

## REQUEST FOR PROPOSAL

### RFP REFERENCE No.: GMA/003/23

#### PROVISION OF COMPREHENSIVE TRAVEL MANAGEMENT SERVICES TO THE GAUTRAIN MANAGEMENT AGENCY FOR A DURATION OF FIVE (5) YEARS.

**The GMA seeks:**

to source a suitably qualified and experienced Travel Management Company (TMC) to provide a comprehensive travel management service to the GMA for a period of five (5) years.

<b>DATE OF ISSUE:</b>	<b>27 OCTOBER 2023</b>
<b>VIRTUAL NON-COMPULSORY BRIEFING SESSION DATE:</b>	<b>3 NOVEMBER 2023 AT 11H00</b>
<b>CLOSING DATE FOR SUBMITTING QUESTIONS:</b>	<b>15 NOVEMBER 2023</b>
<b>CLOSING DATE FOR TENDER SUBMISSION:</b>	<b>20 NOVEMBER 2023</b>
<b>CLOSING TIME:</b>	<b>11H00</b>

**Request a virtual link to the briefing session by sending an email to: [tenderenquiries@gautrain.co.za](mailto:tenderenquiries@gautrain.co.za)**

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## **DEFINITIONS**

In this Request for Proposal, unless a contrary intention is apparent:

**Automated Tender System (ATS)** means an electronic procurement (e-Procurement) web-based system that facilitates complete bidding process from the advertising of the requirement through to the award of contract. This includes the exchange of all relevant documents in electronic format.

**Business Day** means a day which is not a Saturday, Sunday or public holiday.

**Bid** means a written offer in a prescribed or stipulated form lodged by a Bidder in response to an invitation in this Request for Proposal, containing an offer to provide goods, works or services in accordance with the Specification as provided in RFP Part B.

**Bidder** means a person or organisation that submits a Bid

**Closing Time** means the time, specified as such under the clause "Indicative Timetable" of this RFP Part A, by which Tenders must be received.

**Draft Status** means an incomplete tender submission by closing date and time

**Evaluation Criteria** means the criteria set out under the clause "Evaluation Criteria Format" of this RFP Part A.

**GMA** means the Gautrain Management Agency; a PFMA Schedule 3(C) listed Provincial Public Entity, established in terms of the GMA Act No. 5 of 2006.

**Intellectual Property Rights** includes copyright and neighbouring rights, and all proprietary rights in relation to inventions (including patents) registered and unregistered trademarks (including service marks), registered designs, confidential information (including trade secrets and know how) and circuit layouts, and all other proprietary rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.

**Member** means an employee of the GMA.

**Proposed Contract** means the agreement including any other terms and conditions contained in or referred to in this RFP that may be executed between the GMA and the successful Bidder.

**Project** means provision of comprehensive travel management services to the GMA.

**Request for Proposal** or **RFP** means this document (comprising each of the parts identified under RFP Part A, Part B, Part C and Part D) including all annexure and any other documents so designated by the GMA.

**Services** means the services required by the GMA, as specified in this RFP Part B.

**Service Provider** means successful bidder appointed and contracted by GMA.

**Specification** means any specification or description of the GMA's requirements contained in this RFP Part B.

**State** means the Republic of South Africa.

**Statement of Compliance** means the statement forming part of a Tender indicating the Bidders compliance with the Specification.

**Submitted Status** means a complete bidders' tender submission by closing date and time.

**Tendering Process** means the process commenced by the issuing of this Request for Proposal and concluding upon formal announcement by the GMA of the selection of a successful Bidder(s) or upon the earlier termination of the process.

**Website** means the website administered by GMA located at [www.gma.gautrain.co.za](http://www.gma.gautrain.co.za)

## **INTERPRETATIONS**

In this RFP, unless expressly provided otherwise:

A reference to:

- (a) "includes" or "including" means includes or including without limitation; and
- (b) "R" or "Rands" is a reference to the lawful currency of the Republic of South Africa.

## **RFP - PART A**

### **INTRODUCTION**

1. The Gautrain Management Agency (GMA) is a PFMA Schedule 3(C) listed provincial public entity which has been established in terms of the GMA Act No. 5 of 2006. The GMA is substantially funded from the Provincial Revenue Fund in order to carry out the following strategic objectives:
  - Assist the Gauteng Provincial Government (GPG) in implementing Gautrain and achieving the Project's objectives.
  - Act on behalf of GPG in managing the relationship between Province and the Concessionaire in terms of the Concession Agreement and ensure that the interests of Province are protected.
  - Enhance the integration of Gautrain with other transport services and Public Transport Plans.
  - Promote and maximise the Socio-Economic Development and B-BBEE objectives of the GPG in relation to Gautrain.
  - Liaise with and promote co-operation between government structures in all three spheres of Government in relation to Gautrain.
  - Liaise with persons having an interest in the project.
  - Manage assets relating to Gautrain and promote their preservation and maintenance.
  - Manage the finances of the Gautrain Project and the financial securities provided by the Concessionaire.
  - Monitor the policy and legislative environment of the Gautrain Project
2. The Bombela Concession Company (RF) (Pty) Ltd (BCC or the Concessionaire) entered into a Concession Agreement with the Gauteng Province (Province) for the design, partial finance, construction, operation, and maintenance of the Gautrain Rapid Rail Link until 27 March 2026. The Operations Commencement Date (OCD) 1 started on 08 June 2010 for the section between Sandton station and ORTIA station. Extended Phase (EP) 1 services commenced on 02 August 2011 between Hatfield and Rosebank stations. The Operations Commencement Date 2 services commenced on 07 June 2012 between Rosebank and Park stations, in so doing providing a complete service between Park and Hatfield stations. At the

end of the concession period, the Concessionaire shall transfer the Gautrain System to the GMA.

3. The GMA is inviting responses to this Request for Proposal (reference number GMA/003/23) in order to appoint a suitably qualified and experienced travel management company for the provision of comprehensive travel management services to the GMA as specified in this RFP PART B – Terms of Reference.
4. The appointment of a successful service provider is subject to conclusion of a service level agreement between the GMA and the service provider.

### **RFP OBJECTIVES**

The objective of the tender is to solicit proposals from potential bidders for provision of travel management services to the Gautrain Management Agency ("GMA") for a period of five (5) years.

### **INDICATIVE PROJECT TIMETABLE**

<b>ACTIVITY</b>	<b>DATE</b>
Issue of RFP	27 October 2023
Non-Compulsory Virtual Briefing Session Date and Time <b>(request a virtual link to the briefing session by sending an email to: <a href="mailto:tenderenquiries@gautrain.co.za">tenderenquiries@gautrain.co.za</a> )</b>	3 November 2023 at 11h00
Closing Date for submitting questions	15 November 2023
Closing Date and Time	20 November 2023 at 11h00
Intended completion of evaluation of tenders	15 January 2023
Intended formal notification of successful Bidders	4 February 2023
Effective date of contract	11 February 2023

*\*This timetable is provided as an indication of the timing of the tender process. It is indicative only and subject to change by the GMA. Bidders are to provide proposals that will allow achievement of the intended commencement date.*



## SUBMISSION OF TENDERS

### Web-based Online Submission (Compulsory)

GMA has implemented an Automated Tender System ("ATS") as part of its digitization strategy. The ATS is an electronic procurement (e-Procurement) web-based system that facilitates complete bidding process from the advertising of the requirement (tender) through to the award of contract. This includes the exchange of all relevant documents in electronic format through a secure platform with data security and probity features.

Proposal Submission	<p>All bids must be submitted through a secure web-based Automated Tender System ("ATS").</p> <p>To avoid any challenges that may affect submitting a bid on time, Bidders should at least ensure that they <u>are registered in the ATS and ready to submit bid documents 48hours before closing date and time; and after registration, complete submission of all bid documents at least 5 hours before closing date and time.</u> <b>GMA takes no responsibility for any Bidder's failure to successfully submit a bid by closing date and time.</b></p> <p><b>NO BIDS MAY BE PHYSICALLY SUBMITTED AT GMA OFFICES.</b></p>
Access to the ATS	<p><a href="https://eprocurement.gautrain.co.za/">https://eprocurement.gautrain.co.za/</a></p> <p><b>PLEASE NOTE: THE MAXIMUM SIZE FOR SUBMIT BIDS IS 50MB PER ATTACHMENT</b></p>
Hours of access to ATS	24hours/7days. Submission of bid proposal will close at 11h00 on 20 <sup>th</sup> of November 2023
Data Format	PDF files only may be uploaded
Enquiries	<p>For ATS system related problems contact IT Helpdesk on <a href="mailto:ats_helpdesk@gautrain.co.za">ats_helpdesk@gautrain.co.za</a></p> <p>For Tender Queries contact SCM on <a href="mailto:tenderenquiries@gautrain.co.za">tenderenquiries@gautrain.co.za</a></p>
ATS Bid Submission Status (Draft or Submitted)	<p>Bidders must ensure that all their tender documents are uploaded on the ATS before closing date and time by clicking the "submit" button for the bids to reflect <b>submitted</b> status.</p> <p>Bids that are in <b>draft</b> status at the closing date and time shall be considered as non-submission.</p>

## **RULES GOVERNING THIS RFP AND THE TENDERING PROCESS**

### **APPLICATION OF RULES**

5. Participation in the tender process is subject to compliance with the rules contained in this RFP Part A.
6. All persons (whether or not a Participant in this tender process) having obtained or received this RFP may only use it, and the information contained therein, in compliance with the rules contained in this RFP Part A.
7. All Bidders are deemed to accept the rules contained in this RFP Part A.
8. The rules contained in this RFP Part A apply to:
  - a. The RFP and any other information given, received or made available in connection with this RFP, and any revisions or annexure;
  - b. the Tendering Process; and
  - c. any communications (including any briefings, presentations, meetings and negotiations) relating to the RFP or the Tendering Process.

## **REQUEST FOR PROPOSAL**

### **STATUS OF REQUEST FOR PROPOSAL**

9. This RFP is an invitation for service provider/s to submit a proposal(s) for the provision of the services as set out in the Specification contained in this RFP Part B. Accordingly, this RFP must not be construed, interpreted, or relied upon, whether expressly or implied, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights.
10. No binding contract or other understanding for the supply of the Services will exist between the GMA and any Bidder unless and until the Agency has executed a formal written contract with the successful Bidder.

## **ACCURACY OF REQUEST FOR PROPOSAL**

11. Whilst all due care has been taken in connection with the preparation of this RFP, the GMA makes no representations or warranties that the content in this RFP or any information communicated to or provided to Bidders during the Tendering Process is, or will be, accurate, current or complete. The GMA, and its officers, employees and advisors will not be liable with respect to any information communicated which is not accurate, current or complete.
12. If a Bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this RFP or any other information provided by the GMA (other than minor clerical matters), the Bidder must promptly notify the Agency in writing (by e-mail to the address [tenderenquiries@Gautrain.co.za](mailto:tenderenquiries@Gautrain.co.za)) of such discrepancy, ambiguity, error or inconsistency in order to afford the GMA an opportunity to consider what corrective action is necessary (if any).
13. Any actual discrepancy, ambiguity, error or inconsistency in this RFP or any other information provided by the GMA will, if possible, be corrected and provided to all Bidders without attribution to the Bidder who provided the written notice.

## **ADDITIONS AND AMENDMENTS TO THE RFP**

14. The GMA reserves the right to change any information in, or to issue any addendum to this RFP before the Closing Time. The GMA and its officers, employees and advisors will not be liable in connection with either the exercise of, or failure to exercise this right.
15. If the GMA exercises its right to change information in terms of clause 22, it may seek amended Tenders from all Bidders.

## **REPRESENTATIONS**

16. No representations made by or on behalf of the GMA in relation to this RFP will be binding on the GMA unless that representation is expressly incorporated into the contract ultimately entered into between the GMA and the successful Bidder.

## **CONFIDENTIALITY**

17. All persons (including all Bidders) obtaining or receiving this RFP and any other information in connection with this RFP or the Tendering Process must keep the contents of the RFP and

other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this RFP.

## **COMMUNICATIONS DURING THE TENDERING PROCESS**

### **REQUESTS FOR CLARIFICATION OR FURTHER INFORMATION**

18. All communication and attempts to solicit information of any kind relative to this tender should be in writing and channelled to the Supply Chain Management Unit via ATS and response will be provided on the same platform .
19. Any communication by a Bidder to the GMA will be effective upon receipt by the SCM Unit (provided such communication is in the required format).
20. The GMA has restricted the period during which it will accept questions or requests for further information or clarification and reserves the right not to respond to any enquiry or request, irrespective of when such enquiry or request is received.
21. Except where the GMA is of the opinion that issues raised apply only to an individual Bidder, questions submitted and answers provided will be made available to all Bidders by e-mail, as well as on the GMA's ATS portal without identifying the person or organisation which submitted the question.
22. In all other instances, the GMA may directly provide any written notification or response to a Bidder by email to the address of the Bidder (as notified by the Bidder to the SCM Unit).
23. A Bidder may, by notifying the SCM Unit in writing, withdraw a question submitted in accordance with clause 30, in circumstances where the Bidder does not wish the GMA to publish its response to the question to all Bidders.

