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INVITATION TO BID

REFERENCE NUMBER:	ECS02/24/25	
SERVICES NEEDED:	PROVISION OF TRAVEL MANAGEMENT SERVICES FOR THE PERIOD OF THREE (3) YEARS	
CLOSING DATE:	19 JULY 2024	
CLOSING TIME:	15H00	
EVALUATION CRITERIA:	80/20 PREFERENCE POINT SYSTEM	
ENQUIRIES:	BIDDING PROCEDURES	TECHNICAL-RELATED
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PROPOSAL SUBMITTED BY:

NAME OF COMPANY	
PHYSICAL ADDRESS	



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1 INTRODUCTION

ECSECC is a Schedule 3C public entity reporting to the OTP which was established as a multi-stakeholder Council to advise the provincial government on improving service delivery and to create a common platform for debate between the various development communities of the Eastern Cape.

ECSECC as a knowledge-based organization, seeks to generate, effectively manage, and disseminate information and knowledge. Its core vision is to reduce poverty in the Eastern Cape by means of providing policy advice through facilitation of multi-agency partnerships for execution of provincial priorities, strategic intelligence, and platforms for short- and long-term innovations.

ECSECC is located at Vincent in East London in the Eastern Cape Province only and has a staff compliment of just less than 100 personnel.

The logistical arrangements function is an outsourced service at ECSECC. The current contract is coming to an end on 30 September 2024.

2 PURPOSE

ECSECC intends to appoint a TMC to provide travel management services for a period of three (3) years. The service provider will be selected under the procedures described in this Request for Proposal (RFP) document.

3 LEGISLATIVE FRAMEWORK OF THE BID

3.1 Tax Legislation

Bidders must be compliant when submitting a proposal to ECSECC and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).

3.2 Procurement Legislation

This will be processed in accordance with the PPPFA requirements. ECSECC's Supply Chain Management Policy and Contract Management Policy outline the procurement process and a supplier performance evaluation process, respectively.

3.3 Technical Legislation and/or Standards

Bidders should be cognizant of the legislation and/or standards specifically applicable to the services.

4 COMPULSORY BRIEFING SESSION

4.1 There will be no briefing session planned for this RFP.

5 TIMELINE OF THE BID PROCESS

5.1 The period of validity of this bid and the withdrawal of offers, after closing date and time is **90** days. The project timeframes of this bid are set out below:

Activity	Due Date
Advertisement of bid on Government e-Tender Portal/ Eastern Cape Tender Bulletin/ ECSECC Website	28 June 2024
Bid documents will be accessed from the ECSECC website; www.ecsecc.org	28 June 2024
Questions relating to the bid from bidders	28 June 2024 – 15 July 2024
Bid closing date and time	19 July 2024 at 15H00
Notice to bidders: - ECSECC will endeavor to inform bidders of the progress of the bid through ECSECC website www.ecsecc.org/tenders	16 July 2024

5.2 All dates and times in this bid are South African standard time.

5.3 Any time or date in this bid is subject to change at the ECSECC's discretion.

5.4 The establishment of a time or date in this bid does not create an obligation on the part of ECSECC to take any action or create any right in any way for any bidder to demand that any action be taken on the date established.

5.5 The bidder accepts that, if ECSECC extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

6 CONTACT AND COMMUNICATION

6.1 A nominated official of the bidder(s) can make enquiries in writing quoting the Bid Number, to Malwande Ntongana for enquiries, via email tenders@ecsecc.org and/or tenders.ecsecc@gmail.com by phone at 043 701 3400. Bidders must reduce all telephonic enquiries to writing and send them to the above email address.

- 6.2 The delegated official at ECSECC may communicate with the bidder(s) where clarity is sought in the bid proposal.
- 6.3 Any communication to an official or a person acting in an advisory capacity for ECSECC in respect of the bid between the closing date and the award of the bid by the bidder(s) is discouraged.
- 6.4 All communication between the bidder(s) and ECSECC must be done in writing.
- 6.5 Whilst all due care has been taken in connection with the preparation of this bid, ECSECC makes no representations or warranties that the content of the bid or any information communicated to or provided to bidder(s) during the bidding process is, or will be, accurate, current, or complete. ECSECC and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current, or complete.
- 6.6 If bidder(s) find(s) or reasonably believe(s) it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by ECSECC (other than minor clerical matters), the bidder(s) must promptly notify ECSECC in writing of such discrepancy, ambiguity, error, or inconsistency in order to afford ECSECC an opportunity to consider what corrective action is necessary (if any).
- 6.7 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by ECSECC will, if possible, be corrected and provided to all bidder(s) via ECSECC website, without attribution to the bidder(s) who provided the written notice.
- 6.8 All persons (including bidder(s) obtaining or receiving the bid and any other information in connection with the bid of the tendering process) must keep the contents on the bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this bid.

