



**competition commission**  
*south africa*

**T:** +27(0) 12 394 3200 / 3320

**F:** +27(0) 12 394 0166

**E:** [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

**W:** [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

## **TERMS OF REFERENCE**

**BID NUMBER: BID0000014-26/27**

**BID DESCRIPTION- APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY (TMC)  
TO PROVIDE TRAVEL MANAGEMENT SERVICES TO THE COMPETITION  
COMMISSION FOR A PERIOD OF THREE YEARS.**



**competition commission**  
south africa

**T:** +27(0) 12 394 3200 / 3320

**F:** +27(0) 12 394 0166

**E:** [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

**W:** [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

## **1. BACKGROUND**

- 1.1** The Competition Commission (Commission) is a statutory body constituted in terms of the Competition Act, No. 89 of 1998 (the Act). It is one of three, independent competition regulatory authorities established in terms of the Act, with the other two being the Competition Tribunal and the Competition Appeal Court. The Commission is empowered by the Competition Act to investigate, control and evaluate restrictive business practices, abuse of dominant positions, mergers, undertake market inquiries and advocacy in order to achieve equity and efficiency in the South African economy.
- 1.2** The Commission is a public entity listed in schedule 3A of the Public Finance Management Act (PFMA), and acts in compliance with section 217 of the Constitution of South Africa and applicable Public Procurement Regulations and Prescripts.
- 1.3** Therefore, The Commission requires a suitability qualified service provider for the provision of Travel Management Services for a period of three years.

## **2. SITUATION ANALYSIS**

- 2.1** The Competition Commission South Africa (CCSA) currently uses travel agency services to manage the travel requisition and travel expense processes within the travel management lifecycle.
- 2.2** The Competition Commission primary objective in issuing this RFP is to enter into agreement with a successful bidder who will achieve the following:
  - 2.2.1.** To provide The Commission 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;
  - 2.2.2.** To achieve significant cost savings for The Commission without any degradation in the services.

## **2.3 Previous Financial year travel volumes.**

- 2.3.1.** The travel management total volumes per annum include air travel, accommodation, car hire, conference, etc. The table below details the number of transactions for the Financial Year 2025/2026 follows:



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

**Table 1: Transactions for the Financial Year 2025/2026 follows:**

Service Category	2025/26 Financial Year	
	No.	Value in Rands
Air travel - Domestic	439	1,958,265.18
Air travel - Reg & Intl	73	2,162,490.27
Car Rental - Domestic	102	611,868.56
Car Rental - Reg & Intl	2	5,330.00
Accommodation - Domestic	212	2,674,490.86
Accommodation – Reg & Intl	39	1,220,485.74
Transfers – Domestic, Reg & Intl	287	891,835.05
Conferences/ Events	78	7,121,795.33
After Hours	58	78,162.28
Train Bookings	1	187.00
Bus/ Coach Bookings	1	257.00
<b>GRAND TOTAL</b>	<b>1292</b>	<b>16,725,167.27</b>

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



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

### **3. SCOPE OF WORK**

#### **3.1 General**

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

- a. The travel services will be provided to all Travellers travelling on behalf of CCSA, locally and internationally. This will include employees and contractors, consultants, and clients where the agreement is that CCSA is responsible for the arrangement and cost of travel.
- b. Provide travel management services during normal office hours (Monday to Friday 08:00 – 17:00) and provide after hours and emergency services as required.
- c. Familiarisation with current CCSA travel business processes.
- d. Assist with further negotiations for better deals with travel service providers.
- e. Familiarisation with current CCSA Travel Policy and implementations of controls to ensure compliance.
- f. Penalties incurred because of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.
- g. Provide a facility for CCSA to update their travellers' profiles.
- h. Manage the third-party service providers by addressing service failures and complaints against these service providers.
- i. Consolidate all invoices from travel suppliers.

