

**TRANSNET SOC LTD**

[hereinafter referred to as **Transnet**]

[Registration No. 1990/000900/30]

REQUEST FOR INFORMATION [RFI]

Information is required to enable Transnet to implement an integrated travel management system.

THEREAFTER**THROUGH A SEPARATE "REQUEST FOR PROPOSAL" [RFP] PROCESS**

to appoint a national Service Providers to undertake the provision of integrated travel management system

RFI NUMBER: TCC/2023/09/0001/41914/RFI

ISSUE DATE: 12 December 2023

CLOSING DATE: 29 February 2024

CLOSING TIME: 12:00 PM

Note to the bidders:

Bidders are required to ensure that electronic bid submissions are done at least a day before the closing date to prevent issues which they may encounter due to their internet speed, bandwidth or the size of the number of uploads they are submitting. Transnet will not be held liable for any challenges experienced by bidders as a result of the technical challenges. Please do not wait for the last hour to submit. A Bidder can upload 30mb per upload and multiple uploads are permitted.

SCHEDULE OF CONTENTS

Section No	Page
SECTION 1: SBD1 FORM.....	3
SECTION 2: NOTICE TO RESPONDENTS	5
1 INFORMATION REQUEST	5
2 FORMAL BRIEFING.....	6
3 RESPONSE SUBMISSION.....	6
4 RFI INSTRUCTIONS.....	6
5 B-BBEE JOINT VENTURES OR CONSORTIUMS	6
6 COMMUNICATION.....	7
7 CONFIDENTIALITY	7
8 STATUS OF THIS RFI AND SUBSEQUENT PROCESS.....	7
9 DISCLAIMERS	7
10 SECURITY CLEARANCE	8
11 NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE	8
12 TAX COMPLIANCE	8
SECTION 3: RFI SCOPE OF REQUIREMENTS.....	10
SECTION 4: TRANSNET'S RFI INFORMATION	18
SECTION 5: EXPRESSION OF INTEREST	20
SECTION 6: CERTIFICATE OF ACQUAINTANCE WITH RFI, TERMS & CONDITIONS & APPLICABLE DOCUMENTS ...	22
SECTION 7: RFI CLARIFICATION REQUEST FORM	23
SECTION 8: SBD 4 - BIDDER'S DISCLOSURE	24
SECTION 9: PROTECTION OF PERSONAL INFORMATION	27

ANNEXURES:

ANNEXURE A: TRANSNET'S GENERAL BID CONDITIONS

ANNEXURE B: TRANSNET'S SUPPLIER INTEGRITY PACT

ANNEXURE C: NON-DISCLOSURE AGREEMENT

**RFI for Provision of Integrated Travel Management System
for Transnet SOC Ltd**

SECTION 1: SBD1 FORM

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF TRANSNET SOC LTD

BID NUMBER:	TCC/2023/09/0001/41914/RFI	ISSUE DATE:	12 December 2023	CLOSING DATE:	29 February 2024	CLOSING TIME:	12h00
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DESCRIPTION RFI FOR PROVISION OF INTEGRATED TRAVEL MANAGEMENT SYSTEM

BID RESPONSE DOCUMENTS SUBMISSION

RESPONDENTS ARE TO UPLOAD THEIR BID RESPONSE PROPOSALS ONTO THE TRANSNET SYSTEM AGAINST EACH BID/RFI SELECTED (please refer to section 2, paragraph 4 for a detailed process on how to upload submissions):

<https://transnetetenders.azurewebsites.net>

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO

CONTACT PERSON	Lerato Ramoyada	CONTACT PERSON	Sizwe Khoza
TELEPHONE NUMBER		TELEPHONE NUMBER	
FACSIMILE NUMBER		FACSIMILE NUMBER	
E-MAIL ADDRESS	Lerato.Ramoyada@transnet.net	E-MAIL ADDRESS	Sizwe.Khoza@transnet.net

TECHNICAL ENQUIRIES MAY BE DIRECTED TO:

SUPPLIER INFORMATION

NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE	UNIQUE REGISTRATION REFERENCE NUMBER: MAAA

B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
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[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT MUST BE SUBMITTED FOR PURPOSES OF COMPLIANCE WITH THE B-BBEE ACT]

Respondent's Signature

Date and Company Stamp

1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	2 ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER QUESTIONNAIRE BELOW]
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- | | |
|---|--|
| IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| DOES THE ENTITY HAVE A BRANCH IN THE RSA? | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? | <input type="checkbox"/> YES <input type="checkbox"/> NO |

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 1.3 BELOW.

PART B TERMS AND CONDITIONS FOR BIDDING

1. TAX COMPLIANCE REQUIREMENTS

- 1.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 1.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 1.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 1.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 1.5 IN BIDS WHERE UNINCORPORATED CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 1.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

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

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

DATE: _____

Respondent's Signature

Date and Company Stamp

SECTION 2: NOTICE TO RESPONDENTS

1 INFORMATION REQUEST

Information is requested from interested persons, companies, close corporations or enterprises [hereinafter referred to as the **Respondent(s)**] to supply the aforementioned information to Transnet. Respondents are to note that the subsequent Request for Proposal [**RFP**] when is issued by Transnet will be to the open market where anyone can respond.

