
APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE DIGITAL AND MANUAL TRAVEL MANAGEMENT SERVICES TO NATIONAL AGRICULTURAL MARKETING COUNCIL (NAMC) FOR A PERIOD OF THREE (3) YEARS

BID NUMBER: NAMC - RFQ 1558

CLOSING DATE: 11 NOVEMBER 2025 @ 11H00

**MANDATORY BRIEFING SESSION TO BE HELD ON THE 31 OCTOBER 2025 @
11h00am**

Link:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTBjNmQ1N2YtMzYzZi00YmRiLWE4YmltYWUzYWNhMGE5ZGJj%40thread.v2/0?context=%7b%22Tid%22%3a%2257c55408-e2ac-41d9-8610-b1646bdce717%22%2c%22Oid%22%3a%22bb115662-7ada-4e37-8be5-11599333798c%22%7d

VALIDITY PERIOD: 120 DAYS

NB: On the last page of this document the bidder needs to declare and indicate that they have read and understood the document in full.

-ONLY EMAILED RFQS WILL BE ACCEPTED: Bids@NAMC.co.za

-Please note the email size limit is 35 MB, please ensure that your attachments are below 35 MB. Bidders can either compress attachments or are allowed to send two or more separate emails with same subject line incase of attachments exceeding size limit.

-File PDF and zip folders are allowed

1. INTRODUCTION

The National Agricultural Marketing Council (NAMC) is a statutory body established in terms of the Marketing of Agricultural Products Act, 1996. The main function of the council is to advise the Minister of Department of Agriculture on issues relating to the marketing of agricultural products.

2. PURPOSE

To request inclusive proposals from service providers for the appointment of a Travel Management Company (TMC) to provide a comprehensive digital and manual travel management service for the NAMC for business purposes.

3. SCOPE OF WORK

The NAMC uses a travel agent to manage the travel requisition. The current travel agent is approved to use 100% manual system.

- Establish fully operational online system (70%), supported by 30% manual booking system.
- Provide the NAMC with the travel management services that are consistent, reliable and will maintain a high level of traveller satisfaction in line with the service levels,
- Provide the NAMC with a dedicated key account manager that is suitably qualified for the duration of the contract.

- Achieve significant cost savings for the NAMC without compromising the quality of services provided. All bookings will be expected to comply with the NAMC policies, National Travel Framework, National Treasury cost containment measures related to travel and subsistence, and the agreed Services Agreement.

The NAMC requires off-site travel management services. The NAMC's requirement for domestic and/or international travel in line with the policy covers the following amongst other issues:

General

- Familiarisation and understanding of NAMC travel policy and procedure and implementations of controls to ensure compliance.
- Provide digital Platform (Accessible on cellphone and internet)
- Provide Manual platform (Call centre and emails)
- Travel agent must keep traveller's profile on record and provide facility to update traveller's profile.
- The system should be able to keep track and update the traveller on the progress.
- The prospective service provide must show us how they manage or ensure quality services provided by the third-party service providers.
- Manage third party service providers by addressing service failures and complaints against these service providers
- System must show all available cars, accommodation and flights provided by 3rd party service providers which will help the with saving us time and money when making bookings.
- Providing virtual training twice a year.
- Negotiate discounts with all service providers.
- System should have the ability to show missed savings
- Source quotations for travel based on the travel requests received from the NAMC. Obtain Three (3) quotes for price comparison were routing or destination permits and submit to the NAMC for final decision.
- All booking must be in accordance with our policy with considerations of any variations that may exist in case of internation travel arrangement e.g. required service should take cognisance to the prevailing conditions of the destination.

- Bidder must be a member of with professional travel body, e.g. International Air Transport Association (IATA), Association of South Africa Travel Agency (ASATA), or any other professional travel body where available at closing date.
- The Online system must be fully owned or fully licensed without any limitations that could impact on the usage thereof by NAMC.
- Provide travel management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services.
- The bidder must include turnaround time for digital system vs manual bookings on their proposal.
- Payment by pre-agreed means of all accommodation needs or as discussed and agreed in the SLA.
- Estimated number of travellers: 80 (option of scalability)
- The bidder must demonstrate data and cyber security measures such as encryption, access control and compliance with relevant data protection regulations e.g. POPIA.
- All data generated through the travel management system, including booking records, traveler profiles, travel reports, and related documentation, shall remain the property of the NAMC. The service provider must ensure that all travel data and reports are securely stored and regularly backed up, with copies submitted to the NAMC for record-keeping in the designated SharePoint or any other NAMC-approved platform.

Reservations

- Official must be able to make booking on behalf of another official.
- Issue and forward travel documentation (relevant travel itineraries and flight e-tickets to the travel booker at the NAMC, copying the traveller); Traveller must be able to receive SMS, Email and access voucher from their online platform.
- Traveller must be able to make their own booking and see the status of the booking.
- Consolidate all invoices from travel suppliers per travel and reconcile all payments.
- Provide facility to retrieve monthly and quarterly reports. Provide various customised reports
- Upon receipt of approval or official purchase order from the NAMC, the Travel Management Agency should secure flights, confirm bookings and execute payment by pre-agreed means of all air travel bookings or as discussed and agreed in the SLA. Send e-tickets and vouchers immediately to the travel booker and traveller via sms, and or email format.

