



TERMS OF REFERENCE

**NT013-2025: APPOINTMENT OF A SERVICE PROVIDER(S) FOR THE PROVISION OF
TRAVEL MANAGEMENT COMPANY TO THE NATIONAL TREASURY (NT) FOR A
PERIOD OF THREE (3) YEARS**

CLOSING DATE: 28 NOVEMBER 2025 AT 11:00 AM

VALIDITY PERIOD: 90 DAYS



#	Document Name ¹	Included in the published bid document?	To be returned by bidder?	Bidder to tick Yes if document is submitted
PHASE 1: MANDATORY REQUIREMENTS				
	Copy of a valid ASATA (Association of South African Travel Agents) Membership.	No	Yes	
	Submit a copy of a valid International Air Transport Association (IATA) Membership.	No	Yes	
	Submit the completed Annexure A2: Pricing Schedule.	Yes	Yes	
ADDITIONAL DOCUMENTS, BUT NOT FOR DISQUALIFICATION				
	Completed and signed SBD 1, SBD 4 and SBD 6.1	Yes	Yes	
	Proof of company registration on the Central Supplier Database Registration (CSD)	No	Yes	
	Tax compliance status verification Pin issued by SARS	No	Yes	
	Copy of the Companies and Intellectual Property Commission (CIPC) registration previously known as CK Document	No	Yes	
	Valid registration with Compensation for Occupational Injuries and Disaster (COIDA)	No	Yes	
	Company profile	No	Yes	
	CVs of the proposed/nominated resource(s) must be	Yes	Yes	



#	Document Name ¹	Included in the published bid document?	To be returned by bidder?	Bidder to tick Yes if document is submitted
	in the prescribed format in (Annexure A1).			
STAGE 2: FUNCTIONALITY				
	Three (3) Contactable reference letters within the past ten (10) years (2015 – closing of the bid date) from the Public Sector for Travel Management Services.	No	Yes	
	Qualifications and CV of the Project Account Manager X1	No	Yes	
	Qualifications and CV of the Operations Manager X1	No	Yes	
	Qualifications and CVs of the Travel Consultants X2	No	Yes	
	Detailed narrative outlining the end-to-end booking process (Sample travel itinerary and confirmation document).	No	Yes	
	After-Hours and Emergency Support procedure / process including but not limited to process flow, support structure, call center certificate etc.	No	Yes	
	Describe the Proposed Booking System & Data Management, including communication capabilities (Evidence and samples of screenshots, reports WhatsApp, etc).	No	Yes	
	Describe Implementation & Management of Negotiated and Allowable Rates (Evidence of System screenshots showing rate caps and policy rules in OBT, Process flowchart for 30-day billing cycle, etc).	No	Yes	



#	Document Name ¹	Included in the published bid document?	To be returned by bidder?	Bidder to tick Yes if document is submitted
	Describe Strategic Cost Savings Plan & Compliance Monitoring	No	Yes	
	Describe Account Management, Quality Control & Service Assurance, Site inspections (Evidence of training manual, customer survey conducted, etc)	No	Yes	
STAGE 3: ONLINE BOOKING TOOL PRESENTATION DUE DILIGENCE				
	Plan of onboarding of users on OBT	No	Yes	
	Description of the OBT to be presented during presentation stage	No	Yes	
	Description of the OBT Reporting capabilities to be presented during presentation stage	No	Yes	
	Description of Traveler Mobile Application Capabilities to be presented during presentation stage	No	Yes	
STAGE 4: PRICE & SPECIFIC GOALS				
	Proof of specific goals requirements	No	Yes	



1 INTRODUCTION

The National Treasury is responsible for managing South Africa's national government finances. It is also mandated to promote the government's fiscal policy framework; to coordinate macroeconomic policy and intergovernmental financial relations; to equitably and efficiently raise fiscal revenue, while enhancing efficiency and competitiveness of the SA economy; to sustainably manage and make effective use of the government's financial assets and liabilities; and promote transparency to improve financial accountability and enforce effective financial management

The National Treasury (NT) seeks to engage service providers to provide travel services necessitated by the significant volume of both domestic and international travel for staff. Travel arrangements will consist of air travel, hotel accommodation, airport transfers, shuttle services, and car rentals through the appointed service provider.

The NT intends to conduct a procurement exercise to solicit proposals from experienced and professional travel agencies for the provision of travel and related services. The Travel Agents selected will be required to provide their travel services through a dedicated "Service Station" to be set up within the premises of the NT headquarters. The services of the Travel Management Company will be accessible to the NT and other offices outside the NT headquarters.

The NT does not guarantee exclusive procurement from the Travel Management Company nor any minimum order or quantity of services. The Travel Management Company (TMC) is expected to win over market share through its quality service and competitive prices.

2 PURPOSE

The proposed contract with the Travel Management Company will cover bookings for accommodation, car rentals, shuttle services, airline ticketing, visa services and incidental services such as issuance/delivery, revalidation, re-routing, re-issuance, reconfirmation, processing refunds and cancellations, and preparation of suitable itineraries (including alternative routings, departures and arrivals) at most direct and lowest cost for NT staff members (for purpose of official and non-official/personal travels) and consultants, government officials and participants attending meetings or on official business for the NT.

The successful bidder ("the Travel Management Company") will be required to sign a contract with the NT to perform travel services specified under these Terms of Reference and agree to clearly identified service levels. The contract will be three (3) years.

3 BACKGROUND AND SCOPE OF WORK

3.1 Background

NT currently uses travel agency services to manage the travel requisition and travel expense processes within the travel management lifecycle. NT's primary objective in issuing this RFP is to enter into an agreement with a successful bidder(s) who will achieve the following:

- Provide NT with online and manual travel management services that are consistent and reliable that will maintain a high level of traveller satisfaction in line with the service levels.
- Achieve significant cost savings for NT without any degradation in the services; and
- Appropriately contain NT's risk and traveller risk.