### **UNAUTHORISED COMMUNICATIONS**

24. Bidders may not contact (including promotional or advertising activities) any GMA staff or Advisors of GMA except through the channel in clause 21 above on any matter pertaining to the bid from the time when the bid is advertised to the time the bid is awarded. Communicating with any GMA staff or Advisors of GMA except through the channel in clause 21 above will be perceived as an effort by a bidder to influence bid evaluation, bid comparisons or bid award decisions in any manner, and will result in rejection of the bid concerned. Nothing in this clause is intended to prevent communications with staff of, or advisors of the GMA to the extent that such communications do not relate to this RFP or the Tendering Process.
25. Bidders must not otherwise engage in any activities that may be perceived as, or that may have the effect of, influencing the outcomes of the Tendering Process in any way.

### **IMPROPER ASSISTANCE, FRAUD AND CORRUPTION**

26. Bidders may not seek or obtain the assistance of employees, contractors or advisors of the GMA in the preparation of their tender responses, except where contractors or advisors are participating in the tender in which case the Bidder must disclose such participation in its tender by declaring their possible interest or conflict in the relevant SBD 4 form.
27. The GMA may in its absolute discretion, immediately disqualify a Bidder that it believes has sought or obtained such improper assistance.
28. Bidders are to be familiar with the implications of contravening the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004 and any other relevant legislation.
29. Bidders are encouraged to stop crime at the GMA in its tracks and report it anonymously to: telephone: **0800 222 585** or **SMS 33490** or email: [gautrain@whistleblowers.co.za](mailto:gautrain@whistleblowers.co.za) or **Whistle Blowers App** (<https://www.whistleblowing.co.za/download-app/>)

### **ANTI-COMPETITIVE CONDUCT**

30. Bidders and their respective officers, employees, agents and advisors must not engage in any collusion, anti-competitive conduct or any other similar conduct in respect of this Tendering Process with any other Bidder or any other person(s) in relation to:

- a. The preparation or lodgement of their Tender
- b. the evaluation and clarification of their Tender; and
- c. the conduct of negotiations with the GMA.

31. For the purposes of clause 38, collusion, anti-competitive conduct or any other similar conduct may include disclosure, exchange and clarification of information whether or not such information is confidential to the GMA or any other Bidder or any other person or organisation.

32. In addition to any other remedies available to it under law or contract, the GMA may, in its absolute discretion, immediately disqualify a Bidder that it believes has engaged in any collusive, anti-competitive conduct or any other similar conduct during the entire Tendering Process.

#### **COMPLAINTS ABOUT THE TENDERING PROCESS**

33. Any complaint about the RFP or the Tendering Process must be submitted to the SCM Unit in writing, (preferably by email: [tenderenquiries@gautrain.co.za](mailto:tenderenquiries@gautrain.co.za)), immediately upon the cause of the complaint arising or becoming known to the Bidder.

34. The written complaint must set out:

- a. The basis for the complaint, specifying the issues involved;
- b. how the subject of the complaint affect the organisation or person making the complaint;
- c. any relevant background information; and
- d. the outcome desired by the person or organisation making the complaint.

35. If the matter relates to the conduct of an official, employee or advisor of the GMA, the complaint should be addressed in writing marked for the attention of the Chief Executive Officer of the GMA, and delivered to the physical address of the GMA, as notified.

#### **CONFLICT OF INTEREST**

36. A Bidder must not, and must ensure that its officers, employees, agents and advisors do not place themselves in a position that may give rise to actual, potential or perceived conflict of interest between the interests of the GMA and/or the Gauteng Provincial Government and the Bidders interests during the Tender Process.

37. The Bidders Response in this RFP Part C requires the Bidder to provide details of any interests, relationships or clients which may or do give rise to a conflict of interest in relation to the supply of the services under any contract that may result from this RFP.
38. If the Bidder submits its Tender and a subsequent conflict of interest arises, or is likely to arise, which was not disclosed in the Tender, the Bidder must notify the GMA immediately in writing of that conflict.
39. The GMA may immediately disqualify a Bidder from the Tendering Process if the Bidder fails to notify the GMA of the conflict as required.

#### **LATE TENDERS**

40. Tenders must be lodged by the Closing Date and Time electronically in the ATS. The ATS system will automatically lock at the Closing Date and Time. Late bids will not be accepted or considered.
41. The determination of the GMA as to the actual time that a Tender is lodged is final.

#### **TENDER DOCUMENTS**

#### **BIDDERS RESPONSIBILITIES**

43. Bidders are responsible for:
- a. Examining this RFP and any documents referenced or attached to this RFP and any other information made or to be made available by the GMA to Bidders in connection with this RFP;
  - b. fully informing themselves in relation to all matters arising from this RFP, including all matters regarding the GMA's requirements for the provision of the Services;
  - c. ensuring that their Tenders are accurate, complete and submitted on ATS;
  - d. making their own enquiries and assessing all risks regarding this RFP, and fully considering and incorporating the impact of any known and unknown risks into their Tender;
  - e. ensuring that they comply with all applicable laws in regard to the Tendering Process particularly as specified by National Treasury Regulations, Guidelines, Instruction Notes

and Practice Notes and other relevant legislation as published from time to time in the Government Gazette;

- f. submitting proof of registration on National Treasury Centralised Supplier Database and all other returnable documents as listed on the Checklist; and
- g. Failure to provide the required information could result in disqualification of the bidder.

## **PREPARATION OF TENDERS**

44. Bidders must ensure that:

- a. Their Tender is submitted in the required format as stipulated in this RFP Part A; and
- b. all the required information fields in RFP Part C are completed in full and contain the information requested by the GMA.

**Note to Bidders:** *The GMA may in its absolute discretion reject a Tender that does not include the information requested.*

45. Unnecessarily elaborate responses or other presentations beyond that which is sufficient to present a complete and effective tender proposal are not desired or required. Elaborate and expensive visual and other presentation aids are not necessary.

## **ILLEGIBLE CONTENT, ALTERATION AND ERASURES**

- 46. Incomplete Tenders may be disqualified or evaluated solely on information contained in the Tender.
- 47. The GMA may disregard any content in a Tender that is illegible and will be under no obligation whatsoever to seek clarification from the Bidder.
- 48. The GMA is entitled to amend any bid conditions, validity period, specifications, or extend the closing date of bids before the closing date. All bidders, to whom the bid documents have been issued, will be advised in writing of such amendments in good time.

## **OBLIGATION TO NOTIFY ERRORS**

49. All notifications to bidders shall be done via email on email addresses registered in the ATS.

## **RESPONSIBILITY FOR TENDERING COSTS**

50. The Bidders participation or involvement in any stage of the Tendering Process is at the Bidders sole risk, cost and expense. The GMA will not be held responsible for, or pay for,



any expense or loss that may be incurred by Bidders in relation to the preparation or lodgement of their Tender.

51. The GMA is not liable to the Bidder for any costs on the basis of any contractual, or promissory or restitutionary grounds whatsoever as a consequence of any matter relating to the Bidders participation in the Tendering Process, including without limitation, instances where:
- a. The Bidder is not engaged to perform under any contract; or
  - b. the GMA exercises any right under this RFP or at law.

### **DISCLOSURE OF TENDER CONTENTS AND TENDER INFORMATION**

52. All Tenders received by the GMA will be treated as confidential. The GMA will not disclose any Tender contents and Tender information, except:
- a. As required by law;
  - b. for the purpose of investigations by other government authorities having relevant jurisdiction;
  - c. to external consultants and advisors of the GMA engaged to assist with the Tendering Process; or
  - d. for the general information of Bidders required to be disclosed as per National Treasury Regulations, Guidelines, Instruction Notes or Practice Notes.

### **USE OF TENDERS**

53. Upon submission in accordance with the requirements of submission of Tenders, all Tenders submitted become the property of the GMA. Bidders will retain all ownership rights in any intellectual property contained in the Tender.
54. Each Bidder, by submission of their Tender, is deemed to have licensed the GMA to reproduce the whole, or any portion, of their Tender for the purposes of enabling the GMA to evaluate the Tender.
55. Further, in submitting a Tender, the Bidder accepts that the GMA shall, in accordance with the requirements of Treasury Regulation No. 16A.6.3(d) and the National Treasury Instruction Note on *Enhancing Compliance Monitoring and Improving Transparency and Accountability in Supply Chain Management*, publish (on the internet or otherwise):
- a. The names of all Bidders that submitted bids in relation to this RFP within 10 (Ten) working days after the closing date of this RFP, if the bid is above the threshold value of R1 million; and

- b. on award of the bid, the name of the successful Bidder, the contract price, B-BBEE level of contribution status, the contract number and description of the contract awarded.

#### **PERIOD OF VALIDITY**

- 56. All Tenders received must remain valid and open for acceptance for a minimum of 120 (one hundred and twenty) days from the Closing Date. This period may be extended by written mutual agreement between the GMA and the Bidder.

#### **STATUS OF TENDER**

- 57. Each Tender constitutes an irrevocable offer by the Bidder to the GMA to provide the Services required and otherwise to satisfy the requirements of the Specification as set out in this RFP Part B.
- 58. A Tender must not be conditional on:
  - a. The Board approval of the Bidder or any related governing body of the Bidder being obtained;
  - b. the Bidder conducting due diligence or any other form of enquiry or investigation;
  - c. the Bidder (or any other party) obtaining any regulatory approval or consent;
  - d. the Bidder obtaining the consent or approval of any third party; or
  - e. the Bidder stating that it wishes to discuss or negotiate any commercial terms of the contract.
- 59. The GMA may, in its absolute discretion, disregard any tender that is, or is stated to be, subject to any one or more of the conditions detailed above (or any other relevant conditions).
- 60. The GMA reserves the right to accept a Tender in part or in whole or to negotiate with a Bidder in accordance with the clause 88 (Unreasonable disadvantage) of this RFP Part A.

## TENDER RESPONSE

### COMPLIANCE WITH SPECIFICATION

61. Under Part C of this RFP, a Bidder must submit a tabulated statement showing its level of compliance to the Specification contained in this RFP Part B.
62. In particular, Bidders must state if they will not comply with the Specification, or will only comply with the Specification subject to conditions. Full details of the non-compliance (including the nature and extent of the non-compliance and any reasons for such non-compliance) must be stated in the space provided in the tabulated statement.
63. No response is required in respect of a particular section of the Specification where Bidders will comply with the Specification. Only sections that Bidders have not complied with, or will only comply with subject to conditions, should be noted in the tabulated statement.
64. The GMA is prepared to contemplate minor variations or departures from the Specification proposed by Bidders.
65. However, Bidders should note that significant or substantive variations or departures from the Specifications will not be viewed favourably unless the Bidder is able to clearly demonstrate to the satisfaction of the GMA the necessity for such variations or departures.

**Note to Bidders:** *The GMA will assume that a Bidders Response complies in all relevant respects with the Specification unless the Bidder states otherwise. Failure to notify the GMA of any non-compliance may result in a Bidders Response being disregarded.*

66. For the purposes of clauses 70,71 and 72:

- **Yes/Complies** means that in all respects the Bidders Response meets or otherwise satisfies all specified outputs, characteristics or performance standards.
- **Will comply subject to conditions** means that the specified outputs, characteristics or performance standards can only be met by the Bidder subject to certain conditions.
- **No/Will not comply** means that the specified outputs, characteristics or performance standards is not met by the Bidders Response.

## **GENERAL**

- 67. Indefinite responses such as “noted”, “to be discussed” or “to be negotiated” are not acceptable.
- 68. Where the Bidder is unwilling to accept a specified condition, the non-acceptance must be clearly and expressly stated. Prominence must be given to the statement detailing the non-acceptance. It is not sufficient that the statement appears only as part of an attachment to the Tender, or be included in a general statement of the Bidders usual operating conditions.
- 69. An incomplete Tender may be disqualified or assessed solely on the information completed or received with the Tender.

## **ALTERNATIVE TENDER**

- 70. A Bidder may submit an alternative proposal. An alternative proposal will only be accepted if:
  - a. The Bidder also provides a conforming Bidders Response; and
  - b. The alternative proposal is clearly identified as an “Alternative Tender”.
- 71. An Alternative Tender may:
  - a. Not comply with the Specifications for the relevant Services due to inherent design or capability in the operation of the Services; or
  - b. Provide the Services in a manner different to that specified in this RFP Part B.

## **INNOVATIVE SOLUTIONS**

- 72. Bidders are encouraged to offer options or solutions which may, in an innovative way, contribute to the GMA's ability to carry out its operations in a more cost-effective manner.
- 73. These options or solutions may be related to:
  - a. The outputs, functional, performance and technical aspects of the requirement; or
  - b. Opportunities for more advantageous commercial arrangements.
- 74. Any such options or solutions will be considered by the GMA on a “commercial in confidence” basis if so requested by the Bidder.
- 75. Where a Bidder submits an offer which meets the requirements of this RFP in an alternative and practical manner, the Tender must also include any supplementary material (including such pricing and costing details as may be necessary to enable the GMA to fully assess the financial impact of the alternative proposal), which demonstrates

in detail that such an alternative will fully achieve and/or exceed all the specified requirements, together with references as to why the additional features may be advantageous.

