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**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE TRAVEL, ACCOMMODATION AND CONFERENCE (VENUE AND FACILITIES) SERVICES FOR THE DEPARTMENT OF SMALL BUSINESS DEVELOPMENT FOR A PERIOD OF 36 MONTHS**

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**DSBD TMS 001/2024**

**DATE OF ISSUE : 14 June 2024**

**CLOSING DATE AND TIME : 15 JULY 2024 11:00 AM**

**BID VALIDITY PERIOD : 120 DAYS**

**SUBMISSION ADDRESS (TENDER BOX ADDRESS)**

**Supply Chain Management**

77 MEINTJIES STREET

1<sup>st</sup> FLOOR, BLOCK G

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SUNNYSIDE

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## 1. DEFINITIONS

- 1.1. **Accommodation** refers to the rental of lodging facilities while away from one's place of abode, but on authorised official business.
- 1.2. **Air Travel** refers to travelling by an airline on authorised official business.
- 1.3. **Authorising Official** refers to the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g., Line Manager of the Traveller.
- 1.4. **Car Rental** refers to the rental of a vehicle for a short period by a traveller for official business purposes.
- 1.5. **Department** refers to the organ of state, Department or Public Entity that requires the provision of travel management services.
- 1.6. **Domestic Travel** refers to travel within the borders of the Republic of South Africa.
- 1.7. **24 After-hours Service** refers to an enquiry or travel request that is actioned after normal working hours, i.e., 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.
- 1.8. **Emergency Service** refers to the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from the originally planned trip.
- 1.9. **International Travel** refers to travel outside the borders of the Republic of South Africa.
- 1.10. **Lodge Card** is a credit card which is specifically designed for business travel expenditure. There is typically one credit card number which is "lodged" with the Travel Management Company (TMC) to which all expenditure is charged.
- 1.11. **Merchant Fees** are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.
- 1.12. **Quality Management System** refers to a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organisational structure, policies, procedures, processes, and resources needed to implement quality management.
- 1.13. **Regional Travel** refers to travel across the border of South Africa to any of the Southern African Development Community (SADC) Countries, namely, Angola, Botswana, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius,

Mozambique, Namibia, Seychelles, Swaziland, United Republic of Tanzania, Zambia, and Zimbabwe.

- 1.14. **Service Level Agreement (SLA)** refers to the contract between the TMC and the Government that defines the level of service expected from the TMC.
- 1.15. **Shuttle Service** refers to the service offered to transfer a Traveller from one point to another, for example from a place of work to the airport.
- 1.16. **Third-party fees** refer to that are fees payable to third-party service providers that provide travel-related services on an ad hoc basis that are not directly provided by the TMC, these fees include visa fees and courier fees.
- 1.17. **Transaction Fee** refers to the fixed negotiated fee charged for each specific service type e.g. international air ticket, charged per type per transaction per Traveller.
- 1.18. **Traveller** refers to a government official, consultant or contractor travelling on official business on behalf of the Department.
- 1.19. **Travel Authorisation Form** refers to the official form utilised by the Department reflecting the detail and order number of the trip that is approved by the relevant authorising official.
- 1.20. **Travel Booker** refers to the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g., the personal assistant of the Traveller.
- 1.21. **Travel Management Company or TMC** refers to the Company contracted to provide travel management services (Travel Agency).
- 1.22. **Travel Voucher** refers to a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.
- 1.23. **Value Added Services** refers to the services that enhance or complement the general travel management services e.g., rules and procedures of the airports.
- 1.24. **VAT** refers to Value Added Tax.
- 1.25. **VIP or Executive Service** refers to the specialised and personalised travel management services to selected employees of the Department by a dedicated consultant to ensure a seamless travel experience.

## **1. INTRODUCTION**

- 1.1 The Department of Small Business Development (DSBD) established in 2014 is mandated to lead and coordinate an integrated approach to the promotion and development of entrepreneurship, small businesses and co-operatives and ensure an enabling legislation and policy environment that contributes towards job creation and economic growth.
- 1.2 Derived from the mandate, the Department's vision is a radically transformed economy through integrated and effective enterprise development and entrepreneurial promotion. The department therefore aims to coordinate, integrate, and mobilise efforts and resources towards the creation of an enabling environment for the growth and sustainability of small businesses and co-operatives.

## **2. PURPOSE OF THIS REQUEST FOR BID**

- 2.1 The purpose of this Request for Bid (RFB) is to solicit proposals from potential bidder(s) for the provision of travel management services to the Department of Small Business Development (i.e., travel, accommodation, and conference services).
- 2.2 This RFB document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder(s) required by DSBD for the provision of travel management services to DSBD.

