

## INVITATION TO TENDER

**FOR APPOINTMENT OF TWO (02) SERVICE PROVIDERS TO RENDER TRAVEL MANAGEMENT SERVICES TO THE QUALITY COUNCIL FOR TRADES AND OCCUPATIONS (QCTO) FOR A PERIOD OF THIRTY - SIX (36) MONTHS**

**TENDER NO: QCTO 02/2022**

Closing Date	Address for Submission
<b>Date: 10 January 2023</b> <b>Time: 11:00</b>	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

<b>Bidder's Name</b>		
<b>Address</b>		
<b>Contact person</b>	Ms/Mrs/Mr/Prof/Dr	
<b>Contact numbers</b>	(w)	(cell)
<b>Email address</b>		

**B: Late Submissions will not be considered**

Briefing Session Information
Compulsory Virtual Briefing session Date: <b>07 December 2022</b> Time: 11:00am – 12:00am Link: To receive the link, kindly send an email to <a href="mailto:tenders@qcto.org.za">tenders@qcto.org.za</a> before <b>02 December 2022</b> . The link will be sent by end of business on the <b>06 December 2022</b> .

## TABLE OF CONTENTS

<b>NUMBER 1</b>	<b>–</b>	<b>INTRODUCTION</b>
<b>NUMBER 2</b>	<b>–</b>	<b>AIM OF PROPOSAL</b>
<b>NUMBER 3</b>	<b>–</b>	<b>SCOPE OF SERVICES</b>
<b>NUMBER 4</b>	<b>–</b>	<b>PROJECT TIMELINES</b>
<b>NUMBER 5</b>	<b>–</b>	<b>PRICING</b>
<b>NUMBER 6</b>	<b>–</b>	<b>SERVICE LEVEL AGREEMENT</b>
<b>NUMBER 7</b>	<b>–</b>	<b>EVALUATION CRITERIA</b>
<b>NUMBER 8</b>	<b>–</b>	<b>CALCULATING FINAL SCORE</b>
<b>NUMBER 9</b>	<b>–</b>	<b>TENDER VALIDITY PERIOD</b>
<b>NUMBER 10</b>	<b>–</b>	<b>ENQUIRIES</b>

## 1. INTRODUCTION

The QCTO is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended) and came into operation on 1 April 2010. The main functions of the QCTO amongst others are to develop standards for occupational qualifications including trades and skills programs, accredit skills development providers, and assessment centres, manage assessments, quality assurance and issue certificates to qualifying candidates. Therefore, the QCTO is responsible for standards generation and maintenance; quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programmes. The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from <https://www.qcto.org.za>

Prospective, suitable, competent and experienced Travel Management Companies (TMC) who are interested in rendering travel management services to the Quality Council for Trades and Occupations (QCTO) for a period of thirty-six (36) months as specified herein, and in accordance with the General Conditions of offer, as well as the specifications are requested to complete this tender document, together with all the standard bidding documents in full and submit proposals in sealed Envelopes marked **Tender Number QCTO 02/2022** and placed in the tender box at 256 Glyn Street Hatfield, Pretoria, 0083, not later than the closing time and date.

Prior to submission, the tenderers must check that all pages are properly numbered, and all required documents are signed and initialled. QCTO will hold the duly authorised signatory liable on behalf of the tenderer.

**NB: Please create an index page for ease of reference. Paginate your proposal submission by using numbered file dividers or a similar system.**

**Each page should be initialled with black ink.**

## **1.1 PARTNERSHIPS AND LEGAL ENTITIES**

In the case of the tenderer being a partnership, close corporation or a company, a certificate reflecting the names, identity numbers and address of the partners, members or directors (as the case may be) must be submitted with the tender.