DESCRIPTION	RFI for Provision of Integrated Travel Management System [the Services]
TENDER ADVERT	All Transnet tenders are advertised on the National Treasury's e-Tender Publication Portal and the Transnet website. Should one of these media (i.e. National Treasury's e-Tender Publication Portal or Transnet website) not be available, bidders are advised to check on the other media for advertised tenders.
RFI DOWNLOADING	<p>This RFI may be downloaded directly from National Treasury's e-Tender Publication Portal at www.etenders.gov.za free of charge.</p> <p>To download RFI and Annexures:</p> <ul style="list-style-type: none"> Click on "Tender Opportunities"; Select "Advertised Tenders"; In the "Department" box, select Transnet SOC Ltd; <p>Once the tender has been located in the list, click on the 'Tender documents' tab and process to download all uploaded documents.</p> <p>The RFI may also be downloaded from the Transnet Portal at https://transnetetenders.azurewebsites.net (please use Google Chrome to access Transnet link) free of charge (refer to section 2, paragraph 4 below for detailed steps)</p>
COMMUNICATION	<p>Any addenda to the RFI or clarifications will be published on the e-tender portal and Transnet website. Bidders are required to check the e-tender portal and Transnet website prior to finalising their bid submissions for any changes or clarifications to the RFI.</p> <p>Transnet will not be held liable if Bidders do not receive the latest information regarding this RFI.</p>
NO BRIEFING SESSION	No Briefing Session will be held.
CLOSING DATE	<p>12:00 pm on Thursday 29 February 2024</p> <p>Bidders must ensure that bids are uploaded timeously onto the system.</p> <p>As a general rule, if a bid is late, it will not be accepted for consideration.</p> <p><i>Bidders are required to ensure that electronic bid submissions are done at least a day before the closing date to prevent issues which they may encounter due to their internet speed, bandwidth or the size of the number of uploads they are submitting. Transnet will not be held liable for any challenges experienced by bidders as a result of the technical challenges. Please do not wait for the last hour to submit. A Bidder can upload 30mb per upload and multiple uploads are permitted.</i></p>
VALIDITY PERIOD	<p>180 Business Days from Closing Date.</p> <p>Bidders are to note that they may be requested to extend the validity period of their bid, on the same terms and conditions, if the internal evaluation process has not been finalised within the validity period. However, once the adjudication body has approved the process, the validity of the bidder(s)' bid will be deemed to remain valid until the RFI process has been concluded.</p>

Respondent's Signature

Date and Company Stamp

Any additional information or clarification will be published on the e-Tender portal and Transnet website, if necessary.

2 FORMAL BRIEFING

No formal briefing session will take place, but should Respondents have specific queries they should email these to the Transnet employee(s) indicated in paragraph 7 [*Communication*] below.

3 RESPONSE SUBMISSION

Transnet has implemented a new electronic tender submission system, the e-Tender Submission Portal, in line with the overall Transnet digitalization strategy where suppliers can view advertised tenders, register their information, log their intent to respond to bids and upload their bid proposals/responses on to the system.

a) The Transnet e-Tender Submission Portal can be accessed as follows:

- Log on to the Transnet eTenders management platform website/ Portal (transnetetenders.azurewebsites.net) Please use **Google Chrome** to access Transnet link/site)
- Click on "ADVERTISED TENDERS" to view advertised tenders;
- Click on "SIGN IN/REGISTER – for bidder to register their information (must fill in all mandatory information);
- Click on "SIGN IN/REGISTER" - to sign in if already registered;
- Toggle (click to switch) the "Log an Intent" button to submit a bid;
- Submit bid documents by uploading them into the system against each tender selected;
- No late submissions will be accepted. The bidder guide can be found on the Transnet Portal transnetetenders.azurewebsites.net

4 RFI INSTRUCTIONS

4.1 All returnable documents listed in the expression of interest [section 5] in this RFI must be returned with your submission.

4.2 The person or persons signing the submission must be legally authorised by the respondent to do so.

5 B-BBEE JOINT VENTURES OR CONSORTIUMS

Bidders may choose during the subsequent RFP process to enter into a Joint Venture with B-BBEE companies. RFP Bidders will also be required to submit a signed JV agreement between the parties clearly stating the percentage [%] split of business and the associated responsibilities of each party. If at the time of the bid submission such a JV or consortium agreement has not been concluded, the partners must submit confirmation in writing of their intention to enter into a JV or consortium agreement should they be awarded business by Transnet through the RFP process. This written confirmation must clearly indicate the percentage [%] split of business and the responsibilities of each party. In such cases, award of business will only take place once a signed copy of a JV or consortium agreement is submitted to Transnet.

Please indicate below whether your entity has an existing JV, and if so, provide details, including details of the percentage split of business, or whether your entity intends to create a JV relationship for RFP purposes:

6 COMMUNICATION

- 6.1 For specific queries relating to this RFI a Clarification Request Form should be submitted onto the system and to [Lerato Ramoyada] before **12:00 pm on 15 February 2024** substantially in the form set out in Section 8. In the interest of fairness and transparency Transnet's response to such a query will be published on the e-tender portal and Transnet website.
- 6.2 After the closing date of the RFI a Respondent may only communicate with the name of delegated individual (Busi Chabalala), email busi.chabalala@transnet.net on any matter relating to its RFI/EOI Proposal.
- 6.3 Respondents are to note that changes to its submission will not be considered after the closing date.
- 6.4 It is prohibited for Respondents to attempt, either directly or indirectly, to canvass any officer or employee of Transnet in respect of this RFI.
- 6.5 Respondents found to be in collusion with one another will be automatically disqualified and restricted from doing business with organs of state for a specified period.

