



**TERMS OF REFERENCE FOR
THE APPOINTMENT OF THREE SERVICE PROVIDERS FOR TRAVEL AND
HOSPITALITY MANAGEMENT SERVICES COMPANY FOR A PERIOD OF THREE
YEARS (THREE YEAR-ROTATION)**

Bid number: KHC BID 01/2026

Date of issue: 20 February 2026

Closing date:13 March 2026

Validity period: 120 days

Name of bidder:

(Company/Closed Corporation)

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1. PURPOSE

To request approval to appoint three (3) service providers for the provision of hospitality and travel management services for a period of three (3) years, on a rotational basis.

2. OBJECTIVES

- 2.1 To develop a sound service delivery model to efficiently and effectively manage the provision of travel agency services to the KHTVETC.
- 2.2 To ensure that procured services are tailored to satisfy the needs and requirements of the KHTVETC.
- 2.3 To ensure that all travel, accommodation, venues and conference facilities arrangements are only for official purposes and in the best interest of the KHTVETC.
- 2.4 To ensure high quality travel agency services on 24-hour a day, seven days a week for the duration of the contract.
- 2.5 To ensure the best possible discounts on the procurement of the air tickets, car hire and accommodation including the accumulation of travel and accommodation points.
- 2.6 Consolidate all invoices from relevant third parties.
- 2.7 Familiarisation with current travel suppliers and negotiated agreements that are in place between the National Treasury and third parties. Assist with further negotiations for better deals with travel service providers.

3. DELIVERABLES

- 3.1 The travel and hospitality management service required includes the provision of: -
 - 3.1.1 Air Travel – domestic and international
 - 3.1.2 Car Rental – domestic
 - 3.1.3 Shuttle or chauffer Services
 - 3.1.4 Parking Facilities at the airports
 - 3.1.5 Accommodation
 - 3.1.6 Bus bookings
 - 3.1.7 Conferencing/events venue and facilities
 - 3.1.8 Provide visa and passport support service.
 - 3.1.9 After hour services
 - 3.1.10 Parking
- 3.2 The service providers will be expected to ensure that the most cost effective and practical means of the services is used at all times.
- 3.3 The service provider must provide travel management services during normal office hours and after hours.
- 3.4 The travel management service contract will be a percentage-based contract.
- 3.5 KHTVETC requires a dedicated consultant or team of consultants to assist travel arrangements including the after-hours, emergency reservations and for changes to travel plans.
- 3.6 The service providers will be expected to complete the attached pricing schedule

Annexure attached which should be Value Added Tax (VAT) inclusive.

- 3.7 All services must be in line with National and Provincial Treasury Travelling policies and *KHTVETC Travelling Policy*, in respect to cost containment measures.
- 3.8 The quotation must be for a complete Travelling Management Solution, and the responsibility therefore rests with the supplier to ensure that all components required are included as part of the proposal, refer to attached ***Pricing Schedule***.

TRAVEL AND ACCOMODATION REQUIREMENTS

The KHVETC's requirement for travel and accommodation covers the following in total or in part countrywide and worldwide.

4.1 AIR TRAVEL

- Booking or arranging and amending air travel bookings through available branch offices and agencies situated inside or outside South Africa.
- Negotiating discounts on standard tariffs for air travel with all available airline companies.
- Negotiating and manage travel incentives on accumulated rewards with all available airlines.
- Arrange lounge access at the airports (both domestic and international) when the need arises.
- Ensure that luggage for travellers is paid for.

4.2 VEHICLE RENTAL

- Negotiating discounts on standard rates or reduced rates for *road fees* with all available car rental companies on behalf of the KHTVETC.
- All rental fuel vehicles must 200 kilometres.
- Where a card is used, only the usage must be charged, and the remainder must be credited to the KHTVETC.
- *Service provider must have best interests to negotiate on behalf of the KHTVETC inclusive of claims for damages that might be incurred on the vehicles.*
- Ensure that all fuel cards are always activated to avoid any inconvenience.
- All vehicles hired must be insured and insurance to include collision damage waiver, theft lost waiver, windscreen, tyres waiver and any other waiver that will protect the entity from any form of risk.
- Toll free and any other related costs must be included to all *car hire whenever is applicable*.

4.3 SHUTTLE OR CHAUFFER SERVICES

- Booking vehicles with the services of a driver, through *Small Medium and Micro Enterprise (SMME)* shuttle and chauffer suppliers.
- Negotiating discounts on standard rates with all available suppliers.

