketing and key account management, the Project Leader will oversee the travel management services provided to Elundini Municipality and ensure full compliance with all requirements of the contract with Elundini Municipality.

o CV of the Project Leader depicting at least a minimum of three (3) year' experience in leading similar projects).

7.3 Service providers should provide a company profile.

7.4 The successful bidder shall have modern equipment, maintain the necessary software facility to carry out the required services and infrastructure as utilized in the industry.

7.5 A computer reservations system description of the administration process to book, confirm and communicate air, land travel and accommodation.

7.6 Active Accreditation with IATA (International Air Transport Association) certificate or a letter from IATA with the membership number must be attached.

7.7 Proof of Financial stability – audited or independently reviewed financial statements by a firm of registered auditors for the past three financial years with a current ratio being equal to (2) one or higher.

7.8 Contact details of the auditing firm must be provided.

7.9 The company must be factually solvent (asset fairly valued must be greater than liabilities)

7.10 Cash flow projections that reflect a viable going concern of the company

7.11 Letter of good standing from the bank indicating that there were no dishonoured debit orders in the last six months

7.12 Provision of after-hours service procedure, including but not limited to turn around times.

8. TERM OF CONTRACT

The contract period is three (3) years. The commencement date for this project will be 5 December 2023.

9. EVALUATION CRITERIA

(a) All bids will be evaluated on 80/20 preference point system

(b) Bids will be evaluated within the ambit of the Preference Procurement Policy Framework Act No 2022.

(c) 80 points will be allocated for price.

(d) 20 points for specific goals

(e) A pre-qualifying percentage of 70% on functionality will apply.

(f) Bidders who fail to meet the minimum qualifying percentage on functionality will be disqualified and will not be evaluated on price.

Price

The 80/20 preference points system

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

Where:-

Ps = points scored for price of the bid/proposal under consideration

Pt = Price of the bid under consideration

Pmin = Price of the lowest priced acceptable bidder

 The final score will be obtained by adding points obtained for price to the preference points.

NB: Point score will be rounded to the nearest two (2) decimals

10. FUNCTIONALITY

Annexure A

A minimum score of 70 % out of 140 points must be score in order to proceed to the Financial Evaluation on both bids.

Schedule 1: Project Leader experience in handling Public Sector Travel Agency Accounts

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

Organizing, directing and controlling the operations. The municipality requires key person who will be responsible for the management of Elundini Municipality account.

1) General experience: level of education and training and positions held.

2) The education, training, skills and experience and knowledge of issues which are pertinent to the scope of work.

A CV of the key person of not more than 3 pages needs to be attached to this schedule.

The CV should be structured under the following headings:

1 Personal particulars

- name

- date and place of birth

- place (s) of tertiary education and dates associated therewith

- professional awards

2 Qualifications (degrees, diplomas) (Attach copies of each)

3 Name of current employer and position in enterprise

4 Overview of work experience (year, organization and position)

The scoring of the experience of keystaff will be as follows:

(a) Project Leader experience in handling Public Sector Travel Agency Accounts.

>10 years' experience=20

CV of the Project:

Leader depicting at least three (3) year' experience in leading similar projects and with experience in international fares , ticketing and key account management.

NB:

0 points will be claimed where submitted references cannot be contacted.

FORM FOR KEY PERSONNEL

Schedule 1: Project Leader experience in handling Public Sector Travel Agency Accounts

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this schedule are within my personal knowledge and are to the best of my belief both true and correct.

An undertaking by the Key person must be undertaken and he must sign this page confirming consent and availability for serving on the project as intended.

Key person Signature _______________

Date_______________________________________

Name____

____

Highest Qualification (please attached CV and proof of qualification)

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

Schedule 2 : Additional Project Team Members

1. Name & Surname : ___________________________________

____

Highest Qualification (please attached CV and proof of qualification)

Role ____

Signature of the Nominated Person __________________________________

2. Name & Surname : __________________________________

____

Highest Qualification (please attached CV and proof of qualification)

Role ____

Signature of the Nominated Person __________________________________

3. Name & Surname : __________________________________

____

Highest Qualification (please attached CV and proof of qualification)

4. Name & Surname : __________________________________

____

Highest Qualification (please attached CV and proof of qualification)

Role ____

Signature of the Nominated Person __________________________________

11. VALIDITY PERIOD

All bids submitted will be valid for a period of 90 days after the closing date.

12. ADJUSTMENTS TO CONTRACT

All discounts against the standard tariffs of, or on accumulated expenditure on airline, car rental, rail and shuttle services and any rates, may not be adjusted to the disadvantage of Elundini Municipality within the duration of the contract. Prices are subject to outer year escalation clauses linked to Consumer Price Index (CPI).