3.2 Previous Financial Year Travel Volumes.

The Travel management total volumes per annum include air travel, accommodation, car hire, forex, conference, etc. The table below details the number of transactions for the Financial Year 24/25:

Table 1: Transactions for the Financial Year 24/25 follows

Service Category	2024/25 Financial Year	
	No.	Value
Air travel - Domestic	3759	R 8 245 578.14
Air travel - Reg & Intl	313	R 11 604 098.94
Car Rental - Domestic	914	R 5 955 487.34
Car Rental - Reg & Intl	0	-
Accommodation - Domestic	1945	R 13 660 341.02
Accommodation – Reg & Intl	119	R 3 339 751.40
Transfers - Reg & Intl	261	R 5 32 808.74
Transfers - Domestic	668	R 566 990.00
Bus/Coach bookings	0	-
International – Tour Operator	126	R 5 366 789.69
Conferences/ Events	12	R 983 495.99
After Hours	58	R 8 004.00
Train	1	R 2 363.34
Insurance	260	R 102 492.00
Forex	93	R 790 769.78
GRAND TOTAL	8529	R 51 158 970.38

Note: The figures are meant for illustration purposes to assist the bidders in preparing their proposal.

3.3 Scope of work

3.3.1 General

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

- The travel services will be provided to all travellers travelling on behalf of NT, locally and internationally. This will include employees and contractors, consultants and clients, where the agreement is that NT is responsible for the arrangement and cost of travel.
- Provide travel management services during normal office hours (Monday to Friday, 08h00 – 17h00) and provide after-hours and emergency services.
- Familiarisation with current NT travel business processes.
- Familiarisation with current travel suppliers and negotiated agreements that are in place between NT and third parties. Assist with further negotiations for better deals with travel service providers.



- e) Familiarisation with the current NT Travel Policy and implementations of controls to ensure compliance.
- f) Provide a facility for NT to update their travellers' profiles.
- g) Manage the third-party service providers by addressing service failures and complaints against these service providers.
- h) Consolidate all invoices from travel suppliers.
- i) Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- j) Provide the reference letters from at least three (3) contactable existing/recent clients (within the past 3 years), which are of a similar size to NT.
- k) Provide audited financial statements for the past 3 years.
- l) The TMC should provide after-hours and Emergency Services.
- m) The TMC should provide a consultant or team of consultants to assist Travellers with after-hours and emergency reservations and changes to travel plans.
- n) A dedicated consultant/s should be available to assist VIP/Executive Travellers with after-hours or emergency assistance.
- o) The service provider will consult regularly with designated NT representatives to review service performance and incorporate user feedback into continuous improvement.
- p) The TMC must provide efficient solution to ensure that all incidental costs associated with international accommodation—such as city taxes, hotel deposits and any other applicable charges—are fully managed and settled directly by the TMC. This is to ensure that officials are not required to make any out-of-pocket payments in foreign currency during their travel.

3.3.2 Reservations

The Travel Management Company (TMC) will:

- q) Receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send them to the travel booker and traveller via the agreed communication medium.
- r) Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
- s) Appraise themselves of all travel requirements for destinations to which travellers will be travelling and advise the traveller of alternative plans that are more cost-effective and more convenient where necessary.
- t) Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- u) Book the negotiated discounted fares and rates where possible.



- v) Should 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 before or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- w) Book parking facilities at the airports where required for the duration of the travel.
- x) Respond timely and process all queries, requests, changes, and cancellations timeously and accurately.
- y) Should be able to facilitate flexible group bookings (e.g., for meetings, conferences, events, etc.)
- z) Should issue all necessary travel documents, itineraries, and vouchers timeously to traveller(s) before departure dates and times.
- aa) Advise the Traveller of all visa and inoculation requirements well in advance.
- bb) Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- cc) Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- dd) Provide NT with variable, negotiated and competitive pricing options from Global Distribution Systems platforms.
- ee) Provide NT with the online booking tool and facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
- ff) Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- gg) Visa applications will not be the responsibility of the TMC; however, the relevant information should be supplied to the traveller(s) where visas will be required.
- hh) Negotiate International fares where there are no pre-existing negotiated channels for government
- ii) Negotiated international airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by NT are non-commissionable, where commissions are earned for NT's bookings all these commissions should be returned to NT on a quarterly basis.
- jj) Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by NT.
- kk) Timeous submission of proof that services have been satisfactorily delivered (invoices) as per NT's instructions.

3.3.3 Air Travel

- a) The TMC should be able to book full-service carriers as well as low-cost carriers.
- b) The TMC will book the most cost-effective airfares possible for domestic travel.
- c) For international flights, the airline which provides the most cost effective and practical routings may be used.



- d) The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- e) The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- f) Airline tickets should be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
- g) The TMC will also assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- h) The TMC will also be responsible to provide support to Executive Members with bookings and related events at least within 24 hours.
- i) The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- j) The TMC should during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- k) Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- l) The TMC should be able to manage timeous tickets amendments for domestic and international travels.
- m) The TMC should be able to provide sufficient flight options and manage layovers for travellers.
- n) Assist with lounge access if and when required.

3.3.4 Accommodation

- a) The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the NT.
- b) The TMC will obtain at least three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller
- 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 travel policy and cost containment measures
- d) NT travellers may only stay at accommodation establishments with which NT has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the NT.
- e) Accommodation vouchers should be issued to all NT travellers for accommodation bookings and should be invoiced to NT as per arrangement. Such invoices should be supported by a copy of the original hotel accommodation charges and ensure accommodation payments are confirmed before arrival where applicable.



- f) The TMC should during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates for NT.
- g) Cancellation of accommodation bookings should be done promptly to guard against no show and late cancellation fees.
- h) The TMC shall identify and arrange accommodation that adheres to suitable hospitality standards for domestic, regional, and international travel, including destinations within Africa.

3.3.5 Car Rental and Shuttle Services

- a) The TMC will book the approved category vehicle in accordance with the NT Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- b) The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- c) The TMC should ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- d) For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
- e) The TMC will book transfers in line with the NT's Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- f) The TMC should manage shuttle companies on behalf of the NT and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies in domestic and international level.
- g) The TMC should during their report period provide proof that negotiated rates were booked, where applicable.
- h) The TMC shall ensure the timely coordination of shuttle services and demonstrate continued quality improvement in operational efficiency, as well as in the overall shuttle and driver experience.

3.3.6 Communication

- a) The TMC may be requested to conduct workshops and training sessions for Travel Bookers of NT.
- b) All enquiries should be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.
- c) The TMC should ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, TMC in one smooth continuous workflow.