#### **3.2 Reservations**

- 3.2.1. Receive travel requests from travel bookers, respond with quotations (confirmations) and availability within four (4) hours unless specified as an emergency.
- 3.2.2. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers within reasonable time from approval and send it to the travel booker and traveller via the agreed communication medium.
- 3.2.3. always endeavour to make the most cost-effective travel arrangements based on the request from the travel booker.
- 3.2.4. apprise 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.
- 3.2.5. obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits, where it is practical.
- 3.2.6. book the negotiated discounted fares and rates where possible.
- 3.2.7. keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- 3.2.8. book parking facilities at the airports where required for the duration of the travel.



- 3.2.9. Respond within reasonable time and process all queries, requests, changes, and cancellations timeously and accurately.
- 3.2.10. facilitate group bookings (e.g. for meetings, conferences, events, etc.) – capped at conference fee (against the total cost of the event) of **not more than 5%**.
- 3.2.11. issue all necessary travel documents, itineraries, and vouchers within reasonable time from approval to traveller(s) prior to departure dates and times.
- 3.2.12. advise the Traveller of all visa and inoculation requirements well in advance.
- 3.2.13. assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- 3.2.14. facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- 3.2.15. facilitate the bookings that are generated through their own- or third-party Online Booking Tool (OBT) where it can be implemented.
- 3.2.16. note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- 3.2.17. Visa applications and immunisations will be the responsibility of the traveller.
- 3.2.18. Negotiated airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly or established by National Treasury are non-commissionable, where commissions are earned for CCSA bookings all these commissions should be returned to CCSA on a quarterly basis.
- 3.2.19. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by CCSA.
- 3.2.20. Monthly or weekly submission of proof that services have been satisfactorily delivered (invoices/statements) as per CCSA's instructions.

### 3.3 Air Travel

- 3.3.1. The TMC must book full-service carriers as well as low cost carriers.
- 3.3.2. The TMC will book the most cost-effective airfares possible for domestic travel.
- 3.3.3. For international flights, the airline which provides the most cost effective and practical routings should be used.
- 3.3.4. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- 3.3.5. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- 3.3.6. Airline tickets must be delivered electronically (SMS and email format) to the traveller(s) and travel bookers.
- 3.3.7. 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.
- 3.3.8. 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.



**competition commission**  
south africa

**T:** +27(0) 12 394 3200 / 3320

**F:** +27(0) 12 394 0166

**E:** [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

**W:** [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

- 3.3.9. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- 3.3.10. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- 3.3.11. Assist with lounge access if and when required.

### **3.4 Accommodation**

- 3.4.1. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- 3.4.2. The TMC will obtain three (3) price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller
- 3.4.3. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with CCSA's travel policy.
- 3.4.4. CCSA travellers may only stay at accommodation establishments with which the TMC has negotiated corporate rates or where rates are within the applicable limits. 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 National treasury or CCSA.
- 3.4.5. Accommodation vouchers must be issued to all CCSA travellers for accommodation bookings and must be invoiced to CCSA as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- 3.4.6. The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
- 3.4.7. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

### **3.5 Car Rental and Shuttle Services**

- 3.5.1. The TMC will book the approved category vehicle in accordance with the CCSA Travel Policy from the closest rental location (airport, hotel and venue).
- 3.5.2. The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- 3.5.3. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- 3.5.4. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.



**competition commission**  
south africa

**T:** +27(0) 12 394 3200 / 3320

**F:** +27(0) 12 394 0166

**E:** [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

**W:** [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

- 3.5.5. The TMC will book transfers in line with the CCSA Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- 3.5.6. The TMC should manage shuttle companies on behalf of the CCSA and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- 3.5.7. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

### **3.6 After Hours and Emergency Services**

- 3.6.1. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans and to respond within reasonable time.
- 3.6.2. A dedicated consultant/s must be available to assist CCSA Travellers with after hour or emergency assistance.
- 3.6.3. After hours' services must be provided from Monday to Friday outside the official hours (17:01 to 07:59) and twenty-four (24) hours on weekends and Public Holidays.
- 3.6.4. A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- 3.6.5. The Travel Management Company must have a standard operating procedure for managing after hours and emergency services and present a copy to CCSA. This must include purchase order
- 3.6.6. Generation of the request within 24 hours.