## **1.2 CONSORTIUMS AND JOINT VENTURES**

1.2.1 If the tendering unit emanates from a joint venture or collaborative partnership or consortium (including a newly formed company), which does not have a joint track record of at least three (3) years, the individual entities that make up the tendering unit should each provide all the mandatory requirements. Should all the requirements in respect of the tendering unit or the individual entities, as the case may be, not be met, the tendering unit will be disqualified.

1.2.2 It is recognised that tenderers may wish to form consortia to provide the services.

1.2.3 In response to this invitation to tender, a consortium shall comply with the following requirements: -

1.2.3.1 A copy of the agreement entered into by the consortium members shall be submitted with the tender. It shall be signed so as to be legally binding on all consortium members.

1.2.3.2 The tender document shall be signed so as to be legally binding on all consortium members;

1.2.3.3 One of the members shall be nominated by the others as authorised to be the lead member and this authorisation shall be included in the agreement entered into between the consortium members;

1.2.3.4 The lead member shall be the only authorised party to make legal statements, communicate with QCTO and receive instructions for and on behalf of any or all the members of the consortium;

## **1.3 ACCEPTANCE OF TENDERS**

QCTO does not bind itself to accept either the lowest or any other tender and reserves the right to accept the tender that it deems to be in the best interest of the organisation. QCTO reserves the right to accept the offer in full or in parts.

## 2. AIM OF PROPOSAL

The purpose of this bid is to appoint an experienced and competent Travel Management Companies (TMC) to render travel management services to the QCTO. This document intends to provide the prospective Service Providers with adequate information to understand and respond to QCTO's requirements for the provision of travel management services. It serves to ensure uniformity in responses and to provide a structured framework for the evaluation of proposals. The appointment will be for a period of thirty-six (36) months commencing on the date as prescribed in the Letter of Award and signed Service Level Agreement.

## 3. SCOPE OF SERVICES

### 3.1 Expected outcomes and deliverables

- 3.1.1 Appoint two (02) experienced and competent Travel Management Companies (TMC);
- 3.1.2 The Travel Management Companies must display a good track record
- 3.1.3 The Travel Management Companies must comply with all the travel industry regulations of the Republic of South Africa;

### 3.2 Current travel volumes

As a guide, and with no obligation on the part of the QCTO as the actual volume over the period of execution of the contract. The tables below show the number of bookings made over the period of the last contract.

Period	September 2020 to March 2021		
Category	Trns	Tot Fare	% Split
Accommodation Domestic	60	141,270	36.59%
Domestic Air Travel	43	124,100	32.14%
Car Hire	37	61,256	15.86%
Transfers	43	42,810	11.09%
Corporate Management Fee	181	16,673	4.32%
Grand Total	364	386,110	100.00%

Period	April 2021- March 2022		
Category	Trns	Tot Fare	% Split
Accommodation Domestic	296	946,091	40.87%
Domestic Air Travel	237	681,244	29.43%
Car Hire	180	359,033	15.51%
Transfers	272	237,630	10.27%
Corporate Management Fee	975	90,679	3.92%
Grand Total	1,960	2,314,676	100.00%

Period	April 2022- August 2022		
Category	Trns	Tot Fare	% Split
Domestic Air Travel	245	982,742	38.61%
Accommodation Domestic	318	898,628	35.31%
Car Hire	146	355,324	13.96%
Transfers	212	219,040	8.61%
Corporate Management Fee	920	89,464	3.51%
Grand Total	1,841	2,545,198	100.00%

### 3.3 Functional requirements for TMC services

#### 3.3.1 General

3.3.1.1 The TMC shall be able to find and present various travel options/routes and connection flights to a requested destination. The agency shall find “the best price of the day” as defined in the National Travel Framework as “best price of the day” means–

- a. 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 cognizance of airline discount agreements negotiated by 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;