7 LATE BIDS

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

8 COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the bid conditions or setting of counter conditions by bidders or qualifying any bid conditions may result in the invalidation of such proposals.

9 FRONTING

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

9.2 ECSECC, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct, or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in the proposals. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/investigation, the onus will be on the bidder to prove that fronting does not exist. Failure to do so within a period of (14) fourteen days from date of notification may invalidate the bid/contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding (10) ten years, in addition to any other remedies ECSECC may have against the bidder/contractor concerned.

10 SUBMISSION OF PROPOSALS

10.1 Bid documents will only be considered if received by ECSECC before the closing date and time, regardless of the method used to send or deliver such documents to ECSECC.

10.2 Bids may be submitted either by:

10.2.1 Depositing **two (2) sets of original bid documents and an electronic copy of the original document in .pdf on flash drive**, into the **tender box** placed in the foyer at:

**ECSECC
12 Gloucester Road,
Vincent,
East London**

- 10.3 Bid documents must be marked correctly and sealed or spiral-bound separately for ease of reference during evaluation process. It must be submitted in two (2) separate files containing the following information:

Original File 1 (Technical Info)	Original File 2
Tab A: - Prequalification documents	Tab A: - Prequalification documents
Tab B: - Technical responses to the Scope of Work (Proposal) - Supporting documents for technical responses - Desktop evaluation technical scorecard and compliance checklist - References/ testimonial - Proof of operation office location	Tab B: - Technical responses to the Scope of Work (Proposal) - Supporting documents for technical responses - Desktop evaluation technical scorecard and compliance checklist - References/ testimonial - Proof of operation office location
Tab C - Company profile - Any supplementary information necessary	Tab C - Company profile - Any supplementary information necessary
Tab D - Detailed quotation	Tab D - Detailed quotation
All these documents must be copied in .pdf and submitted in a flash drive in this envelope.	

OR

- 10.4 Bids may be submitted electronically by way of compressing the documents into a zip format OR and email to send through a link pointing to your cloud account for the file access by email to tenders@ecsecc.org and tenders.ecsecc@gmail.com quoting the reference of **the Bid Number ECS02/24/25**.

- 10.5 Bids must be submitted **before or on 19 July 2024 at 15H00**

11 DURATION OF CONTRACT

The successful bidder will be appointed for a period of three (3) years, commencing 1 October 2024 until 30 September 2027.

12 SCOPE OF WORK

12.1 Objective

12.1.1 ECSECC's primary objective in issuing this request for proposal is to enter into an agreement with a prospective bidder(s) who will achieve the following:

- 12.1.1.1 Provide ECSECC with travel management services that are consistent and reliable and who will maintain a high level of traveler satisfaction in line with the service levels.
- 12.1.1.2 Achieve significant cost savings for ECSECC without any degradation in the services.
- 12.1.1.3 Appropriately contain ECSECC's risk and travelers' risk.

12.2 Definitions

- 12.2.1 **Accommodation** means the rental of lodging facilities while away from one's place of abode, but on authorized official duty.
- 12.2.2 **After-hour Reservation** refers to an enquiry or travel request that is requested and actioned after normal working hours, i.e. 17H00 to 07H30 on Mondays to Fridays and 24 hours on weekends and public holidays.
- 12.2.3 **Air Travel** means travel by airline on authorized official business.
- 12.2.4 **Authorizing Official** refers to employee who has delegated authority to approve travel requests at ECSECC, e.g. Business Unit Manager.
- 12.2.5 **BCMM** refers to the Buffalo City Metropolitan Municipality in the Eastern Cape.
- 12.2.6 **Car Rental** refers to a vehicle rented for a defined period of time for the Traveler for official business purposes.
- 12.2.7 **CSD** refers to the Central Supplier Database.
- 12.2.8 **CV** refers to Curriculum Vitae.
- 12.2.9 **Domestic Travel** means travel within the borders of the Republic of South Africa.
- 12.2.10 **ECSECC** means Eastern Cape Socio Economic Consultative Council.
- 12.2.11 **Emergency Service** means reservation of travel
- 12.2.12 **International Travel** means official business travel outside the borders of the Republic of South Africa.
- 12.2.13 **Management Fee** refers to the fixed negotiated fee payable to the TMC in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure like VISA, refund, frequent flyer tickets, etc.