## **3. LEGISLATIVE FRAMEWORK OF THE BID**

### **3.1 Tax Legislation**

- 3.1.1 Bidder(s) must be compliant when submitting a proposal to DSBD in terms all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- 3.1.2 It is a condition of this bid that the tax matters of the successful bidder must be in order, or that satisfactory arrangements have been made with the South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 3.1.3 The Tax Compliance status requirements are also applicable to foreign bidders/ individuals who wish to submit bids.
- 3.1.4 Bidders are required to be registered on the Central Supplier Database (CSD) and the Department shall verify the bidder's tax compliance status through the Central Supplier Database.

3.1.5 Where Consortia/Joint Ventures/Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

### **3.2 Procurement Legislation**

3.2.1 DSBD has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

### **3.3 Technical Legislation and/or Standards**

3.3.1 Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services, especially the Cost Containment measures on Travel and Subsistence issued by the National Treasury and as amended.

## **4. BRIEFING SESSION**

**4.1** A briefing and clarification session will be held virtually through Teams Meeting on the **25<sup>th</sup> June 2024** to clarify to the bidder(s) the scope and extent of work to be executed.

**Microsoft Teams 25 June 2024 South African time 11:00am to 12:30am**

**Join the meeting now**

Meeting ID: **334 011 827 424**

Passcode: **f8c9gM**

## **5. TIMELINE OF THE BID PROCESS**

**5.1** The period of **validity of tender and the withdrawal of offers**, after the closing date and time is **120 days**. The project timeframes of this bid are set out below:

<b>Activity</b>	<b>Due Date</b>
<b>Advertisement of bid on Government e-tender print portal/print media / Tender Bulletin</b>	14 June 2024
<b>Briefing and clarification session (Teams meeting)</b>	25 June 2024
<b>Bid closing date and time</b>	15 July 2024 time 11:00 am

**5.2** All dates and times in this bid are South African Standard Time.

**5.3** Any time or date in this bid is subject to change at DSBD's discretion. The establishment of a time or date in this bid does not create an obligation on the part of DSBD to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if DSBD extends the deadline for bid

submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

## **6. CONTACT AND COMMUNICATION**

- 6.1** A nominated official of the bidder(s) can make enquiries in writing, to the specified person, R Matodzi through the following channel [dsbdtenders@dsbd.gov.za](mailto:dsbdtenders@dsbd.gov.za) contact number (012) 394 3014.
- 6.2** The delegated office of DSBD may communicate with Bidder(s) where clarity is sought in the bid proposal. The contact details to be used for bid proposal clarification is [dsbdtenders@dsbd.gov.za](mailto:dsbdtenders@dsbd.gov.za).
- 6.3** Any communication to an official or a person acting in an advisory capacity for DSBD in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 6.4** All communication between the Bidder(s) and DSBD must be done in writing.
- 6.5** If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by DSBD (other than minor clerical matters), the Bidder(s) must promptly notify DSBD in writing of such discrepancy, ambiguity, error or inconsistency to allow DSBD to consider what corrective action is necessary (if any).
- 6.6** Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by DSBD will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 6.7** All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid, or the Tendering process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for developing a proposal in response to this Bid.

## **7. LATE BIDS**

- 7.1** Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, will be returned to the Bidder(s) or the bidder will be advised via email.

## **8. COUNTER CONDITIONS**

- 8.1** Bidders' attention is drawn to the fact that amendments to any of the **bid conditions** or setting of counter conditions by bidders or qualifying any bid conditions will result in the **invalidation** of such bids.

## **9. FRONTING**

- 9.1** The government supports the spirit of Broad-Based Black Economic Empowerment (BBBEE) and recognises that real empowerment can only be achieved through individuals and businesses conducting themselves with the Constitution and an honest, fair, equitable, transparent, and legally compliant manner. Against this background, the Government condemns any form of fronting.
- 9.2** The Government, in ensuring that bidders honestly conduct themselves will, as part of the bid evaluation processes, conduct, or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/investigation, the onus will be on the bidder/contractor to prove that fronting does not exist. Failure to do so within 14 days from the date of notification may invalidate the bid/contract and may also result in the restriction of the bidder/contractor from conducting business with the public sector for a period not exceeding 10 years, in addition to any other remedies DSBD may have against the bidder/contractor concerned.

## **10. BIDDER DUE DILIGENCE**

- 10.1** DSBD reserves the right to conduct bidder due diligence before the final award or at any time during the contract period. This may include site visits and requests for additional information.

## **11. SUBMISSION OF PROPOSALS**

- 11.1** Bid documents may be deposited or couriered to DSBD tender box on the aforesaid address on or before the closing date and time.
- 11.2** Bid documents will only be considered if received by DSBD before the closing date and time, regardless of the method used to send or deliver such documents to DSBD.