Required services

- **Air Travel**
- **Car Rental and shuttle service**
- **Accommodation**
- **Visa and Passport**
The Travel Management Company should also, where relevant provide service relating to visas, passports, special and/or once off arrangements, etc.
- **Conferences/events and associated charges**
Sourcing of venues for Catering/conferences/seminars and other events based on the request from the NAMC;
- **Conference registration and Related costs**
Paying for conference registration fees of attendees as well as charges associated with scholarly or article publications related to the conference.

Travel Volumes

The current total volumes per annum for the NAMC includes air travel, accommodation, car hire, conference, etc. The table below details the number of transactions for the financial year 2024/25 as follows:

Service category	Estimated number of transactions per annum
Air Travel – Domestic	350
Air Travel – Regional & International	10
Car rental – Domestic	120
Car rental – Regional & International	10
Shuttle services - Domestic	280
Accommodation - Domestic	330
Accommodation – Regional & International	10
Conferences/Events	15
After Hours	30
Visa and Passport	10
GRAND TOTAL	1165

Note: These figures are projections based on the current trends and they may change during the tenure of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their proposal.

4. PRICING SCHEDULE (Model)

The NAMC requires bidders to propose a pricing model based on transaction fee model.

4.1 The transaction fee must be a fixed amount per service. 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,

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

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

4.3 The bidders must use the attached **(EXCEL SPREADSHEET)** table for pricing when they submit their bid:

FOR PRICING SCHEDULE PLEASE REFER TO ANNEXURE A (EXCEL SPREADSHEET)

5. DUE DILIGENCE

The NAMC reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include online reference check, site visits and requests for additional information.

6. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

7. EVALUATION

PHASE 1: REQUIREMENTS

Bidders should submit the following:

This phase checks and validates the bidder's compliance with legal requirements to conduct business with the government of South Africa. Any proposal not meeting a mandatory requirements in PHASE 1 will not be considered further for evaluation PHASE 2.

Pre-Qualification Requirements	Check list ✓ Tick each box
SBD 1: Completed, attached and signed	
SBD 3.1: Completed, attached and signed	
SBD 4: Completed, attached and signed	
SBD 6.1: Completed, attached and signed	
Terms of Reference document: Completed, attached and signed	
General Conditions of Contract: Initialled and attached	
Proof of registration on Central Supplier Database (managed by National Treasury), a report should not be older than a month on the date of submission	
MANDATORY Bidder must have at least 3 years in operation. Bidder must attach company profile indicating number of years in operation. Not attaching or not indicating company profile, bidder will be disqualified.	

How many years in operation as per the attached company profile:	
MANDATORY Proof of registration with professional travel body, e.g. International Air Transport Association (IATA), Association of South Africa Travel Agency (ASATA), or any other professional travel body where available at closing date Proof of registration ASATA and IATA or proof of registration with ASATA together with proof of right to use IATA accreditation of another company. Bidders are required to submit their IATA and ASATA valid license or certificate Where a bidding company is using a 3rd party IATA license, a copy of the agreement between the bidding company and the IATA registered company together with a copy of the accreditation certificate of the latter company must be attached.	
Valid B-BBEE Certificate or attached (certified copy) or Affidavit	
Company Registration documents	
Attended mandatory briefing session attached	
Reference letters attached	
Bank grading attached	
CVs attached	
Project execution plan with time frames	
Official Letter from owner and developer should accompany this proposal	

Note: All SBD forms must be submitted (signed) noting where it is not applicable. If any specific SBD form is not submitted, documentary proof clearly stating the reasons must be attached.

CSD (Central Supplier Database):

MAAA Number:..... You must be registered with CSD (Central Supplier Database), database from South African National Treasury to participate
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PHASE 2: FUNCTIONALITY EVALUATION

Only bidders that have met the pre-qualification criteria (Phase 1) will be evaluated for functional evaluation (Phase 2). In this phase the evaluation will be based on the bidder's responses in respect of the bid proposal. Prospective bidders who score a minimum of 70 points or more will be considered for the next phase 3 (Virtual presentation).

