



### REQUEST FOR QUOTATION (RFQ)

The South African Qualifications Authority (SAQA) invites Service Providers to submit Quotations for requirements stipulated below:

<b>DOCUMENT NUMBER:</b>	<b>SAQA RFQ 2026/27-06</b>
<b>RFQ ISSUE DATE:</b>	<b>19 May 2026</b>
<b>RFQ CLOSING DATE AND TIME:</b>	<b>25 May 2026 @ 11:00</b>
<b>RFQ VALIDITY PERIOD</b>	<b>90 DAYS</b> (from RFQ closing date)
<b>PERIOD</b>	<b>Thirty-six (36) months.</b>
<b>DESCRIPTION</b>	<b>Appointment of a service provider to provide an online travel management system to SAQA for a period of 36 Months.</b>
<b>RESPONSES TO THIS RFQ SHOULD BE FORWARDED TO:</b>	<a href="mailto:RFQ@sqa.org.za">RFQ@sqa.org.za</a>
<b>ENQUIRY</b>	All enquiries to be directed in writing to <a href="mailto:RFQ@sqa.org.za">RFQ@sqa.org.za</a> <hr/>

## **TERMS OF REFERENCE**

### **1. INTRODUCTION**

- 1.1. The South African Qualifications Authority (SAQA) is a public entity listed in Schedule 3A of the Public Finance Management Act (PFMA).
- 1.2. SAQA is mandated by the National Qualifications Framework (NQF) Act, 67 of 2008, to oversee the further development and implementation of the NQF, advance the objectives of the NQF and coordinate its three Sub-Frameworks.

### **2. PURPOSE**

- 2.1. The purpose of this Request for Quotation (RFQ) is to appoint a service provider to provide an online travel management system to SAQA for a period of 36 Months.

### **3. NATURE OF THE SERVICES REQUIRED**

- 3.1. Bidders will be required to provide a solution which has the following capabilities:
  - 3.1.1. An online booking solution
  - 3.1.2. Consolidation of costs per trip as per policy and negotiated rates with suppliers.
  - 3.1.3. Access to exclusive discounts and value,
  - 3.1.4. Insider tips on best day or week to travel and booking lead times
  - 3.1.5. End-2-End Travel & Expense Management Solution
  - 3.1.6. Foreign Exchange & Expense Management Offering
  - 3.1.7. Security of data
  - 3.1.8. Mobile application that has profiles and expense management
  - 3.1.9. Finance & Payment solutions
  - 3.1.10. A Virtual Credit Card management system (single use credit card per transaction)
  - 3.1.11. The system must comply with POPIA
  - 3.1.12. The system must have Global distribution System (GDS) integration like Amadeus, Travel Report or Sabre.
  - 3.1.13. Capability for e-ticketing and electronic vouchers.
  - 3.1.14. Other capability must include searching, booking, managing and cancelling travel components (Flights, hotels, cars and Shuttle services).
- 3.2. Service providers will be required to provide training and staff support.

## **4. SCOPE OF WORK**

### **4.1. AIRLINE**

- a) Process reservations for online, full-service carriers as well as low-cost carriers and be able to book the most cost-effective airfares possible on domestic travel, international flights, the airline which provides the most cost effective and practical routings may be used.
- b) The System to also assists with the booking of charters for VIPs utilising the existing transversal term contract where applicable.
- c) The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveler (if applicable).
- d) The system should be able to send airline tickets electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
- e) The System should be able to track and manage unused e-tickets as per agreement with the institution and provide a report on refund management monthly.
- f) The System should during the report period provide proof of bookings that were made against the discounted rates on the published fares where applicable.
- g) Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.).
- h) A dedicated consultant/s should be available to assist VIP/Executive Travellers.
- i) Assist with lounge access as and when required. The System should be able to track and manage unused e-tickets as per agreement with the institution and provide a report on refund management monthly.
- j) The System should during the report period provide proof of bookings that were made against the discounted rates on the published fares where applicable.
- k) Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.).
- l) A dedicated consultant/s should be available to assist VIP/Executive Travellers.
- m) Assist with lounge access as and when required.