7 CONFIDENTIALITY

All information related to this RFI/EOI is to be treated with strict confidence. In this regard Respondents are required to certify that they have acquainted themselves with the Non-Disclosure Agreement. All information related to a subsequent contract, both during and after completion thereof, will be treated with strict confidence. Should the need however arise to divulge any information related to this RFI or the subsequent RFP process, written approval to divulge such information must be obtained from Transnet.

8 STATUS OF THIS RFI AND SUBSEQUENT PROCESS

- 8.1 It is envisaged that Service Provider will be appointed, through a separate RFP process, to supply or provide integrated travel management system requirements.
- 8.2 This RFI is not an offer to purchase and Transnet is under no obligation to accept any proposals in this process and/or the subsequent RFP which may be issued hereafter.
- 8.3 As this is a Request for Information only, no business will be awarded through this process.

9 DISCLAIMERS

- 9.1 Respondents are hereby advised that Transnet is not committed to any course of action as a result of its issuance of this RFI and/or its receipt of submissions in response to it. In particular, please note that Transnet reserves the right and at its sole and full discretion to:
 - (a) utilise any information provided to it in response to this RFI to draft the scope of requirements for inclusion in an RFP;
 - (b) take no further action whatsoever, if it so decides;
 - (c) withdraw from this process and the provisions of this project at any time;
 - (d) select the RFI and RFP participants based on Transnet's criteria;
 - (e) change the dates of adjudication and submission;
 - (f) not invite RFI respondents for further participation in the RFP process;
 - (g) not bind itself to accept any or all of the RFIs;

- (h) increase or decrease the quantities/scope as indicated in the RFI;
- (i) validate any information submitted by Respondents in response to this bid. This would include, but is not limited to, requesting the Respondents to provide supporting evidence. By submitting a bid, Respondents hereby irrevocably grant the necessary consent to Transnet to do so;
- (j) request audited financial statements or other documentation for the purposes of a due diligence exercise;
- (k) not accept any changes or purported changes by the Respondent to the bid rates after the closing date;

9.2 Note that Transnet will not reimburse any Respondent for any preparatory costs or other work performed in connection with this submission.

10 SECURITY CLEARANCE

Acceptance of this bid could be subject to the condition that the Successful Respondent, its personnel providing the goods and its subcontractor(s) must obtain security clearance from the appropriate authorities to the level of **CONFIDENTIAL/ SECRET/TOP SECRET**. Obtaining the required clearance is the responsibility of the Successful Respondent. Acceptance of the bid is also subject to the condition that the Successful Respondent will implement all such security measures as the safe performance of the contract may require.

11 NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE

Respondents are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information. Respondents must register on the CSD prior to submitting their bids. Business may not be awarded to a Respondent who has failed to register on the CSD. Only foreign suppliers with no local registered entity need not register on the CSD.

For this purpose, the attached SBD 1 Form must be completed and submitted as a returnable document by the closing date and time of the bid.

12 TAX COMPLIANCE

Respondents must be compliant when submitting a proposal to Transnet 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).

It is a condition of this bid that the tax matters of the successful Respondents be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

The Tax Compliance status requirements are also applicable to foreign Respondents / individuals who wish to submit bids.

Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

**Transnet urges its clients, suppliers and the general public to report any fraud or corruption to
TIP-OFFS ANONYMOUS:**



Ethics Helpdesk (Pty) LTD.
Ethics Management System™

You can choose to be Anonymous or Non-Anonymous on ANY of the platforms
PLEASE RETAIN YOUR REFERENCE NUMBER



AI Voice Bot "Jack"

Speak to our AI Voice Chat Bot "JACK", you converse with him like chatting to a human, with the option to record a message and speak to an agent at anytime.



What's App

Speak to an Agent via What's App.



Speak to an Agent

Speak to an Agent via the platform with no call or data charge



Telegram

Speak to an Agent via Telegram



0800 003 056



086 551 4153



reportit@ethicshelpdesk.com



***120*0785980808#**

Respondent's Signature

Date and Company Stamp

SECTION 3: RFI SCOPE OF REQUIREMENTS

1 INTRODUCTION

Transnet is a transport and logistics service provider with an extensive footprint in South Africa and is operationally active in all South African provinces and parts of Africa. The organization has approximately fifty thousand (55 000) employees and comprises several Operating Divisions (OD's), including the following:

- Transnet Freight Rail
- Transnet National Port Authority
- Transnet Port Terminals
- Transnet Engineering
- Transnet Pipelines
- Transnet Property
- Transnet Corporate Centre.

As the organization is operationally active in all parts of South Africa as well as Africa, travelling to and from operational areas becomes fundamental as part of business operations. It is in this context that Travel Management becomes an essential capability for Transnet employees to be effective in the execution of their duties.

2 BACKGROUND

Following a subsequent RFI process, Transnet's intention is to issue an RFP to the market for the services.

Your submission should include in detail your proposed methodology, and preliminary program of expected activities. From the RFI and response and/or submissions thereto, Transnet will compile an RFP document which will include an indicative schedule of activities and timelines.