### **3.7 Communication**

- 3.7.1. The TMC must conduct workshops and training sessions for Travel Bookers of CCSA.
- 3.7.2. All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.
- 3.7.3. The TMC must ensure sound communication with all CCSA stakeholders and link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

### **3.8 Financial Management**

- 3.8.1. The TMC must negotiate travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- 3.8.2. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to CCSA for payment within the agreed time period.



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

- 3.8.3. Ensure savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.
- 3.8.4. 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 CCSA for the services rendered.
- 3.8.5. 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.
- 3.8.6. Consolidate Travel Supplier bill-back invoices.
- 3.8.7. Where the agreement between the TMC and CCSA is to use a travel lodge card in this contract, the payment of air, accommodation and ground transportation is consolidated through a corporate card vendor.
- 3.8.8. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to CCSA's Supply Chain Management and Finance Department monthly. This includes attaching the Travel Authorisation, Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- 3.8.9. Ensure Travel Supplier accounts are settled timeously.

### **3.9 Technology, Management Information and Reporting**

- 3.9.1. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- 3.9.2. The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
- 3.9.3. All management information and data input must be accurate.
- 3.9.4. The TMC will be required to provide CCSA with any standard or ad hoc report as required by 3rd party stakeholders.
- 3.9.5. Reports must be accurate and be provided as per CCSA's specific requirements at the agreed time. Information must 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).
- 3.9.6. CCSA may request the TMC to provide additional management reports.
- 3.9.7. Reports must be available in an electronic format for example Microsoft Excel.
- 3.9.8. Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

#### **3.9.8.1. Travel**

- a. After hours' Report.
- b. Compliments and complaints.
- c. Consultant Productivity Report.



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

- d. Long term accommodation and car rental.
- e. Extension of business travel to include leisure.
- f. Upgrade of class of travel (air, accommodation and ground transportation);
- g. Bookings outside Travel Policy.

#### **3.9.8.2. Finance**

- a. Reconciliation of commissions/rebates or any volume driven incentives.
- b. Creditor's ageing report.
- c. Creditor's summary payments.
- d. Monthly or weekly invoices.
- e. Reconciled reports for Travel Lodge card statement.
- f. No show reports.
- g. Cancellation report.
- h. Receipt delivery report.
- i. Monthly or weekly statement.
- j. Open voucher report, and
- k. Open Age Invoice Analysis.
- l. The TMC will implement all the necessary processes and programs to ensure that all the data is always secure and not accessible by any unauthorised parties.

### **3.10 Account Management**

- 3.10.1. An Account Management structure should be put in place to respond to the needs and requirements of the CCSA and act as a liaison for handling all matters about delivery of services in terms of the contract.
- 3.10.2. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the CCSA's account.
- 3.10.3. The necessary processes should be implemented to ensure good quality management and always ensuring Traveller satisfaction.
- 3.10.4. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers
- 3.10.5. The Service Level Agreement (SLA) must be managed, and customer satisfaction surveys conducted to measure the performance of the TMC.
- 3.10.6. Ensure that workshops/training is provided to Travellers and/or Travel Bookers
- 3.10.7. During reviews, comprehensive reports or any other ad hoc reports as may be required for performance assessment purposes.