3.3.7 Financial Management

- a) The TMC should implement the rates negotiated by NT with travel service providers or the discounted air fares, or the maximum allowable rates established by the NT where applicable.
- b) The rates negotiated directly or established by NT are non-commissionable, where commissions are earned for NT bookings, all these commissions should be returned to NT on a quarterly basis.
- c) The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to NT for payment within the agreed time period.



- d) Enable savings on total annual travel expenditure and this should be reported and proof provided during monthly and quarterly reviews.
- e) The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices NT for the services rendered.
- f) 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.
- g) Consolidate Travel Supplier bill-back invoices.
- h) NT have a travel lodge card in place, the TMC should be responsible to process the payment of air, accommodation and ground transportation and will also be responsible to consolidate through a corporate card vendor.
- i) The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to NT's Financial Department on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- j) Ensure Travel Supplier accounts are settled timeously.

3.4 Technology, Management Information and Reporting

- 3.4.1 The TMC should have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- 3.4.2 The implementation of a fully automated Online Booking Tool to facilitate all bookings should be considered to optimise the services and related fees.
- 3.4.3 All management information and data input should be accurate.
- 3.4.4 The TMC will be required to provide the NT with a minimum of three (3) standard monthly reports, as per NT's reporting requirements from time-to-time, at no cost.
- 3.4.5 Provide the Out of policy reports
- 3.4.6 Reports should be accurate and be provided as per NT's specific requirements at the agreed time. Information should be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).
- 3.4.7 NT may request the TMC to provide additional management reports.
- 3.4.8 Reports should be available in an electronic format for example Microsoft Excel.
- 3.4.9 Service Level Agreements reports should be provided on the agreed date. It will include but will not be limited to the following:
- 3.4.10 **After hours' Report;**
 - a) Compliments and complaints;
 - b) Consultant Productivity Report;



- c) Long term accommodation and car rental;
- d) Extension of business travel to include leisure;
- e) Upgrade of class of travel (air, accommodation and ground transportation);
- f) Bookings outside Travel Policy;
- g) Reconciliation of commissions/rebates or any volume-driven incentives;
- h) Creditor's ageing report;
- i) Creditor's summary payments;
- j) Daily invoices;
- k) Reconciled reports for Travel Lodge card statement;
- l) No show report;
- m) Cancellation report;
- n) Receipt delivery report;
- o) Monthly Bank Settlement Plan (BSP) Report;
- p) Refund Log;
- q) Open voucher report, and
- r) Open Age Invoice Analysis.

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

3.5 Account Management

- 3.5.1 An Account Management structure should be put in place to respond to the needs and requirements of the Government Department and act as a liaison for handling all matters with regard to the delivery of services in terms of the contract.
- 3.5.2 The TMC should appoint a dedicated Account or Business Manager who is ultimately responsible for the management of the NT's account.
- 3.5.3 The necessary processes should be implemented to ensure good quality management and ensure Traveller satisfaction at all times.
- 3.5.4 A complaint handling procedure should be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 3.5.5 Ensure that the NT's Travel Policy is enforced.
- 3.5.6 The SLA should be managed, and customer satisfaction surveys conducted to measure the performance of the TMC.



3.5.7 Ensure that workshops/training are provided to Travellers and/or Travel Bookers

3.5.8 During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA should be presented.

3.6 **Value Added Services**

The TMC should provide a minimum of the following value-added services:

3.6.1 Destination information for regional and international destinations:

- a) Health warnings;
- b) Weather forecasts;
- c) Places of interest;
- d) Visa information;
- e) Travel alerts;
- f) Location of hotels and restaurants;
- g) Information including the cost of public transport;
- h) Rules and procedures of the airports;
- i) Business etiquette specific to the country;
- j) Airline baggage policy; and
- k) Supplier updates

3.6.2 Electronic voucher retrieval via web and smart phones;

3.6.3 SMS notifications for travel confirmations;

3.6.4 Travel audits;

3.6.5 Global Travel Risk Management;

3.6.6 VIP services for Executives that include but is not limited to check-in support.

3.7 **Cost Management**

3.7.1 The NT cost containment initiative and the NT's Travel Policy is establishing a basis for a cost savings culture.

3.7.2 It is the obligation of the TMC Consultant to advise on the most cost-effective option at all times, and costs should be within the guideline of the NT's cost containment instructions.

3.7.3 The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.



3.7.4 The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with NT's Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

3.7.5 TMC should be able to obtain competitive pricing options for international bookings against other online travel management agencies/air lines taking consideration of all elements of booking requirements.

3.8 Quarterly and Annual Travel Reviews

3.8.1 Quarterly reviews are required to be presented by the TMC on all NT travel activity in the previous three-month period. These reviews are comprehensive and presented to NT's Procurement and Finance teams as part of the performance management reviews based on the service levels.

3.8.2 Annual Reviews are also required to be presented to NT's Senior Executives.

3.8.3 These Travel Reviews will include without limitation the following information:

- a) Total travel spend
- b) Air spend analysis
- c) Accommodation Spend analysis
- d) Car hire spend analysis
- e) Top travellers
- f) Top suppliers
- g) Top after hours users
- h) Savings report
- i) Refunds report
- j) After hours report
- k) Most common routes, Domestic and International
- l) Number of transactions
- m) Advance booking analysis

3.9 Office Management

3.9.1 The TMC to ensure high quality service to be delivered at all times to the NT's travellers. The TMC is required to provide NT with highly skilled and qualified human resources of the following roles but not limited to:

- a) Senior Consultants
- b) Intermediate Consultants
- c) Junior Consultants
- d) Travel Manager (Operational)
- e) Finance Manager Branch Accountant
- f) Admin Back Office (Creditors/Debtors/Finance Processors)
- g) Strategic Account Manager
- h) System Administrator (General Admin)

3.10 On-site Facilities

3.10.1 If it is agreed between the parties that the TMC will be on-site, NT will provide the TMC with the following facilities on the terms and conditions negotiated upon by both parties:

- a) Office Space
- b) Office Furniture
- c) Telephones
- d) Tea/Coffee making facilities
- e) IT infrastructure (cabling, trunking and cabinet) for TMC to connect to and carry those costs
- f) Direct line (can be used for fax machine)
- g) Bathroom and kitchen facilities



4 Resources required for online travel services

Bidder(s) are required to submit certified proof/copy of educational qualification(s) for all resources required. Letters of completion will not be considered. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications. If not the lowest points will be allocated.