- 12.2.14 **Merchant Fees** refers to fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.
- 12.2.15 **OTP** refers to the Office of the Premier in the Eastern Cape to which ECSECC reports.
- 12.2.16 **PFMA** refers to the Public Finance Management Act, Act 1 of 1999, as amended.
- 12.2.17 **Quality Management System** means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies and procedures processes as well as necessary resources needed to implement quality management.
- 12.2.18 **Regional Travel** means travel across the borders of Republic of South Africa to any of the countries in the African Continent.
- 12.2.19 **RFP** means Request for Proposal.
- 12.2.20 **SARS** refers to South African Revenue Services.
- 12.2.21 **SBD** refers to the Standard Bidding Documents as supplied.
- 12.2.22 **SCMU** refers to the Supply Chain Management Unit at ECSECC.
- 12.2.23 **SLA** means the Service Level Agreement which refers to the contract between the TMC and ECSECC that defines the level of service expected from the TMC.
- 12.2.24 **Shuttle Service** refers to service offered to transport a Traveler from one point to another.
- 12.2.25 **Third Party Fees** refers to fees payable to third party service providers that provide travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include VISA and courier fees.
- 12.2.26 **TMC** means Travel Management Company, which refers to the company contracted to provide travel management services, also known as Travel Agents.
- 12.2.27 **Transaction Fees** means the fixed negotiated fees charged for each specific service type, e.g. international air ticket, charged per type per transaction per traveler.
- 12.2.28 **Traveler** refers to any person travelling at the behest of ECSECC on official business.
- 12.2.29 **Travel Booker** refers to the person coordinating travel reservations within the TMC.
- 12.2.30 **Travel Voucher** means the document issued by the TMC to confirm the reservation and to payment of specific travel arrangements.
- 12.2.31 **VAT** refers to Value Added Tax as per VAT Act.

12.3 Travel Volumes

12.3.1 ECSECC operates in all spheres of government (local, provincial and national) and outside the borders of the country.

12.3.2 The current ECSECC total volumes per annum include air travel, accommodation, car hire, conference, etc. The table below details the number of transactions for the financial year ending 31 March 2024.

Transaction Type	Total Volume
1. Accommodation -International	2
2. Accommodation -Regional	1
3. Accommodation -Domestic	386
4. After-hour Reservation	4
5. Air Travel -International	1
6. Air Travel -Regional	1
7. Air Travel -Domestic	74
8. Bus/ Coach Bookings -Domestic	15
9. Cancellation -Accommodation International	0
10. Cancellation -Accommodation Regional	0
11. Cancellation -Accommodation Domestic	7
12. Cancellation -Air International	0
13. Cancellation -Air Regional	0
14. Cancellation -Air Domestic	3
15. Cancellation -Car International	0
16. Cancellation -Car Regional	0
17. Cancellation -Car Domestic	3
18. Car rental -International	0
19. Car rental -Regional	0
20. Car rental -Domestic	219
21. Changes -Accommodation International	0
22. Changes -Accommodation Regional	0
23. Changes -Accommodation Domestic	0
24. Changes -Air International	0
25. Changes -Air Regional	0
26. Changes -Air Domestic	1
27. Changes -Car International	0
28. Changes -Car Regional	0

Transaction Type	Total Volume
29.Changes -Car Domestic	1
30.Refunds -Air International	0
31.Refunds -Air Regional	0
32.Refunds -Air Domestic	0
33.Re-issue -Air International	0
34.Re-issue -Air Regional	0
35.Re-issue -Air Domestic	0
36.Shuttle/ Transfers -International	1
37.Shuttle/ Transfers -Regional	0
38.Shuttle/ Transfers -Domestic	43
39.SMS Notification	0
40.Train Bookings -International	0
41.Travel Insurance	5
42.VISA Application Assistance	1
43.Travel Reports (per report)	12
44.Conference Venues Hiring	23

12.4 Service Requirements

12.4.1 General

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

- 12.4.1.1 The travel services will be provided to all Travelers traveling on behalf of ECSECC. This will include employees, stakeholders, governance structures and consultants where the agreement is that ECSECC is responsible for the arrangement and cost of travel.
- 12.4.1.2 Familiarization with current ECSECC travel business processes.
- 12.4.1.3 Familiarization with current travel suppliers and negotiated agreements that are in place between ECSECC and third parties.
- 12.4.1.4 Familiarization with current ECSECC Travel Management and Supply Chain Management Policies.
- 12.4.1.5 Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.
- 12.4.1.6 Provide a facility for ECSECC to update their travelers' profiles.