All proposals will be evaluated for functionality as follows:

Technical (Functionality) proposal		Maximum points to be awarded
1	Track Record and References in Travel services industry The potential bidder must provide and attach formal testimonial/references letters with logo, letterhead and contactable details on similar work/services executed, signed by company representative. verifiable clients where similar travel services were done in the past 10 years. i.e., from 2015). Reference letters to be used for evaluation. Three (3) and above letters = 30 Points Two (2) letters = 15 Points One (1) letter = 5 Points No written letter or invalid letter = 0 Points	30
2	Bank grading Bank rating letter Letter with rating B or A = 10 Letter with rating C = 5 no letter or other ratings = 0 The stamped Bank rating letter must be current and issued by the bank on / after the bid advertisement date. Bank rating letter to be used for evaluation.	10
3	Technical requirement The product/solution ownership or rights over the online systems to be deployed in the NAMC.	40

Technical (Functionality) proposal		Maximum points to be awarded
	40 = Full ownership or unrestricted open-ended utilization or licensing of the Online Travel Booking system to a South African company. Official Letter from owner and developer should accompany this proposal. 30 = Full licensing of the system without any restrictions. Official Letter from owner and developer should accompany this 20 = Full licensing of the system with full functionality but with restrictions placed on the licensor. Official Letter from owner and developer should accompany this criterion. 10 = Full Licensing with limited functionality and/or restrictions 5 = Partial Licensing rights with limited functionality and/or restrictions. 0 = No online system or no letter Bidder own score: Official Letter from owner and developer should accompany this proposal to be used for evaluation.	
4	Human resources to be used in completing the project successfully and relevant experience in travel industry (CV required). Dedicated project manager No indication of experience in the travel industry = 0 points Below 1 year experience in the travel industry = 0 1 - 3 years experience in the travel industry = 2 points 4 - 7 years experience in the travel industry = 6 points	10

Technical (Functionality) proposal		Maximum points to be awarded
	More than 7 years experience in the travel industry = 10 points CVs to be used for evaluation	
5	Human resources to be used in completing the project successfully and relevant experience in travel industry (CV required). Dedicated Travel Consultant No indication of experience in the travel industry = 0 points Below 1 year experience in the travel industry = 0 1 - 3 years experience in the travel industry = 2 points 4 - 7 years experience in the travel industry = 6 points More than 7 years experience in the travel industry = 10 points CVs to be used for evaluation	10
Total technical points		100
Minimum threshold for technical (functionality)		70

Bidders who score a minimum of 70 points or more will be considered for the next phase 3 (VIRTUAL PRESENTATION).

PHASE 3: VIRTUAL PRESENTATION

ONLINE PRESENTATION AND SYSTEM DEMONSTRATION:

Bidders will be evaluated out of 30 points and are required to achieve minimum threshold of 20 points out of 30 points.

Only Bidders that have achieved a minimum threshold of 70 points in PHASE 2 will be evaluated in PHASE 3 for presentation.

Bidders will be required to do an online presentation of their integrated booking system, and will be scored based on preselected criteria indicated below:

NO.	PRESENTATION CRITERIA	COMPLY / NOT COMPLY	POINTS
1	All local travel airline tickets, can be booked, approved, and amended online.		5
2	All local travel accommodation can be booked, approved, and amended online.		5
3	All local travel car rental and shuttles can be booked, approved, and amended online.		5
4	The tool must make provision for NAMC to add and remove cost centres and authorised approvers per cost centre		5
5	The bidder's willingness (ability) to customise online booking tool to the specific needs of the NAMC to ensure that all travel requests comply with Treasury Instructions and NAMC's Travel policy.		5
6	Demonstrate how Data and Cyber Security measures for the system are implemented		5

Any Bidder / presentation not meeting a minimum threshold of 20 points out 30 on (PHASE 3), presentation will not be considered further for evaluation (PHASE 4) on price and preference (in terms of the 80/20 preference point system).

PHASE 4: PRICE AND SPECIFIC GOALS

All quotations up to the rand value of R 50 000 000.00 including all applicable taxes will be evaluated on the 80/20 principle as prescribed by the Preferential Procurement Policy Framework Act 5 of 2022 and its Regulations.

- N: B - Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids to substantiate their specific goal as stated below. However, Bidders who do not submit B-BBEE Status Level Verification Certificates do not qualify for specific goals points, but they will not be disqualified from the bidding process.
- The lowest acceptable price will score 80 points; the 20 specific goals points will be allocated as follows:

SPECIFIC GOAL	TOTAL POINTS
Percentage (%) Black Ownership	Points (10)
91-100	10
81-90	9
71-80	8
61-70	7
51-60	6
41-50	5
31-40	4
21-30	3
11-20	2
1-10	1
0	0
Percentage (%) Ownership By Women	Points (4)
81-100	4
51-80	3
31-50	2

1-30	1
0	0
Percentage (%) Ownership By Youth	Points (4)
81-100	4
51-80	3
31-50	2
1-30	1
0	0
Percentage (%) Ownership By People With Disability	Points (2)
51-100	2
1-50	1
0	0

8. DELIVERY ADDRESS FOR THE SERVICE:

Physical Address: Hillcrest Office Park, 177 Dyer Road, Barbet Place, Ground Floor, Hillcrest, Pretoria.

9. ENQUIRIES AND SUBMISSION OF QUOTATIONS

For more information relating to Supply Chain Management and submission of quotations:

Tsietsi Radebe – Bids@NAMC.co.za or 012 341 1115

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The link to briefing session: www.namc.co.za > Tenders

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APPROVED BSC CHAIRPERSON	
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