**11.3** The bidder(s) are required to submit **two (2) copies** of each file (one (1) original and one (1) duplicate) and **one (1) copy on a USB** with the content of each file by the closing date and time. Each file and USB must be marked correctly and sealed separately for ease of reference during the evaluation process. Furthermore, the file and information in the USB must be labelled and submitted in the following format:

<b>FILE 1 (TECHNICAL FILE)</b>	<b>FILE 2 (PRICE &amp; specific Goals)</b>
<b>Exhibit 1:</b> <b>Pre-qualification documents</b> <i>(Refer to Section 17.2 - Gate 0: Pre-qualification Criteria (Table 1))</i>	<b>Exhibit 1:</b> Pricing Schedule <i>(Refer to Section 16 – Pricing Model and Annexure A3 – Pricing Submission)</i>
<b>FILE 1 (TECHNICAL FILE)</b>	
<b>Exhibit 2:</b> <ul style="list-style-type: none"> <li>• <b>Technical Responses and Bidder Compliance Checklist for Technical Evaluation</b></li> <li>• <b>Supporting documents for technical responses.</b>  <i>(Refer to Section 17.2 - Gate 1: Technical Evaluation Criteria and Annexure A2 – Desktop Evaluation Technical Scorecard and Compliance Checklist)</i> </li> </ul>	
<b>Exhibit 3:</b> <ul style="list-style-type: none"> <li>• <b>General Conditions of Contract (GCC)</b></li> <li>• <b>Draft Service Level Agreement</b>  <i>(Refer to Section 20 – Service Level Agreement)</i> </li> </ul>	
<b>Exhibit 4:</b> <ul style="list-style-type: none"> <li>• <b>Company Profile</b></li> <li>• <b>Any other supplementary information</b></li> </ul>	

**11.4** Bidders are requested to initial each page of the hard copy tender document on the **top right-hand corner**.

## **12. PRESENTATION/DEMONSTRATION**

**12.1** DSBD reserves the right to request presentations/demonstrations from the short-listed bidders as part of the bid evaluation process. Should this be a requirement, bidders will be informed in writing of the date and time as well as the scope of the presentation to be made.

## **13. DURATION OF THE CONTRACT**



13.1 The successful bidder will be appointed for 36 months after which the tender will be advertised. The Department reserves the right to extend the contract for a period not exceeding 6 months.

## **14. SCOPE OF WORK**

### **14.1 Background**

14.1.1 DSBD currently uses Travel with Flair to manage the travel requisition and travel expense processes within the travel management lifecycle. The travel requisition process is currently a manual process. The travel requisition is manually captured on forms that go through a manual authorisation approval procedure and are then forwarded to the DSBD Travel Co-ordinator. The DSBD Travel Co-ordinator forwards the requisition to the Travel Agency via email for bookings to be made.

14.1.2 DSBD's primary objective in issuing this RFP is to agreement agree with a successful bidder(s) who will achieve the following:

- a) Provide DSBD with travel management services that are consistent and reliable and will maintain a high level of Traveller satisfaction in line with the service levels.
- b) Achieve significant cost savings for DSBD without compromising services.
- c) Appropriately contain DSBD's risk and Traveller's risk.

### **14.2 Travel Volumes**

14.2.1 The current DSBD total number of employees is 299 (may vary in future) and volumes per annum including air travel, accommodation, car hire, forex, conference, etc. are reflected on the table below for the 2024/25 Financial Year (FY) as follows:

<b>Service Category</b>	<b>Estimated Number Transactions per annum</b>	<b>Estimated Expenditure per annum ®</b>
Air travel - Domestic	2416	6 713 492,00
Air Travel - Regional & International	66	1 761 835,00
Car Rental - Domestic	3145	5 513 716,00
Car Rental - Regional & International	50	
Shuttle Services - Domestic	70	
Accommodation - Domestic	4366	5 551 564,00
Accommodation - Regional & International	600	1 012 565,00
Transfers - Domestic	723	1 012 565,00

<b>Service Category</b>	<b>Estimated Number of Transactions per annum</b>	<b>Estimated Expenditure per annum ®</b>
Transfers - Regional & International	30	
Bus/Coach bookings	22	
Train - Regional & International	0	
Conferences/Events	55	
After Hours	450	
Parking	200	1 108,00
Insurance	200	
Forex	69	
City Tax	88	
Tourism Leavy	60	
<b>GRAND TOTAL</b>		

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

### **14.3 Service Requirements**

#### **14.3.1 General**

- 14.3.1.1 The successful bidder will be required to provide innovative travel management services. Deliverables under this section include without limitation, the following:
- 14.3.1.2 The travel services will be provided to all Travellers travelling on behalf of DSBD, locally and internationally. This will include employees and contractors, consultants, and clients where the agreement is that DSBD is responsible for the arrangement and cost of travel.
- 14.3.1.3 Provide travel management services during normal office hours (Monday to Friday 8h00 to 17h00) and provide hours normal after-hours and emergency services as stipulated in paragraph 15.3.6 (c).
- 14.3.1.4 Familiarisation with current DSBD travel business processes,
- 14.3.1.5 Familiarisation with current travel suppliers and negotiated agreements that are in place between DSBD and third parties. Assist with further negotiations for better deals with travel service providers.
- 14.3.1.6 Familiarisation with current DSBD Travel Policy and implementations of controls to ensure compliance.
- 14.3.1.7 Penalties incurred because of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.
- 14.3.1.8 Provide a facility for DSBD to update their Travellers' profiles.