CVs of the proposed/nominated resource(s) should be submitted in the prescribed format in **(Annexure A1)**. The bidder must provide a CV for the nominated Account Manager (1), operational manager (1) and two (2) CVs for consultants as required below. Each CV must clearly indicate the position, detailed roles and functions of the resource as per our requirements and CVs must be signed by the proposed resource and not signed on behalf of the proposed resource. Where a bidder submits more than four (4) CVs only the first 4 will be considered in order of the required resources listed below. CVs that are not clearly outlined will score the lowest points.

a) Account Manager

The Account Manager is required to have a bachelor's degree in Tourism, Sales, Business Management, Communications, Marketing, and Customer Relationship Management, Business Administration or any other related field.

The proposed resource must have a minimum of five (5) years' experience in client relationship and accounts management within the travel or hospitality industry, supported by a strong background in customer service-oriented environments, sales, or marketing. The individual must demonstrate proven expertise in developing solutions for identified improvement areas, coordinating the involvement of relevant business personnel, addressing consumer concerns, and managing relationships with both private and public sector clients, including a sound understanding of government systems and processes. Key competencies include client relationship management, accounts and financial management, information management and reporting, data and business systems analysis, solution development, training and skills transfer, VIP and executive client handling, as well as public sector client knowledge and relationship management.

In addition, the resource must have the ability to understand and support critical systems and processes, including online solution system builds, user and super-user training, client navigational support, driving increased online adoption, promoting and managing virtual credit card (VCC) payment solutions, expense management platforms, system integration, and the provision of technical support while effectively communicating the value and benefits of these solutions. The resource will also be required to provide advisory services, ensure NT has full knowledge of products and services, conduct rate comparisons, undertake peer benchmarking, and ensure alignment with NT's travel policy. Duties will include managing VCC processes, delivering VIP and bulk service offerings such as executive bookings and MICE arrangements, providing monthly management information (MI) reports aligned with client requirements, identifying areas of improvement, analysing trends and opportunities for negotiation, and ensuring discussions during client meetings are properly reviewed and minutes.

Furthermore, the resource must ensure compliance with governance requirements by maintaining valid signed contracts, service level agreements (SLAs), balanced scorecards where applicable, accurate client records, corporate agreements, and ECC usage and reporting. Client engagement obligations include delivering and saving review presentations in relevant folders, preparing workshop materials and training sessions, acknowledging all client communication within two (2) hours of receipt and responding fully within 24 to 48 hours, managing tasks and deadlines efficiently, and conducting regular client visits in accordance with the SLA, ensuring minutes of such engagements are properly documented.



b) Operations Manager

The proposed resource is required to hold a National Diploma in Hospitality, Tourism, Business Management, or a relevant field, and must have a minimum of three (3) years' experience in the travel or hospitality industry.

The individual must demonstrate proven experience in international and domestic reservations, travel, fares, ticketing, and related travel requirements, as well as strong customer service expertise. Additional requirements include knowledge of online travel platforms, sound global geographical knowledge, and strong administrative and communication skills. The resource must also understand the public sector environment, with demonstrated experience in managing VIP clients and public sector client relationships. Furthermore, the resource must possess a good understanding of the Travel Request System, basic knowledge of AGM, the ability to embrace and utilise online technology solutions, and a commitment to adhering to all TMC policies. Responsibilities will include creating shell profiles for clients and completing all mandatory monthly and ad hoc training provided by the TMC.

c) Travel Consultants (Two (2) CVs to be submitted)

The resource is required to have National diploma in hospitality, tourism, business or relevant field and have a minimum of three (3) years of experience in the travel or hospitality industry.

The individual must demonstrate proven experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel requirements, and Customer Service. Extensive knowledge of online travel platforms. Sound geographical global knowledge. VIP and Executive client handling, strong administration, and communication skills. Public sector client knowledge and relationship management.

5 EVALUATION

5.1 Stage 1: MANDATORY REQUIREMENTS

A paper-based administrative evaluation will be carried out on all the bids received, and if the under mentioned documentation is not signed or attached, such a bid will be eliminated from any further evaluation.

- a) Submit a copy of a valid ASATA (Association of South African Travel Agents) Membership.
- b) Submit a copy of a valid International Air Transport Association (IATA) Membership.
- c) Submit the completed Annexure A2: Pricing Schedule.

Note: Additional documents, but not for disqualification.

- a) Proof of company registration on the Central Supplier Database Registration (CSD)
- b) In the case of a Joint Venture, Consortium, Trust, or Partnership, a Valid Tax Clearance Certificate and/or SARS-issued pin code for both companies must be submitted (which will be verified)
- c) In the case of a Joint Venture, Consortium, Trust, or Partnership, a signed teaming agreement must be submitted.
- d) In the case of a Joint Venture, Consortium, Trust, or Partnership, a Consolidated or for both companies Central Supplier Database Registration (CSD) or both companies' CSD are required.
- e) Tax compliance status verification Pin issued by SARS. (which will be verified)
- f) Submit a copy of the Companies and Intellectual Property Commission (CIPC) registration previously known as CK Document.



- g) Proof of valid registration with Compensation for Occupational Injuries and Disaster (COIDA) (which will be verified).
- h) CVs of the proposed/nominated resource(s) should be submitted in the prescribed format in (Annexure A1). The bidder must provide a CV for the nominated Account Manager (1), operational manager (1), and two (2) CVs for consultants as required below. Each CV must clearly indicate the position, detailed roles, and functions of the resource as per our requirements, and CVs must be signed by the proposed resource and not signed on behalf of the proposed resource. Where a bidder submits more than four (4) CVs, only the first 4 will be considered in order of the required resources listed below. CVs that are not clearly outlined will score the lowest points.