### **4.2. ACCOMMODATION**

- a) The system should be able provide price comparisons within the maximum allowable rate matrix as per the SAQA determined rates.
- b) The system to provide a minimum of three price comparisons from accommodation establishments that provides the best available rate within the maximum allowable rate and that is located as close as possible to the venue, office, location or destination of the traveller.

- c) This includes planning, booking, confirming, and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with NT's cost containment policy.
- d) System to have loaded accommodation establishments with which has negotiated government and/or corporate rates.
- e) The System to provide suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs.
- f) Accommodation vouchers should be issued to all travellers for accommodation bookings and should be invoiced to SAQA as per arrangement within the same month of travel and invoices should be supported by a copy of the original hotel accommodation charges.
- g) System to allow cancellation of accommodation bookings to be done promptly to guard against no show and late cancellation fees.
- h) Online team assistants when experiencing difficulties.
- i) After Hours Assistance.

#### **4.3. CAR RENTAL AND SHUTTLE SERVICES**

- a) The system to book the approved category vehicle in accordance with the NT Cost containment Policy with the appointed car rental service provider from the closest rental location (Airport, hotel and venue).
- b) The System should ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- c) The system will book transfers in line and/or alternative service providers and to include bus and coach services.
- d) The TMC should during their report period provide proof that negotiated rates were booked, where applicable.

#### **4.4. FINANCIAL MANAGEMENT**

- a) The system should implement the rates negotiated by NT with travel service providers or the discounted air fares and the maximum allowable rates established by the NT where applicable.
- b) The system should be able to manage the service provider's accounts. This will include the timely receipt of invoices to be presented SAQA for payment within the agreed time.
- c) Enable savings on total annual travel expenditure and this should be reported, and proof should be provided during monthly and quarterly reviews
- d) System to be able to consolidate Travel Supplier bill-back invoices.

- e) SAQA will have a travel lodge card in place, the system should be responsible to process the payment of air, accommodation and ground transportation and will also be responsible for consolidating through a corporate card vendor
- f) The online system should be able to consolidate the invoices and supporting documentation should be provided SAQA's Financial Department on the agreed time period e.g., monthly. This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider billback report or the credit card statement.

#### **4.5. TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING**

- a) The online system should have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- b) The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
- c) All management information and data input should be accurate.
- d) The TMC online service will be required to provide the SAQA with a minimum of three (3) standard monthly reports that are in line with the NT Cost Containment Instructions reporting template requirements at no cost.
- e) Reports should be accurate and be provided as per National Treasury's specific requirements at the agreed time. Information should be available on a transactional level that reflects detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).
- f) SAQA may request the TMC to provide additional management reports.
- g) Reports should be available in an electronic format, for example Microsoft Excel.
- h) Service Level Agreements (SLA) reports should be provided on the agreed date. It will include but will not be limited to the following:
  - a. Travel**
    - After hours' Report.
    - Compliments and complaints.
    - Consultant Productivity Report.
    - Long term accommodation and car rental.
    - Extension of business travel to include leisure.
    - Upgrade of class of travel (air, accommodation and ground transportation)
    - Bookings outside Travel Policy.
  - b. Finance**
    - Creditor's ageing report

- Creditor's summary payments
- Reconciled reports for Travel Lodge card statement.
- No show reports
- Cancellation report.
- Refund Log
- Open voucher report

#### **4.6. VALUE ADDED SERVICES**

The online system should provide the following value-added services without limitation the following information:

- Destination information for regional and international destinations:
- Health warnings.
- Weather forecasts.
- Places of interest.
- Visa information.
- Travel alerts.
- Information including the cost of public transport.
- Rules and procedures of the airports.
- Business etiquette specific to the country.
- Airline baggage policy; and Supplier updates
- Electronic voucher retrieval via web and smart phones.
- SMS notifications for travel confirmations.
- Travel audits.
- Global Travel Risk Management.
- VIP services for Executives that include but is not limited to check-in support.

