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**RE-ADVERTISEMENT OF THE TRAVEL MANAGEMENT COMPANY TO PROVIDE
OFFSITE TRAVEL, ACCOMMODATION AND CONFERENCE FACILITIES SERVICES TO
THE OFFICE OF THE CHIEF JUSTICE (OCJ) FOR A PERIOD OF THIRTY-SIX (36)
MONTHS**

Bid number: OCJ2025/05

Date Issued: 07 November 2025

Compulsory Briefing Session Date and Time: 14 November 2025 at 11:00 AM

Venue / Platform: Microsoft Teams

The last day of making enquiries to the OCJ is 21 November 2025 at 16:00

Closing date and time: 28 November 2024 at 11:00 AM

Bid Validity Period: 120 days

Publication:

- **E-Tender Portal**
- **Departmental Website**
- **Period of the advert: 21 days**

TENDER BOX ADDRESS:

188 14th Road Noordwyk

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Johannesburg

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ABBREVIATIONS

ABBREVIATIONS	DESCRIPTION
IATA	International Air Transport Association
POPIA	Protection of Personal Information Act
OCJ	Office of the Chief Justice
TMC	Travel Management Company
SLA	Service Level Agreement
SBD	Standard Bidding Document
BBBEE	Broad Based Black Economic Empowerment
PFMA	Public Finance Management Act of 1999
GCC	General Conditions of Contract
RFP	Request for proposals
FY	Financial Year
TOR	Terms of Reference
VAT	Value Added Tax
GDS	Global Distribution System
OBT	Online Booking Tool

1. INTRODUCTION

- 1.1 The President of the Republic of South Africa proclaimed, by Proclamation No 44 of 2010, the establishment of the Office of the Chief Justice (OCJ) as a National Department on 23 August 2010 to support the Chief Justice as the Head of the Judiciary and the Head of the Constitutional Court.
- 1.2 The OCJ renders administrative support to the Judiciary as an Arm of the State. Part of the administrative support to the Judiciary includes the facilitating of travel management services. The travel management services required will also include those relating to OCJ officials and other individuals travelling at the request of the OCJ.



2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

- 2.1 The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of travel management services to Office of the Chief Justice (OCJ).
- 2.2 This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by OCJ for the provision of travel management services to the OCJ.
- 2.3 This RFP does not constitute an offer to do business with OCJ but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision-making process.

3. DEFINITIONS

- 3.1. **Accommodation:** means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.
- 3.2. **After-hours service:** refers to an enquiry or travel request that is actioned after normal working hours, that is. 17h00:00 to 08:00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.
- 3.3. **Air travel:** means travel by airline on authorised official business.
- 3.4. **Authorising Official:** means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g. line manager of the traveller.
- 3.5. **Bill back:** refers to the supplier sending the bill back to the TMC, who, in turn, invoices the OCJ for the services rendered.
- 3.6. **Car rental:** means the rental of a vehicle for a short period of time by a Traveller for official purposes.
- 3.7. **Conference:** a formal meeting of judges / officials / stakeholders with a shared interest.
- 3.8. **Department:** means Office of the Chief Justice (OCJ).
- 3.9. **Domestic travel:** means travel within the borders of the Republic of South Africa.



- 3.10. **Emergency service:** means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.
- 3.11. **gCommerce:** refers to the Government's buy-site for transversal contracts.
- 3.12. **IATA:** stands for the International Air Transport Association, a trade organization that represents, leads, and serves the airline industry by promoting cooperation among airlines to ensure the safety, efficiency, and sustainability of air transport worldwide.
- 3.13. **International travel:** refers to travel outside the borders of the Republic of South Africa.
- 3.14. **Lodge card:** is a credit card which is specifically designed purely for business travel expenditure. There is typically one credit card number which is lodged with the TMC at to which all expenditure is charged.
- 3.15. **Merchant fees:** are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.
- 3.16. **Quality Management System:** means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction.
- 3.17. **Regional travel:** means travel across the border of South Africa to any of the SADC Countries, namely; Angola, Botswana, Comoros, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Eswatini, United Republic of Tanzania, Zambia and Zimbabwe.
- 3.18. **Service Level Agreement (SLA):** is a contract between the TMC and Government that defines the level of service expected from the TMC.
- 3.19. **Shuttle service:** means ground transport service offered to transfer a Traveller from one point to another, for example from place of work to the airport.
- 3.20. **Third party fees:** 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.