- 12.4.1.7 Assist to manage the third-party service providers by addressing service failures and complaints against these service providers.
- 12.4.1.8 Consolidate all invoices from travel suppliers.
- 12.4.1.9 Provide a detailed transition plan for implementing the service without interruptions and engage with the incumbent service provider to ensure smooth transition.
- 12.4.1.10 Provide the testimonials/reference letters from at least three (3) contactable existing/recent clients (within past 3 years) which are of a similar size to ECSECC.

12.4.2 Reservations

The TMC will:

- 12.4.2.1 Always endeavour to make the most cost-effective travel arrangements.
- 12.4.2.2 Apprise themselves of all travel requirements for destinations to which travelers will be travelling and advise the Traveler of alternative plans that are more cost effective and more convenient where necessary.
- 12.4.2.3 Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- 12.4.2.4 Book the negotiated discounted fares and rates where possible.
- 12.4.2.5 Keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the Traveler's official trip. When necessary, e-tickets and billing shall be modified and re-issued to reflect these changes.
- 12.4.2.6 Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- 12.4.2.7 Be able to facilitate group bookings e.g. for meetings, conferences, events, etc.
- 12.4.2.8 Issue all necessary travel documents, itineraries and vouchers timeously to Traveler(s) prior to departure dates.
- 12.4.2.9 Advise the Traveler(s) of all visa and inoculation requirements well in advance.
- 12.4.2.10 Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- 12.4.2.11 Facilitate the bookings that are generated through third party Online Booking Tool where it can be implemented.

12.4.2.12 Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.

12.4.2.13 Supply the Traveler(s) with relevant information where visas are required, even though the visa applications are not the TMC's responsibility.

12.4.3 Air Travel

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

12.4.3.2 The TMC will book the lowest airfares possible for domestic travel.

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

12.4.3.4 The TMC should obtain three (3) or more price comparisons where applicable to present the most cost effective and practical routing to the Traveler.

12.4.3.5 The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveler, if applicable.

12.4.3.6 The TMC will be responsible for the tracking and management of unused e-tickets for ECSECC.

12.4.4 Accommodation

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

12.4.4.2 The TMC will obtain three (3) price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the Traveler(s).

12.4.4.3 This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with ECSECC's Travel Management and Supply Chain Management Policies.

12.4.4.4 ECSECC Travelers may only stay at accommodation establishments with which ECSECC 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 Traveler, the TMC will source suitable accommodation bearing in mind the requirement of

convenience for the Traveler and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National Treasury or ECSECC.

- 12.4.4.5 Accommodation vouchers must be issued for all ECSECC Traveler(s) for accommodation bookings and must be invoiced to ECSECC monthly. Such invoices must be supported by the original or copy of the original hotel accommodation charges.

12.4.5 Car Rental and Shuttle Services

- 12.4.5.1 The TMC will book the approved category vehicle in accordance with ECSECC Travel Management and Supply Chain Management Policies with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- 12.4.5.2 The travel consultant should advise the Traveler on the best time and location for collection and return considering the Traveler's specific requirements.
- 12.4.5.3 For international travel, the TMC may offer alternative ground transportation to the Traveler that may include rail, buses and transfers.
- 12.4.5.4 The TMC will book transfers in line with ECSECC Travel Management and Supply Chain Management Policies with the appointed and/or alternative service providers. Transfers can also include bus and coach services.

12.4.6 After Hours and Emergency Services

- 12.4.6.1 The TMC must provide a consultant or team of consultants to assist Traveler(s) with after hours and emergency reservations and changes to travel plans.
- 12.4.6.2 A dedicated consultant(s) must be available to assist Traveler(s) with after hour or emergency assistance.
- 12.4.6.3 After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 07h30) and twenty-four (24) hours on weekends and Public Holidays.
- 12.4.6.4 A call centre facility or after hours contact number should be available to all Traveler(s) so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.

12.4.6.5 The TMC must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within twenty-four (24) hours.

12.5 Communication

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

12.5.2 All enquiries must be investigated, and prompt feedback be provided in accordance with the SLA.

12.5.3 The TMC must ensure sound communication with all stakeholders. Link the business traveler, travel coordinator, TMC in one smooth continuous workflow.