3 KEY OBJECTIVES OF THIS RFI PROCESS

The following list of deliverables captures the minimum intent and objectives of the RFI process. Transnet requests all Respondents to assist with the achievement of these objectives by submitting the requested information as indicated below. This will be finalised in the RFP documents following the RFI process:

- Transnet requires a Managed Integrated Travel System that is flexible and accessible on various digital platforms (e.g., but not limited to, laptops, desktops, iPads, smart cell phones, etc.) for Transnet travel bookers or staff to access the system and do end-to-end online travel bookings, with automated approvals of the travel bookings in the system, or via SMS or email.
- The system must be able to be used by more than 5 South African travel agencies or Travel Agencies operating in South Africa. It should be able to integrate with SAP Human Capital Management.
- The supplier must have at least one (1) company with at least 10,000 employees using the system.

- Services provided for the company with 20,000 employees should have been for a minimum of three years.
- The System will be for, but not limited to, air travel, accommodation, car rental, shuttle services, parking services, visa, forex, specialised TFR Book Off and Transnet Academy and transfers relating to travel in respect of domestic regional and international travel.
- The system should allow the travellers to book the travel services for themselves (self-booking)
- The travel bookings are made in line with the National Treasury regulations, Transnet's Travel Policy, and Transnet Human Resources-related policies.
- Transnet requires a minimum of ninety-five (95) percent system availability in a month.
- Automated approval of travel bookings.
- Changes to approved bookings by Transnet or the dedicated Travel Consultants must follow the agreed change management procedures.
- The system should Integrate/Automate updates to travel profiles, cost centres, and other material travel information from the SAP HCM.
- Integrated/Automated cost allocation and payment reconciliations.
- Online Business travel requirements in Transnet include the following categories:

Air Travel	Car Hire for travelling individual or travelling in a group
<ul style="list-style-type: none"> - Domestic (Local) - Chartered airlines - Regional (Africa) - International - Airport Parking 	<ul style="list-style-type: none"> - Domestic, Regional and International - Busses - Shuttle Transfers - Chauffeur Drive - Accidents, Damages and Traffic fine administration, and payments to car hire companies, except for fines.
Accommodation	International travel and other related requirements
<ul style="list-style-type: none"> - Domestic (National/Local) - Hotels & Lodges - Guest houses (including TFR Book-Offs) 	<ul style="list-style-type: none"> - Subsistence allowance - Visas appointments and passports - Arrange appointments for Vaccinations and inoculations

<ul style="list-style-type: none"> - Bed, breakfast and water - International & Regional - Hotel Groups 	<ul style="list-style-type: none"> - Foreign Exchange (forex)
Security services (upon request)	Travel Lodge cards and payments
<ul style="list-style-type: none"> - Regional (Africa) - Chauffeur Driver 	<ul style="list-style-type: none"> - strict compliance - Authorised use only - Reporting - Virtual card for major accommodation suppliers, wherever possible

4 TRAVEL MANAGEMENT CAPABILITY REQUIREMENTS

Travel System capabilities
<ul style="list-style-type: none"> • System must have the capability to integrate with Global Distribution System (GDS) and other booking platforms
<ul style="list-style-type: none"> • The system must be able to automate e-ticketing vouchers to be sent to emails and cell phones of travellers
<ul style="list-style-type: none"> • The system must allow for the setting of travel rules and policies of Transnet.
<ul style="list-style-type: none"> • The system should have the capability to load manual inventories (e.g. Guest House list not on other booking platforms.
<ul style="list-style-type: none"> • The system must be able to integrate and post to the SAP Financial system.
<ul style="list-style-type: none"> • The system should have the capability to pay travel suppliers and settle expenses. (An alternative solution can be provided for this requirement)
<ul style="list-style-type: none"> • The system must have the reporting capability (be able to report per traveller, cost centre, profit centre, operating division and at Transnet level) see reporting section for more reporting requirements.
<ul style="list-style-type: none"> • The system should have different user profiles and be able to produce audit logs
<ul style="list-style-type: none"> • The system must be able to log each travel request and be able to issue a unique reference number
<ul style="list-style-type: none"> • Group bookings should be possible in the system
<ul style="list-style-type: none"> • Capability of planning for travel without booking a travel service
<ul style="list-style-type: none"> • Handling of travel expense claims
<ul style="list-style-type: none"> • Allow for attachments relating to travel services or travel claims (PDF, jpg, Excel, Word, etc.)
<ul style="list-style-type: none"> • Handling travel allowances (e.g., meal allowance, petrol allowance etc.)
<ul style="list-style-type: none"> • Show the cheapest options to the traveller and the approver
<ul style="list-style-type: none"> • Provide a help section to request assistance from a travel agent
<ul style="list-style-type: none"> • Send notifications to the traveller at each change of the trip approval status
<ul style="list-style-type: none"> • Send notification reminders to the approvers before trip expiry
<ul style="list-style-type: none"> • Training, training guidelines and assistance available for users (at least 150 super users to be

