

**PART A  
INVITATION TO BID**

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE DEPARTMENT OF HOME AFFAIRS</b>					
BID NUMBER:	DHA17-2023	CLOSING DATE:	02 FEBRUARY 2024	CLOSING TIME:	11H00
DESCRIPTION	THE APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY (TMC) TO RENDER TRAVEL SERVICES TO THE DEPARTMENT OF HOME AFFAIRS (DHA) FOR A PERIOD OF THIRTY-SIX (36) MONTHS.				
BID RESPONSE DOCUMENTS MUST BE DEPOSITED IN THE BROWN WOODEN BID BOX SITUATED AT THE MAIN ENTRANCE OF THE BUILDING (STREET ADDRESS)					
Department of Home Affairs					
230 Johannes Ramokhoase Street					
Cnr. Thabo Sehume and Johannes Ramokhoase Streets					
Hallmark Building, Pretoria.					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Lettie Makhudu Ngobile Chonco		CONTACT PERSON	Lunga Njwabule	
TELEPHONE NUMBER	(012) 406 2750 (012) 406 2789		TELEPHONE NUMBER	(012) 406 4027	
E-MAIL ADDRESS	<a href="mailto:Dikeledi.Nchaube@dha.gov.za">Dikeledi.Nchaube@dha.gov.za</a> <a href="mailto:Ngobile.chonco@dha.gov.za">Ngobile.chonco@dha.gov.za</a>		E-MAIL ADDRESS	<a href="mailto:Lunga.njwabule@dha.gov.za">Lunga.njwabule@dha.gov.za</a>	
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

**PART B**

**TERMS AND CONDITIONS FOR BIDDING**

<b>1. BID SUBMISSION:</b>
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. <b>ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</b>
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. <b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</b>
<b>2. TAX COMPLIANCE REQUIREMENTS</b>
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER: .....

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

DATE: .....

## INSTRUCTIONS TO BIDDERS

### 1. THE TENDER DOCUMENTS

#### Rules for Bidding

- 1.1. The Department is not bound to accept any of the proposals submitted and reserves the right to call for presentations from short-listed bidders before final selection.
- 1.2. The Department reserves the right to terminate this appointment or temporarily defer the work, or any part thereof, at any stage of completion should the Department decide not to proceed with the tender.
- 1.3. The Department also reserves the right to appoint any other person to undertake any part of the tasks.
- 1.4. The service provider must be a single legal entity with all other necessary expertise secured via sub-contract, or under a joint venture or a consortium arrangement. The Department will enter into a single contract with a single entity for the delivery of the work set out in these tender documents.
- 1.5. The bidding entity shall be the same entity that will execute the bid. Any bid found to be fronting for another entity or entities shall be disqualified immediately.
- 1.6. All South African firms submitting bids as part of a consortium or joint venture must submit valid original tax clearance certificates.
- 1.7. All bidders submitting bids as part of joint venture, consortium, **must** submit the following:
  - i. A joint venture agreement or a consortium agreement signed by all companies forming a joint venture or a consortium.
  - ii. A valid tax clearance certificate and/ or pin issued by South African Revenue Services (SARS) for all companies that form part of a joint venture or a consortium.
  - iii. A consolidated Central Supplier Database(CSD) Report.
  - iv. A consolidated SANAS B-BBEE certificate or a consolidated B-BBEE certificate issued by the Companies and Intellectual Property Commission (CIPC).
- 1.8. Foreign firms providing proposals must become familiar with local conditions and laws and take them into account in preparing their proposals.
- 1.9. The service provider and its affiliates are disqualified from providing goods, works, and services to any private party to this Agreement, or any eventual project that may result, directly or indirectly from these services.
- 1.10. Firms may ask for clarification on these tender documents or any part thereof up to close of business 1 week before the deadline for the submission of the bids.
- 1.11. The Department reserves the right to return late bid submissions unopened.
- 1.12. Firms may not contact the Department on any matter pertaining to their bid from the time when the bids are submitted to the time the contract is awarded. Any effort by a bidder to influence bid evaluation, bid comparisons, or bid award decisions in any manner, may result in rejection of the bid concerned.

- 1.13. Should the contract between the Department and the service provider be terminated by either party due to reasons not attributable to the service provider, the service provider will be remunerated for the appropriate portion of work completed up to a maximum amount of not more than the total fee bid by the service provider for the appropriate phase of the project during which the appointment was terminated.

### **Conditions of the Tender**

- 1.14. The General Conditions of contract will apply.
- 1.15. The Department will become the owner of all information, documents, programmes, advice, and reports collected and compiled by the service provider in the execution of this tender.
- 1.16. The copyright of all documents, programmes, and reports compiled by the service provider will vest in the Department and may not be reproduced or distributed, or made available in any other way without the written consent of the Department.
- 1.17. All information, documents, programmes, and reports must be regarded as confidential and may not be made available to any unauthorised person or institution without the written consent of the Department.
- 1.18. Bidders shall undertake to limit the number of copies of this document and destroy them in the event of their failure to secure the contract.
- 1.19. The service provider is entitled to general knowledge acquired in the execution of this agreement and may use it, provided that it shall not be to the detriment of the Department.

### **Cost of Bidding**

- 1.20. The Bidder shall bear all costs associated with the preparation and submission of its bid and the Department, will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the tender process.

### **Content of Tender Documents**

- 1.21. The services required, tender procedures and contract terms are prescribed in the tender documents, which include:
- i. Instruction to Bidders;
  - ii. Technical Bid;
  - iii. Terms of Reference;
  - iv. Evaluation Criterion;
  - v. Financial Bid;
- 1.22. The Bidder is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or submission of a bid not responsive to the tender documents in every respect will be at the Bidder's risk and may result in the rejection of the bid.

## Clarification of Tender Documents

1.23. The Department will respond in email to any request for clarification of the tender documents which it receives no later than 1 week prior to the deadline for submission of bids prescribed by the Department.

### 1.24. Briefing session.

Bidders are invited to a non-compulsory virtual (Microsoft Teams) briefing session that will be held as follows:

**Date and time:** Friday, 19 January 2024 at 10h00 to 11h00.

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MTA0MmRjZjQtNDxYy00N2l5LTgzN2EtMDdIMTZiOTBiMTU1%40thread.v2/0?context=%7b%22Tid%22%3a%225afed814-43e4-4135-ac14-8bbc853379ef%22%2c%22Oid%22%3a%22f35a895d-6f99-444b-b735-39057ab50913%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MTA0MmRjZjQtNDxYy00N2l5LTgzN2EtMDdIMTZiOTBiMTU1%40thread.v2/0?context=%7b%22Tid%22%3a%225afed814-43e4-4135-ac14-8bbc853379ef%22%2c%22Oid%22%3a%22f35a895d-6f99-444b-b735-39057ab50913%22%7d).

## Amendment of Tender Documents

1.25. At any time prior to the deadline for submission of bids, the Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by amendment.

1.26. All prospective bidders who have received the tender document will be notified of the amendment in writing or by fax, and same will be binding on them.

1.27. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Department, at their discretion, may extend the deadline for the submission of bids.

## 2. PREPARATION OF BIDS

### Language of Bid

2.1. The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Department shall be written in English.

### Documents Constituting the Bid

2.2. The bid prepared by the Bidder shall comprise the following components:

#### a) Technical Bid, including:

- i. Invitation to Bid (SBD 1)
- ii. Tax Clearance Certificate
- iii. Bidder's Disclosure (SBD4)
- iv. Preferential Points Claim Forms (SBD 6.1)
- v. General Conditions of contract
- vi. CSD report

**vii. Letter of Authority**

- The title, name, surname, and position of an authorised person to sign the bidding documents and communicate with the department on behalf of the bidding company.
- The contact details of the authorised person including the telephone number or work cell number and the email address.

**viii. Completed Technical Specification Document**

**b) Financial Bid, comprising:**

- i. Price Schedule & Professional services (SBD 3.3)
- ii. Preferential points specific goals

## **Bid Prices**

- 2.3 Prices indicated on the Price Schedule shall be the total price of services including, where applicable:
- All duties and other taxes;
  - The price of transportation, insurance, and other costs incidental to the delivery of the services to their final destination;
  - The price of any other incidental services required in terms of the tender deliverables;
- 2.4 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account.
- 2.5 A bid submitted with a variable price quotation will be treated as non-responsive and rejected.
- 2.6 Prices shall be quoted in South African Rands.
- 2.7 The Department has limited resources and bids must be competitive, with market-related pricing, as this will be one of the deciding factors in the final award of the contract.

## **Period of Validity of Bids**

- 2.8 Bids shall remain valid for 90 days after the closing date of the bid prescribed by the Department. A bid valid for a shorter period shall be rejected by the Department as non-responsive.
- 2.9 In exceptional circumstances, the Department may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. A Bidder may refuse the request. A Bidder granting the request will not be required nor permitted to modify its bid.