12.6 Financial Management

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

12.6.2 The TMC will be responsible for managing the service provider accounts. This will include the timely receipt of invoices to be presented to ECSECC for payment within the agreed time.

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

12.6.4 Where pre-payments are required for smaller Bed & Breakfast /guest house facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.

12.6.5 The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to ECSECC's Finance for the attention of Accounts Assistant, on the agreed time period. This includes attaching the Purchase Order and other supporting documentation to the invoices reflected on the statement of account.

12.6.6 Ensure travel supplier accounts are settled timeously.

12.7 Technology, Management Information and Reporting

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

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

12.7.3 All management information and data input must be accurate.

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

12.7.5 Reports must be accurate and be provided to ECSECC within five (5) days after the end of the month. Information must be available on a transactional level that reflects detail including the name of the Traveler, date of travel, spend category (example air travel, shuttle, accommodation).

12.7.6 ECSECC may request the TMC to provide additional management reports.

12.7.7 Reports must be available in an electronic format (example Microsoft Excel).

12.7.8 SLA reports must be provided on the agreed date. It will include but will not be limited to the following:

12.7.8.1 Travel

12.7.8.1.1 After hours report;

12.7.8.1.2 Compliments and complaints;

12.7.8.1.3 Consultant Productivity Report;

12.7.8.1.4 Long term accommodation and car rental;

12.7.8.1.5 Upgrade of class of travel (air, accommodation and ground transportation);

12.7.8.1.6 Damage/Accident reports; and

12.7.8.1.7 Bookings outside Travel Policy.

12.7.9 Finance

- 12.7.9.1 Reconciliation of commission/rebates or any volume driven incentives;
- 12.7.9.2 Creditor's ageing report;
- 12.7.9.3 Creditor's summary payments;
- 12.7.9.4 Daily invoices;
- 12.7.9.5 No show report;
- 12.7.9.6 Cancellation report;
- 12.7.9.7 Refund log;
- 12.7.9.8 Open voucher report; and
- 12.7.9.9 Open Age Invoice Analysis.

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

12.8 Account Management

- 12.8.1 An Account Management structure should be put in place to respond to the needs and requirements of ECSECC and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- 12.8.2 The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of ECSECC's account.
- 12.8.3 The necessary processes should be implemented to ensure good quality management and ensuring Traveler satisfaction at all times.
- 12.8.4 A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 12.8.5 Ensure that ECSECC's Travel Management and Supply Chain Management Policies are enforced.
- 12.8.6 SLA must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- 12.8.7 Ensure that workshops/training is provided to Travelers and/or Travel Bookers.
- 12.8.8 During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

12.9 Value Added Services

The TMC must provide the following value-added services to ECSECC.

12.9.1 Destination information for regional and international destinations:

- 12.9.1.1 Health warnings;
- 12.9.1.2 Weather forecasts;
- 12.9.1.3 Places of interest;
- 12.9.1.4 Visa information;
- 12.9.1.5 Travel alerts;
- 12.9.1.6 Location of hotels and restaurants;
- 12.9.1.7 Information including the cost of public transport;
- 12.9.1.8 Rules and procedures of the airports;
- 12.9.1.9 Business etiquette specific to the country;
- 12.9.1.10 Airline baggage policy; and
- 12.9.1.11 Supplier updates.

12.9.2 Electronic voucher retrieval via web and smart phones;

12.9.3 SMS notifications for travel confirmations;

12.9.4 Travel audits;

12.9.5 Global Travel Risk Management;

12.9.6 VIP services that include, but not limited to, check-in support.

12.10 Cost Management

12.10.1 The National Treasury Cost Containment initiative and ECSECC's Travel Management Policy is establishing a basis for a cost savings culture.

12.10.2 It is the obligation of the TMC consultant to advise on the most cost-effective option at all times.

12.10.3 The TMC plays a pivotal role in providing high quality travel related services that are designed to strike a balance between effective cost management, flexibility, and Traveler satisfaction.

12.10.4 The TMC should have an in-depth knowledge of the relevant suppliers' products, to be able to provide the best option and alternatives that are in accordance with ECSECC's Travel Management and Supply Chain Management Policies to ensure that the Traveler reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

12.11 Quarterly and Annual Travel Reviews

12.11.1 Quarterly reviews are required to be presented by the TMC on all ECSECC travel activity in the previous three-month period. These reviews are comprehensive and presented to ECSECC SCM and Finance teams as part of the performance reviews based on the service levels.