- 3.3.1.2 As a rule, the TMC shall find the most economic travel option to minimise transit/connection times and stopovers, if applicable.
- 3.3.1.3 The TMC shall also provide at least three comparison quotes with either the same or different route options
- 3.3.1.4 The TMC shall reserve and issue tickets for all air, and other travel if requested, upon authorisation to do so by the QCTO. Whenever the QCTO requests a fare quotation for a particular route, the TMC shall be able to present the relevant information by email within 24 hours of the QCTO's request.
- 3.3.1.5 The successful TMC(s) will be required to provide combination of traditional booking method and online booking tool. Deliverables under this section include without limitation, the following:
- 3.3.1.6 The TMC services will be provided to all Travelers travelling locally and internationally. This will include employees, contractors and guests provided for by QCTO in terms of travelling arrangements.
- 3.3.1.7 Provide TMC services during normal office hours (Monday to Friday 08h00 – 17h00) and provide after hours and emergency services as stipulated in paragraph 3.3.6.
- 3.3.1.8 Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the TMC 's account. In the case of cancellation at short notice, the TMC shall endeavour to minimise any penalties applicable to the QCTO.
- 3.3.1.9 Provide a facility for QCTO to update their travellers' profiles.
- 3.3.1.10 Have a clear, transparent and timely way of invoicing. Invoices must indicate clearly the cost price of the transportation ticket and the fees charged by the TMC and/or the discounts granted by the TMC;
- 3.3.1.11 If the traveller makes changes to the travel itinerary for personal reasons, then the TMC must be able to apply the concept of "notional travel" to its invoicing. Notional travel is defined as the most economic and direct travel route for work only. Additional travel costs incurred from changes made to the notional travel itinerary are to be paid by the traveller directly to the TMC and not billed to the QCTO. Therefore, the TMC shall issue two invoices for the travel (one to the QCTO for the cost of the notional travel; and one to the traveller for additional travel costs from changes made to the notional travel)



### 3.3.2 RESERVATIONS

The TMC will:

- 3.3.2.1 Receive travel requests from QCTO, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to QCTO via the agreed communication medium.
- 3.3.2.2 Always endeavour to make the most cost-effective travel arrangements based on the request from QCTO.
- 3.3.2.3 Apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
- 3.3.2.4 Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- 3.3.2.5 Book the negotiated discounted fares and rates where possible.
- 3.3.2.6 Must keep abreast of travel related 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 The travel agent will inform the QCTO immediately of any changes in scheduled flights, including industrial action, natural disaster, political instability or other events, which may affect travelling arrangements for the QCTO.
- 3.3.2.8 In order to facilitate contacts and information exchange between the parties, the TMC shall be able to process reservation, booking and delivery requests received by phone or by email. To this end, the contractor should have adequately skilled personnel.
- 3.3.2.9 Book parking facilities at the airports where required for the duration of the travel.
- 3.3.2.10 Process all queries, requests, changes and cancellations timeously and accurately.
- 3.3.2.11 Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- 3.3.2.12 Must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.

- 3.3.2.13 Advise the Traveller of all visa and inoculation requirements well in advance.
- 3.3.2.14 Assist with the issuing of travel insurance for international trips where required.
- 3.3.2.15 Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- 3.3.2.16 Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- 3.3.2.17 Assist with Visa applications and the relevant information that must be supplied by the traveller(s). The TMC shall notify the QCTO of all instances where visas must be obtained. Where an emergency Visa application is required, the additional costs in relations to foreign currency should be disclosed in Rands prior to finalisation of Visa application.
- 3.3.2.18 Negotiated airline fares, accommodation establishment rates, car rental rates, etc., established by National Treasury or by QCTO should be adhered to. Commissions earned in respect of the afore mentioned bookings must be returned to QCTO on a monthly basis.
- 3.3.2.19 Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by QCTO.
- 3.3.2.20 Timeous submission of proof that services have been satisfactorily delivered (invoices) as per QCTO's instructions.