13. PRICING

a) See Annexure A for pricing schedule which will be used as a guide in price evaluation process.

b) Prices must be quoted in South African currency and must be inclusive of VAT.

14. BILLING / PAYMENT METHOD

(a) All payments will be made on confirmation of services rendered and submission of a valid tax invoice.

(b) The invoices should include the provided order number/after-hours go-ahead by the relevant Authorised official(s).

(c) No copies or emailed travel agents invoices will be processed (all other supporting documents may be copied).

(d) Supporting documents will include signed voucher, service provider invoice and copy of order form.

(e) The service providers must supply the Municipality with a monthly statement, referenced by the individual invoices that relates to the invoices on the statement for the month.

(f) The invoice together with supporting documents must be issued to the Municipality at least within seven days after completion of services rendered.

The invoices are to contain the following minimum basic information and additional specific information relating to the indicated service provided:

14.1 Basic Information

- Invoice number and Date
- Travel Agent's name, address, office of issue, and consultant's name
- Banking Details
- Travel Order/Authorisation number (A copy must accompany the invoice)
- Total amount of the invoice (Inclusive of VAT)
- Copy of the order/ After-hour authorization name.
- Reflect both entities VAT numbers.

14.2 Air Travel Information

- Date of Travel
- Air ticket number
- Airlines company name
- Passenger's name
- Copy of the order / After-hour authorization name.

14.3 Accommodation

- Date and period of accommodation
- Service Provider
- Name of Person
- Passenger's name
- Copy of the service provider's invoice and detailed service vouchers.
- Invoices to be collected from service providers by travellers in cases of international trips.
- Copy of the order / After-hour authorization name.

14.4 Vehicle/Car Rental

- Date and period of travel
- Service Provider
- Class of vehicle used

- Name of Person (Official driver including co-driver).
- Copy of the service provider's invoice and detailed trip sheet indicating the distance travelled and the starting points and destinations.
- Fuel Charges
- Copy of the order / After-hour authorization name.

14.5 Credit Notes: Credit Notes are to contain the following minimum information

- Credit note number and date
- Travel Agent's name, address, office of issue, and consultant's name.
- Name of person and designation
- Travel Authorisation/Order Number
- Invoice number and date
- Total amount credited (Inclusive of VAT).

15. RETURNABLE DOCUMENTS

a) A minimum of at least three reference letters from satisfied previous clients should be provided; the submission must be on the relevant client's letterhead.

b) CV of the Project: Leader depicting at least three (3) year' experience in leading similar projects and experience in in international fares, ticketing and key management account.

c) CVs of the team to be assigned to the project should be provided (The CVs must depict experience in providing similar services).

d) Company Profile

e) Proof that the company has and maintains the necessary software facility to carry out the required services and infrastructure as utilized in the industry.

f) Cash flow projections

g) Letter from the bank indicating that there were no dishonoured debit orders in the last six months

h) Active Accreditation with IATA (International Air Transport Association) certificate or a letter from IATA with the membership number.

i) Audited or independently reviewed financial statements by a firm of registered auditors for the past two financial years with a current ratio being equal to (1) one or higher.

j) Provision of after-hours service procedure document

k) Signed MBD1 (Excludes the total bid amount)

l) Signed MBD 3.2

m) Signed MBD4

n) Signed MBD 5

o) Signed MBD 6.1

p) Signed MBD 8

q) Signed MBD 9

r) Proof of Registration with Central Supplier Database (CSD)

s) Valid Tax Clearance Certificate or Tax Compliance Status PIN from SARS.

t) Certified original copy of a B-BBEE certificated or consolidated certificate in case of Joint Venture, Trust or Consortiums

u) Certified copies of Identity Document/s of company owner/s

v) Certified copy of a company registration certificate e.g CK Document

w) Bidder that fail to submit proof of specific goal as stipulated below will not be allocated points