- 14.3.1.9 Manage the third-party service providers by addressing service failures and complaints against these service providers, a feedback report is to be sent to DSBD.
- 14.3.1.10 DSBD monthly will Consolidate and reconcile all invoices from travel suppliers.
- 14.3.1.11 Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- 14.3.1.12 Provide the reference letters from at least three (3) contactable existing/recent clients (within the past 3 years) who are of a similar size to DSBD.
- 14.3.1.13 It will be an added advantage if the bidder is a member of ASATA (Association of South African Travel Agents). Proof of such membership must be submitted with the bid at closing date and time.

#### **14.3.2 Reservations**

14.3.2.1 The Travel Management Company will:

- a) Always endeavour to make the most cost-effective travel arrangements based on the request from the Traveller and/or travel booker.
- b) Apprise themselves of all travel requirements for destinations to which Travellers will be travelling and advise the Traveller of alternative plans that are more effective cost-effective and more convenient where necessary.
- c) Travel bookers or the appointed TMC must compare the best price of the day of various airline fares, accommodation establishment rates and car rental rates before confirming a booking, to ensure competitiveness and cost effectiveness.
- d) Book the negotiated discounted fares and rates where possible.
- e) Keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules before or during the Traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- f) Book parking facilities at the airports where required for the duration of the travel.
- g) Respond timely and process all queries, requests, changes, and cancellations timeously and accurately.
- h) Be able to facilitate group bookings (e.g., for meetings, conferences, events, etc.)
- i) Issue all necessary travel documents, itineraries, and vouchers timeously to the Traveller(s) or Travel Booking coordinator prior to departure dates and times.
- j) Advise the Traveller of all visa and inoculation requirements well in advance.
- k) Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.

- l) Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- m) Facilitate the bookings that are generated through their own- or third-party Online Booking Tool (OBT) where it can be implemented.
- n) Note that, unless otherwise stated, all cases include domestic, regional, and international travel bookings.
- o) Visa applications will not be the responsibility of the TMC; however, the relevant information must be supplied to the Traveller(s) where visas will be required.
- p) Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by DSBD are **non-commissionable**, where commissions are earned for DSBD bookings all these commissions should be returned to DSBD every quarter.
- q) Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by DSBD. All personal information submitted to the TMC must only be used for the intended purpose and cannot be distributed further without consent.
- r) Timely submission of proof that services have been satisfactorily delivered (invoices) as per DSBD's instructions.

#### 14.3.3 Air Travel

- a) The TMC must be able to book full-service carriers as well as low-cost carriers.
- b) The TMC will book the most cost-effective airfares possible for domestic travel.
- c) For international flights, the airline which provides the most cost-effective and practical routings may be used.
- d) For airline bookings: the lowest fare offered at the time of booking, provided that this fare is offered in conjunction with suitable travel times. Travel Bookers to take cognisance of airline discount agreements negotiated by National Treasury.
- e) The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- f) Airline tickets must be delivered electronically (SMS and/or email format) to the Traveller(s) and travel bookers promptly after booking before the departure times.
- g) The TMC will also assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- h) The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- i) The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fares where applicable.

- j) Ensure that Travellers are always informed of any travel news regarding airlines (like baggage policies, checking-in arrangements, etc.)
- k) And assist with lounge access when required.

#### **14.3.4 Accommodation**

- a) The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- b) For accommodation bookings: the lowest rate available at suitable accommodation establishments within reasonable distance from place of duty. The travel booker will determine the most appropriate star rating, based on an assessment of government business requirements and total cost of travel (typically, accommodation rates plus transportation costs). Travel bookers to take cognisance of the maximum allowable accommodation rates prescribed by National Treasury.
- c) This includes planning, booking, confirming, and amending accommodation with any establishment (hotel group, private hotel, guest house or bed & breakfast) with DSBD's travel policy.
- d) DSBD Travellers may only stay at accommodation establishments with which DSBD has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the Traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the Traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National treasury or DSBD.
- e) Accommodation vouchers must be issued to all DSBD Travellers and DSBD travel coordinators for accommodation bookings and must be invoiced to DSBD as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- f) The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
- g) Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

#### **14.3.5 Gound Transport, Car Rental and Shuttle Services**

- a) The TMC will book the approved category vehicle with the DSBD Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- b) The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.