4.4 ACCOMMODATION

- Planning and booking for accommodation services, through SMME accommodation suppliers, or available hotels.
- Negotiating discounts on standard rates with all available hotels and accommodation on behalf of the KHVETC.

4.5 PARKING FACILITIES

- Arranging parking facilities or at the airports, for the officials.
- Negotiate discounts on tariffs or reduced tariffs with all available parking concerns, on behalf of the KHVETC.

4.6 CONFERENCING, REGISTRATION, VENUES AND FACILITIES

- Arranging for hiring of venues, facilities and catering as and when required by the KHVETC.
- Negotiating discounts on standard rates with all available hotel groups or conferencing suppliers on behalf of the KHVETC

4.7 ADMINISTRATIVE SERVICES

- Provide dedicated customer care/contact centre programme catering for after-hour services.
- Provide the contact person and contact number for emergency bookings.
- Maintain database of employee/traveller profiles.
- Facilitate process of arranging travel documentation including passport and Visa's required for international trips.

4.8 PAYMENTS and BILLING

- The travel agent must present the KHTVET with a statement every month supported by source documents (invoices and vouchers) as stipulated by the KHTVETC from time to time.
- Invoices must be submitted on weekly basis to the KHTVETC.
- The KHTVETC to pay invoices presented within 30 days from date of receipt of statements.
- Group bookings must be invoiced as bulk.

4.11 Contract Arrangements

- Three (3) service providers will be appointed on a panel
- Services will be allocated on a rotation or as-and-when required basis
- No guarantee of minimum spend
- Appointment valid for three (3) years

4. EVALUATION AND SELECTION CRITERIA

A four-stage evaluation process will be employed. In Stage 1 all bids received will be evaluated for Compliance with bid requirements. Only service providers who meet all the criteria for Compliance with bid requirements will proceed to Functionality (Stage 2). Bidders who obtain 70% points and above out of 100% points will proceed to Stage 3 (Price and specific goals). The fourth and final stage will be Reference Verifications.

Stage 1: Mandatory Compliance documents

Bidders must comply with the set of compliance requirements listed below and **MUST** submit evidence in order to be considered for evaluation. Failure to submit evidence will lead to immediate rejection of the quotation and disqualification from the bidding process. The mandatory requirements are as follows:

- Original SARS valid Tax clearance certificate or valid tax pin (in case of JV all JV partners Must submit individually)
- Certified copy CIPC. Certification should not be older than 6 months. (In case of JV, partners must submit individually)
- Certified ID copies of directors not older than 6 months
- Proof of registration with Central Supplier Database as per Treasury Regulations (in case of JV all JV partners Must submit individually)
- Completed supplier declaration forms (SBD4,SBD8 and SBD9) (in case of JV all JV partners Must submit individually)
- Certified shareholders certificate not older than 6 months
- Original and fully completed and accurately completed bid document. Bidders should state “**Not Applicable**” where it’s not applicable”.
- All pages of the tender document must be initialed/signed. **(In case of JV, IT MUST BE SIGNED/INITIALED BY LEAD PARTNER)**
- Fully completed and signed schedule of price and Form of Offer.
- Proof of Active Professional Registration with International Air Transport Association **[(IATA, (In case of JV, lead partner must submit)]**
- Proof of active Association of Southern African Travel Agents **[(ASATA) (In case of JV, lead partner must submit)]**
- Letter of intent /JV agreements in case of JV and they must be signed by both partners.

Stage 2: Functionality Evaluation

In Stage 2 all bids received will be evaluated on Functionality. Only Bidders who score 70 and above will be evaluated in Stage 3 for Price and Specific Goals.

Table:1 Functionality Assessment

FUNCTIONALITY	POINTS
<p>Company Experience: Companies must demonstrate experience in managing similar project:</p> <ul style="list-style-type: none"> • 1 -2 reference letter with contactable reference = (10 points) • 3 - 4 reference letters contactable references = (20 points) • 5 reference letters with contactable references = (30 points) • 6 or more reference letters with contactable references = (40 points) <p><i>The service provider must submit the appointment letters and reference letters.</i></p> <ul style="list-style-type: none"> • <i>Reference letters should be on the institution letterhead, clearly indicating the Contract value, contract duration and performance level of the service rendered.</i> • <i>Appointment letters should be on the institution letterhead, clearly indicating the contract value and contract duration and signed.</i> <p>NB: Only reference letters of services rendered in the last five (5) years will be considered. Authentic and verifiable reference letters from contactable references will be allocated points.</p>	40
<p>Methodology</p> <p>Travel Management Company with detailed Technical Proposal including Bookings management, Response times, Payment methods to service providers and lead times, Workplan, Tracking of invoices, Controls on on Management of accounts etc.:</p> <ul style="list-style-type: none"> • <i>The proposal clearly indicating Bookings management, Response times, Payment methods to service providers and lead times, Workplan, Tracking of invoices, Controls on Management of accounts etc = 20 points</i> • <i>The proposal clearly indicating Bookings management, Response times, Payment methods to service providers and lead times, Workplan, Tracking of invoices, Controls on Management of accounts with no satisfactory method statement = 0 points</i> 	20
<p>Account Management Provide a detailed plan on how the account will be managed</p>	20
<p>Financials</p> <p>Bank rating Letter A or B or C rating = 10 points</p>	20
<p>Total</p>	100