Phase	Service Provided	Number of cases per scenario	Per activity	Service fee value	Total price per scenario Year 1	Year 2	Year 3
Air Tickets							
	Air Travel (International, and Domestic)	1 000	Per person				
Car Hire							
	Shuttle services	25	Per person				
	Vehicle Hire (Car Hire, Van Rental)	50	Per booking				
Accommodation							
	International Accommodation Reservations (Hotels,Challets,Guest Houses,Bed & Breakfast)per transaction	2	Per person				
	Domestic Accommodation Reservations (Hotels,Challets,Guest Houses,Bed & Breakfast)per transaction	5 000	Per person				
	Domestic Accommodation Reservations (Hotels,Challets,Guest Houses,Bed & Breakfast)Group Booking - from 9 people and above	1	Per group				
	Longer stays	5	Per person per month				
	Conference reservations, including Morning tea , Lunch , 1 beverage , 2 waters	5	Per booking				
	Conference reservations, including morning tea and sandwitches , Lunch, 1 beverage and afternoon tea, 2 waters	5	Per booking				
Support Services							
	Visas	1	Per person				
	Air Tickets refunds	1	Per person				
	Parking	1	Per vehicle				
	Domestic Rail/bus services	1	Per person				
	International Rail and Bus Services	1	Per Person				
	Changes to Flights	1	Per Person				
	Changes to car hire	1	Per Person				
	Changes to Hotel	1	Per Person				
	Changes to Transfers	1	Per Transection				
Cancellation Fees							
	Cancellation of Domestic , international air tickets	2	Per Person				
	Cancellation of Accommodation	3	Per Person				
	Cancellation of conference bookings	1	Per Booking				
Other Services							
	After Hours Call Centre Access	20	Per Transection				
	SMS Notifications	5 000	Per SMS				
	Foreign Exchange	1	Per Transection				

Total for all years
NB: Where prices are percentage based , the bidder must reflect price in Rands Value .
Subtotal
VAT @ 15%
TOTAL AMOUNT INCLUSIVE OF 15% VAT FOR THE SCENARIO
Please Note : all prices must be added up to make the final offer
Please Note : Should price offer be in percentage the bidder will be disqualified as the municipality cannot bring them into comparative basis

FUNCTIONALITY	REQUIRED EVIDENCE	WEIGHT
1. Experience		
(a) Number of corporate clients that the bidder has successfully serviced in the past three years for similar project. (with contactable references)		
❖ 3 Appointment letters together with reference letters = 30 Points **❖ 2 Appointment letters together with Reference letters = 20 Points** **❖ 1 Appointment letters together with Reference letter = 10 Points** **❖ None Submission of Appointment letters together with reference letter = No points**	A minimum of at least three Appointment letters together with reference letters from other servicers of state that have been serviced in the past three years for similar project should be provided. The submission must be on the relevant client's letterhead and signed. Landline telephone details of clients should be also provided on the signed reference letter. NB: 10 (ten) points for each letter. 0 points will be claimed on non-submission of reference letters	**30**
2. Expertise		
(a) Project Leader experience in handling Public Sector Travel Agency Accounts.		
>5 years' experience = 20 Points **3 years' experience = 15 Points** **2 years' experience = 5 Points**	CV of the Project Leader depicting at least minimum of five (5) year' experience in leading similar projects and with experience in international fares , ticketing and key account management. NB: 0 points will be claimed where submitted references cannot be contacted.	**20**
FUNCTIONALITY	**REQUIRED EVIDENCE**	**WEIGHT**
(b) Project Team (inclusive of the Project Leader)		
2 or more team members =10 Points **Less than 2 team members = 0 Points**	CVs of the team assigned to the project should be provided (The CVs must depict experience in providing similar services).	**10**
3. Financial Stability		
(b) Financial Stability **CA = Current Assets** **CL = Current Liabilities** $Current\ ratio = CA \div CL$	Audited Financial Statements (see 7.7)	**40**
	2 and above (40 points)	
	less than 2 (0 Points)	

	Audited or independently reviewed financial statements by a firm of registered auditors for the past three financial years with a current ratio being equal to (2) one or higher. Contact details of the auditing firm must be provided. The company must be factually solvent (asset fairly valued must be greater than liabilities) Cash flow projections that reflect a viable going concern of the company.	
Proof of Accreditation by IATA	Proof of Accreditation Certificate by IATA	**20**
Letter of good standing from the bank	Letter of good standing from the bank indicating the bank rating of the bidder. **A = 20 points** **B = 18 points** **C = 15 points** **D = 10 points**	**20**
TOTAL		**140**

A minimum score of 70 % out of 140 points must be score in order to proceed to the Financial Evaluation on both bids.

Specific Goals for this bid are as follows:

Bidder that fail to submit proof of specific goal as stipulated below will not be allocated points

The Specific Goals	**Proof to claim points for specific goal**	**Allocated Points**
EME or QSE which is at least 51% owned by Women	Company Registration Document and Certified ID Copy, CSD Report	Points = 5
EME or QSE which is at least 51% Black owned	Company Registration Document and Certified BBBEE Certificate or Original Sworn Affidavit and CSD Report	Points = 15
	Total Specific Goals	**20 Points**