76. The GMA reserves the right to consider such offers on their merits or not to consider them at all.

## **CONTRACT DISCLOSURE REQUIREMENTS**

### **DISCLOSURE OF INFORMATION**

77. The Conditions of Tendering include a provision for the disclosure of contract information (refer to this RFP Part A dealing with "Use of Tenders").
78. If a Bidder wishes to withhold the disclosure of specific contract information, the Bidder must clearly outline how the release of this information will expose trade secrets, business strategy or unique methodologies that may expose the business unreasonably to disadvantage.

### **TRADE SECRETS**

79. In considering whether specific information should be categorised as a trade secret, Bidders' should assess:
- a. The extent to which it is known outside of the Bidders business;
  - b. the extent to which it is known by the persons engaged in the Bidders business;
  - c. any measures taken to guard its secrecy;
  - d. its value to the Bidders business and to any competitors;
  - e. the amount of money and effort invested in developing the information; and
  - f. the ease or difficulty with which others may acquire or develop this information.

### **UNREASONABLE DISADVANTAGE**

80. In determining whether disclosure of specific information will expose a Bidders business unreasonably to disadvantage, the following should be considered:
- a. Whether the information is generally available to competitors; and
  - b. Whether it could be disclosed without causing substantial harm to the competitive position of the business.

The GMA will consider these applications in the Tender evaluation and negotiations (if any) with Bidders.

## **EVALUATION OF TENDERS**

### **EVALUATION PROCESS**

81. Following the Closing Time, the GMA intends to evaluate the Tenders received.
82. Tenders will be evaluated against the Evaluation Criteria specified under the section "Evaluation Criteria Format".
83. Without limiting the GMA's rights in the RFP, the GMA may at any time during the Tendering Process choose to:
  - a. Shortlist one or more Bidders; and
  - b. accept one or more of the Tenders.
84. Unless the Evaluation Criteria explicitly require, the GMA may, but is not in any way bound to, shortlist, to select as successful, or to accept the Tender offering the lowest price.
85. Should the GMA choose to include a short listing stage in its evaluation process, the GMA is not, at any time, required to notify Bidders or any other person or organisation interested in submitting a Tender.
86. A Bidders Response will not be deemed to be unsuccessful until such time as the Bidder is formally notified of that fact by the GMA. The commencement of negotiations by the GMA with one or more other Bidders is not to be taken as an indication that any particular Bidders Response has not been successful.

### **EVALUATION CRITERIA FORMAT**

87. The evaluation criteria is weighted to reflect the importance of project requirements noted in the Specifications:
88. In evaluating Bidders Responses, the GMA will have regard to:
  - a. Specific evaluation criteria identified in the list below;
  - b. the overall value for money proposition presented in the Bidders Response; and
  - c. particular weighting assigned to any or all of the evaluation criteria specified below.
89. For the purposes of this RFP clause 90, 'value for money' is a measurement of financial and non-financial factors, including:
  - a. Quality levels; and
  - b. performance standards.
90. Value for money will be assessed on a 'whole of life' basis (including the transitioning-in, the contract term and the transitioning-out phases of the relationship between the GMA and a Bidder), with a view to long-term sustainability of the value for money proposition

and with a focus on ensuring that value for money outcomes are promoted and protected following the conclusion of any contract that may result from this RFP.

91. Administrative compliance will be determined in accordance with the conditions listed in this RFP.
92. The evaluation criteria will be in line with the PPPFA, 2000 (Act No. 5 of 2000), Preferential Procurement Regulations 2022 and the approved GMA SCM Policy.
93. Evaluation will be based on a point system and three-stage evaluation process. As a pre-requisite, a bid must comply with the requirements of the bid solicitation and meet the pre-qualification/mandatory requirements (if any) before being evaluated further to the second stage. The minimum threshold of the functionality evaluation criteria must also be met in order for the bid to be declared responsive and acceptable and qualify to the third evaluation stage.
94. The value of this bid is estimated to be below R 50,000,000 and therefore the 80/20 preference point system shall apply. The following is the weighting awarded for each element, and the threshold score.

<b>Evaluation element</b>	<b>Weighting</b>	<b>Threshold score</b>
Technical proposal	100	75 Points
Specific goals	20	N/A
Price proposal	80	N/A
<b>Total</b>	<b>100</b>	

## **FUNCTIONALITY EVALUATION**

95. The evaluation criteria for measuring functionality, and the weighting attached to each criterion is detailed in **Part B of the RFP document, Paragraph 8 of Terms of Reference**. Failure to provide adequate information for evaluation of the criteria listed below will at least result in minimal subjective consideration and may result in loss of points.
96. The minimum threshold for functionality is indicated in clause 94. Bids that do not meet this threshold will be disqualified from further evaluation.
97. Thereafter, only the qualifying bids will be evaluated in terms of the 80/20 preference point system, where a maximum of 80 points are allocated for price and a maximum of 20 points are allocated in respect of Specific Goals.

## **PRICE EVALUATION**

98. Price points will be calculated on the total price proposed solution as per terms of reference, using the following formula:

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

Where:

$P_s$  = Points scored for price of tender under consideration

$P_t$  = Price of tender under consideration

$P_{\min}$  = Price of lowest acceptable tender

## **PREFERENCE EVALUATION**

99. Twenty (20) points are allocated for preference (Specific Goals). B-BBEE rating certificates and affidavits signed under oath are the Specific Goals applicable for this tender. Preference points will be allocated in terms of the BBBEE Codes of Good Practice guideline as indicated in the following table.
100. To claim Preference points, Bidders must submit the duly completed and signed SBD6.1 and a valid BBBEE Certificate or affidavit signed under oath which will be verified.

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points</b>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0



## **TOTAL POINTS AWARDED**

101. The total points scored by a bidder to determine the winning Bidder will be calculated by adding the points attained for preference (Specific Goals) to the points scored for price.

## **CLARIFICATION OF TENDERS**

102. The GMA may seek clarification from and enter into discussions with any or all of the Bidders in relation to their Tender. The GMA may use such information in interpreting the Tender and evaluating the cost and risk in accepting the Tender. Failure to supply clarification to the satisfaction of the GMA may render the Tender liable to disqualification.

103. The GMA is under no obligation to seek clarification of anything in a Tender and reserves the right to disregard any clarification that the GMA considers to be unsolicited or otherwise impermissible in accordance with the rules set out in this RFP.

## **DISCUSSION WITH BIDDERS**

104. The GMA may elect to engage in detailed discussions with any one or more Bidders, with a view to maximising the benefits of this RFP as measured against the evaluation criteria and in fully understanding a Bidders offer.

105. In its absolute discretion, the GMA may invite some or all Bidders to give a presentation to the GMA in relation to their submissions, that may include a demonstration of software, programs or unique methodologies proposed, if applicable.

106. The GMA is under no obligation to undertake discussions with, or to invite any presentations from Bidders.

107. In addition to presentations and discussions, the GMA may request some or all Bidders to:

- a. Conduct a site visit, if applicable;
- b. provide references or additional information; and/or
- c. make themselves available for panel interviews.

## **BEST AND FINAL OFFERS**

108. Bidders or where the Tendering Process involves a short listing process, shortlisted Bidders may be invited by the GMA to submit a best and final offer in relation to all or certain aspects of their respective Tenders.

109. The GMA is under no obligation to give Bidders the opportunity to submit a best and final offer. If the GMA chooses to give Bidders the opportunity to submit a best and final offer, it is under no obligation to give notification before the Closing Time that such opportunity will be given.

110. Notwithstanding the possibility that the GMA may give Bidders the opportunity to submit a best and final offer, Bidders should be aware that the GMA will, in conducting its evaluation of Tenders, rely on all information (including all representations) contained in such Tenders. Bidders are therefore encouraged to submit their best and final offers in the first instance.

## **SUCCESSFUL TENDERS**

### **NO LEGALLY BINDING CONTRACT**

111. Selection as a successful Bidder does not give rise to a contract (express or implied) between the successful Bidder and the GMA for the supply of the Services. No legal relationship will exist between the GMA and a successful Bidder for the supply of the Services until such time as a binding contract is executed by them.

### **PRE-CONTRACTUAL NEGOTIATIONS**

112. The GMA may, in its absolute discretion, decide not to enter into pre-contractual negotiations with a successful Bidder.

113. A Bidder is bound by its Tender and all other documents forming part of the Bidders Response and, if selected as a successful Bidder, must enter into a contract on the basis of the Tender without negotiation.

## **NO OBLIGATION TO ENTER INTO CONTRACT**

114. The GMA is under no obligation to appoint a successful Bidder or Bidders (as the case may be), or to enter into a contract with a successful Bidder or any other person, if it is unable to identify a Tender that complies in all relevant respects with the requirements of the GMA, or if due to changed circumstances, there is no longer a need for the Services requested, or if funds are no longer available to cover the total envisaged expenditure. For the avoidance of any doubt, in these circumstances the GMA will be free to proceed via any alternative process.

115. The GMA may conduct a debriefing session for all Bidders (successful and unsuccessful). Attendance at such debriefing session is optional.

## **ADDITIONAL RULES**

116. It is a condition of the tendering process that Bidders will be required to complete all the forms annexed to this RFP Part C.

117. A Bidder who does not submit all the information as required by the GMA may be disqualified from the Tendering Process.

## **BIDDER WARRANTIES**

118. By submitting a Tender, a Bidder warrants that:

- a. In lodging its Tender it did not rely on any express or implied statement, warranty or representation, whether oral, written, or otherwise made by or on behalf of the GMA, its officers, employees, or advisers other than any statement, warranty or representation expressly contained in the RFP;
- b. it did not use the improper assistance of GMA employees or information unlawfully obtained from the GMA in compiling its Tender;
- c. it is responsible for all costs and expenses related to the preparation and lodgement of its Tender, any subsequent negotiation, and any future process connected with or relating to the Tendering Process;
- d. it otherwise accepts and will comply with the rules set out in this RFP; and
- e. it will provide additional information in a timely manner as requested by the GMA to clarify any matters contained in the Tender.

## **GMA'S RIGHTS**

119. Notwithstanding anything else in this RFP, and without limiting its rights at law or otherwise, the GMA reserves the right, in its absolute discretion at any time, to:

- a. Cease to proceed with, or suspend the Tendering Process prior to the execution of a formal written contract;
- b. alter the structure and/or the timing of this RFP or the Tendering Process;
- c. vary or extend any time or date specified in this RFP for all or any Bidder or other persons;
- d. terminate the participation of any Bidder or any other person in the Tendering Process;
- e. require additional information or clarification from any Bidder or any other person or provide additional information or clarification;
- f. call for new Tenders;
- g. reject any Tender received after the Closing Time;
- h. reject any Tender that does not comply with the requirements of this RFP; or
- i. consider and accept or reject any alternative tender.

## **GOVERNING LAWS**

120. This RFP and the Tendering Process is governed by the laws applying in the Republic of South Africa.

121. Each Bidder must comply with all relevant laws in preparing and lodging its Tender and in taking part in the Tendering Process.

122. All tenders must be completed using the English language and all costing must be in South African Rands.

## **INCONSISTENCY**

131. If there is any inconsistency between any parts of this RFP, a descending order of precedence must be accorded to:

- a. the conditions of tendering in Part A and Part B of this RFP, and any annexure or attachments;

- b. the Bidders response in Part C of this RFP;
- c. any other part of this RFP, so that the provision in the higher ranked document, to the extent of the inconsistency, prevails.

## **RFP – PART B**

### **TERMS OF REFERENCE**

#### **1.    PURPOSE**

- 1.1. The purpose of this Request for Proposal ("RFP") is to solicit proposals from potential bidders for the provision of comprehensive travel management services to the Gautrain Management Agency ("GMA") for a period of five (5) years.
- 1.2. The travel management service must include an online booking tool.

#### **2.    BACKGROUND OF THE GAUTRAIN RAPID RAIL LINK SYSTEM**

##### **2.1.    The Gautrain Management Agency**

##### **2.1.1.    General Description**

The main objective of the GMA in terms of the GMA Act is to manage, coordinate and oversee the Gautrain. In order to do so, the GMA must:

- a)    assist the Gauteng Provincial Government ("GPG") in implementing Gautrain and achieving its objectives;
- b)    act on behalf of GPG in managing the relationship between GPG and the Concessionaire in terms of the Concession Agreement ("the CA") and ensure that the interests of GPG are protected;
- c)    enhance the integration of Gautrain with other transport services and Public Transport Plans;
- d)    promote and maximize the Socio-Economic Development and BBBEE objectives of the GPG in relation to Gautrain;
- e)    liaise with and promote co-operation between government structures in all three spheres of Government in relation to Gautrain;
- f)    liaise with persons having an interest in Gautrain;
- g)    manage assets relating to Gautrain and promote their preservation and maintenance;

- h) manage the finances of the Gautrain and the financial securities provided by the Concessionaire; and
- i) monitor the policy and legislative environment of the Gautrain.

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

#### **3.1. BACKGROUND**

3.1.1. The GMA does not have a contracted travel management service provider. Travel and accommodation requests are currently procured through request for quotations ("RFQ") process as and when required. Travel requisitions are captured in an Enterprise Resource Planning (ERP) system by User-Departments and go through relevant approval processes. Supply Chain Management ("SCM") issues an RFQ to at least three (3) potential service providers once the PR has been fully approved. A purchase order is issued to the successful bidder who then makes all relevant bookings for the Traveller.