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

### 3.11 Value Added Services

The TMC must provide the following value-added services:

#### 3.11.1. Destination information for domestic, 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

3.11.2. Electronic voucher retrieval via web and smart phones.

3.11.3. SMS notifications for travel confirmations.

3.11.4. Travel audits.

3.11.5. Global Travel Risk Management.

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

### 3.12 Quarterly and Annual Travel Reviews

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

3.12.2. Annual Reviews are also required to be presented to CCSA's Senior Executives.

### 3.13 Office Management

3.13.1. The TMC to ensure high quality service to be delivered at all times to the CCSA's travellers.

3.13.2. The TMC is required to provide CCSA with highly skilled and qualified human resources of the following roles but not limited to:

- a. Senior Consultants
- b. Travel Manager (Operational)
- c. Finance Manager / Branch Accountant
- d. Account Manager
- e. System Administrator (General Admin)



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

#### 4. TIMEFRAMES

- 4.1. The contract is for a period of three (3) years from the date of appointment.

#### 5. CONTRACTUAL OBLIGATION

- 5.1. Bidders to fully complete the pricing schedule (Annexure A) and SBD 3.3 including all applicable costs.
- 5.2. In the case of the service provider using sub-contractors, the former will be responsible for ensuring delivery of services from any such sub-contractors and for making any payments to such sub-contractors.
- 5.3. The bidding process is in accordance with the criteria set out in the Commission's Supply Chain Management Policy and Preferential Procurement Policy, in accordance with the provisions set out in the Preferential Policy Framework Act of 2000.
- 5.4. Bidders are also required to take all reasonable steps to protect information, in line with the provisions of the POPIA 4 of 2014.

#### 6. ABSENCE OF OBLIGATION & CONFIDENTIALITY

- 6.1. No legal or other obligation shall arise between the service provider and CCSA unless/until both parties have signed a formal contract or Service Level Agreement in place.
- 6.2. The Contract site is at **CCSA (as and when required)**.

#### 7. WORKMEN AND SUPERVISION ON SITE

- 7.1. The service provider shall be held responsible for the conduct of his employees and the conduct of his sub-contractor's employees for the full duration of the contract.

#### 8. ADMINISTRATIVE CRITERIA (Phase 1)

- 8.1. Proof of registration on CSD (**Central Supplier Database**)
- 8.2. General conditions of contract (GCC) initialled on each page
- 8.3. Completed and signed Standard Bid Document 1 (SBD 1)
- 8.4. Completed and signed Standard Bid Document 4 (SBD 4)
- 8.5. Completed and signed Standard Bid Document 6.1 (SBD 6.1)
- 8.6. Bidders are required to submit valid B-BBEE certificate or a sworn affidavit. If bidders do not submit certificates or are non-compliant contributors to B-BBEE they will not qualify for preference points published specific goals

**Note: bidders are advised to fully complete, initial and sign where applicable.**



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

## 9. MANDATORY CRITERIA (Phase 2)

- 9.1. Proof of valid **Association of South African Travel Agents (ASATA)** and/or any other recognised licence. Non submission of a valid ASATA certificate/ licence will lead to automatic disqualification.
- 9.2. Proof of valid **International Air Transport Association (IATA)** licence/ certificate or any other recognized professional body. Non submission of valid IATA certificate/ licence will lead to automatic disqualification.

**Note: All bidders who do not comply with the mandatory criteria listed above will be disqualified from further evaluation.**

## 10. FUNCTIONAL CRITERIA (Phase 3A)

- 10.1. Responses will be evaluated using a predetermined set of evaluation criteria. The evaluation criteria is designed to reflect the Commission's requirements in terms of identifying a suitable service provider and ensure the selection process is transparent and affords all the bidders a fair opportunity for evaluation and selection.
- 10.2. The functional performance areas and elements to be assessed with their weights are summarised below: The tender submission will be functionally evaluated out of a **minimum of 70 points – any bidder who scores less than 70** will not be considered for further evaluation (maximum score is 100).