### **3.3.3 AIR TRAVEL**

- 3.3.3.1 The standard of air travel for international flights exceeding five hours shall be economy class.
- 3.3.3.2 The airline ticket should include the applicable airline agreement number.
- 3.3.3.3 Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and QCTO promptly after booking before the departure times.
- 3.3.3.4 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.
- 3.3.3.5 Ensure that travellers are always informed of any travel news regarding airlines (such as baggage policies, checking in arrangements, etc.)
- 3.3.3.6 Air travel vouchers must be issued to all QCTO travellers for flight bookings and must be invoiced to QCTO on a weekly basis. Such invoices must be supported by a copy of the original flight bookings.



### 3.3.4 ACCOMODATION

- 3.3.4.1 The TMC will obtain price comparisons within the maximum allowable rate matrix as per the most recent cost containment instruction of the National Treasury.
- 3.3.4.2 The TMC will obtain three 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.
- 3.3.4.3 QCTO travellers may only stay at accommodation establishments with which National Treasury 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 must 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.
- 3.3.4.4 Accommodation vouchers must be issued to all QCTO travellers for accommodation bookings and must be invoiced to QCTO on a weekly basis. Such invoices must be supported by a copy of the original hotel accommodation charges.
- 3.3.4.5 Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees. Where there is a no show the TMC should inform QCTO of this occurrence immediately.

### 3.3.5 CAR RENTAL AND SHUTTLE SERVICES

- 3.3.5.1 The TMC will book the approved QCTO and National Treasury category vehicles with car rental service providers from the closest rental location (airport, hotel and venue).
- 3.3.5.2 The TMC should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- 3.3.5.3 The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, such as e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- 3.3.5.4 For international local travel, the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
- 3.3.5.5 The TMC should be able to source quotes from different shuttle companies on behalf of QCTO to allow for the best possible rates.

3.3.5.6 The TMC must submit to the QCTO on quarterly basis the consolidated reports on traveling management services.

### **3.3.6 AFTER HOURS AND EMERGENCY SERVICES**

- 3.3.6.1 The TMC must provide one or two consultant/s to assist Travelers with after hours and emergency reservations and changes to travel plans based on QCTO approval (email or SMS)
- 3.3.6.2 An after hours' contact service centre must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays (The name of a contact person and telephone number must be provided).
- 3.3.6.3 The TMC must have an agreed standard operating procedure in place for managing after hours and emergency services.

### **3.3.7 COMMUNICATION**

- 3.3.7.1 The TMC will be required have an introductory session with QCTO.
- 3.3.7.2 All enquiries must be channelled to QCTO supply chain management unit for investigations.
- 3.3.7.3 The TMC must ensure sound communication with all stakeholders. Link the traveller, travel coordinator, TMC in one smooth continuous workflow.
- 3.3.7.4 In order to facilitate contacts and information exchange between the parties, the TMC shall be able to process reservation, booking and delivery requests received by phone or by email. To this end, the contractor should have adequately skilled personnel.
- 3.3.7.5 The travel agent will inform the QCTO immediately of any changes in scheduled flights, including industrial action, natural disaster, political instability or other event, which may affect travelling arrangements for the QCTO

### **3.3.8 FINANCIAL MANAGEMENT**

- 3.3.8.1 The TMC must implement the rates negotiated by National Treasury with travel service providers in terms of accommodation, car hire and flights.
- 3.3.8.2 Enable savings on total annual travel expenditure and this must be reported and proof provided during quarterly reviews.
- 3.3.8.3 Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.

3.3.8.4 The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to Quality Council for Trades and Occupation's Financial Department on a weekly basis.

### 3.3.9 **TECHNOLOGY, INFORMATION AND REPORTING**

3.3.9.1 The TMC should have an online booking tool/System/platform.

3.3.9.2 The TMC must have the capability to consolidate all management information related to travel expenses into a single source document.

3.3.9.3 The TMC will be required to provide QCTO with quarterly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost.

3.3.9.4 The reporting templates can be found  
<http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>

3.3.9.5 Reports must be accurate and be provided as per QCTO'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).

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

### 3.3.10 **ACCOUNT MANAGEMENT**

3.3.10.1 An Account Management structure should be put in place to respond to the needs and requirements of the Quality Council for Trades and Occupations and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.