3.1.2. With this tender GMA seeks to improve its travel management capability by providing its employees with an efficient travel and accommodation management system that will enable self-service booking tools for GMA Travellers. This will give Travellers a tailored travel experience, flexibility, control and a wide variety of choices when making their business travelling plans. An Online Self-Booking tool will not only improve the travel booking experience of the Traveller but will also allow GMA to analyse transaction fees offered by the Travel Management Company ("TMC") and core travel costs.

#### **3.2. TRAVEL VOLUMES**

For bidding purposes an estimate of up to R2million per annum for both international and local travel with a ratio of 60:40 respectively must be assumed.

#### **3.3. SERVICE REQUIREMENTS**

##### **3.3.1. General**

The successful bidder is required to provide travel management services in line with the following:

- 3.3.1.1 The travel services will be provided to all Travellers travelling on authorised GMA business;
- 3.3.1.2 Familiarisation with the current GMA business processes;
- 3.3.1.3 Familiarisation with current GMA Travel Policy, latest National Treasury Cost Containment Instruction related to travel, National Treasury Instruction 07 of 2022/2023, National Travel Policy Framework National Treasury Instruction 06 of 2022/2023 (and related updates) and implementation controls to ensure compliance;
- 3.3.1.4 Penalties incurred as a result of inefficiency or fault of a travel management consultant will be for the TMC's account, subject to the outcome of a formal dispute process;
- 3.3.1.5 Ensure that the supplied Online Self-Booking Tool/s comply to GMA's minimum IT system requirements;
- 3.3.1.6 Assist to manage third-party service providers by addressing service failures and complaints against these service providers;
- 3.3.1.7 Consolidate all invoices from travel suppliers and timeous submission thereof to GMA;

#### **3.3.2. Reservations**

The Travel Management Company must:

- 3.3.2.1. Always endeavour to make the most cost-effective travel arrangements in line with the GMA Travel Policy;
- 3.3.2.2. appraise themselves of all travel requirements for destination to which Travellers will be travelling and advise Travellers of plans that are cost effective, convenient and safe;
- 3.3.2.3. obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits;
- 3.3.2.4. make the Traveller aware of all restrictions and conditions that may be applicable to fares;
- 3.3.2.5. book negotiated discounted fares and rates as first option;
- 3.3.2.6. 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;



- 3.3.2.7. respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- 3.3.2.8. be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.);
- 3.3.2.9. must issue all necessary travel documents, itineraries and vouchers timeously to Traveller(s) prior to departure dates;
- 3.3.2.10. advise Travellers of all visa and inoculation requirements well in advance;
- 3.3.2.11. assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required;
- 3.3.2.12. provide a consultant or a team of consultants to assist Travellers with reservations and changes to travel plans for reservations that are not bookable on the Online Self-Booking Tools;
- 3.3.2.13. facilitate the bookings that are generated through Online Self-Booking Tool;
- 3.3.2.14. note that, unless otherwise stated, all cases include domestic and international travel bookings;
- 3.3.2.15. note that visa applications and currency exchange will not be the responsibility of the TMC; however, relevant information must be supplied to the Travellers regarding visas and forex; and
- 3.3.2.16. facilitate visa applications for travellers where requested as part of the end-to-end service.

#### **3.3.3. Reservation Changes**

- 3.3.3.1. In the event that a confirmation is not immediately available, the TMC must make a follow up call to the travel organiser, or Traveller, within 2 hours. Thereafter, further contact as agreed.
- 3.3.3.2. On cancellation of any travel arrangements, the TMC must notify the relevant suppliers to avoid any penalties. Should there be any charges, these will be advised to the Traveller/booker at the time of receipt.

#### **3.3.4. Commission**

Negotiated rates for airlines, accommodations, and car rentals directly by National Treasury or GMA are non-commissionable. Any commission earned on GMA bookings must be returned to GMA monthly.

**3.3.5. Air Travel**

- 3.3.5.1. The TMC must be able to book full-service carriers as well as low cost carriers;
- 3.3.5.2. The TCM will book the lowest acceptable airfares possible for domestic travel;
- 3.3.5.3. For international flights, the airline which provides the most cost effective, practical and time saving routings may be used;
- 3.3.5.4. The TMC should obtain at least three (3) price comparisons where applicable to present the most cost effective, practical and cost saving routing to the Traveller.
- 3.3.5.5. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- 3.3.5.6. Airline tickets must be sent electronically to the Traveller(s) within twenty-four hours (24) of booking confirmation. Any delays must be promptly communicated;
- 3.3.5.7. The TMC will be responsible for tracking and managing unused e-tickets.
- 3.3.5.8. Flight booking vouchers must be sent electronically to GMA Travellers within twenty-four hours of booking confirmation. Any delays must be promptly communicated.
- 3.3.5.9. Invoices for flights must be supported by a copy of the original hotel accommodation charges and must be submitted to GMA after date of travel.

**3.3.6. Accommodation**

- 3.3.6.1. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the GMA approved Travel Policy and National Treasury cost containment instruction or as stipulated in written directives issued from time to time by the National Treasury;
- 3.3.6.2. The TMC will obtain at least 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;
- 3.3.6.3. Accommodation vouchers must be sent electronically to GMA Travellers within twenty-four hours of booking confirmation. Any delays must be

promptly communicated.

- 3.3.6.4. Invoices for accommodation must be supported by a copy of the original hotel accommodation charges and must be submitted to GMA after date of travel.

**3.3.7. Car Rental and Shuttle Services**

- 3.3.7.1. The TMC will book the approved category vehicle in accordance with the GMA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue);
- 3.3.7.2. The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements;
- 3.3.7.3. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and motor vehicle;
- 3.3.7.4. The TMC will book transfers in line with the GMA Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and/or coach services.
- 3.3.7.5. Car rental and shuttle vouchers must be sent electronically to GMA Travellers within twenty-four hours after booking confirmation. Any delays must be promptly communicated.
- 3.3.7.6. Invoices for car rental and shuttle services must be supported by a copy of the original voucher charges and must be submitted to GMA after date of travel.

**3.3.8. Insurance for Travel and Vehicle Hire**

- 3.3.8.1. The TMC may be required to provide, short-term insurance cover for injury, death, loss of baggage, accidental damage of goods and of vehicle, medical and any other necessary travel insurance for the Traveller for domestic and international travel.

**3.3.9. After Hours and Emergency Services**

- 3.3.9.1. The TMC must have a standard operating procedure for managing after hours and emergency services. This must include authorisation of the

request within 24 hours.

3.3.9.2. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans;

3.3.9.3. After hours services must be provided from Monday to Friday outside the official hours (17h00 to 7h30) and twenty-four (24) hours on weekends and Public Holidays;

#### **3.3.10. Communication**

3.3.10.1. All enquiries from GMA Travellers must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement;

3.3.10.2. The TMC must establish clear communication channels with all stakeholders; connecting the Traveller, travel coordinator and TMC in a seamless continuous workflow.

#### **3.3.11. Travel Lodge Card Management**

3.3.11.1. The GMA currently does not have nor use a Travel Lodge Card;

3.3.11.2. The TMC must provide options and facilitate the setting up of a digital Travel Lodge Card for GMA. The GMA reserves the right to choose the service provider of its choice;

3.3.11.3. The TMC will be responsible for managing and reconciling the Travel Lodge Card.

#### **3.3.12. Financial Management**

3.3.12.1. The TMC must implement the rates negotiated by National Treasury with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable;

3.3.12.2. The TMC will manage service provider accounts, including the receiving and submitting of invoices to GMA for payment within the agreed time period;

3.3.12.3. The TMC should facilitate savings on regular travel expenses, which need to be documented and presented during monthly and quarterly evaluations.

3.3.12.4. The TMC to offer a 30-day bill-back account facility to the GMA should a lodge card not be offered;

- 3.3.12.5. In the event that pre-payments are required for smaller Bed and Breakfast or Guest House facilities, the TMC will handle as these may be required at short notice.
- 3.3.12.6. The TMC must consolidate travel suppliers' bill-back invoices.
- 3.3.12.7. The TMC is responsible for consolidating invoices and supporting documentation to be submitted to GMA's Financial Department on the agreed time period (e.g. monthly). This includes attaching the Purchase Order and other supporting documentation to the invoices reflected on the service provider's bill-back report or the credit card statement.
- 3.3.12.8. The TMC must ensure travel supplier accounts are settled within agreed timelines.

**3.3.13. Technology, Management Information and Reporting**

- 3.3.13.1. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools. These reports should be available on a portal accessible to GMA to extract reports as and when required,;
- 3.3.13.2. The TMC must implement an Online Self-Booking Tool to facilitate bookings in order to optimise services and related fees,;
- 3.3.13.3. All the data must be stored in a database, this information/data must be available and accessible for the duration of the contract on a 24 hours per day/7 days per week (24/7) basis.
- 3.3.13.4. All data must be stored in a database. At contract termination/expiration all travel supporting documents must be provided in searchable PDF format. The data residing in the database must be provided to GMA in a SQL database format,;
- 3.3.13.5. The TMC must provide GMA with a minimum of three (3) standard monthly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost. The reporting templates can be found on: <http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>
- 3.3.13.6. Reports must be accurate and be provided as per GMA'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).;

- 3.3.13.7. GMA may request the TMC to provide additional ad hoc management reports;
- 3.3.13.8. Reports must be available in an electronic format such as PDF and Microsoft Excel.;
- 3.3.13.9. Service Level Agreements reports must be provided on agreed timelines, including but not limited to the following:

**i. Travel Exceptions**

- a. After hours Report;
- b. Compliments and complaints;
- c. Extension of business travel to include leisure;
- d. Upgrade of class of travel (air, accommodation and ground transportation); and
- e. Bookings outside the GMA Travel Policy.

**ii. Finance**

- a. Reconciliation of commission/rebates or any volumes driven incentives
- b. Creditor's ageing report;
- c. Creditor's summary payments;
- d. Daily invoices;
- e. Reconciled reports for Travel Lodge card statement;
- f. No show report;
- g. Cancellations report;
- h. Receipt delivery report;
- i. Monthly Bank Settlement Plan (BSP) Report;
- j. Refund Log
- k. Open voucher report, and
- l. Open Age Invoice Analysis

- 3.3.13.10. The TMC must implement all the necessary processes and controls to

ensure that all the data is always secure and not accessible by any unauthorised parties.

**3.3.14. Account Management**

- 3.3.14.1. An Account Management structure should be put in place to respond to the needs and requirements of the GMA and act as a liaison for handling all matters regarding delivery of services in terms of the contract.
- 3.3.14.2. The TMC must appoint a dedicated Account or Business Manager who will ultimately be responsible for the management of the GMA's account.
- 3.3.14.3. The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- 3.3.14.4. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 3.3.14.5. The TMC must ensure that the GMA's Travel Policy is enforced.
- 3.3.14.6. To measure the end-to-end travel experience, the Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted at the end of each trip.
- 3.3.14.7. There should be comprehensive quarterly reports on travel spend and SLA performance. The reports must be submitted in searchable PDF format and associated report data in MS Excel format.

**3.3.15. Value Added Services**

The TMC must provide the following value-added service including but not limited to:

- 3.3.15.1. Destination information;
  - a) Health warnings;
  - b) Weather forecasts;
  - c) Places of interest;
  - d) Visa information;
  - e) Currency exchange;
  - f) Travel alerts;
  - g) Location of hotels and restaurants;
  - h) Information including the cost of public transport;

- i) Rules and procedures of the airports;
- j) Business etiquette specific to the country;
- k) Airline baggage policy; and
- l) Supplier updates.

- 3.3.15.2. Electronic voucher retrieval via web and smart phones;
- 3.3.15.3. SMS and email notifications for travel confirmations;
- 3.3.15.4. Global Travel Risk Management; and
- 3.3.15.5. VIP services for Executives that include, but not limited to check-in support.

**3.3.16. Cost Management**

- 3.3.16.1. The National Treasury Cost Containment initiative and the GMA's Travel Policy are establishing a cost savings culture.;
- 3.3.16.2. It is always the obligation of the TMC Consultant to advise on the most cost-effective travel option.;
- 3.3.16.3. The TMC plays a pivotal role in providing high quality travel services designed to strike a balance between effective cost management, flexibility and Traveller satisfaction.;
- 3.3.16.4. The TMC should have in-depth knowledge of the relevant supplier(s)' products, to provide the best options and alternatives that are in accordance with GMA'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 duty.

**3.3.17. Quarterly and Annual Travel Reviews**

- 3.3.17.1. The TMC must submit quarterly reviews on all GMA's travel activities. These reviews must be comprehensive and presented to GMA's SCM team as part of the performance management review based on the agreed SLA.;
- 3.3.17.2. These travel reviews will include without limitation the following information:
  - a) Cost Containment Measures on all travel, domestic and international, accommodation, car hire, shuttle services, flight tickets, conference venue hire and
  - b) Discounts on all Travel Management services.