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

Evaluation Area	Evaluation Criteria	Maximum Points
<p><b>1. Track record and reference letters.</b></p>	<p>Verified references confirm past performance, service reliability, and client satisfaction, which are essential for assessing credibility and ability to deliver consistent service outcomes. Bidders must provide a minimum of four (4) signed, dated and contactable reference letters for rendering travel management services indicating the scope of services, contract duration and performance rating. Reference letters must be on client's letterhead signed by an authorized personnel accompanied with an award letter or purchase order.</p> <p><b>Points will be allocated as follows:</b></p> <ul style="list-style-type: none"> <li>• Five (5) and more signed reference letters accompanied with an award letter or purchase order = <b>30 points</b></li> <li>• Minimum of four (4) signed reference letters accompanied with an award letter or purchase order = <b>20 points</b></li> </ul> <p><b>Non-compliance with the requirements = 0 points</b></p> <p><i>Note: Reference letters must be from different clients not all from the same client. Should the submitted reference letters emanate from the same client, the submission will be scored as one submission. Reference letters without award letter or purchase order will not be scored.</i></p> <p><i>NB: The Competition Commission reserves the right to validate the above information with the individual client organisations as part of due diligence.</i></p>	<p><b>30</b></p>
<p><b>2. Methodology and project implementation plan</b></p>	<p>To assess bidder's <b>operational capability and service efficiency</b>, including responsiveness, booking accuracy, escalation handling, and ability to meet SLA requirements applicable to the Commission.</p> <p>The Bidder must provide a detailed methodology document (<b>travel booking process end-to-end</b>) that includes but not limited to the below:</p> <ul style="list-style-type: none"> <li>• Description of your reservations processes, group bookings services in detail, including applicable turnaround times</li> </ul>	<p><b>30</b></p>



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

Evaluation Area	Evaluation Criteria	Maximum Points
	<p>(response, ticketing, changes) = <b>10 points</b></p> <ul style="list-style-type: none"> <li>• The bidder must have capacity to provide reliable and consistent after hours and emergency support to traveller(s). Bidder must provide details and Standard Operating Procedure of their after-hours and emergency support = <b>10 points</b></li> <li>• Bidder to provide their Organogram and escalation matrix = <b>10 points</b></li> </ul> <p><b>Points will be allocated as follows:</b></p> <ul style="list-style-type: none"> <li>• Methodology or project plan covering all the above = <b>30 points</b></li> <li>• Non-compliance or partial compliance with the above = <b>0 points</b></li> </ul>	
<p><b>3. Technology and reporting capability</b></p>	<p>Description of Global Distribution system (GDS)/ online booking system/platform that supports automation, transparency, reporting accuracy, and audit readiness. The system must enable MIS (Management Information System) reporting, travel tracking, and expenditure monitoring as required for governance, oversight and Integration capability with ERP/financial systems. <b>Bidders must submit evidence/ proof of GDS licence. = 10 points</b></p> <p><b>Points will be allocated as follows:</b></p> <ul style="list-style-type: none"> <li>• Proposal aligned to all the above = <b>10 points</b></li> <li>• Non-compliance or partial compliance with the above = <b>0 points</b></li> </ul>	<p><b>10</b></p>
<p><b>4. Cost Management and Value for money</b></p>	<p>This area ensures alignment with National Treasury cost containment measures and Commission policy, including use of negotiated rates, alternative routing, and cost optimisation strategies. Bidder must have ability to describe how cost savings will be realised.</p> <p><b>Bidder to provide signed negotiated rates/discount agreements for the following:</b></p> <p><b>Points will be allocated as follows:</b></p> <ul style="list-style-type: none"> <li>• Negotiated rates agreements with <u>airlines services</u> = <b>5 points</b></li> <li>• Negotiated rates agreements with <u>hotels services</u> = <b>4 points</b></li> <li>• Negotiated rates agreements with <u>car hire services</u> = <b>2 points</b></li> <li>• Negotiated rates agreements with <u>venues</u> = <b>2 points</b></li> <li>• Negotiated rates agreements with <u>shuttles</u> = <b>2 points</b></li> </ul>	<p><b>15</b></p>