NOTE:

- **The National Treasury may contact bidders in case additional information is required.**

5.2. Stage 2: Functionality

A bidder that scores less than 65 points out of 100 as per categories in respect of functionality will be regarded as submitting a non-responsive proposal and will be disqualified. **Bidders who meet the minimum threshold of 65% in the functionality evaluation will proceed to the next stage of evaluation, which involves a presentation**

Table 2: FUNCTIONALITY EVALUATION

	Technical Evaluation Criterion	Weight	Rating Scores
1	Company Experience	15	Ratings
1.1	<p>Proven Track Record</p> <p>Three (3) Contactable reference letters within the past ten (10) years (2015 – closing of the bid date) from the Public Sector for Travel Management Services.</p> <p>The reference letters should be:</p> <ul style="list-style-type: none"> • In the client's letterhead • Indicate the description of the service rendered, • Indicate the actual dates of the contract – start and end date. • Reference letters should be dated and signed. • Completed and satisfactory status <p>Qualifier: The letter should state all the points above; failure to comply with the above the letter will not be accepted. Incomplete or ongoing projects will not be considered.</p>	15	<p>1 – Poor</p> <p>1 contactable reference letter (2015 to closing of the bid date)</p> <p>2 - Fair</p> <p>2 contactable reference letters within 10 years (2015 to closing of the bid date)</p> <p>3 - Satisfactory</p> <p>3 contactable reference letters within 10 years (2015 to closing of the bid date)</p> <p>4 - Good</p> <p>4 contactable reference letters within 10 years (2015 to closing of the bid date)</p> <p>5 - Excellent</p> <p>5 contactable reference letters within 10 years (2015 to closing of the bid date)</p>



	<i>Where an extension has been granted, the bidders must have completed the term of the initial contract.</i>		
2	KEY PROJECT EXPERTISE, QUALIFICATION, AND EXPERIENCE (Refer to paragraph 4 for alignment)		
2.1	Key resource qualifications and experience	45	
2.1.1	Accounts Manager <u>Project Account Manager X1: Qualifications</u> Bachelor's degree in Travel Management/ Sales/ Business Management/ Communications/ Marketing and Customer Relationship Management/ Business Administration, or any other related business/accounting qualifications.	5	1 – Matric (NQF 4) 2 = Higher certificate (NQF 5) 3 = National Diploma/ (NQF6) 4 = Bachelors' Degree/Advanced Diploma (NQF 7) 5 = Honours degree or Post Graduate Diploma (NQF 8) or higher.
2.1.2	<u>Project Account Manager: Experience</u> Minimum of 5 years' experience in Travel Management (Refer to paragraph 4A):	10	1 = 2 years or less relevant experience. 2 = 3 – 4 years relevant experience. 3 = 5 years' relevant experience. 4= 6 - 7 years of relevant experience 5 = 8 or more years of relevant experience.
2.1.3	<u>Operations Manager X1: Qualifications</u> National diploma in hospitality/ tourism/ business/ or relevant field.	5	1 = Matric or less 2 = Higher Certificate (NQF 5) 3 = National Diploma/ (NQF6) 4 = Bachelors' Degree/Advanced Diploma (NQF 7) 5 = Honours degree or Post Graduate



			Diploma (NQF 8) or higher
2.1.4	<p><u>Operations Manager: Experience</u></p> <p>Minimum of three (3) years of experience in the travel or hospitality industry (Refer to Paragraph 4B).</p>	5	<p>1 = 1 year or less relevant experience.</p> <p>2 = 2 years of relevant experience.</p> <p>3 = 3 years' relevant experience.</p> <p>4 = 4 years of relevant experience.</p> <p>5 = 5 or more years of relevant experience.</p>
2.1.5	<p><u>Travel Consultants X2: Qualification</u></p> <p>Minimum qualification: National diploma in hospitality/ tourism/ business management or relevant qualification.</p>	10	<p>1 = Matric or less</p> <p>2 = Higher Certificate (NQF 5)</p> <p>3 = National Diploma/ (NQF6)</p> <p>4 = Bachelors' Degree/Advanced Diploma (NQF 7)</p> <p>5 = Honours degree or Post Graduate Diploma (NQF 8) or higher</p>
2.1.6	<p><u>Travel Consultants X2: Experience</u></p> <p>Minimum three (3) years of experience in the travel or hospitality industry (Refer to paragraph 4C).</p>	10	<p>1 = 1 year or less relevant experience.</p> <p>2 = 2 years of relevant experience.</p> <p>3 = 3 years' relevant experience.</p> <p>4 = 4 years of relevant experience.</p> <p>5 = 5 or more years of relevant experience.</p>
3	<p>Methodology and Approach</p> <p>Qualifier: Methodology that is clear, relevant, feasible, and supported by evidence</p> <p>Bidders to submit a Methodology for travel management services covering, amongst others:</p>	40	Rating Scores
3.1	<p>Describe the Booking process (individuals and group bookings) and provide evidence.</p> <p>Detailed narrative outlining the end-to-end booking process (from request to confirmation) for domestic, regional (African Continent) and international, bookings including executives and VIPs bookings.</p> <p>Sample travel itinerary and confirmation document.</p>	15	<p>1– Poor</p> <p>Describe and provide 1 evidence of travel itinerary for domestic</p> <p>Describe and provide 1 evidence of travel itinerary for international including executives and VIPs</p> <p>Describe and provide 1 evidence of itinerary for Meetings & Conferences Arrangements</p> <p>Describe and provide 1 evidence of itinerary for Event Venue Bookings & Coordination</p>