NB: Bidders must obtain a minimum score of 70 points out of 100 points on Stage 2 (Functionality) to be considered for evaluation in Stage 3 (Price and Specific Goals). Points Scored in stage 2 will not be considered in Stage 3.

Stage 3: Preference Points System 80/20

- The stage 3 of this bid will be based on the Preference Points System where 80 is for Price and 20 for the Specific Goals.
- SBD 6.1 must be submitted to claim points for the Specific Goals.
- Price must be in South African currency and must be inclusive of VAT. Bidders must submit proof of how points are claimed such as supporting documentation to the CSD report e.g. Directors ID, Shareholders' Certificate and Medical Certificate.
- Service providers are further requested to indicate their price in all elements listed in their pricing schedule (no hidden costs/ unknown costs will be accepted).
- Price will be evaluated based on 80 points and applicable formula of calculating points

Table 1: 80/20

Criteria	Points Available
Bid price	80
Specific goals	20
Total	100

Table 2: Points for the Specific Goals

Specific goal category	Allocation of Points 20
Black Ownership: <i>Enterprise Owned by Black Persons i.e., Africans, Coloured, Indians, and Others as defined by the Constitution of South Africa</i>	10
Woman Ownership <ul style="list-style-type: none"> ▪ 100% Woman ownership 	4
Youth ownership <ul style="list-style-type: none"> ▪ 100% Youth ownership 	4
Disability <ul style="list-style-type: none"> ▪ 100% Disability ownership 	2
Total	20

Stage 4: Reference checks

- At this stage, reference checks will be conducted on responsive bidders who have achieved the minimum of 70 points required for functionality scoring.
- Reference checks will be conducted on the **recommended** bidder(s) to confirm previous projects.
- Failure to obtain satisfactory responses on references may lead to non-recommendation
- Each reference **must include** contactable telephone numbers and email addresses.

5. Other terms and conditions of the bid.

- 5.1 KHTVETC reserves the right not to make any appointment from the submitted quotation.
- 5.2 KHTVETC does not bind itself to accept the quotation with the lowest price.
- 5.3 KHTVETC reserves the right to cancel this request for bids and pursue an alternative course of action at any time without incurring any liability towards any prospective service provider.
- 5.4 Submission of bid does not give rise to any contractual obligations on the part of KHTVETC.
- 5.5 The contract will be rate- based rates.
- 5.6 The service provider shall enter into a Service Level Agreement with the college.
- 5.7 No services shall be rendered, or goods delivered before an official confirmation has been received from the delegated KHCTVET official.
- 5.8 All bid document shall become the property of KHTVETC and shall not be returned.
- 5.9 Bid documents received after the specified time and date will not be considered and accepted.
- 5.10 Bid documents will be valid for a period of 120 days from closing date of the tender.
- 5.11 The KHTVETC may request written clarification or further information regarding any aspect of the bid submitted. Bidders must supply such requested information in writing within the stipulated timeframe after the request has been made, or their quotation may be disqualified.
- 5.12 Bidders shall not qualify their pricing with their own conditions. If a bidder does not specifically withdraw its own conditions of quotation when called upon to do so, the quotation response will be declared invalid.
- 5.13 Service providers must submit the SBD4, SBD 6.1, SBD8 and SBD9 form together with their pricing

6. POPIA Act Disclaimer

- By providing a quote or bid and/or related documentation to the KHTVETC, the bidder/quoter consents to the processing of its Personal Information, as defined in the Protection of Personal Information Act 4 of 2013 and any other applicable data protection legislation, for the purposes of the procurement purpose, including but not limited to the evaluation, adjudication and appointment of a successful bidder/quoter. The submitted information may also be utilised for any audit and/or legislative reporting purposes.
- Where applicable, the bidder/quoter warrants that it has obtained the necessary consent to process any personal information of its employees and/or any third parties whose personal information is provided for the bid /quotation. In addition, the bidder/quoter consents that KHTVETC to:
 - Verify any personal information with the National Treasury CSD website, including verification of references.
 - Verify any other regulatory/ industry or any accredited/certification bodies.
- At any stage should the bidder/quoter wish to withdraw its consent as detailed hereabove, it must do so in writing and address such notification to the SCM. The personal information collected for the purpose of this bid/quotation will be retained for the time period after the finalisation of the procurement process in accordance with the KHTVETC Records Retention Policy.