**3.3.18. Office Management**

- 3.3.18.1. It is the TMC's responsibility to ensure that the GMA's Travellers receive high-quality service at all times. The TMC must be staffed with highly skilled and qualified human resources and assign a travel team and key account manager to the GMA account.
- 3.3.18.2. The travel team must respond to GMA travel related queries and requests timeously, at the minimum within the following turnaround times:
  - 3.3.18.2.1. all telephonic or email messages will be acknowledged within 1 hour;
  - 3.3.18.2.2. complaints will be acknowledged on the day of receipt and logged;
  - 3.3.18.2.3. follow up of complaints will be done within 48 hours of receipt;
  - 3.3.18.2.4. all direct flight travel queries will be answered within 24 hours;
  - 3.3.18.2.5. domestic quotations:
    - 3.3.18.2.5.1. written quote within 24 hours;
    - 3.3.18.2.5.2. detailed itinerary within 24 hours;
  - 3.3.18.2.6. International quotations:
    - 3.3.18.2.6.1. Point to point quotations within 24 hours;
    - 3.3.18.2.6.2. Complicated routings quotations within 48 hours;
    - 3.3.18.2.6.3. All package deal quotations within 48 hours of initial request.
- 3.3.18.3. Emergency travel related queries and requests must be responded to within thirty minutes (24/7).

**3.3.19. Accreditation or Certification**

- 3.3.19.1. The TMC shall always ensure that contracted Service Providers, for accommodation and other travel services, are members of or accredited by relevant and applicable authorities such as, the Regional or National Tourism Associations or Accommodation Associations, Federated Hospitality Association of South Africa, (FEDHASA). Valid proof of membership including being a member of a Chamber of Commerce, Local Tourism Office and smaller accommodation associations such as Guest House Association is acceptable(list not exhaustive).

**3.4. ONLINE SELF-BOOKING TOOL REQUIREMENTS**

The Online Self-Booking tool must be simple to use, but most importantly allow the GMA to lower its transaction and travel costs while improving the Travellers' user experience. As such, the GMA seeks the following in an Online-Self-Booking tool:

### **3.4.1    Functionality**

The tool will be used to perform online-bookings for the following travel/services as the minimum:

- 3.4.1.1      Flights
- 3.4.1.2      Accommodation
- 3.4.1.3      Car Rental
- 3.4.1.4      Shuttle Services
- 3.4.1.5      Conferencing and Venues
- 3.4.1.6      Valued added service as per section 3.3.15 of this RFP.

### **3.4.2    Simple and Easy**

- 3.4.2.1      The tool must be easy to use with a visually appealing, functional and welcoming interface.
- 3.4.2.2      No advertisements, except for special offers relevant to the services specified in Section 3.4.1 of this RFP, may be displayed.
- 3.4.2.3      The tool must be accessible via the latest web browsers (e.g. Google Chrome, Safari and Microsoft Edge), as well as via a mobile App on iOS and Android devices.
- 3.4.2.4      Integration with travel platforms such as Booking.com, TripAdvisor, Expedia etc. for displaying relevant customer ratings and reviews.
- 3.4.2.5      Provision for in-app reviews of post travel experience.
- 3.4.2.6      Provide a seamless transition from quote to booking with integrated payment options.
- 3.4.2.7      Automatically trigger notifications at key points during the booking process and pre-travel period, to notify Travellers of relevant practical actions such as visa requirements, inoculations and co-payments.
- 3.4.2.8      The tool must be able to flag any travel related advisory relevant to the Traveller's itinerary, such as visa or other requirements and warnings.
- 3.4.2.9      Utilise smart automation to provide intuitive and time-saving navigation in booking and reviewing booked travel plans.;
- 3.4.2.10     Send itinerary reminders and updates to Travellers before and during their trip through push notifications from the app, MS Outlook calendar, email and SMS.
- 3.4.2.11     It should easily Integrate with Google maps, Apple maps, Waze for navigation.
- 3.4.2.12     It should easily integrate with GMA IT systems namely Office 365.

### **3.4.3 Content**

GMA's needs are constantly changing, therefore the tool must:

- 3.4.3.1 provide access to as many relevant offers as are available from commercial airlines, as well as low-cost carriers, hotels from wholesalers or the ones contracted directly by the TMC and those that National Treasury would have negotiated pricing with;
- 3.4.3.2 display content in a logical, easy to view format that is automatically / dynamically formatted to suit the display screen size of the device where the content is viewed.
- 3.4.3.3 travel history for each user must be retained and available through the app for the duration of the contract period;
- 3.4.3.4 allow Users access only to their own activity, transaction history and travel itinerary;
- 3.4.3.5 allow Personal Assistants("PA") access to their own as well as their manager's activity, transaction history and travel itinerary;
- 3.4.3.6 allow PA's to book travel on behalf of their manager or for other staff members as delegated by the manager;
- 3.4.3.7 allow GMA Managers access to their own as well as their staff's activity, transaction history and travel itinerary;
- 3.4.3.8 allow SCM staff access to all user activity, transaction history and travel itinerary;
- 3.4.3.9 provide for automated Traveller information management;
- 3.4.3.10 provide off-line mode for use when the Traveller's device does not have internet connectivity, or the underlying infrastructure is down;
- 3.4.3.11 provide current and upcoming travel itinerary and emergency contact details while in offline mode;
- 3.4.3.12 integration with existing financial systems i.e. SAGE X3 for travel authorisations; and
- 3.4.3.13 be branded according to GMA's cooperate identity. The GMA cooperated identity manual will be provided to the successful bidder.

### **3.4.4 Travel Policy Configuration**

The proposed Online Self-Booking tool must allow the GMA to set travel expense limits for various travel criteria to ensure compliance to the relevant GMA travel policies and other

regulations. Examples of such criteria are flight classes, flight duration, hotel categories, car hire categories, etc. For the purpose of submitting a proposal please use National Treasury Cost Containment SCM Instruction Note No. 4 of 2017/2018 as a guide.  
[http://ocpo.treasury.gov.za/Resource\\_Centre/Legislation/PFMA%20SCM%20Instruction%2006%20of%202022-2023%20%E2%80%93%20National%20Travel%20Framework.zip](http://ocpo.treasury.gov.za/Resource_Centre/Legislation/PFMA%20SCM%20Instruction%2006%20of%202022-2023%20%E2%80%93%20National%20Travel%20Framework.zip).

#### **3.4.5 Affordable**

- 3.4.5.1 GMA is a small entity (approximately 120 employees) with a relatively low travel spend per annum.
- 3.4.5.2 Transactions performed via the Tool must not incur an additional transaction fee.
- 3.4.5.3 The Tool must be able to support a minimum of 120 travellers and be scalable up to 300 travellers or more depending on GMA's future requirements.

#### **3.4.6 GMA Minimum IT Requirements**

- 3.4.6.1 The proposed Tool and its underlying infrastructure must comply with the GMA ICT policies and standards (to be supplied at the bidder briefing session) and relevant South African Legislation to ensure protection of Traveller information.
- 3.4.6.2 The Tool and its underlying infrastructure must comply with all relevant web application and security standards. It should also engage with the obligations as per The Protection of Personal Information Act 4 of 2013 (POPIA).
- 3.4.6.3 The Tool and its underlying infrastructure must be cloud based and fully maintained and supported by the TMC for the duration of the contract.
- 3.4.6.4 The Tool and its underlying infrastructure must be existing, well established and in-use.
- 3.4.6.5 The Tool and its underlying infrastructure must be accessible 24 hours per day/7 days per week/365 days per year (24/7/365) with a 98% availability guarantee;
- 3.4.6.6 Provision for disaster recovery mechanisms (Disaster recovery plan must provide for 0% data loss in the event of a disaster);
- 3.4.6.7 A detailed system architecture diagram of the Tool must be submitted with the proposal. This must include, but not limited to:
  - 3.4.6.7.1 all system components (hardware and software);
  - 3.4.6.7.2 interconnectivity between system components;

- 3.4.6.7.3 physical and logical access controls applicable to:
  - 3.4.6.7.3.1 hosting infrastructure;
  - 3.4.6.7.3.2 application access;
  - 3.4.6.7.3.3 user access; and
  - 3.4.6.7.3.4 access to user and travel related data
- 3.4.6.7.4 hosting infrastructure;
- 3.4.6.7.5 data / transaction flows; and
- 3.4.6.7.6 comprehensive risk analysis of the Tool and its underlying infrastructure.
- 3.4.6.8 The proposed Tool must:
  - 3.4.6.8.1 allow for direct system-to-system access via a RESTful API (JSON format and others); and
  - 3.4.6.8.2 support authentication to Azure Active Directory through common Microsoft authentication protocols such as ADAL v2, MSAL v2, SAML 2.0 or OAuth 2.0.
- 3.4.6.9 Provision must be made for staging environment for testing and training purposes. The staging environment must mirror all functionalities of the production environment.

#### **3.4.7 Training**

- 3.4.7.1 The TMC must conduct workshops and training sessions for all identified GMA staff on the Online Self-Booking tool. Training must be provided via a hybrid approach i.e. physically at the GMA office and/or online through MS Teams.
- 3.4.7.2 The TMC should provide ongoing training and system related support and upgrades.

#### **4. CONTRACT PERIOD**

The contract will be for an initial period of two (2) years, which will be reviewed annually and can be renewed for an additional three (3) years upon satisfactory performance.

#### **5. COSTING MODEL**

- 5.1. Bidders must quote for the Online Self-Booking tool clearly stating all applicable costs such as implementation costs and or license fees for the five (5) year period.
- 5.2. For transactions that will be handled by the TMC, Bidders must propose transactional fee model. No other cost model will be allowed by GMA.
  - 5.2.1. Transactional Fees include the following:
    - 5.2.1.1. Accommodation – International;

- 5.2.1.2. Shuttle Bookings – International;
- 5.2.1.3. Shuttle Bookings – Domestic;
- 5.2.1.4. Bus/Coach Bookings – International;
- 5.2.1.5. Bus/Coach Bookings – Domestic;
- 5.2.1.6. After Hours Services; and
- 5.2.1.7. Travel Lodge Card Reconciliation.

5.2.2. The transaction fee must be 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 services by the third party.

5.2.3. Bidders must also quote on management fee if applicable. The management fee is the total fee per annum that will be charged to GMA in twelve months. The GMA will pay the fee monthly in arrears.

5.2.4. Contract price adjustments for both transaction and management fee will be done annually on the anniversary of the contract start date based on the Consumer Price Index (CPI) as published by Statistics South Africa. For the purposes of preparing proposals Bidders must use CPI of 7.1% to calculate fees over a five (5) year period. The actual CPI rate will be applied during the contract period.

**5.3. Volume driven incentive**

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

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

**6. INFORMATION SECURITY**

6.1. For Information Security assurance purposes, the Service Provider must adhere to the following:

6.1.1. Compliance with the GMA's information security policies, procedures and standards are mandatory.

- 6.1.2. The Service Provider may, with due regard to competition laws, be subjected to periodic information security assurance assessments. The Service Provider will be responsible to address any shortcomings identified during these assessments at their own expense. GMA reserves the right to review, and reject or approve, the changes implemented to address the shortcomings.
- 6.1.3. The assessments will be based on the level of access to GMA's information systems that is granted to the Service Provider and may include:
- 6.1.3.1. Information Security Governance, Risks and Controls assessments which shall cover the following areas:
    - 6.1.3.1.1. Information security and related policies, procedures and processes;
      - 6.1.3.1.1.1. Physical and logical access control measures;
      - 6.1.3.1.1.2. Information handling processes;
      - 6.1.3.1.1.3. Staff and contractor on-boarding and termination processes;
      - 6.1.3.1.1.4. Information security breach record; and
      - 6.1.3.1.1.5. Incident and disaster management and communication plans.
    - 6.1.3.1.2. Social Engineering exercises which form part of the GMA's penetration testing regime and shall include typical social engineering tactics and techniques aimed at the service provider's staff and/or contractors in an attempt to gain information of, or access to, GMA information systems.
- 6.1.4. The Service Provider may be subjected to probity screening, based on the level of access to the GMA's information systems that is granted to the Service Provider, which screening may cover the service provider, its personnel, and/or contractors engaged in the discharge of the service provider's contractual obligations to the GMA.
- 6.1.5. The Service Provider shall be responsible for facilitating signature of requisite consent/s by its individual employees/ contractors. In the event that consent is not obtained for an individual employee/ contractor, or that an employee/ contractor fails the probity screening, the GMA reserves the right to demand that the relevant resource be replaced with an equally suitable resource at the Service Provider's cost.
- 6.1.6. The screening may include:
- 6.1.6.1. For companies:
    - 6.1.6.1.1. Company Checks;
    - 6.1.6.1.2. Company Fraud Checks;

- 6.1.6.1.3.      Company World-Checks;
- 6.1.6.1.4.      AFIS Criminal checks;
- 6.1.6.1.5.      CCMA Checks;
- 6.1.6.1.6.      Bank Account Verification;
- 6.1.6.1.7.      Treasury Non-Preferred Supplier Database; and
- 6.1.6.1.8.      Company Media Searches.
- 6.1.6.2.      For individuals:
  - 6.1.6.2.1.      General Background Checks;
  - 6.1.6.2.2.      World-Checks;
  - 6.1.6.2.3.      AFIS Criminal checks;
  - 6.1.6.2.4.      CCMA Checks; and
  - 6.1.6.2.5.      Verification of educational qualifications and/ or relevant work experience.