trained)
The System Provider must provide a flexible Integrated Travel Management System compatible with various electronic platforms like desktops and cell phones, including the following.
<ul style="list-style-type: none"> • Enable the Transnet traveller to make Travel Booking(s) on the phone or desktop and to have a view of options to choose from, such as airlines, hotels and car bookings that are within the corporate policy guidelines
<ul style="list-style-type: none"> • Flexible online approval workflows on the phone or desktop
<ul style="list-style-type: none"> • Enabling the traveller to make changes on the phone or desktop
<ul style="list-style-type: none"> • Enabling the traveller to cancel the travel plans on the phone or desktop
<ul style="list-style-type: none"> • To create and easily categorise expense items to be sent for approval. Automating the approval workflows to speed up the process
<ul style="list-style-type: none"> • Traveler tracking by capturing point-to-point locations
<ul style="list-style-type: none"> • Expense report to capture the receipts of the traveller, submit the receipt via a phone and approve from the desktop or phone app. The expense reports are to be automatically routed to the correct approval flow
<ul style="list-style-type: none"> • Enable traveller (s) and manager to see when a service requirement is "In Policy" or "Out of Policy"
Infrastructure / System support:
<ul style="list-style-type: none"> • 24/7/365 Availability, minimum 95% available in a month
<ul style="list-style-type: none"> • System technical assistance available 24/7/365
<ul style="list-style-type: none"> • System back-up
<ul style="list-style-type: none"> • Recovery
<ul style="list-style-type: none"> • Compliance with the regulatory framework
<ul style="list-style-type: none"> • 100 % back up for downtime – contingency plan
<ul style="list-style-type: none"> • Accommodate 55 000 users (self-booking)
<ul style="list-style-type: none"> • Handle 100,000 trips per annum
<ul style="list-style-type: none"> • Allow for updates and upgrades based on the latest version of the relevant software/system
Detailed Integration
<ul style="list-style-type: none"> • The System Provider will provide an agreed set of (CSV or XML) files and API endpoints to Transnet to use for SAP ERP integration
<ul style="list-style-type: none"> • The System Provider is able to re-use (set of files and endpoints) to integrate into multiple SAP versions
<ul style="list-style-type: none"> • Single sign-on, HR user file integration architecture, cost centre, and company approval mandates
<ul style="list-style-type: none"> • The System Provider will have direct access to Transnet's integration layer
Approval process in The System to support the following: -
<ul style="list-style-type: none"> • Approval flows (mandates) as provided to be aligned to SAP HCM/FI workflows.

5	S o l u t i o n T e c h n i c a l	• Budget approval per cost centre
		• Delegation of approval authority (when not able to approve)
		• Restriction of travelers/ bookers to approve own bookings
		• Restriction of approving more than once
		• Restriction of travellers booking a travel service more than once in the same period (date and time)
		• Super Approval capability for specific users (manual setup)
		• Approval will be limited to designated approvers who have Delegation of Authority to approve
		• Approval via Mobile Solution or E-mail
		Travel Lodged cards and payments
		• Virtual card for major accommodation services providers to avoid merchant fees
		• Automated in the online system to avoid manual swipes (based on payment process approval)
		• Compliant, supporting documentation for verification
		• Strict compliance and authorised use only
		• Integrated and Automated verification and reconciliation and payment process (within six (6) months of appointment)
		• Loading of service providers' payment details in the system

Technical Considerations

Several critical considerations must be considered to ensure that the proposed system adheres to Transnet's business and technical requirements. It is crucial to ascertain the solution's integration capabilities as one of the vital systems that travel management systems must integrate is SAP HCM.

System Requirements

Integration – the travel management system will be expected to integrate into existing systems. therefore, it is crucial to ascertain the platform's integration capabilities. thus, the travel management system must seamlessly integrate into transnet's human resource and financial management systems.

Role-based access control - access control is fundamental to operational systems and underpins the ability to segregate duties based on business processes and supporting business rules.

Internal user authentication - internal users must be authenticated on active directory (ad). the organization runs active directory on-premises, replicated on azure active directory (aad). the proposed solution should be integrated with ad for user identity management within the Transnet ICT landscape.

Single-sign-on - It is imperative to ensure the solution is secure and meets the organization's security requirements. Therefore, the solution must integrate into AD, providing a seamless user experience through single sign-on across impacted systems.

Licensing model - It is imperative that any technology used by the organisation is sufficiently licensed. To that extent, service providers must provide Transnet with its licensing model, including maintenance and support agreements post-implementation of the Travel Management System.

Delivery Model - The proposed solution must cover at least 80% of the stipulated business requirements. The solution must be flexible to accommodate unique business functional process workflows in line with regulatory requirements and internal policies.

Hosting Model - *On-Premises and Public Cloud* – The solution should be capable of being hosted in any of the two proposed models. Transnet has several private data centres and is subscribed to a Microsoft Azure Cloud tenant. Due to envisaged technical and architectural changes, the travel management solution must be flexible enough to be deployed and be supported On-Premises (Private Cloud) or on a Public Cloud.

Availability and System Recovery - *High Availability* – The proposed solution must be available twenty-four (24) hours and seven (7) days a week. Therefore, the delivery approach must adhere to the high service availability through an architectural redundancy design.

Data Ownership - due to technical requirements, it is inferred that all solution-generated and processed data will be solely owned by Transnet proposed.

Microservices/ Utility Services - *short message services (SMS)* – the solution must have SMS as part of the integrated capability for bookings and confirmation notifications. considering the required licensing model, the service provider must clarify how the SMS charge will be billed. this means it must be clear how the SMS and email services fit into the licensing model and whether the solution allows Transnet provisioned SMS services to be integrated into the solution or provided as a bundled SMS service that is part of the complete product.

Email services – the solution must come with event-triggered emails for booking notifications—clarity on whether the solution uses its own packaged email services or needs to integrate into Transnet’s email services.