12.11.2 Annual Reviews are also required to be presented to ECSECC MANCO.

12.11.3 The Travel Reviews will include, without limitation, the following information:

12.11.3.1 After hour report,

12.11.3.2 Total quarterly spend and savings,

12.11.3.3 Booking outside the Travel Management Policy,

12.11.3.4 Complaints,

12.11.3.5 Supplier spend report,

12.11.3.6 Travel trends report,

12.11.3.7 Report on no-shows and missed flights.

12.12 Office Management

12.12.1 The TMC should ensure high quality service to be delivered at all times to ECSECC Travelers. The TMC is required to provide ECSECC with highly skilled and qualified human resources in the following roles, but not limited to:

12.12.1.1 Senior Consultant (domestic, international reservations)

12.12.1.2 Travel Manager

12.12.1.3 Finance Manager or Branch Accountant

12.12.1.4 Admin Back Office i.e. Creditors, Debtors, Finance Processors

12.12.1.5 Key Account Manager

12.12.2 The TMC should assign a representative experienced in providing corporate travel service to oversee the travel management provision to ECSECC and to ensure full compliance with all requirements of the SLA with ECSECC.

12.12.3 The TMC should ensure that the human resources allocated to work under this SLA are adequately trained prior to the commencement of the contract.

12.13 Off-site Facilities

12.13.1 The TMC must provide evidence that it has, the minimum of the following facilities:

12.13.1.1 Electronic communication equipment in the form of computers, telephones, email, video, etc.

12.13.1.2 Office equipment such as photocopier, etc

12.13.1.3 Shelving, storage cabinets, etc.;

12.13.1.4 Safe;

12.13.1.5 Human capacity to provide travel booking services;

12.13.1.6 On-line booking system.

13 SPECIAL CONDITIONS OF CONTRACT

13.1 Due Diligence ECSECC reserves the right to conduct due diligence prior to final award or any time during the contract period.

Should that be necessary, the bidder must provide ECSECC representatives with access to the premises and avail themselves to provide the required information.

13.2 Payment The payment of invoices shall be made within thirty (30) days of the date on which the invoice and all supporting documentation is received.

The supporting documentation includes invoices from third parties, and all other proof of liability, etc.

13.3 Prices The prices charged on the invoices shall not exceed the prices quoted and committed in the purchase order, unless prior approval by ECSECC.

13.4 Tax compliancy No contract shall be concluded with any bidder whose tax matters are in order.

The bidder must ensure that their tax matters are in order throughout the contract period.

14 PRICING MODEL

- 14.1 The transaction/ service fee must be a fixed amount per service.
- 14.2 The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by the third party service providers.
- 14.3 Price must be in South African currency and must be inclusive of VAT.
- 14.4 Bidders are provided with a transaction list depicting transaction type common at ECSECC to use for **Pricing Schedule**. The schedule is provided for illustrative purposes, bidders are expected to provide **detailed pricing proposals** (include all relevant costs to perform the required services).

15 EVALUATION AND SELECTION CRITERIA

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

Pre-qualification Criteria (Gate 0)	Functionality Criteria (Gate 1)	Price and Specific Goals (Gate 2)
Bidders must submit all documents as outlined in (Table 1) below. Only bidders that comply with ALL these criteria shall proceed to Gate 1.	Bidder(s) are required to achieve a minimum of 80 points out of 100 points to proceed to Gate 2 (Price and Specific Goals).	Bidders will be evaluated out of 100 points, as per (Table 2) , below and Gate 2 will only apply to bidders who have met and exceeded the threshold of 80 points.

15.1 Gate 0: Prequalification

- 15.1.1 The bidders must return the documents listed in **Table 1 below**.
- 15.1.2 All documents must be completed and signed by the duly authorized representative of the prospective bidders.
- 15.1.3 During this phase Bidders' responses will be evaluated based on compliance with the listed administration, using the Central Supplier Database (CSD), and mandatory bid requirements.
- 15.1.4 The bidders' proposals may be disqualified for non-submission of any of the documents.