- c) The TMC must ensure that relevant information is shared with Travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages accidents, etc.
- d) For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses, and transfers.
- e) The TMC will book transfers in line with the DSBD Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- f) The TMC must provide a detailed proposal on how accidents with regards to hired cars will be handled
- g) The TMC should manage shuttle companies on behalf of the DSBD and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- h) The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

#### **14.3.6 After normal working Hours and Emergency Services**

- a) The TMC must provide a consultant or team of consultants to assist Travellers with after-hours and emergency reservations and changes to travel plans.
- b) A dedicated consultant/s must be available to assist VIP/Executive Travellers with after-hours or emergency travel requests.
- c) After- normal working hours services must be provided from Monday to Friday outside the official South African normal working hours (17h00 to 8h00) and 24-hour service on weekends and Public Holidays.
- d) A call centre facility or after-hours contact number should be available to all Travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- e) The Travel Management Company must have a standard operating procedure for managing after-hours and emergency services. This must include purchase order generation of the request within 24 hours.

#### **14.4 Venues and facilities(conferences)**

- 14.4.1 The TMC may be required to assist with the sourcing venues and facilities as and when a need arises for the Department and ensure that all venues and facilities are rated accordingly in terms of the Tourism Rating Requirements and are in line with the Cost Containment measures issued by National Treasury.

#### **14.5 Communication**

- 14.5.1 The TMC may be requested to conduct workshops and training sessions for Travel Bookers of DSBD.
- 14.5.2 All enquiries must be investigated, and prompt feedback be provided by the Service Level Agreement.
- 14.5.3 The TMC must ensure sound communication with all stakeholders. Link the business Traveller, travel coordinator, and Travel Management Company in one smooth continuous workflow.

#### **14.6 Financial Management**

- 14.6.1 The TMC must implement the rates negotiated by the National Treasury with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- 14.6.2 The TMC will be responsible for managing the service provider accounts. This will include the timely receipt of invoices to be presented to DSBD for payment within the agreed time.
- 14.6.3 Enable savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.
- 14.6.4 The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices DSBD for the services rendered.
- 14.6.5 Where pre-payments are required for smaller Bed and Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same-day bookings.
- 14.6.6 Consolidate Travel Supplier bill-back invoices.
- 14.6.7 In certain instances where institutions have a travel lodge card in place, the payment of air only is consolidated through a corporate card vendor.
- 14.6.8 The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to DSBD's Financial Department at the agreed time (e.g., weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- 14.6.9 Ensure Travel Supplier accounts are settled timeously.
- 14.6.10 The department will put penalties system in terms of the TMC poor performance e.g. airline late conformation and cancellation, accommodation bookings not conformed and late or non-payments etc.....

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

14.7.1 The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.

14.7.2 The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.

14.7.3 All management information and data input must be accurate.

14.7.4 The TMC will be required to provide the DSBD 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>

14.7.5 Reports must be accurate and be provided as per DSBD's specific requirements at the agreed time. The information must be available on a transactional level that reflects details including the name of the Traveller, date of travel, and spend category (for example air travel, shuttle, accommodation).

14.7.6 DSBD may request the TMC to provide additional management reports.

14.7.7 Reports must be available in an electronic format for example Microsoft Excel.

14.7.8 The Service Level Agreement (SLA) must be managed, and customer satisfaction surveys conducted to measure the performance of the TMC.

14.7.9 Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

### **14.7.9.1 Travel**

- a) After-hours Report.
- b) Compliments and complaints.
- c) Consultant Productivity Report.
- d) Long-term accommodation and car rental.
- e) Extension of business travel to include leisure.
- f) Upgrade of class of travel (air, accommodation, and ground transportation).
- g) Bookings outside Travel Policy.

### **14.7.9.2 Malicious that are Expected for Travel agency to include**

- a) City Tax
- b) Tourism levy

### **14.7.9.3 Finance**

- a) Reconciliation of commissions/rebates or any volume-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 reports.
- g) Cancellation 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.

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

#### **14.8 Account Management**

- 14.8.1 An Account Management structure should be put in place to respond to the needs and requirements of the Department and act as a liaison for handling all matters regarding the delivery of services in terms of the contract.
- 14.8.2 The TMC must appoint a **dedicated Account or Business Manager** who is ultimately responsible for the management of the DSBD's account.
- 14.8.3 The necessary processes should be implemented to ensure good quality management and always ensure Traveller satisfaction.
- 14.8.4 A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 14.8.5 Ensure that the DSBD's Travel Policy and Cost Containment Measures issued by the National Treasury are enforced.
- 14.8.6 During reviews, comprehensive reports on travel spending and the performance in terms of the SLA must be presented.

#### **14.9 Value Added Services**

- 14.9.1 The TMC must provide the following value-added services:
  - 14.9.1.1 Destination information for regional and international destinations:
    - i. Health warnings
    - ii. Weather forecasts
    - iii. Places of interest
    - iv. Visa information

- v. Travel alerts
  - vi. Location of hotels and restaurants
  - vii. Information including the cost of public transport.
  - viii. Rules and procedures of the airports
  - ix. Business etiquette specific to the country
  - x. Airline baggage policy; and
  - xi. Supplier updates
- 14.9.1.2 Electronic voucher retrieval via web and Smartphones
  - 14.9.1.3 SMS notifications for travel confirmations
  - 14.9.1.4 Travel audits
  - 14.9.1.5 Global Travel Risk Management
  - 14.9.1.6 VIP services for Executives that include but are not limited to check-in support.