3.3.10.2 The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the Quality Council for Trades and Occupations' account.

3.3.10.3 The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.

3.3.10.4 A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.

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

3.3.10.6 Ensure that introductory workshops/training is provided to all QCTO staff.

3.3.10.7 During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

### 3.3.11 VALUE ADDED SERVICES

- 3.3.11.1 Electronic voucher retrieval via web and smart phones;
- 3.3.11.2 SMS notifications for travel confirmations;
- 3.3.11.3 Travel audits;
- 3.3.11.4 Global Travel Risk Management;
- 3.3.11.5 VIP services for Executives that include, but is not limited to check-in support.
- 3.3.11.6 Customer satisfaction surveys
- 3.3.11.7 Supplier updates
- 3.3.11.8 Destination information for regional and international destinations:
  - Health warnings;
  - Weather forecasts;
  - Places of interest;
  - Visa information;
  - Travel alerts;
  - Location of hotels and restaurants;
  - Information including the cost of public transport;
  - Rules and procedures of the airports;
  - Business etiquette specific to the country;
  - Airline baggage policy;

### 3.3.12 COST MANAGEMENT

- 3.3.12.1 The National Treasury cost containment initiative and the Quality Council for Trades and Occupations' Travel Policy is establishing a basis for a cost saving culture.
- 3.3.12.2 It is the obligation of the TMC Consultant to advise on the most cost-effective option at all times, and costs should be within the framework of the National Treasury's cost containment instructions.
- 3.3.12.3 The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction



### **3.3.13 QUARTERLY AND ANNUAL TRAVEL REVIEWS**

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

3.3.13.2 These travel reviews will include without limitation the reporting requirements in the National Treasury Instruction 7 of 2022/23 (Cost Containment Measures related to Travel & Subsistence).

### **3.3.14 OFFICE MANAGEMENT**

3.3.14.1 The TMC to ensure high quality service to be delivered at all times to the Quality Council for Trades and Occupations Travelers. The TMC is required to provide Quality Council for Trades and Occupations with highly skilled and qualified human resources of the following roles but not limited to:

- Travel Consultant
- Travel Manager (Operational)
- Finance Manager / Branch Accountant
- Admin Back Office (Creditors / Debtors/Finance Processors)

## **4. PROJECT TIMELINES**

The service will be rendered for a period of thirty-six (36) months after the SLA is signed. Although the total duration shall be for thirty-six (36) months, the QCTO shall review the Travel Management Companies (TMC) performance at the end of every six (06) months and reserves the right to terminate the contract due to non-performance.

## 5. PRICING

- 5.1 The tenderer must submit details regarding the tender price for the services on the pricing schedule provided in SBD 3.3. The completed form/s must be submitted together with the price proposal.
- 5.2 Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
- 5.3 It is a requirement of this tender that the tender price is based on a fixed price.
- 5.4 The application for a price increase will only be considered if submitted with written proof that it is due to circumstances beyond the control of the TMC. Such adjustments will only be considered if written proof is submitted to the QCTO.
- 5.5 The price proposal must include VAT (if applicable).
- 5.6 All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).
- 5.7 QCTO will not provide upfront payments.

**NB: FAILURE TO PROVIDE THE PRICING PROPOSAL (Annexure A and B) WILL INVALIDATE THE BID AND RESULT IN IMMEDIATE DISQUALIFICATION OF THE PROPOSAL**

## 6. SERVICE LEVEL AGREEMENT

The successful bidders will be expected to enter into a service level agreement with the QCTO. The service level agreement will include, amongst others, the following:

- i. Period of agreement;
- ii. Changes to the proposed team;
- iii. Method of communication and reporting;
- iv. Non-performance;
- v. Financial penalties and termination of the contract;
- vi. Procedures relating to payments;
- vii. Procedures relating to management reports;
- viii. Terms of deliverables;
- ix. Forms and formats of working papers;
- x. Reviews;
- xi. Uncompleted work;
- xii. Confidentiality; and
- xiii. Disputes.