## 5. EVALUATION CRITERIA

The proposal will be evaluated based on the following stages and further described below:

- Stage 1 – Administrative Evaluation.
- Stage 2 – Mandatory Evaluation.
- Stage 3 – Demonstration
- Stage 4 - Price and Specific Goals Evaluation

Should a bidder fail on any of the previous stages, they will be disqualified and not considered for any of the follow-on stages. These different stages are further described below.

### STAGE 1: ADMIN REQUIREMENTS

The bidders will be evaluated on the returnable documents for administrative compliance

### STAGE 2: MANDATORY REQUIREMENTS

**NB:** Bidders must comply with this section as it forms the basis of the evaluation of the bidder's proposal. For a bidder to qualify to be evaluated for Price and Preference Points evaluation, the below required document should be submitted. **If a Bidder does not comply with any requirement in the table below, they will be disqualified and not considered for further evaluation.**

Document	Mark (X) for Attached documents
1. The service provider must submit a detailed company profile	
2. The service provider must attach one (1) signed Reference letter. The reference letter must be on clients' letter head, signed by the client's representative.	
3. The service provider must attach a PowerPoint presentation of the solution for stage 3.	

### STAGE 3: Demonstration of the solutions

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

Threshold: Service providers who score less than 80 out of 100 points will not be considered for further evaluation Stage 4: Price and Specific Goals and will be disqualified

NO	CRITERIA	POINTS
1.	<p><b>A live demonstration of the online booking tool</b></p> <ul style="list-style-type: none"> <li>• Searching = 02 Points</li> <li>• Booking = 02 Points</li> <li>• Approval of travel = 02 Points</li> <li>• Managing = 02 Points</li> <li>• Cancelling= 02 Points</li> </ul>	10 Points
2.	<p><b>Reports</b></p> <ul style="list-style-type: none"> <li>• Example of a system generated report consolidating costs per trip = <b>10 points</b></li> <li>• System generated report consolidating costs per trip is not demonstrated = <b>0 point</b></li> </ul>	10 Points
3.	<p><b>End-2-End Travel management</b></p> <ul style="list-style-type: none"> <li>• End-2-End Travel &amp; Expense Management Solution with Capability for e-ticketing and Automated electronic vouchers =<b>20 Points</b></li> <li>• End-2-End Travel &amp; Expense Management Solution with Capability for e-ticketing and Automated electronic vouchers is not demonstrated = <b>0 Points</b></li> </ul>	20 Points
4.	<p><b>Mobile application</b></p> <ul style="list-style-type: none"> <li>• Mobile application that has profiles and expense management =<b>10 Points</b></li> <li>• Mobile application that has profiles and expense management is not demonstrated=<b>0 Points</b></li> </ul>	10 Points
5.	<p><b>Forex</b></p> <ul style="list-style-type: none"> <li>• Foreign Exchange &amp; Expense Management feature=<b>10 Points</b></li> <li>• Foreign Exchange &amp; Expense Management feature is not demonstrated = <b>0 point</b></li> </ul>	10 Points
6.	<p><b>VISA</b></p> <ul style="list-style-type: none"> <li>• Visa application feature =<b>10 Points</b></li> <li>• Visa application feature is not demonstrated – <b>0 Point</b></li> </ul>	10 Points
7.	<p><b>Finance &amp; Payment solutions with a Virtual Credit Card management system (single use credit card per transaction)</b></p> <ul style="list-style-type: none"> <li>• Solution with virtual credit card =20 points</li> <li>• Solution without virtual credit card= 0 points</li> </ul>	20 Points
8.	<p><b>Global distribution System (GDS)</b></p> <ul style="list-style-type: none"> <li>• Global distribution System (GDS) integration like Amadeus, Travel Report, Sabre or similar =<b>10 Points</b></li> <li>• Global distribution System integration is not demonstrated= 0 Point</li> </ul>	10 Points
	<b>TOTAL</b>	<b>100 POINTS</b>