## **15.1 Cost Management**

- 15.1.1 The National Treasury cost containment initiative and the DSBD's Travel Policy are establishing a basis for a cost savings culture.
- 15.1.2 The TMC Consultant must always advise on the most cost-effective option, and costs should be within the framework of the National Treasury's cost containment instruction notes.
- 15.1.3 The TMC plays a pivotal role in providing high-quality travel-related services that are designed to strike a balance between effective cost management, flexibility, and Traveller satisfaction.
- 15.1.4 The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are by DSBD's Travel Policy. This is to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost-effectively and in time to carry out his/her business.

## **15.2 Quarterly and Annual Travel Reviews**

- 15.2.1 Quarterly reviews are required to be presented by the Travel Management Company on all DSBD travel activity in the previous three-month period. These reviews are comprehensive and presented to DSBD's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- 15.2.2 Annual Reviews are also required to be presented to DSBD's Senior Executives.
- 15.2.3 These Travel Reviews will include without limitation the following information:
  - a) Customer satisfaction survey
  - b) Traveller trends

### **15.3 Office Management**

15.3.1 The TMC ensures high-quality service is always delivered to the DSBD's Travellers. The TMC is required to provide DSBD with highly skilled and qualified human resources for the following roles but not limited to:

- 15.3.1.1 Senior Consultants
- 15.3.1.2 Intermediate Consultants
- 15.3.1.3 Junior Consultants
- 15.3.1.4 Travel Manager (Operational)
- 15.3.1.5 Finance Manager / Branch Accountant
- 15.3.1.6 Admin Back Office (Creditors / Debtors/Finance Processors)
- 15.3.1.7 Strategic Account Manager (per hour)
- 15.3.1.8 System Administrator (General Admin)

### **16 PRICING MODEL**

16.1 DSBD requires bidders to submit proposals using the transactional fee model for consideration. and the management fee model.

#### **16.1.1 Transaction Fees (Refer Annexure A3: Pricing Schedule)**

16.1.1.1 The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third-party service providers.

a) Off-site option (**Template 2**)

16.1.1.2 The Bidder must further indicate the estimated percentage split between Traditional bookings and Online bookings.

#### **16.2 Volume-driven incentives**

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

16.2.1.1 The National Treasury has negotiated non-commissionable fares and rates with various airline carriers and other service providers.

16.2.1.2 No override commissions earned through DSBD reservations will be paid to the TMCs.

16.2.1.3 An open book policy will apply, and any commissions earned through the DSBD volumes will be reimbursed to DSBD.

16.2.1.4 TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

## 17. EVALUATION AND SELECTION CRITERIA

17.1 DSBD has set minimum standards (Phases) that a bidder needs to meet to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Pre-qualification Criteria (PHASE 1)	Technical Evaluation Criteria (PHASE 2A and 2B)	Price and Specific Goals Evaluation (PHASE 3)
Bidders must submit all documents as outlined in paragraph 17.2 (Table 1) below. Only bidders that comply with ALL these criteria will proceed to <b>Gate 1</b> .	Bidder(s) are required to achieve a minimum of 70 points out of 80 on functionality proceed to <b>Gate 2B</b> Presentation Bidder(s) are required to achieve 10 points out of 20 points will proceed to <b>Gate 2</b> of (Price and Specific Goals).	Bidder(s) will be evaluated out of 100 points and Gate 2 will only apply to bidder(s) who have met and exceeded the threshold of 80 points.

### 17.2 Phase 1: Pre-qualification Criteria

**17.2.1** Without limiting the generality of DSBD's other critical requirements for this bid, the bidder(s) must submit the documents listed in Table 1 below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s).

**17.2.2** During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal may be disqualified for non-submission of any of the documents.

**Table 1: Documents that must be submitted for Pre-qualification.**

Document that must be submitted	Non-submission may result in disqualification.	
Invitation to Bid – SBD 1	YES	Complete and sign the supplied pro forma document
Declaration of Interest – SBD 4	YES	Complete and sign the supplied pro forma document
Preference Point Claim Form – SBD 6.1	NO	Non-submission will lead to a zero (0) score on Specific Goals
Bidder Compliance Form for Functional Evaluation	YES	Complete and sign
Registration on the Central Supplier Database (CSD)	NO	The Travel Management Company (TMC) must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company before submitting your proposal. Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number. Submit proof of registration.

<b>IATA Licence / Certificate</b>	<b>YES</b>	Bidders are required to submit their International Air Transport Association (IATA) licence/ certificate (certified copy) at the closing date.  Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be attached and a copy of the certificate to that effect at the closing date.
<b>Pricing Schedule</b>	<b>YES</b>	Submit full details of the pricing proposal as per <b>Annexure A3 in a separate envelope</b>

### 17.3 Phase 2: Technical Evaluation Criteria = 100 points

17.3.1 All bidders are required to respond to the technical evaluation criteria scorecard and compliance checklist. Refer to **Annexure A2** for detailed information.