BID NUMBER: KHTVETC BID 01/2026

BID NAME: King Hintsa seeks to appoint panel of Three (3) service providers on a rotational basis for the provision of travel and accommodation services on a 36 months period.

SCHEDULE OF PRICE

A. Booking fees

NO	TRANSACTION TYPE	ESTIMATED BASE AMOUNT (INCLUSIVE OF VAT)	AGENT BOOKINGS COMMISSION PERCENTAGE (%)	PROFESSION AGENT FEES IN RAND VALUE (including VAT)
1.	Accommodation - Domestic	R 1 700,00		
2.	Accommodation - International	R 2 500,00		
3.	Air travel – Domestic	R 3 000,00		
4.	Air Travel - International	R 3 500,00		
5.	Conference bookings	R 450,00		
6.	Car Hire – Group B/C/D/E	R 2 000,00		
7.	Shuttle Services	R 1 000,00		
Estimated Subtotal				R
Estimated subtotal Year 1			%	
Estimated subtotal Year 2			%	
Estimated subtotal Year 3			%	

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B: ADDITIONAL FEES

ITEM	FULL DESCRIPTIONS	AMOUNT (INCLUSIVE OF VAT)
1.	After hour fee per booking	R
2.	Change fee per booking	R
3.	Cancellation fee per booking	R
	Estimated Subtotal	R

N.B. PLEASE NOTE THAT OTHER SUNDRY EXPENSES SUCH AS CAR PARKS, AFTER HOURS TELEPHONE CALLS, TICKET RE-ISSUE AND CANCELLATIONS WILL BE DEALT WITH DURING EXECUTION OF WORK WITH SUCCESSFUL BIDDERS.

FORM OF OFFER:

ESTIMATED TOTAL BIDDING PRICE I.E

A (BOOKING FEES) + B (ADDITIONAL FEES) = TOTAL BIDDING PRICE

ESTIMATED TOTAL BID AMOUNT FOR A PERIOD OF 36 MONTHS INCLUDING VAT (EXCLUDING ESCALATIONS).

R

AMOUNT IN WORDS

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.....

Name of Bidder:.....

Signature:

Date:.....

BID NUMBER: KHTVETC BID 01/2026

BID NAME: King Hintsa seeks to appoint panel of Three (3) service providers on a rotational basis for the provision of travel and accommodation services on a 36 months period.

Submissions of documents:

ALL COMPLETED BID DOCUMENTS, ACCOMPANIED BY ALL MANDATORY/ AND OTHER /REQUIREMENTS AS SET OUT HEREIN MUST BE DEPOSITED IN THE TENDER BOX SITUATED AT:

King Hintsa TVET College,
Administration Centre,
218 Mthatha Road,
Butterworth
4960

Sealed tenders' envelopes must be deposited during office hours between Monday to Thursday from 08:00 am-16:30pm on Fridays at 08:00 am-14:00 pm in the Tender Depositing Box situated at the Reception of Administration Centre, 218 Mthatha Road, Butterworth, 4960

NO FAXED, POSTED OR E-MAILED AND LATE APPLICATIONS WILL BE ACCEPTED. BIDS SENT BY COURIER, MUST BE DEPOSITED IN THE TENDER BOX AND NOT LEFT WITH THE RECEPTIONIST.

Enquiries:

SCM Enquiries:

Contact Person: N. Maseme

Email: nmaseme@khc.edu.za

Tel No: 047 401 6400/6437

Technical enquiries:

Contact Person: V. Cekiso

Email: vcekiso@khc.edu.za

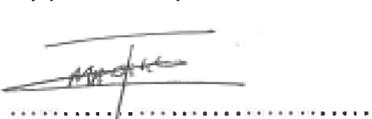
Tel No: 047 402 6400/6436

Reviewed by:



V. Cekiso (AD: SCM)

Approved by:



T.O. Masiko (Bid Specification Chairperson)

Date: 16/02/2026

Date: 16/02/2026