	<p>Description of how multi-component bookings (flights, accommodation, car hire) are managed seamlessly.</p> <p>Describe Managing group bookings, Meetings & conferences arrangements, Event Venue Bookings & Coordination, Group Flight Reservations, Hotel Block Bookings, Ground Transportation & Logistics.</p> <p>Turnaround time commitments (e.g., how long from request to booking confirmation).</p> <p>Evidence of individuals, Group bookings, itineraries, notifications, etc.</p>		<p>2 – Fair</p> <p>Describe and provide 2 evidence of a travel itinerary for domestic for a different destination</p> <p>Describe and provide 2 evidence of travel itinerary for international including executives and VIPs</p> <p>Describe and provide 2 evidence of itinerary for Meetings & Conferences Arrangement</p> <p>Describe and provide 2 evidence itinerary for Event Venue Bookings & Coordination.</p> <p>3 – Satisfactory</p> <p>Describe and provide 3 evidence of a travel itinerary for domestic for a different destination</p> <p>Describe and provide 3 evidence of travel itinerary for international, including executives and VIPs</p> <p>Describe and provide 3 evidence of itinerary for Meetings & Conferences Arrangements</p> <p>Describe and provide 3 evidence of itinerary for Event Venue Bookings & Coordination,</p> <p>4 – Good</p> <p>Describe and provide 4 of a travel itinerary for domestic for a different destination</p> <p>Describe and provide 4 of travel itinerary for international, including executives and VIPs</p> <p>Describe and provide 4 of itinerary for Meetings & Conferences Arrangements</p> <p>Describe and provide 4 of itinerary for Event Venue Bookings & Coordination.</p> <p>5 – Excellent</p> <p>Describe and provide 5 of a travel itinerary for domestic for a different destination</p> <p>Describe and provide 5 of travel itinerary for international, including executives and VIPs</p> <p>Describe and provide 5 of itinerary for Meetings & Conferences Arrangements</p>
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			Describe and provide 5 of itinerary for Event Venue Bookings & Coordination.	
3.2	<p>After-Hours and Emergency Support</p> <p>Description of after-hours and emergency support structure (in-house or outsourced).</p> <p>Escalation process flows with contact details or roles (no names required).</p> <p>Service Level Commitments (response and resolution times)</p> <p>Evidence of current 24/7 service capability (call centre certification, screenshots of after-hours support portal, or procedure manual).</p> <p>Technology, Systems Integration, and Communication</p> <p>Describe the Proposed Booking System & Data Management, including communication capabilities</p> <ul style="list-style-type: none"> • Booking System Overview • Solution Modules in OBT • Access to Non-GDS Inventories • Data & Management Information Handling • Standard & Custom Reports • Technology & Reporting Solutions • Integration with the department's ERP System <p>Evidence of screenshots of the travel management system or booking platform. Sample of consolidated travel report (showing spend, savings, cancellations, unused tickets, etc.). Communication capabilities (e.g., sample SMS/ WhatsApp/ email travel confirmation).</p>	15	<ul style="list-style-type: none"> • After-hours and emergency support structure, • Process flows, • Service Level Commitments, • Call centre certification, screenshots of after-hours support portal, procedure manual. • Booking System Overview, • Solution Modules in OBT, • Access to Non-GDS Inventories, • Data & Management Information Handling, • Standard & Custom Reports, • Technology & Reporting Solutions, • Integration with the department's ERP System. 	<p>0 to 3 = 1 -Poor</p> <p>4 to 5 = 2 - Fair</p> <p>6 to 7 = 3 - Satisfactory</p> <p>8 to 9 =4 - Good</p> <p>10 to 11= 5 - Excellent</p>
3.3	<p>Financial and Cost Management</p>	5	<p>Implementation of Negotiated &</p>	<p>0 to 2 = 1 -Poor</p> <p>3 to 5 = 2 - Fair</p>



	<p>Describe Implementation & Management of Negotiated and Allowable Rates</p> <ul style="list-style-type: none"> • Implementation of Negotiated & Maximum Allowable Rates • 30-Day Bill-Back Account Facility Management • Pre-Payment Handling for Smaller B&Bs & Guesthouses • Invoicing Process & Discrepancy Resolution • Timely Invoice Provision • Credit Card Reconciliation Process <p>Describe Strategic Cost Savings Plan & Compliance Monitoring</p> <ul style="list-style-type: none"> • Comprehensive Cost Savings Strategy • Targeted Cost Reduction Areas • Cost Savings Alerts During Travel Requests • Tracking Out-of-Policy Bookings • Data Analysis for Policy Compliance • Annual Travel Spend Optimization Reporting & Benchmarking <p>Evidence of System screenshots showing rate caps and policy rules in OBT, Process flowchart for 30-day billing cycle, etc.</p>		<p>Maximum Allowable Rates, 30-Day Bill-Back Account Facility Management, Pre-Payment Handling for Smaller B&Bs & Guesthouses,</p> <ul style="list-style-type: none"> • Invoicing Process & Discrepancy Resolution, • Timely Invoice Provision and Credit Card Reconciliation Process. • Comprehensive Cost Savings Strategy • Targeted Cost Reduction Areas • Cost Savings Alerts During Travel Requests • Tracking Out-of-Policy Bookings • Data Analysis for Policy Compliance • Data Analysis for Policy Compliance • Annual Travel Spend Optimization Reporting & Benchmarking 	<p>6 to 8 = 3 - Satisfactory 9 to 10 = 4 - Good 11 to 12 = 5 - Excellent</p>
3.4	<p>Account Management</p> <p>Describe Account Management, Quality Control & Service Assurance, Site inspections</p> <ul style="list-style-type: none"> • Proposed Account Management Structure • Quality Control Procedures • Handling of Queries, Requests, Changes & Cancellations • Complaint Handling Procedure • Customer Satisfaction Surveys 	5	<ul style="list-style-type: none"> • Proposed Account Management Structure • Quality Control Procedures • Handling of Queries, Requests, Changes & Cancellations • Complaint Handling Procedure • Customer Satisfaction Surveys • Workshops & Training 	<p>0 to 1 = 1 -Poor 2 = 2 - Fair 3 = 3 - Satisfactory 4 to 5 = 4 - Good 6 = 5 - Excellent</p>



	<ul style="list-style-type: none"> Workshops & Training for Travellers & Travel Bookers <p>Evidence of training manual, customer survey conducted, etc</p>		for Travellers & Travel Bookers	
	Total	100		
	THRESHOLD	65%		

5.3 STAGE 3: ONLINE BOOKING TOOL PRESENTATION DUE DILIGENCE

Bidders who meet the minimum threshold of 65% in the functionality evaluation will proceed to the next stage of evaluation, which involves a presentation

(NB: Presentation to be conducted at the bidder's premises)

The presentation session will be conducted during the due diligence. Presentations will be used to verify the bidder's specific knowledge, experience, and abilities in the area/s specified in the evaluation criteria table below.

Bidders who do not meet the minimum threshold of 65% on presentation will not be evaluated further on price and specific goals.