Data Integration - secure file transfer protocol (sftp)— due to existing specific legacy systems still reliant on batch file data exchange. the proposed solution must be able to exchange the data with the internal existing systems using sftp.

Workflow - the solution must allow for customizable workflows that adhere to Transnet’s travel workflow and governance requirements, including complex business rules and organizational structural approval processes.

Solution Architecture - considering the above technical considerations, the service provider must share their travel management reference architecture showing the various capabilities listed in this document. the design must reflect solution user engagement interfaces/channels, technology/service components,

redundancy design, standard features and any add-ons or complementary services that may not have been captured on the requirements document but are crucial to the overall travel management solution.

6 GENERAL RESPONDENT OBLIGATIONS

- 6.1 The Respondent(s) shall be fully responsible to Transnet for the acts and omissions of persons directly or indirectly employed by them.
- 6.2 The Respondent (s) must comply with the requirements stated in this RFI.

7 CONFIDENTIALITY AND COMPLIANCE

This RFI and information contained herein or provided for purposes thereof, remain the property of Transnet and may not be reproduced, sold or otherwise disposed of. All recipients of this document (whether a RFI is submitted or not) shall treat the details of this document as strictly private and confidential.

Information disclosed in this RFI is given in good faith and only for the purposes of providing sufficient information to the Respondent to enable submission of a well-informed and realistic RFI.

8 UNDERTAKINGS BY RESPONDENT

It will be accepted that the Respondent, on submitting the RFI response, has read, understood and accepted all the terms and conditions of the document. The submission of an RFI by any Respondent shall presume complete acceptance of the terms and conditions of the document. All qualifications and or exceptions should be noted in the RFI Response document.

9 COSTS TO RESPOND TO THE RFI

- 9.1 All Respondents wishing to submit a RFI response must be in possession of this document, the RFI. Transnet will not be responsible for or pay any expense or losses which may be incurred by any Respondent in the preparation and submission of the RFI and the costs of the RFI at all stages of the RFI process. Costs, if any, will be for each Respondent's own account.
- 9.2 Transnet reserves the right to invite certain Respondents to present or otherwise demonstrate their proposed solution as per their RFI, at the Respondent's own cost.

10 AUTHORITY OF SIGNATORY

- 10.1 If the RFI Respondent is a company, a certified copy of the resolution of the Board of Directors (i.e. personally signed by the Chairman or Secretary of the Board) authorising the person who signs this RFI to do so and any other documents and correspondence in connection with this RFI and/or agreement on behalf of the company, must be submitted with their RFI.
- 10.2 If the RFI Respondent is a partnership, a certified copy of the resolution of the partners (personally signed by all the partners) authorising the person who signs this RFI to do so and any other documents and correspondence in connection with this RFI and/or agreement on behalf of the partnership, must be submitted with this RFI.
- 10.3 If the RFI Respondent constitutes a "one-man business", certified proof must be submitted that the person signing this RFI and any other documents and correspondence in connection with this RFI and/or agreement is the sole owner of the one-man business.

Failure to comply with this clause may result in rejection of the RFI response.

11 OFFERING OF COMMISSION OR GRATUITY

If a Respondent, or any person employed by him, is found to have either directly or indirectly offered, promised or given to any person in the employ of Transnet, any commission, gratuity, gift or other consideration, Transnet shall have the right and without prejudice to any other legal remedy which it may have in regard to any loss or additional cost or expenses, to disqualify the RFI Respondent from further participation in this process and any other subsequent processes in this regard. The RFI Respondent will be responsible for all and any loss that Transnet may suffer as a result thereof. In addition, Transnet reserves the right to exclude such a Respondent from future business with Transnet.

12 UNDERTAKING BY TRANSNET

In responding to this RFI, Transnet encourages all RFI Respondents to put their best effort into the construction and development of the proposal.

The RFI process will include due governance and the results of the adjudication process will be available to Respondents.

SECTION 4: TRANSNET'S RFI INFORMATION

1 REQUIREMENTS FOR RFI

Vendors are required to respond to the RFI focusing specifically on the following sections:

Area	Response Required
<i>System capabilities</i> - Detailed system capability requirements have been outlined. Vendors are required to respond directly to these requirements.	How does the proposed Travel Management System meet Transnet's business requirements?
<i>System uptime</i> – Will the Travel Management System be able to support Transnet's requirement for 24/7/365 uptime?	Vendors must provide Transnet with their System Uptime model.
<i>Integration</i> – A core aspect of the Travel Management System is the ability to integrate into Transnet's back-end or operational systems. Integration is also required into Transnet's Active Directory system to ensure single sign-on capabilities.	Vendors must provide their platform's integration capabilities into the back-end Transnet Systems.
<i>Workflow Capabilities</i> – Travel requests go through several approval stages, so automating the approval process is fundamental to Optimizing the business processes.	Vendors must provide details on their system's workflow capabilities.
<i>Licensing Model</i> – Any IT system must be adequately licensed, and detailed information is required in this regard	Vendors must provide Transnet with their licensing model as well as its maintenance and support agreements.
<i>Hosting Services</i> – Details are required on where and how the Travel Management System will be hosted.	Vendors must provide details on their hosting model, detailing whether the solution is on-premise or cloud-based.
<i>Data Ownership</i> – All data being used and consumed in the system belongs to Transnet.	Vendors to provide details on data ownership requirements.
<i>POPIA compliance</i> – Personal data will be consumed on this platform and will need to adhere to POPIA compliance	Vendors are required to provide information on their system's POPIA compliance, including providing details on where data will be hosted.
<i>Security</i> – Providing a secure environment is fundamental to ensure that all system transactions are protected and that the system can deal with external cyber threats.	Vendors to provide details on their security model, including its role-based capabilities
<i>Solution Architecture</i> – To ensure that the solution meets Transnet's architecture standards, vendors must provide their system's architecture.	Vendors to provide system solution architecture.
Indicative pricing	Provide indicative pricing for the solution (5-year period)