## **Format and Signing of Bid**

- 2.10 The Bidder shall prepare one copy of the Technical Bid and Financial Bid separately, clearly marking each "Original Technical Bid" and "Original Financial Bid", as appropriate. **Apart from hard copies, a copy should also be provided on CD or memory stick. In the event of any discrepancy between the two, the original shall govern.**

- 2.11 The original and CD or Memory stick of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.
- 2.12 Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

### Sealing and Marking of Bids

- 2.13 The original and CD or Memory stick of the Technical Bid shall be placed in a sealed envelope clearly marked Technical Bid and the original and CD or Memory stick of the Financial Bid shall be placed in a sealed envelope clearly marked Financial Bid and warning "Do not open with Technical Bid". All the inner envelopes shall then be placed into an outer envelope. The inner and outer envelopes shall be addressed to the following address:
- Department of Home Affairs  
230 Johannes Ramokhoase Street  
Pretoria  
0001
- 2.14 The inner envelopes shall also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared late.
- 2.15 If the outer envelope is not sealed and marked as required above, the Department will assume no responsibility for the bid's misplacement or premature opening.
- 2.16 Faxed or emailed bids will not be accepted. **Only hand-delivered bids submitted before the due date and time will be accepted.**

### Closing Date of Bids

- 2.17 Bids (Technical and Financial) must be received by the Department at the address specified under clause 2.13 above. In the event of the specified date for the submission of Bids being declared a holiday for the Department, the Bids will be received up to the appointed time on the next working day.
- 2.18 The Department may, at its discretion, extend this deadline for submission of bids by amending the bid documents in which case all rights and obligations of the Department and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

### Late Bids

- 2.19 Any bid received by the Department after the deadline for submission of bids prescribed by the Department will be rejected and/or returned unopened to the Bidder.

## **Modification and Withdrawal of Bids**

- 2.20 The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification or withdrawal is received by the Department prior to the deadline prescribed for submission of bids.
- 2.21 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of this bid. A withdrawal notice may also be sent by fax, followed by a signed confirmation copy, postmarked not later than the deadline for submission of bids.
- 2.22 No bid may be modified subsequent to the deadline for submission of bids.
- 2.23 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified by the Bidder on the Invitation to Bid form.

## **3. EVALUATION OF BIDS**

### **Clarification of Bids**

- 3.1. During evaluation of bids, the Department may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing.

### **Preliminary Examination**

- 3.2. The Department will examine the bids to determine whether they are complete, whether they meet all the conditions of the Contract and Technical Specifications and whether any computational errors have been made, whether the documents have been properly signed, and whether the bids are generally in order.
- 3.3. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of errors, its bid may be rejected.
- 3.4. If a bid is not responsive and not fulfilling all the conditions of the Contract and not meeting Technical Specifications, it will be rejected by the Department and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

### **Evaluation and Comparison of Bids**

- 3.5. The Department will evaluate and compare the financial bids only of those Bidders whose Technical Bid has been accepted by the Department.
- 3.6. The Department's evaluation of a financial bid will take into account information to be provided on the SBD 3.3.



## **Contacting the Department**

- 3.7. Subject to clause 3.1 above, no Bidder shall contact the Department on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of the Department, it should do so in writing.
- 3.8. Any effort by a Bidder to influence the Department in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

## **4. AWARD OF CONTRACT**

### **Post qualification**

- 4.1. The Department will determine to its satisfaction whether the Bidder that is selected as having submitted the highest evaluated responsive bid meets the criteria specified in these documents, and is qualified to perform the contract satisfactorily.
- 4.2. The determination will take into account the Bidder's financial, technical and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the bidder, as well as such other information as the Department deems necessary and appropriate.
- 4.3. An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Department will proceed to the next highest evaluated bid to make a similar determination of that Bidder's capabilities to perform the contract satisfactorily.

### **Department's right to vary Quantities at Time of Award**

- 4.4. The Department reserves the right at the time of Contract award to increase or decrease the quantity of the services originally specified in the Terms of Reference without any change in unit price or other terms and conditions.

### **Department's right to accept or reject any or all Bids**

- 4.5. The Department reserves the right to:
  - Accept or reject all or individual items of this bid;
  - Accept one or more bids submissions reject individual items;
  - Request clarification or further information regarding any item in the Proposal;
  - Request further information from any bidder after the closing date;
  - Accept a bid that may not reflect the lowest pricing;
  - Consider any bid that may not conform to any aspect of this bid;
  - Annul the tender process and reject all bids at any time prior to contract award;

- Consider such alternate services, terms or conditions that may be offered, whether such offer is contained in a Proposal or otherwise;
- Award the contract or any part thereof to one or more bidders; without thereby incurring any liability to the affected Bidder or bidders.

### **Notification of Award**

- 4.6. Prior to the expiration of the period of bid validity, the Department will notify the successful bidder in writing by registered letter or by fax, to be confirmed in writing by registered letter, that its bid has been accepted.
- 4.7. The notification of award will constitute the formation of the Contract.

### **Signing of Contract**

- 4.8. At the same time as the Department notifies the successful bidder that its bid has been accepted, the Department will send the bidder the Contract Form provided in the tender documents, incorporating all agreements between the parties.
- 4.9. Within 2 days of receipt of the Contract Form, the successful bidder shall sign and date the Contract Form and return it to the Department.

### **Termination of Service**

- 4.10. In case of any failure to comply with any of the conditions of the contract or unsatisfactory rendering of service, the stipulation of the General Conditions of Contract and the Special Conditions of Contract, shall be applicable.
- 4.11. Should the Department, after a reasonable period of notice, of not less than seven days, in writing, depending upon the circumstances, call upon the service provider to comply with any of the conditions and should he/she fail to do so, the Department shall, without prejudice to any of its rights be entitled to cancel the contract, and to claim from the service provider any damage or loss that might have been suffered, including any additional expense incurred by it having either to invite fresh bids or to accept any less favourable bid.

### **Unsatisfactory Performance**

- 4.12. Failure to comply with the conditions of the contract, the Department shall be entitled, without prejudice to its other rights, to cancel the contract in terms of the General Conditions of Contract. Delays beyond time limits and timeframes agreed upon between the parties. Failure to meet the performance standards indicated in the contract

### **Assignment**

- 4.13. The contractor shall not, without prior written authority of the Department, cede, assign or transfer its rights or obligations in respect of this contract or any part thereof or any share of interests herein, directly or indirectly, to any person, firm or organization whatsoever.



home affairs

Department:  
Home Affairs  
REPUBLIC OF SOUTH AFRICA

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**TERMS OF REFERENCE**

**DHA17-2023**

**THE APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY (TMC) TO RENDER TRAVEL SERVICES TO THE DEPARTMENT OF HOME AFFAIRS (DHA) FOR A PERIOD OF THIRTY-SIX (36) MONTHS.**

**CLOSING DATE AND TIME OF BID:**

02 February 2024 at 11h00

**Bidders are invited to a non-compulsory virtual (Microsoft Teams) briefing session that will be held as follows:**

**Date and time:** Friday, 19 January 2024 at 10h00 to 11h00

**Link to the virtual meeting**

[https://teams.microsoft.com/join/19%3ameeting\\_MTA0MmRjZjQtNDAxYy00N2I5LTgzN2EtMDdIMTZiOTBiMTU1%40thread.v2/0?context=%7b%22Tid%22%3a%225afed814-43e4-4135-ac14-8bbc853379ef%22%2c%22Oid%22%3a%22f35a895d-6f99-444b-b735-39057ab50913%22%7d](https://teams.microsoft.com/join/19%3ameeting_MTA0MmRjZjQtNDAxYy00N2I5LTgzN2EtMDdIMTZiOTBiMTU1%40thread.v2/0?context=%7b%22Tid%22%3a%225afed814-43e4-4135-ac14-8bbc853379ef%22%2c%22Oid%22%3a%22f35a895d-6f99-444b-b735-39057ab50913%22%7d)

**BID VALIDITY PERIOD: 90 DAYS**

**Department of Home Affairs  
Supply Chain Management**

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**TERMS OF REFERENCE****OBJECTIVES**

1. The objectives (aim) of this tender are:
  - To invite bids from suitable service provider (s) to render travel services to the Department of Home Affairs (DHA) for a period of thirty-six (36) months.

**BACKGROUND**

2. Department of Home Affairs currently has in-house TMC located in Head Office premises (Pretoria) that manages the travel management service within the travel management lifecycle.
3. The Travel Management Company provide the service to nine provinces and Head Office. Traveling takes place between provinces and Pretoria, international and regional. Deportation of illegal immigrants to their country of origin is also provided by the TMC.
4. The travel requisition process is currently a traditional process. The traveller send travel request with detailed specifications to the travel agent. The travel agent then sources quotations and then forward it to the traveller. The traveller then evaluates quotations and submit to Department of Home Affairs' travel booking unit to issue purchase order to travel agent to enable the TMC to make the booking and issue voucher to supplier/third party.
5. Department of Home Affairs requires a Travel Management Company to provide travel services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service levels.
6. The Travel Management Company should be able to achieve significant cost savings for Department of Home Affairs without any degradation in the services and appropriately contain the Department of Home Affairs' risk and traveller risk.

**SCOPE AND EXTENT OF THE TENDER****7. Definitions**

<b>Accommodation</b>	<b>Accommodation</b> means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.
<b>After-hours service</b>	refers to the travel request that is actioned Monday to Friday from 17h00 to 08h00 and twenty-four (24) hours on weekends and Public Holidays.
<b>Air travel</b>	means travel by airline on authorised official business.
<b>Authorising Official</b>	means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g. line manager of the traveler.