17.3.2 Only Bidders that have met the Pre-Qualification Criteria in (Gate 0) will be evaluated in Gate 1 for functionality. Functionality will be evaluated as follows:

17.3.2.1 Desktop Technical Evaluation: Bidders will be evaluated out of 80 points and are required to achieve a minimum threshold of 70 points of 80 points.

17.3.2.2 Presentation and system demonstration: Bidders will be evaluated out of 20 points and are required to achieve a minimum threshold of 10 points out of 20 points.

17.3.2.3 The overall combined score must be equal to or above 80 points to proceed to Gate 2 for Price and Specific Goals evaluations.

17.3.3 As part of due diligence, DSBD may conduct a site visit(s) at a client of the Bidder (reference) for validation of the services rendered. The choice of site will be at DSBD's sole discretion. The Bidder's information will be scored according to the following points system:

<b>Functionality</b>	<b>Maximum Points Achievable</b>	<b>Minimum Threshold required to Move to Phase 3</b>
<b>Phase 2 A</b>	80	70
<b>Desktop Technical Evaluation Details found in Annexure A2 – Technical Scorecard</b>		
<b>Phase 2 B</b>	20	10
<b>Presentation and On-site Reference Checks</b>		
<b>OVERALL COMBINED POINTS</b>	<b>100</b>	<b>80</b>

### 17.4 Phase 3: Price and Specific Goals Contribution

Only bidders that score at least 80 points on the above out of 100 points on Functionality will be considered to the next phase, which will determine the bidder (s) to be recommended for approval by the delegated authority. The 80/20 Preference points system will be applied using the below formula to calculate the price:

The following formula will be used to calculate the points for price: Criteria	Points
<b>Price Evaluation</b>  $Ps = 80 \left( 1 - \frac{Pt - Pmin}{Pmin} \right)$	80

Where,

Ps = Points scored for the comparative price of a bid under consideration

Pt = Comparative price of a bid under consideration

Pmin = Comparative price of lowest acceptable bid

In terms of Regulations 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points will be awarded to a bidder for attaining the Specific goals status level of contribution by the table as set out in the Preference Points Claim Form (SBD 6.1).

**Table 1: Specific goals for the tender and points claimed are indicated per the table below. Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)**

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
	2	

<b>BEE Compliance Based on Section of the BBBEE Act (Act 53 of 2003 as amended by Act 46 of 2013)</b>	Level 1 = 2 pts Level 2 = 1,75 pts Level 3 = 1,5 pts Level 4 = 1,25 pts Level 5 = 1 pts Level 6 = 0,75 pts Level 7 = 0,5 pts Level 8 = 0,25 pts  Non-compliant contributor= 0	
<b>Size of Enterprise (SMMES): MICRO, SMALL, MEDIUM ENTERPRISES</b>	<b>8</b>  Micro = 8 Small = 5,6 Medium = 3,2 Large = 0,8	
<b>Spatial (Rural/ Township/ City)</b>	<b>4</b>  Rural = 4 Township = 2,4 City = 0,8	
<b>Youth and Non-Youth</b>	<b>6</b>	

## 17.5 Joint Ventures, Consortiums and Trusts

- 17.5.1 A trust, consortium, or joint venture will qualify for points for their Specific Goals **status** level as a legal entity, provided that the entity submits its Specific Goals status level certificate.
- 17.5.2 A trust, consortium or joint venture will qualify for points for their Specific Goals **status** level as an unincorporated entity, provided that the entity submits its consolidated Specific Goals scorecard as if it were a group structure and that such a consolidated Specific Goals scorecard is prepared for every separate bid.
- 17.5.3 Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. **DSBD** will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

17.5.4 The joint venture and/or consortium agreements must set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters about the joint venture and/or consortium arrangement.

#### **17.6 Consolidated points (80 + 20 = 100 points)**

17.6.1 The Price and Specific Goals points will be consolidated.

17.6.2 Only Bidders that have met the 80-point threshold in Phase 2 will be evaluated in Phase 3 for price and Specific Goals.

### **18 GENERAL CONDITIONS OF THE CONTRACT**

18.1 Any award made to a bidder(s) under this bid is conditional, amongst others, upon –

18.1.1 The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which DSBD is prepared to enter a contract with the successful Bidder(s).

18.1.2 The bidder submitting the General Conditions of Contract to DSBD together with its bid, duly signed by an authorised representative of the bidder.

### **19 CONTRACT PRICE ADJUSTMENT**

19.1 Contract price adjustments will be done annually on the anniversary of the contract start date. The price adjustment will be based on the Consumer Price Index Headline Inflation

STATS SA P0141 (CPI), Table E	Table E - All Items
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### **20 SERVICE LEVEL AGREEMENT**

20.1 Upon award DSBD and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by DSBD, in the format of the draft Service Level Indicators included in this tender pack.