2 FINANCIAL REQUIREMENTS FOR FUTURE AWARD OF BUSINESS

In the event of a RFP following this RFI process, it will be a condition precedent prior to the award of business in terms of that RFP that the successful Respondent demonstrates its ability to fund Transnet's requirements.

3 INDICATIVE PRICING OPTIONS

Deliverable/Description of Services	TOTAL PRICE OF ITEM [ZAR]
TOTAL PRICE, exclusive of VAT:	
VAT 15% (if applicable):	
Total Inclusive of VAT (where applicable):	

4 TEST FOR ADMINISTRATIVE RESPONSIVENESS

The test for administrative responsiveness will include the following:

Administrative responsiveness check
<ul style="list-style-type: none">Whether the Bid has been lodged on time
<ul style="list-style-type: none">Whether all Returnable Documents and/or schedules [where applicable] were completed and returned by the closing date and time
<ul style="list-style-type: none">Verify the validity of all returnable documents
<ul style="list-style-type: none">Verify if the Bid document has been duly signed by the authorised respondent

Respondent's Signature

Date and Company Stamp

SECTION 5: EXPRESSION OF INTEREST

I/We _____

[name of company, close corporation or partnership]

of [full address] _____

carrying on business under style or title of [trading as]

represented by _____

in my capacity as _____

being duly authorised, hereby lodge an **Expression of Interest** in the supply of integrated travel management system.

ADDRESS FOR NOTICES

Respondent to indicate its *domicilium citandi et executandi* hereunder:

Name of entity: _____

Facsimile: _____

Address: _____

NAME(s) AND ADDRESS / ADDRESSES OF DIRECTOR(s) OR MEMBER(s)

The Respondent must disclose hereunder the full name(s) and address(s) of the director(s) or members of the company or close corporation [C.C.] on whose behalf the RFI is submitted.

(i) Registration number of company / C.C.

(ii) Registered name of company / C.C.

(iii) Full name(s) of director/member(s): Address/Addresses: ID Number/s:

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Respondent's Signature

Date and Company Stamp

RETURNABLE DOCUMENTS

Respondents must submit with their responses to this RFI, **as a minimum requirement**, all the returnable documents indicated below with a [✓]. All Sections must be signed and dated by the Respondent.

Minimum Requirements - Returnable Documents	Submitted [✓]
SECTION 1: SBD1 FORM	
SECTION 2: Notice to Respondents	
SECTION 3: RFI Scope of Requirements	
SECTION 4: Transnet's RFI/EOI Information	
SECTION 5: Expression of Interest	
Technical Submission	
Latest Financial Statements signed by your Accounting Officer or latest Audited Financial Statements plus 2 previous years	
SECTION 6: Certificate Of Acquaintance with RFI, Terms & Conditions & Applicable Documents	
SECTION 7: SBD 4 - Bidder's Disclosure	
SECTION 8: Protection of Personal Information	
ANNEXURE A: Transnet's General Bid Conditions	
ANNEXURE B: Transnet's Supplier Integrity Pact	
ANNEXURE C: Non-disclosure Agreement	

CONTINUED VALIDITY OF RETURNABLE DOCUMENTS

The Respondent will be required to ensure the validity of all returnable documents, including but not limited to its valid proof of B-BBEE status, for the duration of this RFI/EOI process.

SIGNED at _____ on this _____ day of _____ 20____

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

Respondent's Signature

Date and Company Stamp

SECTION 6: CERTIFICATE OF ACQUAINTANCE WITH RFI, TERMS & CONDITIONS & APPLICABLE DOCUMENTS

By signing these RFI documents, the Respondent is deemed to acknowledge that he/she has made himself/herself thoroughly familiar with all the conditions governing this RFI, including those contained in any printed form stated to form part hereof including but not limited to the documents stated below. Transnet SOC Ltd will recognise no claim for relief based on an allegation that the Respondent overlooked any such term or condition.

1	Annexure A : Transnet's General Bid Conditions
2	Annexure B: Transnet's Supplier Integrity Pact
3	Annexure C: Non-disclosure Agreement

Should the Bidder find any terms or conditions stipulated in any of the relevant documents quoted in this RFI unacceptable, it should indicate which conditions are unacceptable and offer alternatives by written submission on its company letterhead, attached to its submitted Bid. Any such submission shall be subject to review by Transnet's Legal Counsel who shall determine whether the proposed alternative(s) are acceptable or otherwise, as the case may be. A material deviation from any term or condition may result in disqualification.

Bidders accept that an obligation rests on them to clarify any uncertainties regarding any bid to which they intend to respond on, before submitting the bid. The Bidder agrees that he/she will have no claim or cause of action based on an allegation that any aspect of this RFI/EOI was unclear but in respect of which he/she failed to obtain clarity.