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<b>Car Rental</b>	means the rental of a vehicle for a short period of time by a traveler for official purposes.
<b>Department</b>	means Department of Home Affairs which requires the provision of travel management services.
<b>Deport or deportation</b>	means the act or procedure of causing an illegal foreigner to leave the Republic of South Africa in terms of the Immigration Act 13 of 2002.
<b>Deportation trip</b>	means the transportation of an illegal foreigner to his or her country of origin or to the national holding facility under escort service.
<b>Domestic travel</b>	means travel within the borders of the Republic of South Africa.
<b>Emergency service</b>	means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.
<b>Emergency Travel Certificate</b>	means the travel document issued for a one way trip from the Republic of South Africa to the country of origin of the illegal foreigner.
<b>Escort</b>	means the service provided to ensure the safe departure of the illegal foreigner from any place within the Republic of South Africa to the national holding facility or from the Republic of South Africa to his or her country of origin.
<b>Foreign mission</b>	means the Embassy, High Commission or Consulate representation of a country in the Republic of South Africa.
<b>gCommerce</b>	refers to the Government's buy-site for transversal contracts. International travel refers to travel outside the borders of the Republic of South Africa.
<b>Group booking</b>	refers to travel booking of more than one traveler. It does not constitute a conferencing and it does not attract conferencing transaction fee.
<b>Management Fee</b>	is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets etc.).
<b>Merchant Fees</b>	are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.
<b>Quality Management System</b>	means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.
<b>Regional travel</b>	means travel across the border of South Africa to any of the 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.
<b>Service Level Agreement (SLA)</b>	is a contract between the TMC and Government that defines the level of service expected from the TMC.

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<b>Shuttle / transfer Service</b>	means the service offered to transfer a traveller from one point to another, for example from place of work to the airport.
<b>Third party fees</b>	are fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include visa fees and courier fees.
<b>Transaction Fee</b>	means the fixed negotiated fee charged for each specific service type e.g. international air ticket, charged per type per transaction per traveller.
<b>Traveller</b>	refers to a Government official, consultant or contractor travelling on official business on behalf of Government.
<b>Travel Authorisation</b>	is the official form utilised by Government reflecting the detail and order number of the trip that is approved by the relevant authorising official.
<b>Travel Booker</b>	is 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.
<b>Travel Management Company</b>	or TMC refers to the Company contracted to provide travel management services (Travel Agents).
<b>Travel Voucher</b>	means a document issued by the Travel Management Company to the supplier confirm the reservation and/or payment of specific travel arrangements.
<b>Value Added Services</b>	are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.
<b>VAT</b>	means Value Added Tax.
<b>VIP or Executive Service</b>	means the specialised and personalised travel management services to selected employees of Government by a dedicated consultant to ensure a seamless travel experience.

### 8. Travel volumes

- The current Home Affairs total volumes per annum includes air travel, accommodation, car hire, forex, conference, etc. The table below details the number of transactions for the FY 2022/23 as follows:

<b>Service Category</b>	<b><i>Estimated Number of Transactions per annum</i></b>	<b><i>Estimated Expenditure per annum</i></b>
Air travel - Domestic	4082	R19 799 004.85
Air Travel - Regional & International	437	R10 168 450.46
Car Rental – Domestic & Shuttle Services/ transfer - Domestic	2072	R7 697 738.05
Accommodation - Domestic	9 934	R122 267 209.56

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<b>Service Category</b>	<b>Estimated Number of Transactions per annum</b>	<b>Estimated Expenditure per annum</b>
Conferences/Events	228	R27 911 054.62
After-hours	473	R92 000
Deportation	1052	R18 243 013.89
<b>GRAND TOTAL</b>	<b>18 278</b>	<b>R206 178 471.43</b>

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

### 9. Service requirements

9.1. The successful bidder(s) will be expected to execute and conduct the following tasks for/ provide the following services / items to the Department:

#### 9.1.1. General

- a) travel services will be provided to all travellers travelling on behalf of Home Affairs, locally and internationally. This will include employees and contractors, consultants, clients and illegal foreigners.
- b) Provide travel management services during normal office hours (Monday to Friday 08h00 – 17h00) and provide after-hours and emergency services as stipulated in paragraph 3.3.16. **Any request (order) received before 17h00 should regarded as normal hours.**
- c) Provide deportation travel service.
- d) Familiarisation with current Home Affairs travel business processes.
- e) Assist with negotiations for better deals with travel service providers.
- f) Familiarisation with current travel suppliers and negotiated agreements that are in place between Home Affairs and/ National Treasury and third parties. Assist with further negotiations for better deals with travel service providers.
- g) Familiarisation with current Home Affairs travel policy and implementations of controls to ensure compliance.
- h) Penalties incurred as a result 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.
- i) Provide a facility for Home Affairs to update their travellers' profiles.
- j) Manage the third party service providers by addressing service failures and complaints against these service providers.
- k) Consolidate all invoices from travel suppliers.
- l) Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

- m) Provide the reference letters from at least three (3) contactable existing/recent clients (within past 3 years) who have/had similar or higher travel volumes as Home Affairs.
- n) The bidder must be a member of Association of South African Travel Agents (ASATA) and International Air Transport Association (IATA) licence/certificate.
- o) Group or bundling booking must carry one service cost.

### **9.1.2. Reservations**

- a) Receive travel requests from travellers and/or travel bookers, respond with quotations and availability. Upon the receipt of the purchase order, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed medium of communication i.e SMS or similar.
- b) Receive travel requests from Immigration Officers in Inspectorates and administrative support for the transportation of one or more deportees to their countries of origin with one or more escorts. Upon receipt of the purchase order, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel booker via the agreed medium of communication i.e SMS or similar.
- c) Always endeavour to make the most cost effective travel arrangements based on the request from the traveller and/or travel booker.
- d) Appraise themselves of all travel requirements for destinations to which travellers will be travelling, and advice the traveller of alternative plans that are more cost effective and more convenient where necessary.
- e) Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- f) Book the negotiated discounted fares and rates where possible.
- g) Keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- h) Book parking facilities at the airports where required for the duration of the travel.
- i) Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- j) Must be able to facilitate booking of venues for departmental events (i.e meetings, imbizo's, ministers' events, workshop and conferencing etc.). Booking of shuttle, air transport, car rental, bus coach, and accommodation for a group of travellers does not constitute conferencing service.
- k) Issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) via SMS or similar prior to departure dates and times.
- l) Advise the Traveller of all visa and inoculation requirements well in advance.
- m) TMC will be responsible for application and issuance of visa for all DHA travellers, deportees and the escorts.
- n) Should payment be required prior to issuance of the visa by the foreign mission in the Republic of South Africa, the TMC shall directly pay for it and bill-back Home Affairs.
- o) TMC to provide relevant information to the traveller(s) where visas will be required.
- p) Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.



- q) Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- r) Facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
- s) Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- t) Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by Home Affairs are non-commissionable, where commissions are earned for Home Affairs bookings all these commissions should be returned to Home Affairs on a quarterly basis.
- u) Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by Home Affairs.
- v) Submit proof that services have been satisfactorily delivered and submit invoices within 60 days of rendering the service to Home Affairs.
- w) 4 Hours - Turnaround time for receiving quotations – peak time to be considered 8 hours.

### **9.1.3. 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, regional and international travel.
- c) For international flights, the airline which provides the most cost effective and practical routings may be used without causing hardship to the traveller.
- d) The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the traveller.
- 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 month.
- i) The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- j) Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- k) Assist with lounge access if and when required.
- l) Booking of air transport service for a group of travellers does not constitute conferencing service and does not attract conferencing /event transaction fee.

### **9.1.4. 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) 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
- c) This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with Home Affairs' travel policy.
- d) Home Affairs travellers may stay at accommodation establishments with which TMC 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 Home Affairs.
- e) Accommodation vouchers must be issued to all Home Affairs travellers for accommodation bookings and must be invoiced to Home Affairs as per arrangement that will be agreed upon during on-boarding. Such invoices must be supported by a copy of the original hotel accommodation charges and copy of the purchase order.
- 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.
- h) Pre-payments are occasionally required by service providers at short notice and even for same day bookings. In cases where prepayment is required for accommodation by the service provider, the pre-payment will be paid directly by the TMC without demanding prepayment from Home Affairs. Home Affairs shall pay the TMC on bill back within thirty (30) days of receipt of valid invoice from TMC. The quotations must include all service charges
- i) Booking of accommodation for a group of travellers does not constitute conferencing / event service and does not attract conferencing /event transaction fee.

### **9.1.5. Car rental**

- a) The TMC will book the approved category vehicle in accordance with the Home Affairs travel policy with the 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 and accidents, etc.
- d) The TMC must during their report period provide proof that negotiated rates were booked, where applicable
- e) Pre-payments are occasionally required by service providers at short notice and even for same day bookings. In cases where prepayment is required for car rental by the service provider, the pre-payment will be paid directly by

the TMC without demanding prepayment from Home Affairs. Home Affairs shall pay the TMC on bill back within thirty 30 days of receipt of valid invoice from TMC.

- f) Booking of car rental for a group of travellers does not constitute conferencing / event service and does not attract conferencing /event transaction fee.

### **9.1.6. Transfers / Shuttle – Domestic**

- a) The TMC will book transfers / shuttle in line with the Home Affairs travel policy with the service providers.
- b) The TMC should manage shuttle companies on behalf of the Home Affairs and ensure compliance with minimum standards.
- c) The TMC should also assist in negotiating better rates with relevant shuttle companies.
- d) Pre-payments are occasionally required by service providers at short notice and even for same day bookings. In cases where prepayment is required for transfers / shuttle by the service provider, the pre-payment will be paid directly by the TMC without demanding prepayment from Home Affairs. Home Affairs shall pay the TMC on bill back within thirty 30 days of receipt of valid invoice from TMC.
- e) Booking of transfers / shuttle for a group of travellers does not constitute conferencing / event service and does not attract conferencing /event transaction fee.