6.2 In the event that the Service Provider fails to comply with any of the above clauses, their contract with the GMA may be terminated.

## **7. POPIA COMPLIANCE TO THE PROTECTION OF PERSONAL INFORMATION ACT (“POPI ACT”)**

7.1. means all data, information, texts, drawings, and other records, which are embodied in any medium, and will include, but not be limited to, Personal Information and Electronic Data;

7.1.1. “**Data Subject**” means any persons to whom personal information relates;

7.1.2. “**Personal Information**” shall mean the race, gender, sex, pregnancy, marital status, national or ethnic origin, colour, sexual orientation, age, physical or mental health, disability, religion, conscience, belief, culture, language and birth of a person; information relating to the education or the medical, financial, criminal or employment history of the person; any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person; the biometric information of the person; the personal opinions, views or preferences of the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; the views or opinions of another individual about the person whether the information is recorded electronically or otherwise;

7.1.3. “**POPI Act**” means the Protection of Personal Information Act 4 of 2013, as amended from time to time; and



7.1.4. **"Processing"** means any operation or set of operations, including collecting, recording, organising, storing, updating, modifying, retrieving, consulting, using, disseminating, analysing, or studying data, including the copying, transmission, distribution or making available to any third party in any form, merging, linking, as well as blocking, erasing, or destroying any such data; and the words: "Process" and "Processed" will have corresponding meanings.

## **8. EVALUATION CRITERIA**

### **8.1. STAGE 1: ADMINISTRATIVE COMPLIANCE REQUIREMENTS**

Bidders must submit with their bid, fully completed and signed Standard Bidding Documents ("SBDs"). If the bidder fails to submit completed and signed SBDs within the specified time, their bid will be disqualified.

### **8.2. STAGE 2.1: FUNCTIONALITY EVALUATION – TMC CAPABILITY AND CAPACITY**

8.2.1. The evaluation criteria for measuring functionality, and the weighting attached to each criterion is listed in Table 1 below.

8.2.2. Functionality evaluation consists of two stages: TMC capability and capacity evaluation and Online Booking Tool functionality evaluation.

8.2.3. To qualify for the next evaluation stage, a Bidder must meet the minimum threshold of 75 points under capability and capacity and respond "Yes" to all compliance Tool requirements.

**Table 1: Functionality evaluation – TMC capability and capacity criteria**

	<b>FUNCTIONALITY</b>	<b>WEIGHT</b>
<b>1.</b>	<b>Experience of TMC (Provide details of experience of the company, client base, adherence to the development of travel industry):</b>	<b>15</b>
	<ul style="list-style-type: none"><li>- Over ten (10) years relevant travel management experience <b>(15 points)</b>;</li><li>- Minimum seven (7) years to ten (10) years relevant travel management experience <b>(10 points)</b>;</li><li>- Minimum five (5) years to less than seven (7) years relevant travel management experience <b>(5 points)</b>;</li><li>- Minimum three (3) years to less than five (5) years relevant travel management experience <b>(3 points)</b></li><li>- Less than three (3) years <b>(1 point)</b></li></ul>	
<b>2.</b>	<b>Details of at least three (3) accounts that attest to the experience mentioned above. The detail must include at a minimum; Name of Client, Scope of Work, Account Value, Start and End Date, Full Details of Contact Person</b>	<b>10</b>

<b>3.</b>	<b>Experience of consultants in handling local and international bookings (Provide detailed CVs with experience of consultants):</b> - Over ten (10) years relevant travel management experience <b>(15 points)</b> ; - Minimum seven (7) years to ten (10) years relevant travel management experience <b>(10 points)</b> ; - Minimum five (5) years to less than seven (7) years relevant travel management experience <b>(5 points)</b> ; - Minimum three (3) years to less than five (5) years relevant travel management experience <b>(3 points)</b> - Less than three (3) years <b>(1 point)</b>	<b>15</b>
<b>4.</b>	<b>Experience of Key Account Manager responsible for working with GMA to identify GMA needs and to ascertain how the TMC can best meet GMA's requirements (Provide details of experience of Key Account Manager and provide CV):</b>	<b>15</b>
	- Over ten (10) years relevant travel management experience <b>(15 points)</b> ; - Minimum seven (7) years to ten (10) years relevant travel management experience <b>(10 points)</b> ; - Minimum five (5) years to less than seven (7) years relevant travel management experience <b>(5 points)</b> ; - Minimum three (3) years to less than five (5) years relevant travel management experience <b>(3 points)</b> - Less than three (3) years <b>(1 point)</b>	
<b>5.</b>	<b>Customer service plan covering both TMC and Online Booking Tool services required in this RFP clearly articulating communication and escalation channels</b>	<b>20</b>
<b>6.</b>	<b>Invoice management</b>	<b>10</b>
<b>7.</b>	<b>Value-added services</b>	<b>15</b>
	<b>TOTAL POINTS</b>	<b>100</b>
	<b>MINIMUM ACCEPTABLE THRESHOLD POINTS</b>	<b>75</b>

#### **8.2.4 STAGE 2.2: FUNCTIONALITY EVALUATION - ONLINE SELF-BOOKING TOOL**

8.2.4.1 The evaluation criteria for measuring suitability and ability of the proposed Online Self-Booking tool follows below.

8.2.4.2 Bidders must confirm compliance to GMA's functionality requirements as per Table 2 below.

**Table 2 : Functionality evaluation – Online Self-Booking Tool compliance criteria**

**BID NO. GMA/003/23 PROVISION OF COMPREHENSIVE TRAVEL MANAGEMENT SERVICES TO THE GMA  
FOR A PERIOD OF 5 YEARS.**

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No.	Functionality	Compliance		Evidence/Motivation
		Yes	No	
1.	<b>User friendly</b> - Tool is easy to use. It requires minimal training to operate effectively.			
2.	<b>Automated booking updates</b> - Tool provides real-time, automatic updates on booking information, booking form generation, price rates, invoices, and more.			
3.	<b>Data management</b> – Tool has a functionality to collect and analyse data such as daily, weekly, and monthly booking volumes. Additionally, it must also come with reporting tools, and a centralised repository for customer information and other pertinent data points.			
4.	<b>Safe payment process</b> - Booking tool can accept and process payments in a fast, secure and efficient manner.			
5.	<b>Mobile device compatibility</b> – Travellers can access real-time booking information remotely on digital devices.			
6.	<b>Calendar and scheduling</b> - The tool integrates with the Traveller's MS Outlook to schedule the travel itinerary in the Outlook Calendar.			
7.	<b>Customer support</b> – There is integrated 24/7 online chat facility that has a feedback mechanism and online help functionality.			
8.	<b>Customisation</b> – Tool can be customised and/or configured to align with GMA Travel Policy and other legislative or internal controls requirements.			
9.	<b>Integration</b> - Ability to integrate with GMA IT and Finance systems as specified in this RFP.			

8.2.3 Demonstration session of the proposed Online Self-Booking tool may be required from the shortlisted Bidders to confirm compliance attested above.

8.2.4 Details of the demonstration session will be communicated to the shortlisted Bidders at a later stage during the bids evaluation stage.

8.2.5 As part of the bid evaluation process, Bidders must submit a web link to the proposed online booking tool for assessment of its functionality and user interface during the desktop evaluation phase.

### **8.3 STAGE 3: PREFERENCE AND PRICE EVALUATION**

8.3.1 Bids that have met the minimum threshold of seventy-five points (75) on functionality evaluation with 100% compliance to the Online Self-Booking Tool compliance criteria (answered "Yes" to all compliance requirements) shall be evaluated further on Price and Preference Point System.

8.3.2 The preference point system to be applied in this tender is 80/20.

## **9. CONFIDENTIALITY**

9.1. The appointed Service Provider acknowledges and/or undertakes that through occupying the positions required by this RFP; the Service Provider shall have access to confidential information; that includes but is not limited to information, documents, data, and materials of whatever nature of the parties provided in writing;

9.2. The Service Provider to maintain the strictest confidentiality for:

- i. all information that may reasonably be regarded as confidential, being information not in the public domain, whether such information is oral or written, recorded or stored by electronic, magnetic, electro-magnetic or other form or process, or otherwise in a machine readable form, translated from the original form, recompiled, made into a compilation, wholly or partially copied, modified, updated or otherwise altered, originated or obtained by, or coming into the possession, custody or knowledge of either party; or
- ii. any information relating to either GMA's, present and future research, analysis, compilations and studies, development of any system, business or financial activity, product, services, market opportunities, existing and potential customers and clients, marketing or promotion of any products, product pricing, contractual arrangements, technical knowledge, strategic objectives and planning, data, plans, designs, drawings, software or hardware, know-how, methods, trade secrets, trademarks, techniques, functional and technical requirements and specifications, financial statements, budgets, costs and financial projections,

accounting procedures or financial information, including know how and Trade Secrets relating to the operation of the Gautrain

## **10. DECLARATION OF INTEREST**

- 10.1. Service Providers must submit a declaration of any conflict of interest, any other involvement in the Gautrain Rapid Rail Link Project; as well as any other conflicts arising from awarding of pending bids, that may affect the discharge of responsibilities in this RFP.

## **11. COMPLIANCE TO THE PROTECTION OF PERSONAL INFORMATION ACT ("POPI ACT")**

- 11.1. **Definitions "Data"** means all data, information, texts, drawings, and other records, which are embodied in any medium, and will include, but not be limited to, Personal Information and Electronic Data;
- 11.1.2. **"Data Subject"** means any persons to whom personal information relates;
- 11.1.3. **"Personal Information"** shall mean the race, gender, sex, pregnancy, marital status, national or ethnic origin, colour, sexual orientation, age, physical or mental health, disability, religion, conscience, belief, culture, language and birth of a person; information relating to the education or the medical, financial, criminal or employment history of the person; any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person; the biometric information of the person; the personal opinions, views or preferences of the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; the views or opinions of another individual about the person whether the information is recorded electronically or otherwise;
- 11.1.4. **"POPI Act"** means the Protection of Personal Information Act 4 of 2013, as amended from time to time; and
- 11.1.5. **"Processing"** means any operation or set of operations, including collecting, recording, organising, storing, updating, modifying, retrieving, consulting, using, disseminating, analysing, or studying data, including the copying, transmission, distribution or making available to any third party in any form, merging, linking, as well as blocking, erasing, or destroying any such data; and the words: "Process" and "Processed" will have corresponding meanings.

**11.2.    Bidders' Consent**

- 12.2.1. The Gautrain Management Agency ("GMA") collects information directly from the bidders when submitting the Personal Information of the Data Subject during the submission of the bids. The bidders understand and agree that all information provided, whether personal or otherwise, may be used and processed by the GMA.
  - 12.2.2. The Bidders' consent to the GMA collecting and processing the Personal Information pursuant to any of the GMA's ICT policies in place insofar as Personal Information of the Data Subject is contained in relevant electronic communications.
  - 12.2.3. The GMA respects the right to privacy and therefore aims to ensure that it complies with the legal requirement of the POPI Act in collecting, processing, storing, sharing, and destroying any personal information which is provided to the GMA.
  - 12.2.4. The GMA will only collect Personal Information submitted by the bidders, for the purposes of evaluating the submitted proposals for the relevant advertised tender, the awarding of the tender to the preferred bidder and for the purposes of fulfilling its obligations in terms of the awarded contract.
  - 12.2.5. The bidders further agree to the disclosure of the Personal Information for any reason enabling the GMA to carry out or to comply with its business obligation insofar as it is relevant to the tender.
  - 12.2.6. The Bidders are required to comply with the provisions of the POPI Act fully. Furthermore, where applicable, the GMA expects that the Bidders should have obtained consent from Data Subjects to release their personal information to third parties.
- 11.3.    The GMA agrees that it will not transfer or disclose the Data Subject's Personal Information to a third party, unless where the GMA has a legal or contractual duty to disclose such information, or it is required for its legitimate business requirements and shall comply strictly with legislative stipulations in this regard.
- 11.4.    The GMA undertakes that it has adequate controls in place to protect/safeguard the Data Subject's Personal Information it receives from the Bidders.

## RFP - PART C:

### BIDDERS DECLARATION

All responses must be provided within the specified boxes, must comply with the word and page limits imposed and must respond to this RFP Part B in accordance with the Conditions of Tendering in this RFP Part A. All Annexures form part of the Bidders Response and must be completed in full and signed.