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

Evaluation Area	Evaluation Criteria	Maximum Points
<b>5. Experience of Team leader or Senior Consultant</b>	<p>Skilled personnel ensure service delivery continuity, responsiveness, and effective account management. Dedicated account management structures are required to meet Commission needs. The bidder must provide CV of team leader or senior consultant.</p> <p><b>Points will be allocated as follows:</b></p> <ul style="list-style-type: none"> <li>• Submission of a CV for the team leader/ senior consultant, with a minimum of 10 years' experience in managing travel services= <b>15 points</b></li> <li>• Submission of a CV for the team leader/ senior consultant, with 7-9 years' experience in managing travel services= <b>10 points</b></li> <li>• Submission of a CV for the team leader/ senior consultant, with 4-6 years' experience in managing travel services = <b>5 points</b></li> <li>• Submission of a CV for the team leader, with less than 4 years' experience in managing travel services = <b>0 points</b></li> </ul>	<b>15</b>
Total		<b>100</b>

**10.3.** Bidders who obtained less than the minimum threshold of **70 points** will be declared non-responsive and therefore will not be eligible for further evaluation on **Demo presentations/ demonstrations**.

#### **11. BOOKING SYSTEM DEMONSTRATION EVALUATION CRITERIA (Phase 3B)**

**11.1.** Presentations will be used to verify the bidder's specific knowledge, experience, and abilities in the area/s specified in the evaluation. Bidders will be given a minimum of 24-hour notice to come and demonstrate the online booking tool. The demonstrations will be held at the CCSA offices or online and will be communicated with all the bidders.

**11.2.** Bidder must demonstrate an Online booking system reflecting the following:

#	Evaluation Criterion	Maximum Points
1.	<p><b>Onboarding of users on Online Booking System</b></p> <p>The proposed online booking system which includes access, user rights, approval workflows (integration with the CCSA) approval levels, allowance for accounting, training and reporting as and when required should reflect the following:</p>	<b>20</b>



	<ul style="list-style-type: none"> <li>• Planning and deployment on the system</li> <li>• Training of users</li> <li>• System integration</li> <li>• Support and Maintenance of the system</li> </ul> <p><b>Proposal aligned to all the above = 20 points</b> <b>Non-compliance or partial compliance with the above= 0 points</b></p>	
2.	<p><b>Demonstrate Online Booking Management &amp; Process Integration.</b></p> <ul style="list-style-type: none"> <li>• Management of Online Bookings</li> <li>• Online Travel Request Booking Process Flow</li> <li>• Notification Workflows</li> <li>• Automated Order Number Linking</li> <li>• Configuration of Negotiated Rates on OBT</li> <li>• Full Access to New Negotiated Rates</li> </ul> <p><b>Proposal aligned to all the above = 20 points</b> <b>Non-compliance or partial compliance with the above= 0 points</b></p>	<b>20</b>
3.	<p>Data management information such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour (dashboard) and transaction level data.</p> <p><b>Proposal aligned to all the above = 10 points</b> <b>Non-compliance or partial compliance with the above= 0 points</b></p>	<b>10</b>

**11.3.** Bidders who obtain less than **50 points** with all the requirements of the above criteria will be deemed non-responsive for further evaluation on Phase 4 which is price and specific goals.

**11.4. BBEE, Specific Goals and Price Preference: (Phase 4)**

11.4.1. As the tender **price is estimated to be between R2001 and R50 million including VAT**, the tender responses will be evaluated on the **80/20**-point system.

11.4.2. Bidders are required to submit valid B-BBEE certificate or a sworn affidavit in order to substantiate their rating claims. If bidders do not submit certificates or are non-compliant contributors to B-BBEE they do not qualify for preference points for B-BBEE.

**12. ADJUDICATION USING A POINT SYSTEM**

**12.1.** The bidder obtaining the highest number of total points will be awarded the contract unless objective criteria justify the award to another bidder.