### **9.1.7. Transfers / Shuttle – Regional**

- a) The TMC will book transfers / shuttle in line with the Home Affairs travel policy with the service providers.
- b) The TMC should manage shuttle companies on behalf of the Home Affairs and ensure compliance with minimum standards.
- c) The TMC should also assist in negotiating better rates with relevant shuttle companies.
- d) Pre-payments are occasionally required by service providers at short notice and even for same day bookings. In cases where prepayment is required for transfers / shuttle by the service provider, the pre-payment will be paid directly by the TMC without demanding prepayment from Home Affairs. Home Affairs shall pay the TMC on bill back within thirty 30 days of receipt of valid invoice from TMC.
- e) Booking of transfers / shuttle for a group of travellers does not constitute conferencing / event service and does not attract conferencing /event transaction fee.

### **9.1.8. Transfers / Shuttle – International**

- a) The TMC will book transfers / shuttle in line with the Home Affairs travel policy with the service providers.
- b) The TMC should manage shuttle companies on behalf of the Home Affairs and ensure compliance with minimum standards.
- c) The TMC should also assist in negotiating better rates with relevant shuttle companies.
- d) Pre-payments are occasionally required by service providers at short notice and even for same day bookings. In cases where prepayment is required for transfers / shuttle by the service provider, the pre-payment will be paid

directly by the TMC without demanding prepayment from Home Affairs. Home Affairs shall pay the TMC on bill back within thirty 30 days of receipt of valid invoice from TMC.

- e) Booking of transfers / shuttle for a group of travellers does not constitute conferencing / event service and does not attract conferencing /event transaction fee.

### **9.1.9. Bus coach service (Public bus coach)**

- a) The TMC will book public bus coach service in line with the Home Affairs travel policy with the service providers.
- b) The TMC should manage bus/coach Company on behalf of the Home Affairs and ensure compliance with minimum standards.
- c) The TMC should also assist in negotiating better rates with relevant bus coach companies.
- d) Pre-payments are occasionally required by service providers at short notice and even for same day bookings. In cases where prepayment is required for bus coach by the service provider, the pre-payment will be paid directly by the TMC without demanding prepayment from Home Affairs. Home Affairs shall pay the TMC on bill back within thirty 30 days of receipt of valid invoice from TMC.
- e) Booking of bus coach for a group of travellers does not constitute conferencing / event service and does not attract conferencing /event transaction fee.

### **9.1.10. Deportation – air transfer of deportee from holding facility to port of entry and/or country of origin**

Deportation service is often required urgently where the TMC is expected to act and take command of the situation without compromising Home Affairs as well as the safety and security of those involved in the process and the public. Booking of deportation domestic, regional and international air travel attract transaction fee like any other traveller. TMC shall be responsible to provide the following deportee service:

- a) Transfers / shuttle from the holding facility to the port of entry
- b) Provide escort personnel to escort the deportee from the holding facility to the port of entry and/or to deportee's country of origin.
- c) Book air travel for the deportee and the escorter.
- d) Application and issuance of visa for the deportee and the escorter.
- e) Should payment be required for issuance of the visa prior to departure by the foreign mission in the Republic of South Africa, the TMC shall directly pay for it and bill-back Home Affairs.
- f) Payment of Emergency Travel Document (ETC) for the deportee.
- g) Submit body receipts stamped by Home Affairs immigration officials at departure points in airports within the Republic of South Africa, and immigration authorities at entry points on receipt of the deportee on arrival at the airport in the country of origin.
- h) Pre-payments are occasionally required by service providers at short notice and even for same day bookings. In cases where prepayment is required for deportation service by the service provider, the pre-payment will be paid directly by the TMC without demanding prepayment from Home Affairs. Home Affairs shall pay the TMC on bill back within thirty 30 days of receipt of valid invoice from TMC.

- i) Booking of deportation services for a group of deportees does not constitute conferencing / event service and does not attract conferencing /event transaction fee.

### **9.1.11. Deportation – transfer / shuttle of deportee from holding facility to the port of entry and/or country of origin**

Deportation service is often required urgently where the TMC is expected to act and take command of the situation without compromising Home Affairs as well as the safety and security of those involved in the process and the public. TMC shall be responsible to provide the following deportee service:

- a) Transfers / shuttle from the holding facility to the port of entry and/or to the deportee's country of origin.
- b) Provide escort personnel to escort the deportee from the holding facility to the port of entry and/or to deportee's country of origin.
- c) Book deportee in-transit meal
- d) Payment of Emergency Travel Document (ETC) for the deportee.
- e) Submit body receipts stamped by Home Affairs immigration officials at departure points in airports within the Republic of South Africa, and immigration authorities at entry points on receipt of the deportee on arrival at the airport in the country of origin.
- f) Pre-payments are occasionally required by service providers at short notice and even for same day bookings. In cases where prepayment is required for deportation service by the service provider, the pre-payment will be paid directly by the TMC without demanding prepayment from Home Affairs. Home Affairs shall pay the TMC on bill back within thirty 30 days of receipt of valid invoice from TMC.
- g) Booking of deportation services for a group of deportees does not constitute conferencing / event service and does not attract conferencing /event transaction fee.

### **9.1.12. Deportation – transfer / shuttle of deportee from provinces to national holding facility**

Transfer of deportees from provinces to national holding facility is often required urgently where the TMC is expected to act and take command of the situation without compromising Home Affairs as well as the safety and security of those involved in the process and the public. TMC shall be responsible to provide the following deportee service:

- a) Transfers / shuttle from provinces to national holding facility
- b) Provide escort personnel to escort the deportee from the provinces to national holding facility.
- c) Provide escort vehicle
- d) Book deportee in-transit meal
- e) Pre-payments are occasionally required by service providers at short notice and even for same day bookings. In cases where prepayment is required for deportation service by the service provider, the pre-payment will be paid directly by the TMC without demanding prepayment from Home Affairs. Home Affairs shall pay the TMC on bill back within thirty 30 days of receipt of valid invoice from TMC.
- f) Booking of transfer / shuttle for a group of deportees does not constitute conferencing / event service and does not attract conferencing /event transaction fee.

### **9.1.13. Parking at airport and other destinations**

- a) TMC shall book parking at airports and other destinations for Home Affairs.
- b) Pre-payments are occasionally required by service providers at short notice and even for same day bookings. In cases where prepayment is required for parking service by the service provider, the pre-payment will be paid directly by the TMC without demanding prepayment from Home Affairs. Home Affairs shall pay the TMC on bill back within thirty 30 days of receipt of valid invoice from TMC.
- c) Booking of parking service for a group of travellers does not constitute conferencing / event service and does not attract conferencing /event transaction fee.

### **9.1.14. Conferencing / events**

- a) The TMC shall arrange and book conferencing and events for Home Affairs.
- b) TMC shall ensure that suppliers of conferencing/events service deliver a service in time.
- c) Pre-payments are occasionally required by service providers at short notice and even for same day bookings. In cases where prepayment is required for conferencing by the service provider, the pre-payment will be paid directly by the TMC without demanding prepayment from Home Affairs. Home Affairs shall pay the TMC on bill back within thirty 30 days of receipt of valid invoice from TMC.
- d) The TMC must provide a percentage (%) that will be charged for full Conference packages that includes i.e TMC official visiting the venue on the date of the event, assist with arrangement at the date of the event.
- e) The TMC must provide a percentage (%) that will be charged for standard Conference packages.

### **9.1.15. Visa**

- a) TMC will be responsible for application and issuance of visa for all DHA travellers, deportee and escorts.
- b) Should payment be required prior to issuance of the visa by the foreign mission in the Republic of South Africa, the TMC shall directly pay for it and bill-back Home Affairs. Home Affairs shall pay the TMC on bill back within thirty 30 days of receipt of valid invoice from TMC.
- c) Application and issuance of visa for a group of travellers does not constitute conferencing / event service and does not attract conferencing /event transaction fee.

### **9.1.16. VIP client services**

- a) VIP Client Services, including: Personalised service to the Office of the minister's office, deputy minister's office, Director-General (DG), Deputy Director-General (DDG) and selected DHA's senior leadership, including but not limited to:
  - Dedicated VIP consultant to service the minister and deputy minister, physical security official and support staff and additional dedicated VIP consultant to service Director-General (DG), Deputy Director-General (DDG) and selected DHA's senior leadership and other VIP travellers, their physical security officials and support staff.

- The VIP consultants must provide the following services, including but not limited to:
  - Online check-in for all flights.
  - E-mail confirmation from all international accommodation service providers for traveller-specific requirements.
  - Pre-trip and post-trip travel advice.

### 9.1.17. After-hours and emergency service

- a) After-hours service must be provided Monday to Friday from 17h00 to 08h00 and twenty-four (24) hours on weekends and Public Holidays.
- b) After-hours service fee is chargeable on the booking made and transaction concluded/actioned during after-hours and not on a telephone call made.
- c) The TMC must provide a consultant or team of consultants to assist travellers with after-hours and emergency reservations and changes to travel plans.
- d) A dedicated consultant/s must be available to assist VIP/Executive and all travellers with after-hours or emergency assistance.
- e) 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.
- f) 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.
- g) After hour start at 17h00. **Any request (order) received before 17h00 should regarded as normal hours.**
- h) Use of electronic communication methods by the dedicated WhatsApp group per Province and HQ between DHA afterhours approval and TMC must be implemented to track all the approvals for afterhours.