BIDDERS DECLARATION	
<p>I the undersigned _____ (full name) hereby certify that:</p> <p><input type="checkbox"/> I have read, understood and accept the conditions contained in this RFP.</p> <p><input type="checkbox"/> I have supplied all the required information, and all the information submitted as part of the RFP is true and correct.</p>	
NAME OF THE BIDDER	
IDENTITY NUMBER	
POSITION	
AUTHORISED SIGNATORY	

BIDDERS RESPONSE				
FULL NAME				
POSTAL ADDRESS				
PHYSICAL ADDRESS				
ENTITY REGISTRATION NUMBER				
VAT REGISTRATION NUMBER				
CONTACT PERSON'S FULL NAME				
TELEPHONE NUMBER 1	CODE		NUMBER	
TELEPHONE NUMBER 2	CODE		NUMBER	
FACSIMILE NUMBER	CODE		NUMBER	
CELLULAR PHONE NUMBER				
E-MAIL ADDRESS				
TAX CLEARANCE CERTIFICATE	YES		NO	
REGISTERED ON NATIONAL TREASURY CENTRALISED SUPPLIER DATABASE	YES		NO	
FULL NAME OF AUTHORISED SIGNATORY				
TITLE OF AUTHORISED SIGNATORY				
SIGNATURE OF AUTHORISED SIGNATORY				



<b>DATE OF SIGNATURE</b>	
<b>ALTERNATIVE TENDER</b>	<i>Word limit – [500] words</i>
Where a Bidder also submits an Alternative Tender, it must include any supplementary material, together with associated prices, which demonstrates in detail that such an alternative will fully achieve and/ or exceed all the specifications or requirements together with references as to why the alternative proposal/s may be advantageous. This should be cross-referenced to the Specification.	
<b>CONFLICT OF INTEREST</b>	
Provide details of any interests, relationships or clients which may give rise to a conflict of interest and the area of expertise in which that conflict of interest may arise.	<i>Complete as attached in SBD 4</i>

## Register on the Central Supplier Database for Government managed by National Treasury

with effect from **1 April 2016** the Central Supplier Database (CSD) will serve as the single source of key supplier information for all spheres of government providing consolidated, accurate, up-to-date, complete and verified supplier information to procuring organs of state.

The establishment of a CSD will result in one single database to serve as the source of all supplier information for all spheres of government. The purpose of centralising government's supplier database is to reduce duplication of effort and cost for both supplier and government while enabling electronic procurement processes.

Prospective suppliers interested in pursuing opportunities within the South African Government and those that are already registered on the GMA supplier database are encouraged to **self-register** on the CSD. This self-registration application represents an expression of interest from the supplier to conduct business with the South African Government. Once submitted, your details will be assessed for inclusion on the CSD.

**Access the CSD site on [www.csd.gov.za](http://www.csd.gov.za)**

Contact National Treasury for further clarity on the process:

Email: [csd@treasury.gov.za](mailto:csd@treasury.gov.za)

Telephone: 012 315 5509

Bidders must submit with their proposals proof of registration on CSD. The proof of registration must indicate the following:

- CSD Supplier Number
- CSD Unique RRN

**BID NO. GMA/003/23 PROVISION OF COMPREHENSIVE TRAVEL MANAGEMENT SERVICES TO THE GMA  
FOR A PERIOD OF 5 YEARS.**

**SBD 1 (A)**

**INVITATION TO BID**

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE GAUTRAIN MANAGEMENT AGENCY</b>					
BID NUMBER:	<b>GMA/003/23</b>	CLOSING DATE:	<b>20 NOVEMBER 2023</b>	CLOSING TIME:	<b>11H00</b>
DESCRIPTION	<b>PROVISION OF COMPREHENSIVE TRAVEL MANAGEMENT SERVICES TO THE GMA FOR A PERIOD OF 5 YEARS.</b>				
<b>BID RESPONSE DOCUMENTS MAY BE SUBMITTED THROUGH A WEB-BASED AUTOMATED TENDER SYSTEM (ATS)</b>					
Link address: <a href="https://eprocurement.gautrain.co.za/">https://eprocurement.gautrain.co.za/</a>					
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>			<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>		
CONTACT PERSON	<b>KEVIN TSHABALALA</b>		CONTACT PERSON	<b>KEVIN TSHABALALA</b>	
TELEPHONE NUMBER	<b>011 086 3500</b>		TELEPHONE NUMBER	<b>011 086 3500</b>	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	<a href="mailto:tenderenquiries@Gautrain.co.za">tenderenquiries@Gautrain.co.za</a>		E-MAIL ADDRESS		
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR <b>THE GOODS /SERVICES /WORKS OFFERED?</b>		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
<b>IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.</b>					

**SBD 1 (B)**

**TERMS AND CONDITIONS FOR BIDDING**

<b>1. BID SUBMISSION:</b>
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. <b>ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED--(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</b>
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. <b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT.</b>
<b>2. TAX COMPLIANCE REQUIREMENTS</b>
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED: .....  
(Proof of authority must be submitted e.g. company resolution)

DATE: .....

**SBD 3.1**

**PRICING SCHEDULE**

Name of Bidder: .....	Ref Number:    GMA/003/23
Closing Time: 11H00 AM	Closing Date: 20 November 2023

**OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.**

Bidders are required to submit a separate detailed price proposal.

## **PRICING DECLARATION**

Dear Sir/Madam

After having carefully read through and examined this RFP Reference Number GMA/003/23 in its entirety together with all the provisions contained in each section of the RFP document,

We hereby offer to provide comprehensive travel management services to the GMA as per requirements stated in the Terms of Reference(TOR) section of the REQUEST FOR PROPOSAL document:

IN AMOUNT: R \_\_\_\_\_ (including VAT)

IN WORDS: R \_\_\_\_\_ (including VAT)

We confirm that this price covers all costs associated with the provision of comprehensive travel management services to the GMA for a period of five years as per the requirements in the TOR.

We confirm that GMA will incur no additional costs whatsoever over and above this amount.

We undertake to hold this offer open for acceptance for a period of 120 (one hundred and twenty) days from the date of submission of offers. We further undertake that upon final acceptance of our offer, we will commence with the provision of service when required to do so by the Client.

Moreover, we agree that until formal Contract Documents have been prepared and executed, this Form of Tender, together with a written acceptance from the Client shall constitute a binding agreement between us, governed by the terms and conditions set out in this REQUEST FOR PROPOSAL.

We understand that you are not bound to accept the lowest or any offer and that we must bear all costs which we have incurred in connection with preparing and submitting this tender. We hereby undertake for the period during which this tender remains open for acceptance not to divulge to any persons, other than the persons to which the tender is submitted, any information relating to the submission of this tender or the details therein except where such is necessary for the submission of this tender.

**PRICE DECLARATION  
(MANDATORY INFORMATION)**

I the undersigned \_\_\_\_\_ (full name) hereby  
certify that:

- ☐ I have read, understood and unconditionally accept that the conditions contained in  
above Section of this RFP.
- ☐ I have supplied all the required information, and all the information submitted as part  
of the Pricing Section of this RFP is true and correct.

<b>NAME OF BIDDER</b>	
<b>IDENTITY NUMBER</b>	
<b>POSITION</b>	
<b>SIGNATURE OF AUTHORISED SIGNATORY</b>	

## **BIDDER'S DISCLOSURE**

### **1. PURPOSE OF THE FORM**

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

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

### **2. BIDDER'S DECLARATION**

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state?

YES		NO	
-----	--	----	--

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

---

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



Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution?

YES		NO	
-----	--	----	--

2.2.1 If so, furnish particulars:

.....  
 .....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

YES		NO	
-----	--	----	--

2.3.1 If so, furnish particulars:

.....  
 .....

### 3 DECLARATION

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

3.1 I have read, and I understand the contents of this disclosure,

- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect,
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements, or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements, or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

**I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.**

**I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND**

---

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

COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS  
DECLARATION PROVE TO BE FALSE.

.....

**Signature**

.....

**Date**

.....

**Position**

.....

**Name of bidder representative**

**SBD 6.1**

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

This preference form must form part of all bids invited. It contains general information and serves as a claim form for specific goal points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

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

---

**1. GENERAL CONDITIONS**

- 1.1 The following preference point systems are applicable to all bids:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
  - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).
- 1.2
- a) The value of this bid is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable; or
- 1.3 Points for this bid shall be awarded for:
- (a) Price; and
- (b) Specific Goal (B-BBEE Status Level of Contributor).
- 1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS (B-BBEE STATUS LEVEL OF CONTRIBUTOR)	20
Total points for Price and B-BBEE must not exceed	100

- 1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.
- 1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

## **2. DEFINITIONS**

- (a) **"B-BBEE"** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **"B-BBEE status level of contributor"** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **"bid"** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **"Broad-Based Black Economic Empowerment Act"** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **"EME"** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **"functionality"** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **"prices"** includes all applicable taxes less all unconditional discounts;
- (h) **"proof of B-BBEE status level of contributor"** means:
  - 1) B-BBEE Status level certificate issued by an authorized body or person;
  - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
  - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **"QSE"** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

**3.        POINTS AWARDED FOR PRICE**

**3.1      THE 80/20 PREFERENCE POINT SYSTEMS**

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

**80/20**

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

Where

$P_s$      =     Points scored for price of bid under consideration

$P_t$      =     Price of bid under consideration

$P_{\min}$    =     Price of lowest acceptable bid

**4.      POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR**

4.1      Specific goal points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (80/20 system)</b>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

**5.    BID DECLARATION**

5.1        Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

**6.    B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1**

6.1        B-BBEE Status Level of Contributor:    =    .....(maximum of 20 points)  
  
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

**7.    SUB-CONTRACTING**

7.1        Will any portion of the contract be sub-contracted?  
  
(*Tick applicable box*)

YES		NO	
-----	--	----	--

7.1.1      If yes, indicate:

- i)    What            percentage            of            the            contract            will            be subcontracted.....%
- ii)    The name of the sub-contractor.....
- iii)    The B-BBEE status level of the sub-contractor.....
- iv)    Whether the sub-contractor is an EME or QSE

(*Tick applicable box*)

YES		NO	
-----	--	----	--

- v)    Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

<b>Designated Group: An EME or QSE which is at last 51% owned by:</b>	<b>EME</b>	<b>QSE</b>
	√	√
Black people		
Black people who are youth		
Black people who are women		

Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
<b>OR</b>		
Any EME		
Any QSE		

**8. DECLARATION WITH REGARD TO COMPANY/FIRM**

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

8.4 TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One person business/sole propriety
- ☐ Close corporation
- ☐ Company
- ☐ (Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

.....

.....

8.6 COMPANY CLASSIFICATION

- ☐ Manufacturer
- ☐ Supplier
- ☐ Professional service provider



**BID NO. GMA/003/23    PROVISION OF COMPREHENSIVE TRAVEL MANAGEMENT SERVICES TO THE GMA  
FOR A PERIOD OF 5 YEARS.**

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☐ Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

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

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

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

**DATE:** .....

**ADDRESS:** .....

.....

## **SAFETY, HEALTH AND ENVIRONMENT**

### **REQUEST FOR INFORMATION**

#### **1. SAFETY, HEALTH AND ENVIRONMENT**

1.1	Do you have a Safety, Health and Environment (SHE) policy statement?	YES/NO Please provide a copy of the policy statement
1.2	Is your SHE programme aligned or certified to comply with the OHSAS 18001 and ISO 14001 standards?	YES/NO Please provide details
1.3	Would you be prepared to have your SHE standards audited or modified according to requirements?	YES/NO Please give reasons if applicable
1.5	How do you record and classify injuries sustained during operations?	Please provide details
1.6	How do you record and classify incidents both safety and environmentally related?	Please provide details
1.9	Does your company have any Health and Safety agreements with any major unions?	Please provide details
1.10	Is your company in good standing with a Workman's Compensation Authority	Please provide a copy of the Letter of Good Standing which includes the registration number
1.12	Does your company employ a SHE/Q Manager and who does he/she report to?	YES/NO Please provide details of experience and qualifications of this individual
1.13	What ongoing training is conducted with regard to SHE?	Please provide details
1.14	Does your company have an active Safety Committee?	Please provide details
1.15	How does your company communicate issues/targets to the employees regarding SHE?	Please provide details
1.16	Does your company have a medical surveillance programme in place?	YES/NO Please provide details,
1.17	Have the management duties in terms of the OHSA been assigned by written appointment to specific individuals within your company?	YES/NO Please provide details of appointments in place.

## **2. TECHNICAL AND QUALITY ASSURANCE STANDARDS**

2.1	Do you have a quality policy statement and Quality manual?	YES/NO Please provide a copy of the policy statement
2.2	Is your Quality Management aligned or certified to comply with the ISO 9001:2008?	YES/NO Please provide details
2.3	Would you be prepared to have your Quality Management system audited or modified according to requirements?	YES/NO Please give reasons if applicable
2.5	How do you record and classify incidents and non-conformances related to quality?	Please provide details
2.6	Does your company employ a Quality Manager and who does he/she report to?	YES/NO Please provide details of experience and qualifications of this individual
2.7	What ongoing training is conducted with regard to Quality?	Please provide details
2.10	Are you prepared to allow personnel to access your premises to perform a technical assessment of your capabilities?	YES/NO
2.11	How many different inspection agencies have visited your premises in the last 12 months	Please provide details
2.12	Do you have dedicated quality management resources and transparent processes to ensure quality in procured materials and equipment?	YES/NO Please provide a list of the dedicated resources and a description of the quality management processes.

<b>NAME OF BIDDER</b>	
<b>POSITION</b>	
<b>AUTHORISED SIGNATORY</b>	
<b>DATE</b>	

## RFP - PART D

# SUPPLIER CODE OF CONDUCT

### ABBREVIATIONS, TERMINOLOGIES AND DEFINITIONS

ABBREVIATIONS	DEFINITIONS
B-BBEE	Broad-Based Black Economic Empowerment Act No 53 of 2003 as amended
CEO	Chief Executive Officer
CFO	Chief Financial Officer
GMA	Gautrain Management Agency
MANCO	GMA Management Committee
PFMA	Public Finance Management Act No. 1 of 1999 as amended
PPPFA	Preferential Procurement Policy Framework Act No. 5 of 2000
SCM	Supply Chain Management

TERMINOLOGIES	DEFINITIONS
Brand Identity	Means the outward expression of a brand (which is the Gautrain) which includes its name, trademark, communication and visual appearance.