Table 3: Online booking tool presentation criteria



	Evaluation Criterion	Weight	Rating Scores	
1	OBT RESERVATIONS (ONLINE)	50		
1.1	Onboarding of users on OBT <ul style="list-style-type: none"> Planning and deployment on the system Training of users System integration Support and Maintenance of the system 	20	<ul style="list-style-type: none"> Planning and deployment on the system Training of users System integration Support and Maintenance of the system 	0 = 1 -Poor 1 = 2 - Fair 2 = 3 - Satisfactory 3 = 4 – Good 4 = 5 - Excellent
1.2	Demonstrate Online Booking Management & Process Integration <ul style="list-style-type: none"> Management of All Online Bookings Online Travel Request Booking Process Flow Notification Workflows Automated Order Number Linking Configuration of Negotiated Rates on OBT Full Access to New Negotiated Rates 	30	<ul style="list-style-type: none"> Management of All Online Bookings Online Travel Request Booking Process Flow Notification Workflows Automated Order Number Linking Configuration of Negotiated Rates on OBT Full Access to New Negotiated Rates 	0 to 1 = 1 -Poor 2 = 2 - Fair 3 = 3 - Satisfactory 4 to 5 = 4 - Good 6 = 5 - Excellent
2	OBT REPORTING CAPABILITIES	30		
2.1	Demonstrate on system Demand Data, Insights & Reporting Capabilities <ul style="list-style-type: none"> Real-Time Access to Travel Data & Insights Full Visibility of Travel Spend analysis. Traveller Behaviour Trend Analysis AI-Driven Reporting Capabilities Dashboard View & Report Conversion Out-of-Policy Bookings Tracking Missed Savings Identification 	30	<ul style="list-style-type: none"> Real-Time Access to Travel Data & Insights Full Visibility of Travel Spend analysis. Traveller Behaviour Trend Analysis AI-Driven Reporting Capabilities Dashboard View & Report Conversion Out-of-Policy Bookings Tracking Missed Savings Identification 	0 - 1 = 1 - Poor 2 - 3 = 2 - Fair 4 - 5 = 3 - Satisfactory 6 = 4 – Good 7 = 5 - Excellent
3	TRAVELLER MOBILE APPLICATION	20		
3.1	Demonstrate Mobile Application Capabilities <ul style="list-style-type: none"> Traveller Messaging Mobile Approval Requests Traveller Itinerary & Booking Confirmations Urgent Alerts & Traveller Health and Safety Information 	20	<ul style="list-style-type: none"> Traveller Messaging Mobile Approval Requests Traveller Itinerary & Booking Confirmations Urgent Alerts & Traveller Health and Safety Information 	0 - 1 = 1 - Poor 2 - 3 = 2 - Fair 4 - 5 = 3 - Satisfactory 6= 4 – Good 7 = 5 - Excellent



	<ul style="list-style-type: none"> • Full Booking Confirmation Functionality • Emergency assistance • Traveler tracking 		<ul style="list-style-type: none"> • Full Booking Confirmation Functionality • Emergency assistance • Traveler tracking 	
	Total	100		
	THRESHOLD	65%		

6 Stage 4: Price and Specific Goals

Evaluation Preferential procurement evaluation based on 80/20 principle

- A maximum of 20 points may be awarded to a tenderer for the specified goals envisaged in section
- 2(1)(d) and (e) of the Act. The points scored must be rounded off to the nearest two decimal places. Subject to regulation 9, the contract must be awarded to the tenderer scoring the highest points.

Table 4: Specific Goals allocation table

#	Specific goals	Score	Required proof/ documents to be submitted for evaluation purposes
1	The company is owned by people who are Youth. <ul style="list-style-type: none"> • 100% company owned by youth = 5 points • 75% - 99% company owned by youth = 3 points • 60% - 74% company owned by youth = 2 points • 51%- 59% company owned by youth = 1 point • 0 - 50% company owned by youth = 0 point 	5 points	Proof of claim as declared on SBD 6.1 (one or more of the following will be used verifying the tenderer's status: <ul style="list-style-type: none"> • Company Registration Certification / document (CIPC) • Certified identification documentation of company director/s • Consolidated B-BBEE certificated if the tendering company is a Consortium, Joint Venture, or Trust (Issued by verification agency accredited by the South African Accreditation System). • Agreement for a Consortium,



2	The company is owned by Black people. <ul style="list-style-type: none"> 100% company owned by people who are Black = 10 points 75% - 99% company owned by people who are Black = 8 points 60% - 74% company owned by people who are Black = 6 points 51%- 59% company owned by people who are Black = 3 points 0 - 50% company owned by people who are Black = 0 point 	10 points	Joint Venture, or Trust.
3.	The company owned by Women. <ul style="list-style-type: none"> 100% company owned by people who are women = 5 points 75% - 99% company owned by people who are women = 3 points 60% - 74% company owned by people who are women = 2 points 51%- 59% company owned by people who are women = 1 points 0 - 50% company owned by people who are women = 0 points 	5 points	

6.1 Transaction Fees

Refer Annexure A2: Pricing Schedule

- 6.1.1 The transaction fee must be a fixed amount per service subject to Consumer Price Index (CPI). 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 third party service providers.
on/off-site option (**Template 1**)
- 6.1.2 The Bidder must further indicate the estimated percentage split between Traditional booking and Online bookings.

AND / OR



6.2 Management / Service Fee
Refer Annexure A2: Pricing Schedule

6.2.1 The management fee is the total fee per annum that will be charged to NT and is subjected to CPI.

6.3 Volume driven incentives

6.3.1 It is important for bidders to note the following when determining the pricing:

- NT has negotiated non-commissionable fares and rates with various airlines carriers and other service providers.
- No override commissions earned through NT reservations will be paid to the TMCs.
- An open book policy will apply, and any commissions earned through the NT volumes will be reimbursed to NT.
- TMCs are to book these negotiated rates or the best fare available, whichever is the most cost-effective for the institution.