**12.2.** Preference points shall be calculated after process has been brought to a comparative basistaking



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

into account all factors of non-firm prices.

- 12.3. In the event that two or more bids have scored equal points in terms of price and preference points for BBBEE, the successful bid must be the one scoring the highest number of preference points for BBBEE - in terms of PPPFA Act 5 of 2000.
- 12.4. However, when functionality is part of the evaluation process and two or more bids have scored equal points for BBBEE, the successful bid must be the one scoring the highest score for functionality.
- 12.5. Should two or more bids be equal in all respect, the award shall be decided by the drawing of lots.

### 13. POINTS AWARDED FOR PRICE AND BBBEE & SPECIFIC GOALS PREFERENCE POINT

The **80/20** Preference Point System:

13.1 A maximum of **80** points is allocated for price on the following basis:

13.2 **20** points allocated in terms of the Commissions specific goals (*further recognition*):

The **80/20** preference point system

A maximum of **80** points is allocated for price on the following basis:

$$P_s = 80 \{1 - (P_t - P_{\min})\}$$

P min

Where:

P<sub>s</sub> = Points scored for comparative price of bid under Consideration

P<sub>t</sub> = Comparative price of bid under consideration

P<sub>min</sub> = Comparative price of lowest acceptable bid



**14. B-BBEE & SPECIFIC GOALS PREFERENTIAL POINTS WILL BE AWARDED AS FOLLOWS:**

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE LEVEL 1	10	
B-BBEE LEVEL 2	9	
B-BBEE LEVEL 3	8	
B-BBEE LEVEL 4	6	
B-BBEE LEVEL 5	4	
B-BBEE LEVEL 6	3	
B-BBEE LEVEL 7	2	
B-BBEE LEVEL 8	1	
Non-compliant contributor	0	
Further recognition for EME/QSE and or Women and or Youth, and or Rural Enterprise to be determined by the specification adjudication authority	10	

**14.1** Bidders who qualify as EME's and QSE's in terms of the B-BBEE Act must submit a Sworn affidavit. Misrepresentation of information constitutes a criminal offence.

**14.2** Bidders other than EME's or QSE's must submit their original and valid B-BBEE status level verification certificate, substantiating their B-BBEE rating issued by SANAS.

**14.3** Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

**15. CONSORTIUM**

**15.1** A consortium is an association of two or more individuals, companies, organisations or governments (or any combination of these entities) with the objective of participating in a common activity or pooling their resources for achieving a common goal.

**15.2** A consortium requires that each participant retains its separate legal status and the consortium's control over each participant is generally limited to activities involving the joint endeavour, particularly



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

the division of profits. A consortium is formed by contract, which delineates the rights and obligations of each member.

**15.3** In a consortium, only the lead bidder's credentials both in terms of financial and technical qualifications are considered. Therefore, the interpretation and application to a Bid process is such that the lead partner is identified and the following requirements are required as follows:

**a) Lead Partner**

- All administrative documents (consortium agreement between the lead partner and the partner)
- Technical requirements (which will show in the proposal and other requirements why the need for the consortium, which for all intent and purpose fulfils the requirements of the bid through combination of skills)

**b) Partner**

- Proof of CSD registration.
- Tax Pin.
- BBBEE Sworn-Affidavit.
- SBD 4

**15.4** It should be taken into cognisance that although the lead partner is the qualifying entity, the partner should prove that it can do business with state-owned entities, through CSD registration, proof that the taxes are compliant, its level of BBBEE status in order to align with the BBBEE status level required by the BID, declare interest and answer questions that it is not a disqualified entity with the National Treasury. The foregoing ensures compliance from an SCM process perspective that the consortium is in order.

**15.5** Of importance is that in a consortium, each individual team members retain their identities.

## **16. A JOINT VENTURE**

A joint venture is a business entity created by two or more parties, generally characterized by shared ownership, returns and risks and shared governance.