20.2 DSBD reserves the right to vary the proposed draft Service Level Indicators while negotiating with a bidder by amending or adding thereto.

20.3 Bidder(s) are requested to:

20.3.1 Comment on draft Service Level Indicators and where necessary, make proposals to the indicators.

20.3.2 Explain each comment and/or amendment; and

20.3.3 Use an easily identifiable colour font or “track changes” for all changes and/or amendments to the Service Level Indicators for ease of reference.

20.4 DSBD reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to DSBD or pose a risk to the organisation.

## **21 SPECIAL CONDITIONS OF THIS BID**

21.1 DSBD reserves the right to:

21.1.1 Award this tender to a bidder that did not score the highest total number of points, only with section 2(1)(f) of the PPPFA (Act 5 of 2000)

21.1.2 Negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).

21.1.3 Accept part of a tender rather than the whole tender.

21.1.4 Carry out site inspections, product evaluations or explanatory meetings to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.

21.1.5 Correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.

21.1.6 Cancel and/or terminate the tender process at any stage, including after the closing date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.

## **22 DSBD REQUIRES BIDDER(S) TO DECLARE**

22.1 In the Bidder's Technical response, bidder(s) are required to declare the following:

22.1.1 Confirm that the bidder(s) is to:

- 22.1.1.1 Act honestly, fairly, and with due skill, care and diligence, in the interests of DSBD.
- 22.1.1.2 Have and effectively employ the resources, procedures, and appropriate technological systems for the proper performance of the services.
- 22.1.1.3 Act with circumspection and treat DSBD fairly in a situation of conflicting interests.
- 22.1.1.4 Comply with all applicable statutory or common law requirements applicable to the conduct of business.
- 22.1.1.5 Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, about dealings with DSBD.
- 22.1.1.6 Avoid fraudulent and misleading advertising, canvassing, and marketing.
- 22.1.1.7 Conduct their business activities with transparency and consistently uphold the interests and needs of DSBD as a client before any other consideration; and
- 22.1.1.8 Ensure that any information acquired by the bidder(s) from DSBD will not be used or disclosed unless the written consent of the client has been obtained to do so.

## **23 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT**

- 23.1 The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that DSBD relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in agreeing with the bidder.
- 23.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by DSBD against the bidder notwithstanding the conclusion of the Service Level Agreement between DSBD and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

## **24 PREPARATION COSTS**

- 24.1 The Bidder will bear all its costs in preparing, submitting, and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing DSBD, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

## **25 INDEMNITY**

- 25.1 If a bidder breaches the conditions of this bid and, as a result of that breach, DSBD incurs costs or damages (including, without limitation, the cost of any investigations, procedural

impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds DSBD harmless from any such costs which DSBD may incur and for any damages or losses DSBD may suffer.

## **26 PRECEDENCE**

- 26.1 This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

## **27 LIMITATION OF LIABILITY**

- 27.1 A bidder participates in this bid process entirely at its own risk and cost. DSBD shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered because of the Bidder's participation in this Bid process.

## **28 TAX COMPLIANCE**

- 28.1 No tender shall be awarded to a bidder who is **not tax compliant** or whose verification against the Central Supplier Database (CSD) proves non-compliant.

## **29 TENDER DEFAULTERS AND RESTRICTED SUPPLIERS**

- 29.1 No tender shall be awarded to a bidder whose names (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. DSBD reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

## **30 GOVERNING LAW**

- 30.1 South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

## **31 RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL**

- 31.1 A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors, and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. If the DSBD allows a bidder to make use of sub-contractors, such sub-contractors will always remain the responsibility of the bidder and DSBD will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

## **32 CONFIDENTIALITY**

- 32.1 Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with DSBD's examination and evaluation of a Tender.
- 32.2 No part of the bid may be distributed, reproduced, stored, or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except to prepare a Tender. This bid and any other documents supplied by DSBD remain proprietary to DSBD and must be promptly returned to DSBD upon request together with all copies, electronic versions, excerpts, or summaries thereof or work derived therefrom.
- 32.3 Throughout this bid process and thereafter, bidder(s) must secure DSBD's written approval before the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

## **33 DSBD PROPRIETARY INFORMATION**

- 33.1 Bidder will on their bid cover letter make a declaration that they did not have access to any DSBD proprietary information or any other matter that may have unfairly placed that bidder in a preferential position about any of the other bidder(s).

## **34 AVAILABILITY OF FUNDS**

- 34.1 Should funds no longer be available to pay for the execution of the responsibilities of this bid, **DSBD.TMS 001/2024**, the DSBD may terminate the Agreement at its discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure, provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.

**Approved Travel and Accommodation Terms of Reference: YES      OR      NO**



COINFLOW

**THULISILE MANZINI**

**ACTING DIRECTOR GENERAL**

**DATE: 14 June 2024**