## 7. EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in or omitted from a tenderer's proposal. This information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the bidder may be disqualified.

QCTO may conduct due diligence on any tenderer, which may include interviewing customer references or other activities to verify a tenderer's other information and capabilities (Including visiting the tenderer's various premises and/or sites to verify certain stated information or assumptions). In these instances, the tenderers will be obliged to provide QCTO with all necessary access, assistance and/or information which QCTO may reasonably request and to respond within the given time frame set by QCTO.

The 80/20 principle will be applied in terms of the Preferential Procurement Policy Framework Act.

**The tender will be evaluated in three stages:**

### 7.1 Stage 1: Mandatory Evaluation

During this stage, proposals will be reviewed to determine compliance with all mandatory requirements and such documents must be signed by a duly authorized representative.

#### Pre-Qualification (Mandatory Evaluation)

I/We have attached to this document:	Tick if submitted		Office use
• Correctly completed bid proposal and signed by authorised signatories	Yes	No	
• One (1) original hard copy technical bid document and three (3) hard copies of the original technical submission.	Yes	No	
• One (1) original hard copy pricing document. <b>(sealed in an envelope)</b>	Yes	No	
• One (1) USB Submission <b>(sealed in an envelope)</b>	Yes	No	
• Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
• Copies of the identity documents of those with equity/shares	Yes	No	

I/We have attached to this document:	Tick if submitted		Office use
• Duly Completed Standard Bidding Documents (SBD 1, SBD 3.3, SBD 4, SBD 6,1)	Yes	No	
• CSD Registration (National Treasury)	Yes	No	
• Letter of Good standing (COIDA)	Yes	No	
• One set (two years) recent Audited Financial Statements	Yes	No	
<ul style="list-style-type: none"> <li>• IATA Licence / Certificate/Membership <ul style="list-style-type: none"> <li>• Bidders are required to submit their International Air Transport Association (IATA) licence/ certificate (certified copy) at closing date.</li> <li>• Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be attached and copy of the certificate to that effect at closing date.</li> </ul> </li> </ul>	Yes	No	
• Association of Southern Africa Travel Agent (ASATA) License/Certificate/Membership	Yes	No	
<ul style="list-style-type: none"> <li>• Company Profile – including <ul style="list-style-type: none"> <li>○ Short history of the Firm including opening date</li> <li>○ The Premises from which the firm conducts its business</li> <li>○ Contact Details</li> <li>○ List of support staff employed by the firm.</li> <li>○ CV of the proposed Account manager</li> <li>○ CVs of the proposed team</li> <li>○ Controls in place to ensure that conflict of interest will be managed effectively and to the best interest of QCTO;</li> <li>○ Any value-added services that the bidder may be in a position to offer QCTO</li> </ul> </li> </ul>	Yes	No	

**Note:** Failure to meet any or all the above mandatory requirements will lead to bidder being disqualified.

## 7.2 Stage 2: Functionality

### a) Experience

Only service providers that qualified during the Mandatory Evaluation will be evaluated on functionality. At this Stage, the evaluation process will be based on the service provider's responses in respect of their proposals against specifications and quality.