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

Document that must be submitted	Non-submission may result in disqualification?	
1. SBD 1 -Invitation to Bid	YES	Complete and sign the supplied pro forma document.
2. Tax Clearance Certificate	YES	a. ECSECC transacts with service providers that have a compliant tax status. b. ECSECC makes use of the CSD report to verify tax status of suppliers. Please ensure that your tax affairs are in good order with SARS. c. ECSECC does not transact with service providers that have a non-compliant tax status.
3. SBD 3.3 Pricing Schedule	YES	Complete the supplied pro forma document.
4. SBD 4 -Bidders' Disclosure	YES	Complete and sign the supplied pro forma document.
5. SBD 6.1 -Preference Points Claim Form in terms of Preferential Procurement Regulations, 2022	NO	Complete and sign the supplied pro forma document. Non-submission will lead to a zero (0) score on Specific Goals.
6. SBD 7.2 -Contract Form	NO	Complete and sign the supplied pro forma document.
7. General Conditions of Contract (GCC)	YES	Complete and sign the supplied pro forma document.
8. International Air Transport Association (IATA) License/ Certificate	YES	Valid certified copy of IATA license/ certificate. Failure to submit will render bid non-responsive.
9. Comprehensive proposal with including financial implications for the proposed 3-year travel management services	YES	Non-submission will render bid non-responsive.
10. Annexure A: Desktop Technical Evaluation	YES	Non-submission will render bid non-responsive.

15.2 **Gate 1: Functionality Criteria**

Bidders must score 80 points to proceed to Gate 2.

Criterion Element	Weight
Understanding of brief a. The score obtained on Annexure A will be calculated as a ratio to the total weight allocated on the criterion. [based on your responses on (Annexure A) Desktop Technical Evaluation Scorecard and Compliance Checklist.]	40
Travel management experience - 5 years [5 points] - Above 5 years up to 15 years [10 points] - Above 15 years [15 points] [submit proof of number of years proving travel management services, e.g. company profile]	15
Competency in providing travel management services a. Proven firm experience of providing travel management services. b. Points are allocated based on the points for every verifiable and favourable reference, as follows: i. Total score of 37-48 on the 3 signed Annexure B [15 points] ii. Total score of 27-36 on the 3 signed Annexure B [10 points] iii. Total score of 18-26 on the 3 signed Annexure B [5 points] iv. Less than 18 total score [0 points] [points based on submission of proof of previous contracts to substantiate the years of experience claimed. A minimum of 3 references must be submitted. Bidders must let the institutions that they contracted with or have contracts with fill in the Annexure B supplied]	15
Capacity, qualification, and competence of Senior Consultant a. This is the person that will be the key consultant with booking/ reservations allocated to this contract. Scores will be allocated as follows: i. Relevant qualification [10 points] ii. 5 years' experience in booking/ reservations [5 points] iii. Above 5 up to 15 years' experience in booking/ reservations [10 points] iv. Above 15 years' experience in booking/ reservations [15 points] [points based on submission of CV, certified certificates]	25
Location a. Operating offices in East London [5 points] b. Operating offices in Buffalo City Metro Municipality [3.75 points] c. Operating offices within the Eastern Cape [2.5 points] [submit proof in the form of municipal utility bill or lease agreement, etc.]	5
Total	100

15.3 **Gate 2: Price and Specific Goals**

15.3.1 In terms of regulation 4 of the Preferential Procurement Regulations, 2022, pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum 80 points) and
- Specific Goals (maximum 20 points).

15.3.2 The evaluation of price and specific goals will be evaluated as outlined in **Table 2 below**.

Table 2: Price and Specific Goals Evaluation

Element	Weight
Price	80
Specific Goals	20
Historically Disadvantaged Individuals (HDIs)	
- Enterprises with ownership of 51% or more by person(s) who are black persons (5 points)	
- Enterprises with ownership of 51% or more by person(s) who are women (5 points)	
- Enterprises with ownership of 51% or more by person(s) who are youth (5 points)	
- Enterprises with ownership of 51% or more by person(s) with disability (2 points)	
- Enterprises located and/or operating within the borders of the Eastern Cape (3 points)	
Total	100

16 GENERAL CONDITIONS OF CONTRACT

16.1 any award made to a bidder(s) under this bid is conditional, amongst others, upon-

16.2 The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract (GCC) as the minimum terms and conditions upon which ECSECC is prepared to enter into a contract with the successful bidder(s).

16.3 The bidder submitting the **GCC to ECSECC together with its bid, duly signed** by an authorized representative of the bidder.

17 SERVICE LEVEL AGREEMENT

- 17.1 Upon award, ECSECC and the successful bidder will conclude a supplementary agreement regulating the specific terms and conditions applicable to the services being procured by ECSECC.