Conflict of Interest	Means a situation where a GMA official or Service Provider or Bidder is in a position of authority which requires him/her to exercise judgment or make decisions, or to participate in a body such as a committee which makes decisions, on behalf of GMA and also has (personal, financial or other) interests or obligations that might interfere with or influence the exercise of his/her judgement.
Five Pillars of Procurement	Means the holding foundation of a procurement system which are - fair, equitable, transparent, competitive and cost effective as mentioned in the Constitution of the Republic of South Africa, Act 108 of 1996, Section 217.
Purchase Order	Means a legally binding document between a GMA and a Supplier, detailing the items/services that GMA agrees to purchase at a certain price point. It also outlines the delivery date and terms of payment.
Suppliers	GMA suppliers and service providers, and their employees, agents, and subcontractors, including prospective suppliers and service providers, as well as their employees, agents, and subcontractors. (Collectively referred to as "Suppliers").
Visual Elements	Means the logo and framework or architecture which specifies how it is used.

#### **PURPOSE OF SUPPLIER CODE OF CONDUCT**

The purpose of this code of conduct is to define behaviours and actions which GMA suppliers must commit to abide by during SCM processes, and, where applicable, the discharge of their contractual obligations towards the GMA.

#### **APPLICABILITY/SCOPE**

This code of conduct is applicable to all GMA Suppliers.

## **PREAMBLE**

Whereas the GMA is committed to SCM processes that are fair, equitable, transparent, competitive, and cost effective, and to receiving value for money from all its Suppliers; the GMA desires to outline standards to which its Suppliers are required to adhere to. The GMA further expects its Suppliers to replicate these standards further down their supply chains.

## **5 INTRODUCTION**

The GMA aims to conduct its business in a manner that is fair, equitable, transparent, competitive and cost effective (five pillars) as underpinned by Section 217 of Constitution of the Republic of South Africa, and its core values. The five pillars are not only a prescription of standards of behaviour, ethics and accountability but are a statement of GMA's commitment to a procurement system which would enable the emergence of sustainable small, medium and micro business and sustainable environment, consequently adding to the common wealth of GMA and its stakeholders.

This Code of Conduct captures the principles that the GMA expects its Suppliers to uphold. It contains globally aligned standards and guidance in each of the following areas:

- Ethics
- Labour
- Safety, Health, Environment and Quality; and
- Management Systems

## **6 ETHICS**

Suppliers are expected to conduct their business in an ethical manner and act with integrity. Where unethical practice comes to light, a Supplier commits to taking appropriate action to report and remedy it. Ethical requirements include the following aspects without limitation:

### **6.1 Business Integrity**

Suppliers are expected not to practice or tolerate any form of corruption, extortion, embezzlement, dishonesty, or unethical conduct of any kind. Consequently, Suppliers commit not to offer or accept bribes or any other incentives that may nullify the Five Pillars of Procurement. A Supplier is expected not to donate, on behalf of the GMA, the GMA's employees/ agents/ board members, or offer or accept any gratification that may appear to be aimed at influencing a decision of the GMA or the GMA's current and

potential business partners in the Supplier's favour. Suppliers are, furthermore, required to comply with all legal requirements applicable to them.

## **6.2 Conflict of Interest**

Suppliers must avoid potential or actual conflict of interest. GMA must not deal directly or indirectly, with any Supplier with a conflict of interest that has been established. In the event of a Supplier becoming aware of any potential interest, during the course of a procurement process, negotiating the Supplier agreement or performing the Supplier's contractual obligations, the Supplier shall declare the interest to the GMA's management who shall take appropriate action to conduct a materiality assessment of the declared interest depending on the particular circumstances of each case. Where conflict is established management shall continue to give effect to the foregoing principle.

Failure to disclose known interest by the Supplier or submitting a false declaration shall be perceived as an attempt by the Supplier to abuse GMA SCM policies and result in disqualification from the procurement process or cancellation of contract.

## **6.3 Fair Competition**

Suppliers shall not engage in collusive bidding, price fixing, price discrimination, or other unfair trade practices not in line with fair competition and in accordance with all applicable anti-competition laws that govern the jurisdiction in which it conducts business.

## **6.4 Privacy and Intellectual Property**

Suppliers must safeguard and maintain confidential and proprietary information or trade secrets of the GMA and use such information only for the authorised purpose. Suppliers shall, to the foregoing end, implement measures aimed at restricting access to the GMA's confidential and proprietary information to persons requiring such access for the purpose of discharging the Supplier's obligations towards the GMA.

## **6.5 Reputation Management**

Suppliers must acknowledge the importance and relevance of the Gautrain Brand Identity (the Brand) and visual identity. Suppliers shall, to the foregoing end, follow relevant GMA policies, procedures, directions and guidelines to ensure that the Brand

and corporate visual elements is reflected positively and appropriately in order to maintain a good reputation of the GMA.

## **7    LABOUR AND HUMAN RIGHTS**

Suppliers are expected to give effect to the human rights of their employees and treat them with dignity and respect. This includes the following aspects without limitation:

### **7.1 Diversity and Inclusion**

The GMA encourages Suppliers to provide an inclusive and supportive working environment and to exercise diversity when it comes to their employees as well as their decisions to select subcontractors. Suppliers are expected to act lawfully in this regard.

### **7.2 Child Labour Avoidance**

The GMA does not subscribe to child labour. Suppliers must, therefore, comply with all minimum working age laws or regulations and not use child labour. Suppliers cannot employ anyone under the legal minimum working age for employment. The GMA only supports the development of legitimate workplace apprenticeship programs, for the educational benefit of young people, and will not do business with those who abuse such systems. Workers under the legal working age cannot perform hazardous work and may be restricted from night work, with consideration given to educational needs.

### **7.3 Freedom of Association**

Suppliers must comply with all applicable laws that pertain to freedom of association and collective bargaining and will not discriminate on the basis of affiliation or non-affiliation. Suppliers will respect employees' rights to seek representation and will not disadvantage employees who act as workers' representatives.

### **7.4 Abuse/Harassment/Disciplinary Action**

While the GMA recognizes and respects cultural differences, Suppliers are required to provide their employees a workplace free of harsh and inhumane treatment, without any sexual harassment, sexual abuse, corporal punishment or torture, mental or physical coercion or verbal abuse of employees or threat of any such treatment. Suppliers must treat all employees with respect and dignity and comply with applicable legislation on disciplinary practices.



### **7.5 Fair and Equal Treatment**

Suppliers' terms and conditions of employment, including hiring, training, working conditions, compensation, benefits, promotions, discipline, termination or retirement are based on the individual's qualifications, performance, skills and experience.

### **7.6 Forced Labour**

Suppliers will employ all employees on a voluntary basis and do not use any prison, slave, bonded, forced labour or engage in any other forms of slavery or human trafficking.

### **7.7 Working Hours**

Suppliers commit to complying with all applicable laws regarding regular working hours, rest periods and overtime hours. Suppliers will not force employees to work overtime and employees will not be punished, penalised or dismissed for refusing to work overtime.

### **7.8 Compensation and Benefits**

Suppliers will fairly compensate all employees by providing wages and benefits in accordance with all applicable laws.

## **8 SAFETY, HEALTH, ENVIRONMENT AND QUALITY**

Suppliers are expected to provide a safe and healthy working environment and, if applicable, safe and healthy company living quarters, and to operate in an environmentally responsible and efficient manner. Suppliers will comply with all applicable laws and regulations pertaining to health, safety, environment and quality in the workplace. GMA recognizes its social responsibility to protect the environment and expects its Suppliers to share its commitment by responding to challenges posed by climate changes and working toward protecting the environment. Suppliers commit to continuously strive to improve performance in all these areas by integrating sound safety, health and quality management practices into all aspects of business without limitation:

### **8.1 Occupational Health and Safety**

Suppliers will protect their employees from any chemical, biological and physical hazards and physically demanding tasks in the workplace as well as from risks associated with any infrastructure used by their employees. Suppliers will provide appropriate

controls, safe working procedures and preventative maintenance and necessary technical protective measures to mitigate health and safety risks in the workplace.

## **8.2 Product Safety**

Suppliers will make available material safety data sheets containing all necessary safety-relevant information for all hazardous substances and will be provided to GMA and other parties in case of legitimate need.

## **8.3 Resource Conservation and Climate Protection/Waste and Emissions**

Suppliers will minimise or eliminate negative impact on the environment and climate at their source or by practices such as the modification of production, maintenance and facility processes, material substitution, conservation, recycling, material reutilisation, use of climate-friendly products, processes to reduce power consumption and greenhouse gas emissions. Suppliers will have systems in place to ensure safe handling, movement, storage, recycling, reuse and management of waste, air emissions and wastewater discharges. Suppliers will have systems in place to prevent or mitigate accidental spills and releases into the environment.

## **8.4 Quality Requirements**

Suppliers will meet generally recognised or contractually agreed quality requirements in order to provide goods and services that consistently meet GMA's needs, perform as warranted and are safe for their intended use.

# **9 MANAGEMENT SYSTEMS**

Suppliers are encouraged to fulfil the expectations set forth in this Supplier Code of Conduct by implementing management systems to facilitate compliance with all applicable laws and to promote continuous improvement and sustainability performance. Suppliers must communicate the principles set forth in this Supplier Code of Conduct to their employees and supply chains, and are expected to take disciplinary action against any of its employee or business partner, involved in discharging the Supplier's obligations towards the GMA, who acts contrary to the letter or spirit of this Code of Conduct.

Suppliers are expected to self-monitor and demonstrate their compliance with this Code of Conduct. Where non-compliance is detected, the GMA may, at its sole discretion:

- immediately remove from GMA premises, a Supplier who behaves in a manner that is inconsistent with this Code of Conduct or any GMA policy; or
- suspend any Purchase Order from the Supplier until satisfactory corrective action is implemented;
- terminate its relationship with the Supplier;
- facilitate the listing of the Supplier in the National Treasury Register of Restricted Suppliers or its equivalent; and/or
- report the Supplier to appropriate authorities or associations.

Suppliers are responsible for prompt reporting of actual or suspected fraud, corruption, theft, financial misconduct, dishonesty, or unethical conduct, relating to SCM processes in which they are involved, or the discharge of their contractual obligations towards the GMA, to the GMA's management, or the GMA's Fraud Hotline.

## **10 ROLES AND RESPONSIBILITIES**

<b>Responsibility</b>	<b>Designation</b>	<b>Level of Responsibility / Accountability</b>
<b>Accounting Officer</b>	Chief Executive Officer (CEO)	<ul style="list-style-type: none"> <li>• The Chief Executive Officer is responsible for articulating the core values for the GMA.</li> </ul>
<b>Responsible Authority</b>	Chief Financial Officer (CFO)	<ul style="list-style-type: none"> <li>• Responsible for communicating this code to the Suppliers and providing guidance on the management of exceptions to this code.</li> <li>• Responsible for implementing suitable systems to support the implementation of this code of conduct.</li> </ul>
<b>Executing Authorities</b>	All GMA employees and Suppliers	<ul style="list-style-type: none"> <li>• Responsible for upholding and putting into action this code of conduct.</li> <li>• Responsible for ensuring compliance and reporting non-compliance to this code of conduct.</li> </ul>

<b>Administrative/Revisions/Amendments Responsibility</b>	Executive Manager: SCM	<ul style="list-style-type: none"><li>Responsible for the annual review of the code and/or amending of the code as necessary.</li></ul>
<b>Enquiries</b>	Chief Financial Officer (CFO)	<ul style="list-style-type: none"><li>Responsible for the overall management and implementation of GMA SCM policies. Proposed Corrections and/or amendments to this document must be forwarded to the Executive Manager: SCM in the Finance Department.</li></ul>

## **11 RELATED DOCUMENTS**

Content of this Code of Conduct is informed by the following legal standards:

- i. The Constitution of the Republic of South Africa, act 108 of 1996, Section 217;
- ii. Occupational Health and Safety Act, 1993;
- iii. Public Finance Management Act (PFMA) of 1999;
- iv. Preferential Procurement Policy Framework Act (PPPFA) of 2000 and its related Regulations;
- v. Construction Industry Development Board Act of 2000 and its related Regulations;
- vi. Prevention and Combating of Corrupt Activities Act of 2004;
- vii. Gautrain Management Act of 2006;
- viii. Broad-Based Black Economic Empowerment Act (B-BBEE) and Codes of Good Practice of 2013 and its related Regulations;
- ix. GMA Supply Chain Management Policy;
- x. GMA Fraud Prevention and Whistle Blowing Policy;
- xi. GMA Brand Policy; and
- xii. GMA Strategic Plan for 2018/19 to 2020/21.

## **12. REVIEW OF THE SUPPLIER CODE OF CONDUCT**

This will be reviewed as and when there are regulatory or GMA business changes which impact on the principles articulated in this document.

The bidder hereby declares to comply with the GMA Supplier Code of Conduct.

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