**NB: Demonstrations that partially cover the criteria will be allocated zero (0) points.**

**STAGE 4: PRICE AND PREFERENCE POINTS EVALUATION**

Bidders will be evaluated in terms of the 80/20 system prescribed by SAQA in line with PPR 2022 as follows:

- i. 80 Points for pricing
- ii. 15 Preference points for the company that has at least 51% black ownership
- iii. 5 Preference Points for the company that has at least 30% black woman ownership.

**NB: Bidders must submit the certified B-BBEE Certificates copies/Sworn Affidavits indicating ownership percentage to claim the preference points.**

## **SPECIAL CONDITIONS**

### **6. RFQ SPECIAL CONDITIONS**

- 6.1.** Bidders should submit the recent National Treasury (CSD) Central Supplier Database's report.
- 6.2.** Bidders are required to submit an original or certified copy of the B-BBEE certificate or Sworn Affidavit as per the B-BBEE Act. The SANAS Logo should be visible on the B-BBEE Certificate.
- 6.3.** Bidders must complete, sign, and submit the attached SBD 4 and SBD 6.1 forms.
- 6.4.** The proposal and required documents must be submitted using the PDF format only, through email to [rfq@saqa.co.za](mailto:rfq@saqa.co.za)
- 6.5.** In Instances, where brand names are mentioned, SAQA will accept equivalent items that have similar specifications.
- 6.6.** The National Treasury's General Conditions of Contract (GCC) will apply and is enforceable on this RFQ.
- 6.7.** The RFQ will be evaluated in terms of the 80/20 system prescribed by the Preferential Procurement Policy Framework Act (PPPFA).

### **7. PROTECTION OF PERSONAL INFORMATION**

- 7.1.** In this clause, the words "personal information", "processing" and "responsible party" have the meanings ascribed to them in the Protection of Personal Information Act, 2013 (Act No.4 of 2013).
- 7.2.** SAQA will comply with the Protection of Personal Information Act, 2013 (Act No.4 of 2013, (POPIA) by lawfully processing personal information submitted by bidders in accordance with the conditions of lawful processing as set out in POPIA.
- 7.3.** All bidders must comply with their obligations as set out in POPIA for which they are a Responsible Party before sharing any information with SAQA.
- 7.4.** SAQA will not be held liable for any non-compliance with the provisions of POPIA or unlawful processing or sharing of information by a bidder.

## BIDDER'S DISCLOSURE

### 1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### 2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

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

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

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

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....  
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....  
.....

**3 DECLARATION**

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

- 3.1 I have read and I understand the contents of this disclosure.
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect.
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

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

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

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

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.  
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....	.....
Signature	Date
.....	.....
Position	Name of bidder

## PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

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

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

### GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to invitations to tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
  - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

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

*(Delete whichever is not applicable for this tender).*

- a) The applicable preference point system for this tender is the **90/10** preference point system.
  - b) The applicable preference point system for this tender is the **80/20** preference point system.
  - c) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.
- 1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:
- (a) Price; and
  - (b) Specific Goals.

#### 1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

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



$$Ps = 80 \left( 1 + \frac{Pt - Pmax}{Pmax} \right) \text{ OR } Ps = 90 \left( 1 + \frac{Pt - Pmax}{Pmax} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration Pmax = Price of highest acceptable tender

## POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system: or
  - any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

**(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)**

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

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
At least 51% black ownership		15		
30% black woman ownership.		5		

**DECLARATION WITH REGARD TO COMPANY/FIRM**

4.3. Name of company/firm.....

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

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

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that: i) The information furnished is true and correct; ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct.

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

- (a) disqualify the person from the tendering process.
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct.
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

.....  
SIGNATURE(S) OF TENDERER(S)

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....

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