18 CONDITIONS OF THIS BID

- 18.1 Bidders must ensure compliance on a paragraph-to-paragraph basis. Bids that are not completed in the manner prescribed may be considered incomplete and rejected.
- 18.2 ECSECC reserves the right to:
- 18.2.1 Not award or cancel this bid at any time and shall not be bound to accept the lowest or any bid.
 - 18.2.2 Negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who have not been awarded the status of the preferred bidder(s).
 - 18.2.3 Accept part of a bid rather than the whole bid.
 - 18.2.4 Carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the service offered by the bidder(s), whether before or after adjudication of the bid.
 - 18.2.5 Correct any mistakes at any stage of the bid that may have been in the bid documents or occurred at any stage of the tender process.
 - 18.2.6 Cancel and/or terminate the bid process at any stage, including after the closing date and/or after presentations have been made, and/or after the bids have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.
 - 18.2.7 Conduct Financial Statement Analysis only on the recommended bidders after completion of the pricing and specific goals evaluation stage.
 - 18.2.8 Award a bid based on which bidder is offering the best value for money, even if the bid is not the lowest priced bid.

18.2.9 Not award the bid to the bidder whose financial statements are not in order.

18.2.10 Award to multiple bidders to spread the risk.

19 BIDDER'S DECLARATION

19.1 The bidders are required to confirm that they will:

19.1.1 Act honestly, fairly, and with due skill, care, and diligence, in the interests of ECSECC,

19.1.2 Have and effectively employ the resources, procedures, and appropriate technological systems for the proper performance of the services,

19.1.3 Act with circumspection and treat ECSECC fairly in a situation of conflicting interests,

19.1.4 Comply with all applicable statutory or common law requirements applicable to the conduct of business,

19.1.5 Make adequate disclosures of relevant material information including disclosures or actual or potential own interests, in relation to dealings with ECSECC,

19.1.6 Avoid fraudulent and misleading advertising, canvassing, and marketing.

19.1.7 Conduct their business activities with transparency and consistently uphold the interests and needs of ECSECC as a client before any other consideration, and

19.1.8 Ensure that any information acquired by the bidder(s) from ECSECC will not be used or disclosed unless the written consent of ECSECC has been obtained to do so.

20 CONFLICT OF INTEREST, CORRUPTION AND FRAUD

20.1 ECSECC reserves the right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognized stock exchange), indirect members, being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognized stock exchange, directors or members of senior management, whether in respect of ECSECC or any other government organ or entity and whether from the Republic of South Africa or otherwise "Government Entity".

- 20.1.1 Engages in any collusive bidding, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- 20.1.2 Seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- 20.1.3 Makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of ECSECC's officers, directors, employees, advisors or other representatives;
- 20.1.4 Makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- 20.1.5 Accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
- 20.1.6 Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any bid, contract, right or entitlement which is in any way related to procurement or the bidding of any services to a Government Entity;
- 20.1.7 Has in the past engaged in any matter referred to above; or
- 20.1.8 Has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

21 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

- 21.1 The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that ECSECC relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.

21.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by ECSECC against the bidder notwithstanding the conclusion of the SLA between ECSECC and the bidder for the provision of the service in question. In the event of a conflict between the bidder's proposal and the SLA concluded between the parties, the SLA will prevail.

22 PREPARATION COSTS

The bidder will bear all its costs in preparing, submitting, and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing ECSECC, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

23 INDEMNITY

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

24 PRECEDENCE

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

25 LIMITATION OF LIABILITY

A bidder participates in this bid process entirely at its own risk and cost. ECSECC shall not be liable to compensate the bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the bidder's participation in this bid process.

26 TAX COMPLIANCE

No tender shall be awarded to a bidder who is not tax compliant. ECSECC reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent TCC to ECSECC, or whose verification

against the Central Supplier Database (CSD) proves non-compliant. ECSECC further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

27 NATIONAL TREASURY

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

28 GOVERNING LAW

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

29 RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL

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

30 CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with ECSECC's examination and evaluation of a Tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by

ECSECC remain proprietary to ECSECC and must be promptly returned to ECSECC upon request together with all copies, electronic versions, excerpts, or summaries thereof or work derived there from.

Throughout this bid process and thereafter, bidder(s) must secure ECSECC's written approval prior to the release of any information that pertains to (a) the potential work or activities to which this bid relates; or (b) the process which follows this bid. Failure to adhere to requirement may result in disqualification from the bid process and civil action.

No confidential information relating to the process of evaluating or adjudicating bids or appointing a bidder will be disclosed to a bidder or any other person not officially involved with such process.

31 PROPRIETARY INFORMATION

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