### 9.1.18. Management of Complaints and Resolution of Queries & Escalations

- a) The bidder must have in place a clear established queries, escalations and complaints management process which includes acknowledgement within 2 hours, investigation and provision of a written report within three (3) business days indicating the root cause analysis of each incident and mitigation strategies to be implemented to prevent recurrence which must be sent to the DHA Travel Management Office.
- b) The bidder must describe how the queries and complaints resolution process will be handled within 24 hours.
- c) The bidder must provide feedback to the complainant and the DHA Travel Management Office Manager regarding progress in the resolution of the complaint, within the turnaround times specified by DHA.
- d) A detailed complaints and compliments register must be maintained by the bidder.
- e) Failure to provide the above, the Department will impose penalties i.e cancelling the tender and restricting the service provider from doing business with any Organ of State.

## 9.2. Communication

- a) The TMC may be requested to conduct workshops and training sessions for travel bookers of Home Affairs.



- b) All enquiries must be investigated and prompt feedback be provided in accordance with the Service Level Agreement.
- c) The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel Management Company in one smooth continuous workflow.

### 9.3. Financial Management

- a) The TMC must implement the rates negotiated by Home Affairs with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- b) The TMC will be responsible to manage the service providers accounts. This will include the timely receipt of invoices to be presented to Home Affairs for payment within the agreed time during on-boarding.
- c) Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- d) The TMC will be required to offer a 60-day bill-back account facility to Home Affairs. Bill back, refers to the supplier sending the bill to the TMC, who, in turn, invoices Home Affairs for the services rendered.
- e) Pre-payments are occasionally required by service providers at short notice and even for same day bookings. In cases where prepayment is required for any service by service provider, the pre-payment will be paid directly by the TMC without demanding prepayment from Home Affairs. Home Affairs shall pay the TMC on bill back within thirty 30 days of receipt of valid invoice from TMC.
- f) Consolidate travel supplier bill-back invoices.
- g) The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to Home Affairs' Provinces Financial Department and Head Office Finance and SCM Department weekly. This includes attaching copy of purchase order, suppliers (third party) invoice and TMC's invoice. No invoice shall be accepted by Home Affairs without these supporting documents.
- h) Ensure travel supplier accounts are settled timeously.

### 9.4. Technology, Management Information and Reporting

- a) The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- b) The implementation of an online booking tool to facilitate bookings should be used to optimise the services and related fees.
- c) All management information and data input must be accurate.
- d) The TMC will be required to provide the Home Affairs 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.
- e) Reports must be accurate and be provided as per Home Affairs' 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) and order number.
- f) Home Affairs may request the TMC to provide additional management reports.
- g) Reports must be available in an electronic format for example Microsoft Excel.



- h) Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:
- **Travel**
    - After hours' Report;
    - Compliments and complaints;
    - Consultant Productivity Report;
    - Long term accommodation and car rental;
    - Upgrade of class of travel (air, accommodation and ground transportation);
    - Bookings outside Travel Policy.
    - Change fee report
  - **Finance**
    - Reconciliation of commissions/rebates or any volume driven incentives;
    - Creditor's ageing report.
    - Creditor's summary payments.
    - Daily invoices.
    - No show report
    - Cancellation report
    - Receipt delivery report
    - Monthly Bank Settlement Plan (BSP) Report
    - Refund Log
    - Open voucher report, and
    - Open Age Invoice Analysis.
    - Air-ticket refund report
- i) The TMC will implement all the necessary processes and programs to ensure that all the data is secure at all times and not accessible by any unauthorised parties.

### 9.5. Account Management

- a) An account Management structure should be put in place to respond to the needs and requirements of the Home Affairs and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- b) The TMC must provide a dedicated Account Manager that is ultimately responsible for the management of the Home Affairs" account.
- c) The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- d) A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- e) Ensure that the Home Affairs' travel policy is enforced.

- f) The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- g) Ensure that workshops/training is provided to Travellers and/or Travel Bookers.
- h) During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.
- i) Monthly meetings between DHA Provinces, HQ and TMC KAM to discuss the status of the account.
- j) Turnaround time to address queries.
- k) Five working days for allocation of payments.

### 9.6. Value Added Services

The TMC must provide the following value added services:

- a) 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; and
  - Supplier updates
- b) Electronic voucher retrieval via web and smart phones;
- c) SMS notifications for travel confirmations;
- d) Travel audits;
- e) Global Travel Risk Management;
- f) VIP services for Executives that include, but is not limited to check-in support.

### 9.7. Cost Management

- a) The National Treasury cost containment initiative and the Home Affairs' travel policy is establishing a basis for a cost savings culture.
- b) 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.
- c) 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.

- d) 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 in accordance with Home Affairs' Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

### 9.8. Quarterly and Annual Travel Reviews

- a) Quarterly reviews are required to be presented by the Travel Management Company on all Home Affairs travel activity in the previous three-month period. These reviews are comprehensive and presented to Home Affairs' Procurement and Finance teams as part of the performance management reviews based on the service levels.
- b) Annual Reviews are also required to be presented to Home Affairs'
- c) These travel reviews will include without limitation the following information:
- spend and transactions report on various travel service categories
  - spend report per supplier
  - booking timelines
  - savings
  - after hours
  - age analysis

### 9.9. Office Management

- a) The TMC to ensure high quality service to be delivered at all times to the Home Affairs' travellers.
- b) Provide back office.
- c) The TMC is required to provide Home Affairs with skilled and qualified thirteen (13) travel consultants with different role on-site, subject to increase or decrease based on travel volumes.

### 9.10. On-site Facilities

Home Affairs will provide the TMC with the following facilities on the terms and conditions negotiated upon by both parties:

- a) Office Space
- b) Telephones. TMC shall pay telephone bill usage.
- c) IT infrastructure (cabling, trunking and cabinet) for TMC to connect to and carry those costs.
- d) Bathroom and kitchen facilities.

### 9.11. Pricing model

The Department of Home Affairs requires the proposed pricing fee model to be fully completed by the Bidders.

### 9.12. Volume driven incentives

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

- a) National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers;
- b) No override commissions earned through Home Affairs reservations will be paid to the TMCs;
- c) An open book policy will apply and any commissions earned through the Home Affairs volumes will be reimbursed to Home Affairs. TMC must submit a report on any commission earned to Home Affairs monthly. A nil report must be submitted where commission was not earned in a particular month.
- d) TMC is to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

### **SPECIAL CONDITIONS OF CONTRACT**

10. To achieve the above the successful bidder will be required to meet the following requirements:

- The service provider(s) may not recruit or shall not attempt to recruit an employee of the Department of Home Affairs for purposes of preparation of the BID or for the duration of the execution of this contract or any part thereof.
- **Supplier due diligence** - Home Affairs reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.
- **Presentation / demonstration** - Home Affairs shall request presentations/demonstrations from the short-listed Bidders as part of the bid evaluation process.

### **SERVICE LEVEL AGREEMENT**

- Upon award Home Affairs and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by Home Affairs, more or less in the format of the draft Service Level Indicators included in this tender pack.
- Home Affairs reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto (**Annexure A2**).
- Bidder(s) are requested to:
  - Comment on draft Service Level Indicators and where necessary, make proposals to the indicators;
  - Explain each comment and/or amendment.
- Home Affairs 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 Home Affairs or pose a risk to the organisation.

### **11. Tender Deliverables / Outputs and Timeframes**

11.1. The primary deliverables to be achieved

- The TMC will be required to render the travel management services listed from paragraph 9.1.1 to 9.1.16 under the scope of work detailed on paragraph 9 above.

### **LOGISTICS AND TIMING**

- **Project location(s):**
  - The Department of Home Affairs' Head Office and all nine (9) Provinces.
- **Expected commencement date:**
  - The service will be required from 01 April 2024.
- **Project period:**
  - The contract shall be valid for a period of three (3) years.
- **Bid proposal**
  - Service Provider must provide a properly referenced bid proposal in response to this TOR document with clear headings and information required to evaluate the bid against the requirements stipulated in this TOR document. The bid proposal response must indicate the following:
    - ❖ The bidding company's profile, including proof of compliance with all the requirements as per the TOR document,
    - ❖ The pricing information as per **Annexure A1**.
    - ❖ Where substantiations are required, a certified copy of certification or proof is required to be attached to the bid response.
  - Bid documents may either be submitted through a courier services or hand delivered to the brown wooden bid box situated at the main entrance of the Hallmark Building at the address indicated on SBD 1 form attached on the Home Affairs' tender document. If the bid documents are submitted through a courier services, **it is the responsibility of the bidder to ensure that the documents are inside the brown wooden bid box by the closing time and date.**
  - Bidder(s) are required to submit two (2) original bid proposal response documents as per paragraph 2.10 of the tender document under instruction to bidders:
    - ❖ One (1) original technical bid document;
    - ❖ One (1) original financial bid document and;
    - ❖ One (1) compact disc (CD) or universal serial bus (USB) with PDF content of each bid document by the closing date and time. Each bid response document and CD must be marked correctly and sealed separately for ease of reference during the evaluation process. Furthermore, the bid response document and information in the CD or USB must be clearly labelled.
- **Fee structure**
  - For transaction fees, Pricing Schedule

- a) 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.
- b) The Bidder must indicate the estimated percentage split between traditional booking and on-line bookings.
- c) The Bidder must indicate The percentage (%) that will be charged for full conference packages.
- d) The Bidder must indicate The percentage (%) that will be charged for standard conference packages.