### **16.1 Unincorporated joint venture:**

16.1.1 All SCM documents are filled in by the joint venture in the name of the joint venture, although the submission of administrative documents (partnership agreement between parties) will be completed in the name of the joint venture, and the following will be required from both parties, amongst others

- a) SBD 4
- b) SBD 6.1
- c) Tax pin
- d) CSD registration.
- e) The JV agreement will direct which bank account of the two entities will be used.



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

- f) Consolidated Joint BBBEE Certificate.

## 16.2 Incorporated joint venture

16.2.1 This aligned to a registered entity or company. A registered entity/ company with a consolidated BBBEE certificate and a bank account in the name of the Joint venture. The required compliance documents must be complete by the entity/ company the name of the joint venture, and the following will be required amongst others

- a) SBD 4
- b) SBD 6.1
- c) Tax pin
- d) CSD registration.
- e) The JV agreement will direct which bank account of the two entities will be used.
- f) Consolidated Joint BBBEE Certificate.

16.2.2 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended Sub-contractor is an EME that has the capacity and the ability to execute the sub-contract.

16.3 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capacity and the ability to execute the sub-contract.

## 17. COMMUNICATION

Respondents are warned that a response will be disqualified should any attempt be made by a bidder either directly or indirectly to canvass any officer(s) or employees of CCSA in respect of BID process, between the closing date and the date of the award of the business.

All enquiries relating to this BID should be emailed **three days before the closing date**.

## 18. CONDITIONS TO BE OBSERVED WHEN BIDDING

The Commission does not bind itself to accept the lowest or any BID, nor shall it be responsible for or pay any expenses or losses which may be incurred by the bidder in the preparation and delivery of his BID submission. The Commission also reserves the right to withdraw or cancel the BID at any stage.

No BID shall be deemed to have been accepted unless and until a formal contract / Contract Form and letter of award or Purchase Order is prepared and executed.

The competitive shall remain open valid by the Commission for a period of **120 days** from the closing date of the BID Enquiry.

CCSA reserves the right to:

18.1 Not evaluate and award a bid that do not comply strictly with this BID document.

18.2 Make a selection solely on the information received in the Bid Document and Enter into



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

negotiations with any one or more of preferred bidder(s) based on the criteria specified in the terms of reference.

- 18.3** Contact any bidder during the evaluation process, in order to clarify any information, without informing any other bidders. During the evaluation process, no change in the content of the BID shall be sought, offered or permitted.
- 18.4** Cancel this BID at any time.
- 18.5** Should bidder(s) be selected for further negotiations, they will be chosen on the basis of the cost effectiveness and the principal of value for money not necessarily on the basis of the lowest costs.

## **19. Cost of Bidding**

- 19.1** The bidder shall bear all costs and expenses associated with preparation and submission of its BID submission and the CCSA shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

## **20. Note to Bidders:**

- 20.1** Due diligence to be conducted by CCSA prior to the award of the contract.



**competition commission**  
south africa

T: +27(0) 12 394 3200 / 3320

F: +27(0) 12 394 0166

E: [ccsa@compcom.co.za](mailto:ccsa@compcom.co.za)

W: [www.compcom.co.za](http://www.compcom.co.za)

DTI Campus, Mulayo (Block C)  
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge  
0040, South Africa

## **END OF TERMS OF REFERENCE DOCUMENT**

### **Annexed to this document for completion and return with the document:**

- ANNEXURE A (pricing schedule)– must be fully completed and signed.
- ANNEXURE SBD 1 and conditions to tender. – must be fully completed and signed.
- ANNEXURE SBD 3.3– must be fully completed and signed.
- ANNEXURE SBD 4– must be fully completed and signed.
- ANNEXURE SBD 6.1 – must be fully completed and signed.
- ANNEXURE General Conditions of Contract (GCC) initialled on each page.