7 TERMINATIONS

The State shall be entitled to terminate this agreement if one or more of the following occur:

- The service provider decides to transfer the contract or cede the contract.
- The service provider does not honour contractual obligations, including the submission of information.
- The service provider is provisionally or finally liquidated, making it impossible for the service provider to perform its functions in terms of this Contract.
- The service provider enters settlement arrangements with their creditors.
- The service provider commits an act of insolvency.
- In the event that the service provider is a member of an unincorporated joint venture or consortium and the membership of such joint venture or Consortium changes.
- The State reserves its right to terminate the Contract in the event that there is a change in ownership of the service provider that has the effect that over 50% ownership of the service provider belongs to the new owner without prior written approval of the State.
- Either Party may terminate this Contract for breach in the event that the other party fails to comply with any of its obligations in terms of this Contract and has failed to remedy such breach within fourteen (14) calendar days' written notice to remedy such non-compliance.
- Notwithstanding the provisions above, either Party may terminate this Contract by giving the other Party 30 (thirty) days' written notice to that effect.

8 CONTRACTUAL CONDITIONS:

- The Service Provider will be contract directly with the National Treasury.
- National Treasury reserves the right to screen and vet shortlisted service providers before appointment.
- National Treasury reserves the right to communicate with the service providers pertaining to information submitted on the closing date and time.
- The contract value should be inclusive of all costs and VAT.
- The bidder acknowledges and agrees to fully comply with the Protection of Personal Information Act (POPIA), 2013 (Act No. 4 of 2013) and all relevant data protection legislation in handling any



personal and sensitive information provided by the Department during the tender process and thereafter.

- The bidder is required to sign a Non-Disclosure Agreement (NDA) to safeguard the confidentiality of all information provided by the Department during the tender process. This includes, but is not limited to, any personal, sensitive, or proprietary information. The bidder shall not disclose any such information to any third party without prior written consent from the Department.
- The TMC should ensure due diligence risk management on all third parties involved in all sectors' official bookings, e.g., Property site visits, etc.
- The State may conduct due diligence before the final award or at any time during the contract period, and this may include pre-announced/ non-announced site visits to all sectors, official bookings, including the TMC operational offices.
- During the due diligence process, the information submitted by the bidder is verified, and any misrepresentation thereof may disqualify the bid in whole or in part.
- The State also reserves the right to conduct any evaluation verifications before the final award or at any time during the term contract period.

9 DUE DILIGENCE

The State reserves the right to:

- Conduct due diligence during the evaluation process to determine the ability of the bidder to honour contractual obligations that might emanate from this tendering process. The due diligence is not only limited to the bidder but to all parties the bidder might have confirmed to do business with for the fulfilment of the contract that might be awarded.
- Conduct due diligence prior to final award or at any time during the contract period and this may include pre-announced/ non-announced site visits. During the due diligence process the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid in whole or parts thereof.
- Conduct any evaluation verifications prior to final award or at any time during the contract term period.

10 REPORTING AND MONITORING REQUIREMENTS:

10.1 An inception meeting will be held with the successful bidder via MS Teams on the first day of the project to establish milestones, deliverables, and timeframes. These milestones will provide the basis for monitoring progress on the project.

10.2 Any issues identified by the Service Provider that may hamper the timeous achievement of these milestones must be escalated immediately to the NT project manager, who will endeavour to address them promptly.

10.3 Performance reviews will be based on monthly reports comparing actual achievements against the targets agreed upon as signed on the Annual Workplan.

10.4 The following project reports will be required to be submitted in the pre-agreed formats as proof of delivery of services:

- Inception Report and Annual Workplan
- Project progress reports at key milestones
- Ad-hoc reports and those defined in the Annual Workplan to be determined at inception.



- Project close-out reports

10.5 A close-out report is required at the end of the assignment specifying the work done, the outputs generated, the institutions and individuals consulted, skills transferred, overall successes and failures, lessons learnt, and recommendations for future assignments of this nature.

10.6 Reports shall be written in English. All reports, files, notes, electronic files, and documents shall be structured, formatted, and completed according to the requirements of the NT project manager.

11 BID VALIDITY PERIOD:

11.1 The bid will be valid for a period of 90 (ninety) days.

12 TENDER COSTS

12.1 The Bidder will be liable for all costs incurred.

13 BIDDERS RESPONSIBILITY

13.1 The Service Provider is expected to fully acquaint themselves with the conditions, requirements and specifications of the National Treasury before submitting a completed proposal. Failure to do so will be at the bidder's own risk and the Service Provider cannot secure relief on the grounds of any mistake.

13.2 The selected Service Provider will be required to enter into a written agreement with the National Treasury. This Request for Proposal or any part thereof may be incorporated into and made part of such an agreement. National Treasury shall not incur any obligation or liability towards the selected Service Provider until a written contract has been signed by the duly authorised National Treasury representative and the Service Provider.

14 ENDERING DETAILS

14.1 Contact Details for administrative procurement enquiries.

E-mail Address: NTAdministrativeTenders@Treasury.gov.za

15 INSTRUCTIONS TO THE BIDDER

15.1 This Request for Proposal does not constitute an offer. The Request for Proposal intends to provide enough information for the preparation and submission of comparable proposals by the Service Providers.

15.2 The National Treasury requires a clear, concise and factual proposal. Bidders shall consult, in writing, with the National Treasury's official responsible should there appear to be any discrepancy, ambiguity or uncertainty pertaining to the meaning or effect of any description, dimension, quality, quantity or any other information contained in this Request for Proposal.

15.3 All proposals must be submitted on or before the closing date and time of this Request for Proposal. The following information must appear on the cover page of the proposal.

- Name of bidder
- Description of proposal
- Bid Number
- Closing date and time.



16 COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS:

- 16.1 Copyright of all documentation arising from this contract belongs to the National Treasury. The Service Provider may not disclose any information, documentation or products to other clients, or to any other party, without the written approval of the government client concerned.
- 16.2 The intellectual property rights arising from the execution of a contract shall vest with the National Treasury. The Service Provider undertakes to honour the client's intellectual property rights and all future rights by keeping all published and unpublished material confidential.
- 16.3 The intellectual property associated with the service offering will remain that of the Service Provider. However, all data and associated information is sole ownership of the National Treasury and would be provided to the National Treasury as and when required with no cost implications.

17 LATE SUBMISSIONS

- 17.1 Proposals submitted after the specified closing date and time will not be considered for evaluation.

18 DECLARATION

I/We the undersigned hereby declare that I/We have read and understand the above and agree to be bound by the stated terms and conditions.

Name of Service Provider	
Name of contact Person	
Capacity	
Signature	Date