## EVALUATION STAGES

12. The following evaluation process will be followed to evaluate the bids received:

Stage	Description	Applicable for this bid
Stage 1A	Non-compulsory briefing session	Yes
Stage 1B	Initial screening process / compliance with bid requirements	Yes
Stage 2	Pre-qualification criteria evaluation	No
Stage 3	Mandatory requirements evaluation	Yes
Stage 4	Functionality requirements evaluation	Yes
Stage 5	Price / Specific goals evaluation	Yes

### **Stage 1A: Briefing session**

- Non-compulsory virtual briefing session will be held.

### **Stage 1B: Initial screening process/compliance with bid requirements**

- Verification of bidder's compliance with bid requirements.

No.	Compliance Checklist	Yes / No
1.	The bidder is registered on the National Treasury Central Suppliers Database (CSD).	
2.	The bidder is in business (as indicated on CSD).	
3.	The bidder is not a restricted supplier/ or does not have a restricted director(s) (as indicated on CSD).	
4.	The bidder is Tax Compliant (as indicated on CSD) or verified through SARS	
5.	The bidder is not a government employee (as indicated on CSD).	

No.	Compliance Checklist	Yes / No
6.	The bidder completed SBD 1 Form in full together with the letter of authority.	
7.	The bidder completed SBD 4 Form in full and did not reveal any information or past practices that prohibits the supplier from conducting business with the state.	
8.	The bidder completed SBD 6.1 Form in full and must indicate claimed points for each preference point system and attach evidence as per Table 1.	

**Stage 2: Pre-qualification criteria**

- Not Applicable

**Stage 3: Mandatory requirements evaluation**

- Compliance with the mandatory requirements. Prospective bidders who fail to meet the mandatory requirements will be disqualified.
- Only bidders who have complied with the following mandatory requirements will be evaluated for functionality.

Mandatory Requirement 1	Comply	Do not comply
The Bidder must declare/confirm that they will comply with all key service level indicators stipulated in <b>Annexure A2</b>		
<b>EVIDENCE:</b> Signed and dated declaration/confirmation indicating compliance with all the key service level indicators stipulated on <b>Annexure A2</b> .		

**NB:** The Department reserves the right to conduct site inspection to verify the information of the Bidders. Any misrepresentation identified relating to the submission of the information above would be dealt with by the Department. This also includes amongst other punitive measures, restriction from doing business with any organ of the state for a period not exceeding ten (10) years.

**Stage 4: Functionality requirements evaluation**

- The technical proposal will be evaluated out of 100 points with a threshold of 80 points.
- Bidders that score less than minimum of 80 points will be disqualified.
- Bidders must score a minimum of 80 points on functionality to qualify for further evaluation on price and preference points.

## TECHNICAL PROPOSAL EVALUATION

Evaluation Criteria				
No	Category	Evidence	Weight	Score
1.	<p>Company relevant experience in rendering the travel management services with the following travel volumes per client:</p> <ul style="list-style-type: none"> <li>Less than 6000 = 0</li> <li>6000 - 8000 = 10</li> <li>8001 – 10000 = 20</li> <li>10001+ = 30</li> </ul>	<p>Contactable reference letter (on a company letter head) indicating acceptable/satisfactory level of performance and the travel volumes per client. (The client reference letter with the highest travel volumes will be considered for points scoring)</p> <p>(Non-accumulative scoring)</p>	30	
2.	<p>Company relevant years of experience in rendering the travel management services:</p> <ul style="list-style-type: none"> <li>Less than 3 years or no information = 0</li> <li>3 – 4 years = 10</li> <li>5- 6 years =20</li> <li>7- 8 years =30</li> <li>9 years and more = 40</li> </ul>	<p>Contactable reference letter(s) (on a company letter). The said letter <b>must</b> indicate the start and end date of the service)</p> <p>(Accumulative scoring)</p>	40	
3.	<p>The bidder must be a member of ASATA (Association of South African Travel Agents)</p> <ul style="list-style-type: none"> <li>No membership =0</li> <li>Membership= 10</li> </ul>	The must submit a valid ASATA membership certificate /letter.	10	
4.	<p>The bidder must be a member of International Air Transport Association (IATA)</p> <ul style="list-style-type: none"> <li>No membership =0</li> <li>Membership = 10</li> </ul>	The must submit a valid IATA membership certificate /letter.	10	
5.	<p>Travel Management Plan: Methodology and Approach.</p> <p>The Bidders must demonstrate their understanding of the key requirements and expectations of DHA as outlined in this document on paragraph 3.3.1 to 3.3.16.</p> <p>The following should be addressed in the Travel Management Plan (TMP):</p>	<p>The Travel Management Plan: Methodology and Approach must be submitted with the bid proposal.</p> <ul style="list-style-type: none"> <li>TMP addressing all the aspects = <b>10</b></li> <li>TMP addressing any three aspects and TMC emergency and call center and after hours' service = <b>8</b></li> </ul>	10	



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Evaluation Criteria				
No	Category	Evidence	Weight	Score
	<ul style="list-style-type: none"> <li>A detailed TMP design.</li> <li>A detailed TMP indicating clear timeframes for the project implementation.</li> <li>A detailed TMP indicating the approach</li> <li>Methodology and support mechanisms on how the TMC will assist DHA in providing travel management service that is specific to DHA nature of business.</li> </ul> <p>A detailed TMP indicating the approach on TMC emergency call centre and after hours services.</p>	<ul style="list-style-type: none"> <li>TMC addressing any two aspects and TMC emergency call Centre and after hours' service = <b>5</b></li> <li>TMP addressing any one aspect and TMC emergency call Centre and after-hours service = <b>3</b></li> <li>TMP addressing none of the aspects = <b>0</b></li> </ul> <p>(ON-SITE CHECKS AT DISCRETION OF THE DHA)</p>		
<b>TOTAL</b>			100	

### Stage 5: Price and Specific goals

- Bids will then be evaluated in accordance with the prescripts of the Preferential Procurement Policy Framework Act (PPPFA) and the associated Preferential Procurement Regulations of 2022, which stipulate a 90/10 point split for requirements with a Rand value above R 50 000 000, inclusive of all applicable taxes.
- A valid SANAS B-BBEE Status Level Verification certificate or a B-BBEE certificate issued by the Companies and Intellectual Property Commission, with the exception of EME's and QSE's who are required to submit sworn affidavit in terms of Code of Good Practice. The sworn affidavit must be signed by the EME representative and attested by a Commissioner of oath.
- The tenderer must indicate how they claim points for each preference point system on the SBD 6.1 form.
- As bids are only invited for requirements with a Rand value above R 50 000 000 inclusive of all applicable taxes, the 90/10 system shall be applicable and will be calculated as follows:

SN	COMPONENT	POINTS
1.	<b>Price</b>	90
2.	<b>Preferential points:</b> Specific goals	10
<b>TOTAL:</b>		<b>100</b>

Specific goals allocated points in terms of this tender	Allocated Preference points	Evidence
<p>The company owned / director/s / shareholders by people who are Black.</p> <ul style="list-style-type: none"> <li>100% company owned by people who are Black = <b>4 points</b></li> <li>≥51% and &lt;100% company owned by people who are Black = <b>3 points</b></li> <li>&gt;0% and &lt;51% company owned by people who are Black = <b>1 points</b></li> <li>0% company owned by people who are Black = <b>0 points</b></li> </ul>	4	<p>Proof of claim as declared on SBD 6.1 (one or more of the following will be used in verifying the tenderer's status)</p> <ul style="list-style-type: none"> <li>Company Registration Certification/document (CIPC)</li> <li>Company Shareholders certificate</li> <li>CSD report</li> <li>Sworn Affidavit or valid B-BBEE Certificate</li> <li>Consolidated B-BBEE certificate for Consortium, Joint Venture, or Trust.</li> </ul>
<p>The company owned / director/s / shareholders by people who are Women.</p> <ul style="list-style-type: none"> <li>100% company owned by people who are Women = <b>3 points</b></li> <li>≥51% and &lt;100% company owned by people who are Women = <b>2 points</b></li> <li>&gt;0% and &lt;51% company owned by people who are Women = <b>1 points</b></li> <li>0% company owned by people who are Women = <b>0 points</b></li> </ul>	3	<p>Proof of claim as declared on SBD 6.1 (one or more of the following will be used in verifying the tenderer's status)</p> <ul style="list-style-type: none"> <li>Company Registration Certification/document (CIPC)</li> <li>Company Shareholders certificate</li> <li>CSD report</li> <li>Sworn Affidavit or valid B-BBEE Certificate</li> <li>Consolidated B-BBEE certificate for Consortium, Joint Venture, or Trust.</li> </ul>
<p>The company owned / director/s / shareholders by people who are Disabled.</p> <ul style="list-style-type: none"> <li>100% company owned by people who are Disabled = <b>3 points</b></li> <li>≥51% and &lt;100% company owned by people who are Disabled = <b>2 points</b></li> <li>&gt;0% and &lt;51% company owned by people who are Disabled = <b>1 points</b></li> <li>0% company owned by people who are Disabled = <b>0 points</b></li> </ul>	3	<p>Proof of claim as declared on SBD 6.1 (one or more of the following will be used in verifying the tenderer's status)</p> <ul style="list-style-type: none"> <li>Company Registration Certification/document (CIPC)</li> <li>Company Shareholders certificate</li> <li>CSD report</li> <li>Sworn Affidavit or valid B-BBEE Certificate</li> <li>Consolidated B-BBEE certificate for Consortium, Joint Venture, or Trust.</li> </ul>

## ANNEXURE A1

Annexure A1

## TEMPLATE 1: TRANSACTION FEE MODEL

## ON-SITE SERVICES

BID NO:

DESCRIPTION

Appointment of Travel Management Company to provide travel management services to Home Affairs for a period of 36 months

BIDDER NAME

## 1.1 TRANSACTION FEES

			TRADITIONAL BOOKINGS			ONLINE BOOKINGS		
ITEM	Transaction Type	Estimated Volume	Unit Price (excl VAT)	Unit Price (incl VAT)	TOTAL Price (incl VAT)	Unit Price (excl VAT)	Unit Price (incl VAT)	TOTAL Price (incl VAT)
1	Air Travel – International	4082		R -	R -		R -	R -
2	Air Travel – Regional	27		R -	R -		R -	R -
3	Air Travel – Domestic	437		R -	R -		R -	R -
4	Air Travel – International (Re-issue)	10		R -	R -		R -	R -
5	Air Travel – Regional (Re-issue)	2		R -	R -		R -	R -
6	Air Travel – Domestic (Re-issue)	25		R -	R -		R -	R -

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7	Refunds – Air Domestic	523		R -	R -		R -	R -
8	Refunds – Air Regional	4		R -	R -		R -	R -
9	Refunds – Air International	29		R -	R -		R -	R -
10	Car Rental – Domestic	2072		R -	R -		R -	R -
11	Car Rental – Regional	2		R -	R -		R -	R -
12	Car Rental – International	1		R -	R -		R -	R -
13	Transfers/Sh uttle – Domestic	1505		R -	R -		R -	R -
14	Transfers/Sh uttle – Regional	2		R -	R -		R -	R -
15	Transfers/Sh uttle – International	1		R -	R -		R -	R -
16	Accommodat ion – Domestic	9934		R -	R -		R -	R -
17	Accommodat ion – Regional	1		R -	R -		R -	R -
18	Accommodat ion – International	15		R -	R -		R -	R -
19	Bus/Coach Bookings (public bus coach)	1		R -	R -		R -	R -

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20	Train bookings – International	2		R -	R -		R -	R -
21	Transfers / Shuttle – Deportation	70		R -	R -		R -	R -
22	Escort personnel - Deportation	44		R -	R -		R -	R -
23	Escort vehicle - Deportation	20		R -	R -		R -	R -
24	Emergency Travel Document - Deportation	4		R -	R -		R -	R -
25	In-transit meal - Deportation	65		R -	R -		R -	R -
26	Deportation	1052		R -	R -		R -	R -
27	Visa Assistance (Provision of documents and advice)	6		R -	R -		R -	R -
28	Courier services for travel documentation (visa & passports)	1		R -	R -		R -	R -
29	SMS Notifications	8000		R -	R -		R -	R -
30	Parking bookings	1		R -	R -		R -	R -

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31	Cancellations	100		R	R		R	R	-
32	Changes to bookings	75		R	R		R	R	-
33	After Hours Services	473		R	R		R	R	-
34	Additional Ad-hoc Reports (per report)	25		R	R		R	R	-
35	Customised Reports (per report)	25		R	R		R	R	-
36	Debtors Account Reconciliation	18		R	R		R	R	-
37	Other (Specify)	1		R	R		R	R	-
38	Other (Specify)	1		R	R		R	R	-
39	Other (Specify)	1		R	R		R	R	-
40	Other (Specify)	1		R	R		R	R	-
41	Other (Specify)	1		R	R		R	R	-
42	Other (Specify)	1		R	R		R	R	-
	<b>Total</b>	<b>28 660</b>			R			R	-
<b>Percentage Split between Online Booking and Traditional Booking</b>			Percentage Traditional	<b>90.00%</b>	R	Percentage Online	<b>10.00%</b>	R	-
<b>TOTAL TRANSACTION FEES (ONLINE AND TRADITIONAL)</b>				<b>R</b>					

1.2 CONFERENCE TRANSACTION FEE FULL PACKAGE			
Item	Description	Percentage Fee	Comment
1	Conference full package Transaction Fee (as a % of the Total turnover of the event)		The percentage (%) that will be charged for a full conference packages.

1.3 CONFERENCE TRANSACTION FEE STANDARD PACKAGE			
Item	Description	Percentage Fee	Comment
1	Conference standard package Transaction Fee (as a % of the Total turnover of the event)		The percentage (%) that will be charged for a standard conference packages.

**SUMMARY FOR PRICE COMPARISON**

ITEM	R
1.1 TOTAL TRANSACTION FEES (Online and Traditional)	
1.2 CONFERENCE TRANSACTION FEE FULL PACKAGE (Transaction fees total multiple by 10%)	
1.3 CONFERENCE TRANSACTION FEE STANDARD PACKAGE (Transaction fees total multiple by 5%)	
<b>TOTAL (please indicate on the SBD 3.3)</b>	

**For example:**

**This is an example that must be used in determining the price.**

Total Traditional booking and online booking is equal to transactional fee of R 1000

Conference transaction fee full package % is 10%

Conference transaction fee standard package is 5%

ITEM	R
1.1 TRANSACTION FEES (Online and Traditional)	1000
1.2 CONFERENCE TRANSACTION FEE FULL PACKAGE (Transaction fees total multiple by 10%)	100
1.3 CONFERENCE TRANSACTION FEE STANDARD PACKAGE (Transaction fees total multiple by 5%)	50
<b>TOTAL</b>	<b>1150</b>

## ANNEXURE A2

## ANNEXURE A2

SERVICE LEVEL INDICATORS MEASUREMENT CRITERIA			
<i>Key Service Area</i>	<i>Description of Service</i>	<i>Target</i>	<i>Frequency of Measurement</i>
Hours of operation	Rendering services throughout working hours. Monday to Friday (08h00 – 17h00)	100%	Monthly
After hours/emergency services	After hours services must be rendered Monday to Friday outside normal official hours(17h00 to 8h00) and 24 hours on weekends and Public Holidays	100%	Monthly
Travel Policy Implementation	Controls put in place to ensure policy compliance	100%	Monthly
Traveller Profiles	All travellers must be set up with a personal profile.	All travellers	Monthly
Third Party Management	Manage the third party service providers by addressing service failures and complaints against these service providers	100%	Monthly
Turnaround times to acknowledge requests	Turnaround time on domestic bookings and point to point international bookings within 1 working hours	All bookings	Monthly
	Turnaround time for quotations on multi-sector regional and international air travel within 2 hours	All bookings	Monthly
	Prioritise last minute booking for same day travel within 1 hour	100%	Monthly
	Response to change or cancellation of bookings within 1 hours	100%	Quarterly
Conference Bookings	Number of conference bookings facilitated	100%	Quarterly



## SERVICE LEVEL INDICATORS

## MEASUREMENT CRITERIA

<i>Key Service Area</i>	<i>Description of Service</i>	<i>Target</i>	<i>Frequency of Measurement</i>
	Consultant to acknowledge receipt of enquiries/bookings within 1 hours or receipt	100%	Quarterly
	Consultant to provide quotations within 2 business days of receiving enquiry	100%	Quarterly
	In the event that a consultant need additional time to get prices from a venue, it must be communicated to the client concerned within a day	100%	Quarterly
	Vouchers to be issued within a day prior to the event (short notice due to high volumes of changes)	100%	Quarterly
	Consultant to provide on-going feedback to the booker until the booking is confirmed	100%	Quarterly
	No voucher can be issued without a purchase order. The information must reflect correctly and signed by the booker and the authoriser	100%	Quarterly
	All contracts must be signed by the Client's authoriser	100 %	Quarterly
	Any additional items required at the venue/during the conference should be signed off by the authoriser	100%	Quarterly
	All invoices will be sent to the booker for verification before payment.	100%	Quarterly
Support & Advice	TMC will support and assist with advice, documentation for passports and visa applications, inoculation	100%	Monthly

## SERVICE LEVEL INDICATORS

## MEASUREMENT CRITERIA

<i>Key Service Area</i>	<i>Description of Service</i>	<i>Target</i>	<i>Frequency of Measurement</i>
	requirements, foreign currency, insurance, etc.		
	Facilitate the correct and timely order for foreign currency for regional and international trips	100%	Monthly
	Issue a Travel Insurance Policy for regional & international travel and hand traveller detail of the policy	100%	Monthly
Commissions earned	Commissions earned on government business, paid back to the client on a quarterly basis.	100% of all commission earned for government business	Quarterly
Price comparisons/	Domestic Reservations: 3 price comparisons. TMC will offer the lowest possible quotations for the journey at the requested date and time. Alternative options will be offered if the discounted classes are not available at time of travel to allow for an hour window before and after the requested time (best quote)	100%	Monthly
	International Reservation: 3 price comparisons which provide the most cost effective and practical routing.	100%	Monthly
Air Travel Cancelled and Unused tickets/	All cancelled and/or unused tickets must be refunded automatically within 3 months of date of issue	100%	Quarterly
Air Travel; Quality Control	Process to confirm best fare for international tickets with more than 6	100%	Quarterly