No.	Evaluation Criteria	Guideline	Scoring	Points
1	Company References  Reference should be where services of similar nature were provided.	Provide contactable references that are not older than five years (2017).  Reference checks will be conducted.  Official reference Letterhead from your Clients with the following: <ul style="list-style-type: none"> <li>Name of your business mentioned.</li> <li>Officially signed and dated</li> <li>Period of contract</li> <li>Value of Contract</li> <li>Contact details (Name, telephone, email address)</li> <li>Recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Five References = 50 points</li> <li>Four References = 40 points</li> <li>Three References = 30 points</li> <li>Two References = 20 points</li> <li>One Reference = 10 points</li> <li>No Reference = 00 points</li> </ul>	50
2	Transition and Contingency Plans	Provide a detailed Methodology that will outline the transition and Contingency Plans.	<ul style="list-style-type: none"> <li>Detailed Methodology demonstrating understanding of the scope of work, expected milestones and good management = 20</li> <li>Detailed Methodology demonstrating understanding of the scope of work and expected milestones = 10</li> </ul>	20

No.	Evaluation Criteria	Guideline	Scoring	Points
			<ul style="list-style-type: none"> <li>Detailed methodology but does not demonstrate understanding of the scope of work = 0</li> </ul>	
3	Roles and responsibilities of the assigned team	Detailed Organogram with clear details of roles and responsibilities of assigned staff. <ul style="list-style-type: none"> <li>Minimum of three (03) Travel Consultant.</li> <li>Minimum of one (01) Emergency and after-hours Consultant</li> <li>Minimum of One (01) Account Manager (Operational)</li> </ul>	<ul style="list-style-type: none"> <li>Detailed Roles and responsibilities of more than five (05) dedicated staff = 20</li> <li>Detailed Roles and responsibilities of five (05) dedicated staff = 10</li> <li>Detailed Roles and responsibilities of less than five (05) dedicated Staff = 0</li> </ul>	20
4	Sampling	Provide sample of the following documents <ul style="list-style-type: none"> <li>Invoice</li> <li>Flights voucher</li> <li>Accommodation Voucher</li> <li>Shuttle voucher</li> <li>Car hire voucher</li> </ul>	<ul style="list-style-type: none"> <li>Invoice = 2 points</li> <li>Flights voucher =2 points</li> <li>Accommodation Voucher=2 points</li> <li>Shuttle voucher =2 points</li> <li>Car hire voucher =2 points</li> </ul>	10
Total Points				100

Each of the criterion is to be assessed and scored on the evaluation sheet using the above points

Threshold: Bidders who score less than 70 out of 100 points on functionality, will not be considered for site visit and presentation and will be disqualified for this project.

## b) Presentation and Site Visit

**Shortlisted bidders will be required to host and present to the QCTO.**

The second stage of functional evaluation is based on presentation and site visit, which will be evaluated using the following criteria and points:

Criteria	Points
1. Ability/capacity of the company to render the service: Give a tour of offices and explain the process of work allocation to consultants	20 Points
2. Booking Tool – Give a demonstration of the booking tool (from the beginning until issuing of ticket). <ul style="list-style-type: none"> <li>The presentation is poorly described and/or does not provide any information regarding the relevant project.</li> <li>The presentation is briefly described and provides a little information regarding the project.</li> <li>The presentation meets the requirements and provides information regarding the project.</li> <li>The presentation meets and exceeds requirements as comprehensively as described and provides detailed information regarding the relevant project</li> </ul>	50 Points
3. Does the system cater for Group bookings? If yes demonstrate/ highlight how it works.	20 Points
4. Value Ads- what value ads are offered by the tenderer	10 Points
<b>Total points</b>	<b>max. 100</b>

Each of the criterion is to be assessed and scored on the evaluation sheet using the above points.

**Threshold:** Bidders who score less than **70 out of 100 points on presentation and site visit will not be considered for Price and B-BBEE and will be disqualified for this project.**





### 7.3 Stage 3: Price and B-BBEE

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the **80/20 preference point system**.

The formulae to be utilised in calculating points scored for the preference point system will be included in the tender document.

**Step 1** will be the calculation of points for price where the lowest bid will score 80 points for price, while bids with higher prices will score lower points for price on a pro-rata basis.

The following formula will be utilised to calculate the points for price in respect of tenders with a Rand value below R50 000 000 (all applicable taxes included):

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

Where:

$P_s$  = Points scored for comparative price of proposal or offer under consideration;

$P_t$  = Comparative price of proposal or offer under consideration; and

$P_{min}$  = Comparative price of lowest acceptable proposal or offer.