The bidder understands that his/her Bid will be disqualified if the Certificate of Acquaintance with RFI documents included in the RFI/EOI as a returnable document, is found not to be true and complete in every respect.

SIGNED at _____ on this _____ day of _____ 20____

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

Respondent's Signature

Date and Company Stamp

SECTION 7: RFI CLARIFICATION REQUEST FORM

RFI No: TCC/2023/09/0001/41914/RFI

Deadline for RFI clarification submissions: Before **10:00 am on 15 February 2024**

TO: Transnet SOC Ltd

ATTENTION: Lerato Ramoyada

EMAIL [lerato.ramoyada@transnet.net]

DATE:

FROM:

RFI Clarification No *[to be inserted by Transnet]*

REQUEST FOR RFI CLARIFICATION:

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SECTION 8: SBD 4 - BIDDER'S DISCLOSURE

1 PURPOSE OF THE FORM

- 1.1 Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2 Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2 Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state?

YES/NO

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

Full Name	Identity Number	Name of State institution

- 2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution?

YES/NO

- 2.2.1. If so, furnish particulars:

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

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- 2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**
- 2.3.1. If so, furnish particulars:
-
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3 DECLARATION

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

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

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

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

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

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

Respondent's Signature

Date and Company Stamp

SECTION 9: PROTECTION OF PERSONAL INFORMATION

1. The following terms shall bear the same meaning as contemplated in Section 1 of the Protection of Person information act, No.4 of 2013.(“POPIA”):

consent; data subject; electronic communication; information officer; operator; person; personal information; processing; record; Regulator; responsible party; special information; as well as any terms derived from these terms.

2. Transnet will process all information by the Respondent in terms of the requirements contemplated in Section 4(1) of the POPIA:

Accountability; Processing limitation; Purpose specification; Further processing limitation; Information quality; Openness; Security safeguards and Data subject participation.

3. The Parties acknowledge and agree that, in relation to personal information that will be processed pursuant to this RFI, the Responsible party is “Transnet” and the Data subject is the “Respondent”. Transnet will process personal information only with the knowledge and authorisation of the Respondent and will treat personal information which comes to its knowledge as confidential and will not disclose it, unless so required by law or subject to the exceptions contained in the POPIA.
4. Transnet reserves all the rights afforded to it by the POPIA in the processing of any of its information as contained in this RFI and the Respondent is required to comply with all prescripts as detailed in the POPIA relating to all information concerning Transnet.
5. In responding to this bid, Transnet acknowledges that it will obtain and have access to personal information of the Respondent. Transnet agrees that it shall only process the information disclosed by Respondent in their response to this bid for the purpose of evaluating and subsequent award of business and in accordance with any applicable law.
6. Transnet further agrees that in submitting any information or documentation requested in this RFI, the Respondent is consenting to the further processing of their personal information for the purpose of, but not limited to, risk assessment, assurances, contract award, contract management, auditing, legal opinions/litigations, investigations (if applicable), document storage for the legislatively required period, destruction, de-identification and publishing of personal information by Transnet and/or its authorised appointed third parties.
7. Furthermore, Transnet will not otherwise modify, amend or alter any personal data submitted by the Respondent or disclose or permit the disclosure of any personal data to any third party without the prior written consent from the Respondent. Similarly, Transnet requires the Respondent to process any personal information disclosed by Transnet in the bidding process in the same manner.
8. Transnet shall, at all times, ensure compliance with any applicable laws put in place and maintain sufficient measures, policies and systems to manage and secure against all forms of risks to any information that may be shared or accessed pursuant to this RFI (physically, through a computer or any other form of electronic communication).
9. Transnet shall notify the Respondent in writing of any unauthorised access to information, cybercrimes or suspected cybercrimes, in its knowledge and report such crimes or suspected crimes to the relevant authorities

Respondent’s Signature

Date and Company Stamp

in accordance with applicable laws, after becoming aware of such crimes or suspected crime. The Respondent must take all necessary remedial steps to mitigate the extent of the loss or compromise of personal information and to restore the integrity of the affected personal information as quickly as is possible.

10. The Respondent may, in writing, request Transnet to confirm and/or make available any personal information in its possession in relation to the Respondent and if such personal information has been accessed by third parties and the identity thereof in terms of the POPIA. The Respondent may further request that Transnet correct (excluding critical/mandatory or evaluation information), delete, destroy, withdraw consent or object to the processing of any personal information relating to the Respondent in Transnet's possession in terms of the provision of the POPIA and utilizing Form 2 of the POPIA Regulations.
11. In submitting any information or documentation requested in this RFI, the Respondent is hereby consenting to the processing of their personal information for the purpose of this RFI and further confirming that they are aware of their rights in terms of Section 5 of POPIA

Respondents are required to provide consent below:

YES		NO	
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12. Further, the Respondent declares that they have obtained all consents pertaining to other data subject's personal information included in its submission and thereby indemnifying Transnet against any civil or criminal action, administrative fines or other penalty or loss that may arise as a result of the processing of any personal information that the Respondent submitted.
13. The Respondent declares that the personal information submitted for the purpose of this RFI is complete, accurate, not misleading, is up to date and may be updated where applicable.

Signature of Respondent's authorised representative: _____

Should a Respondent have any complaints or objections to processing of its personal information, by Transnet, the Respondent can submit a complaint to the Information Regulator on <https://www.justice.gov.za/inforeg/>, click on contact us, click on complaints.IR@justice.gov.za