SERVICE LEVEL INDICATORS MEASUREMENT CRITERIA			
<i>Key Service Area</i>	<i>Description of Service</i>	<i>Target</i>	<i>Frequency of Measurement</i>
	sectors		
Accommodation	Accommodation bookings that were not within the Maximum allowable rates and reasons.	100%	Quarterly
	Cancellations and no-shows	100%	Quarterly
Car Rental & Shuttle Services	Car Rental bookings that were not in line with the travel policy and cost containment measures and reasons	100%	Quarterly
After hours & Emergency Services	After hours and emergency services operates 365 days per year.	100%	Monthly
	Contact numbers correct on itineraries and client SMS notifications	100%	Monthly
	Emergency and after hours calls to be resolved within 1 hour to limit inconvenience to traveller	100%	Monthly
	Authorisation and order processing of afterhours and emergency travel requests to be done within 24 hours	100%	Monthly
Communication	Workshops and Training provided to Travel Bookers	2	Annually
	All enquiries must be investigated and prompt feedback to be provided within 24 hours	100%	Quarterly
Financial management:	TMC will batch invoices weekly and these will be delivered by hand to the client's Financial department, who in turn will acknowledge receipt with a signature and date. Client should be advised of dispatch	100%	Monthly

## SERVICE LEVEL INDICATORS

## MEASUREMENT CRITERIA

<i>Key Service Area</i>	<i>Description of Service</i>	<i>Target</i>	<i>Frequency of Measurement</i>
	Cost effectiveness of travel arrangements. Savings generated / Savings missed / Cost reduction / Cost avoidance	100%	Monthly
	All invoices to reflect the correct passenger name, date of travel, destination/routing and cost centre number	100%	Weekly
	TMC to process all invoicing for air immediately	100%	Monthly
	TMC to process all invoicing for third party bookings within 3-7 days of receipt of the original invoice from the supplier.	100%	Monthly
	All Credit notes to be processed within 2 working days	100%	Monthly
	All finance related queries to be logged in a queries register and all queries to be resolved within 2 business days	100%	Monthly
	Three Standard Reports in line with National Treasury Cost Containment Instruction	100%	Monthly
	Accuracy of reports	100%	Monthly
	Monthly travel management reports to be presented to the client's travel manager and finance manager. The report to include (not limited to): <ul style="list-style-type: none"> <li>- Summary of total travel spend</li> <li>- Total expenditure by Air Carrier</li> </ul>	100%	Monthly

SERVICE LEVEL INDICATORS MEASUREMENT CRITERIA			
<i>Key Service Area</i>	<i>Description of Service</i>	<i>Target</i>	<i>Frequency of Measurement</i>
	<ul style="list-style-type: none"> <li>- Detailed accommodation facility spend</li> <li>- Cost savings report</li> <li>- Exception reports</li> <li>- Unused ticket report</li> <li>- Uninvoiced voucher report</li> </ul> Invoices not paid within 30 days		
Technology, Management Information and Reporting	All complaints related to TMCs service to be recorded as a ratio of complaints to number of transactions. The ratio must be less than 1%.	100%	Monthly
	Where possible all complaints to be acknowledged within 2 hours of receipt	100%	Monthly
	<ul style="list-style-type: none"> <li>- Complaints related to TMC to be addressed within 24 hours</li> </ul>	100%	Monthly
Handling of Compliments and Complaints	All complaints related to a supplier's service will be addressed with the supplier involved and resolved within 2 days	100%	Monthly
	All complaints and <b>compliments</b> to be logged in a register and all complaints to be resolved within 2 business days	100%	Monthly
	Agree and manage customer satisfaction surveys	100%	Monthly
	TMC to ensure Travel Policy is enforced. Manage with exception reports.	100%	Monthly
	Customer satisfaction surveys to measure value added services to	100%	Monthly

## SERVICE LEVEL INDICATORS

## MEASUREMENT CRITERIA

<i>Key Service Area</i>	<i>Description of Service</i>	<i>Target</i>	<i>Frequency of Measurement</i>
	travellers		
Customer Satisfaction	Cost effectiveness of travel arrangements. Savings generated / Savings missed / Cost reduction / Cost avoidance	5-10%	Monthly
Travel policy enforcement	Proposals made by the TMC to improve travel behaviour and save money.	Number of proposals and resultant improvements	Quarterly
Travel value added services	Quarterly reviews are required to be presented by the Travel Management Company on all travel activity in the previous three-month period. These reviews are comprehensive and presented to the Procurement and Finance teams as part of the performance management reviews based on the service levels.	4 Reviews	Quarterly
Cost Containment	Annual reviews are required to be presented by the Travel Management Company on all travel activity in the previous twelve-month period. These reviews are comprehensive and presented to the Procurement and Finance teams as part of the performance management reviews based on the service levels.	One Review per annum for the duration of the contract	Annual
	The TMC to ensure high quality service to be delivered at all times to the travellers. The TMC is required to provide highly skilled and qualified	100% satisfaction	Quarterly

SERVICE LEVEL INDICATORS MEASUREMENT CRITERIA			
<i>Key Service Area</i>	<i>Description of Service</i>	<i>Target</i>	<i>Frequency of Measurement</i>
	human resources.		
Quarterly Reviews			
Annual Reviews			
Back office support and skilled TMC personnel			

### PRICING SCHEDULE – FIRM PRICES (PURCHASES)

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....	Bid number <b>DHA17-2023</b> .....
Closing Time <b>11:00</b>	Closing date <b>02 FEBRUARY 2024</b> .....

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

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
			R.....
-	Required by:	.....	
-	At:	.....	
		.....	
-	Brand and model	.....	
-	Country of origin	.....	
-	Does the offer comply with the specification(s)?		*YES/NO
-	If not to specification, indicate deviation(s)	.....	
-	Period required for delivery	.....	
			*Delivery: Firm/not firm
-	Delivery basis	.....	

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

\*\* "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

\*Delete if not applicable



**BIDDER'S DISCLOSURE****1. PURPOSE OF THE FORM**

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

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

**2. Bidder's declaration**

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise,  
employed by the state? **YES/NO**

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

Full Name	Identity Number	Name of State institution

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

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....  
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....  
.....

### 3 DECLARATION

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

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

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89

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

of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

**I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.**

.....

Signature

.....

Date

.....

Position

.....

Name of bidder

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

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

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

**1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

**1.2 To be completed by the organ of state**

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The 90/10 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

**1.4 To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	90
SPECIFIC GOALS (B-BBEE)	10
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

## 2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or

90/10

$$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right) \text{ or } P_s = 90 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

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

$P_t$  = Price of tender under consideration

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

### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

#### 3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or

90/10

$$Ps = 80 \left( 1 + \frac{Pt - P_{max}}{P_{max}} \right) \text{ or } Ps = 90 \left( 1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

### 4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
  - (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
  - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
 then the organ of state must indicate the points allocated for specific goals for the and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

*90/10 preference point system is applicable, corresponding points must also be indicated as such.*

*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 (90/10 system) (To be completed by the organ of state)	Evidence	Number of points claimed (90/10 system) (To be completed by the tenderer)
<p>The company owned / director/s / shareholders by people who are Black.</p> <ul style="list-style-type: none"> <li>100% company owned by people who are Black = <b>4 points</b></li> <li>≥51% and &lt;100% company owned by people who are Black = <b>3 points</b></li> <li>&gt;0% and &lt;51% company owned by people who are Black = <b>1 points</b></li> <li>0% company owned by people who are Black = <b>0 points</b></li> </ul>	4	<p>Proof of claim as declared on SBD 6.1 (one or more of the following will be used in verifying the tenderer's status)</p> <ul style="list-style-type: none"> <li>Company Registration Certification/document (CIPC)</li> <li>Company Shareholders certificate</li> <li>CSD report</li> <li>Sworn Affidavit or valid B-BBEE Certificate</li> <li>Consolidated B-BBEE certificate for Consortium, Joint Venture, or Trust</li> </ul>	
<p>The company owned / director/s / shareholders by people who are Women.</p> <ul style="list-style-type: none"> <li>100% company owned by people who are Women = <b>3 points</b></li> <li>≥51% and &lt;100% company owned by people who are Women = <b>2 points</b></li> <li>&gt;0% and &lt;51% company owned by people who are Women = <b>1</b></li> </ul>	3	<p>Proof of claim as declared on SBD 6.1 (one or more of the following will be used in verifying the tenderer's status)</p> <ul style="list-style-type: none"> <li>Company Registration Certification/document (CIPC)</li> <li>Company Shareholders certificate</li> <li>CSD report</li> <li>Sworn Affidavit or valid</li> </ul>	

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Evidence	Number of points claimed (90/10 system) (To be completed by the tenderer)
<b>points</b> <ul style="list-style-type: none"> <li>0% company owned by people who are Women = <b>0 points</b></li> </ul>		B-BBEE Certificate <ul style="list-style-type: none"> <li>Consolidated B-BBEE certificate for Consortium, Joint Venture, or Trust</li> </ul>	
The company owned / director/s / shareholders by people who are Disabled. <ul style="list-style-type: none"> <li>100% company owned by people who are Disabled = <b>3 points</b></li> <li>≥51% and &lt;100% company owned by people who are Disabled = <b>2 points</b></li> <li>&gt;0% and &lt;51% company owned by people who are Disabled = <b>1 points</b></li> <li>0% company owned by people who are Disabled = <b>0 points</b></li> </ul>	3	Proof of claim as declared on SBD 6.1 (one or more of the following will be used in verifying the tenderer's status) <ul style="list-style-type: none"> <li>Company Registration Certification/document (CIPC)</li> <li>Company Shareholders certificate</li> <li>CSD report</li> <li>Sworn Affidavit or valid B-BBEE Certificate</li> <li>Consolidated B-BBEE certificate for Consortium, Joint Venture, or Trust.</li> </ul>	

**DECLARATION WITH REGARD TO COMPANY/FIRM**

4.3. Name of company/firm.....

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company



- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution, if deemed necessary.

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

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

**DATE:** .....

**ADDRESS:** .....

.....

.....

.....