**Step 2** will be the calculation of points for the B-BBEE status level of contribution where 20 points will be awarded to a tenderer for attaining the B-BBEE status level of 1, and lower points will be awarded to tenderers with lower B-BBEE status levels as per table below:

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

**Note:** Non-compliant contributors or failure to provide certification substantiating the B-BBEE status level of contribution will result in the Tenderer being awarded zero (0) points for the

preference

point

system.

## 8. CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the B-BBEE status level of contribution (step 2) to obtain the tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
B-BBEE Status Level of contribution	20
Total	100

## 9. TENDER VALIDITY PERIOD

The validity period for this tender is 180 days

## 10. ENQUIRIES

**Any technical enquiries regarding the terms of reference shall be directed in writing to:**

Mr. Sepeke Mankgabo

Email: [Mankgabo.S@qcto.org.za](mailto:Mankgabo.S@qcto.org.za)

**Any SCM related enquiries shall be directed in writing to:**

Mr. Lekhotla Motloung

Email: [tenders@qcto.org.za](mailto:tenders@qcto.org.za)

## ANNEXURE A – PRICING SCHEDULE FOR TRADITIONAL BOOKING - TRANSACTION FEE

Item	Transaction type	Price (inc VAT)
1	Air Travel- International	
2	Air Travel - Domestic	
3	Air Travel Regional (Re-issue)	
4	Air Travel- International (Re-issue)	
5	Air Travel Regional – Domestic (Re-issue)	
6	Refunds – Air International	
7	Refunds – Air Domestic	
8	Refunds – Air Regional	
9	Car rental – International	
10	Car rental – Domestic	
11	Car rental – Regional	
12	Transfers/Shuttle – International	
13	Transfers/Shuttle – Domestic	
14	Transfers/Shuttle – Regional	
15	Accommodation – International	
16	Accommodation – Domestic	
17	Accommodation – Regional	
18	Bus/Coach Bookings	
19	Train Bookings – International	
20	Visa Assistance (Provision of documents and advice)	
21	Courier Services for travel documentation	
22	SMS notification	
23	Parking Bookings	
24	Cancellations	
25	Parking to bookings	
26	Changes to bookings	
27	After hour services	
28	Additional Adhoc reports (per-report)	
29	Customised reports (per-report)	
30	Travel Lodge card reconciliation	
31	Debtors account reconciliation	
	Total Price (inc VAT)	

## ANNEXURE B – PRICING SCHEDULE FOR ONLINE BOOKING - TRANSACTION FEE

Item	Transaction type	Price (inc VAT)
1	Air Travel- International	
2	Air Travel - Domestic	
3	Air Travel Regional (Re-issue)	
4	Air Travel- International (Re-issue)	
5	Air Travel Regional – Domestic (Re-issue)	
6	Refunds – Air International	
7	Refunds – Air Domestic	
8	Refunds – Air Regional	
9	Car rental – International	
10	Car rental – Domestic	
11	Car rental – Regional	
12	Transfers/Shuttle – International	
13	Transfers/Shuttle – Domestic	
14	Transfers/Shuttle – Regional	
15	Accommodation – International	
16	Accommodation – Domestic	
17	Accommodation – Regional	
18	Bus/Coach Bookings	
19	Train Bookings – International	
20	Visa Assistance (Provision of documents and advice)	
21	Courier Services for travel documentation	
22	SMS notification	
23	Parking Bookings	
24	Cancellations	
25	Parking to bookings	
26	Changes to bookings	
27	After hour services	
28	Additional Adhoc reports (per-report)	
29	Customised reports (per-report)	
30	Travel Lodge card reconciliation	
31	Debtors account reconciliation	

	<b>Total Price (inc VAT)</b>	
--	------------------------------	--