- 3.21. **Transaction Fee:** means the fixed negotiated fee charged for each specific service type such as international air ticket, charged per type, per transaction, per traveller.
- 3.22. **Transfer:** is a pre-arranged transportation service for passengers, typically an airport transfer, that provides a seamless, point-to-point journey from a transport hub (like an airport or train station) to a hotel or final destination and vice versa.
- 3.23. **Traveller:** refers to a Judge, Magistrate, Government official and any other person authorised by the OCJ travelling on official business on behalf of Government.
- 3.24. **Travel Authorisation form:** is an official document utilised by the OCJ reflecting the detail and unique authority number of the trip that is approved by the relevant delegated or authorising official.
- 3.25. **Travel Management Company (TMC):** refers to the Company contracted to provide travel management services (Travel Agents).
- 3.26. **Travel voucher:** means a document issued by the TMC to confirm the reservation and payment of specific travel arrangements.
- 3.27. **Value added services:** are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.
- 3.28. **VAT:** means Value Added Tax.
- 3.29. **VIP or Executive service:** means the specialised and personalised travel management services to selected Judicial Officers and employees of the OCJ by a dedicated consultant to ensure a seamless travel experience.

4. LEGISLATIVE FRAMEWORK OF THE BID

4.1. Tax Legislation

- 4.1.1 Bidder or bidders must be compliant when submitting a proposal to the OCJ and remain compliant for the entire contract term with applicable tax legislation.
- 4.1.2 Where a bidder does not submit a tax compliance status PIN but provides a Central Supplier Database Number, accounting officers and accounting



authorities must utilise the Central Supplier Database Number through the Central Supplier Database website www.csd.gov.za to access the supplier records and to verify the bidder's tax compliance status. A printed screen view at the time of verification must be attached to the supplier's records for audit purposes.

- 4.1.3 Where goods and services are procured from foreign suppliers with tax obligation in South Africa, proof of their tax compliance must be obtained from the supplier.
- 4.1.4 Foreign suppliers with neither South African tax obligations nor history doing business in South Africa must complete the questionnaire SBD 1. Where a recommendation of award of a bid has been made to foreign bidder, accounting officers must submit the bidder's completed SBD 1 to the South African Revenue Service at the following email, address Governmentinstitute@sars.gov.za. The South African Revenue Service will issue a confirmation of tax obligations letter to the accounting officer or authority confirming whether or not the foreign entity has tax obligations in South Africa.
- 4.1.5 Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.
- 4.1.6 Where Joint Ventures and Consortia as well as Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

4.2 **Procurement Legislation**

The OCJ has a detailed evaluation methodology premised on:

- a) Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999;
- b) The Preferential Procurement Policy Framework Act 2000;
- c) Preferential Procurement Regulations of 2022; and
- d) The Broad-Based Black Economic Empowerment Act, 2003.



4.3 Legislation and/or Standards

- 4.3.1. Bidders should be cognisant that the legislation and/or standards specifically applicable to the services such as the Protection of Personal Information Act (POPIA), 2013.

5. BRIEFING SESSION

- 5.1. Compulsory briefing and clarification session will be held to clarify to bidders the scope and extent of work to be executed.
- 5.2. The Microsoft TEAM meeting link will be published on the Office of the Chief Justice (OCJ) website: www.judiciary.org.za on the advertised tenders as follows HOME PAGE > OCJ > TENDERS > ADVERTISED BIDS > ADVERTISED BIDS 2025.

6. TIMELINE OF THE BID PROCESS

- 6.1. The period of validity of tender and the withdrawal of offers, after the closing date and time is 120 days.
- 6.2. All dates and times in this bid are South African Standard Time (SAST).
- 6.3. Any time or date in this bid is subject to change at the OCJ's discretion.
- 6.4. The indication of date and time in this bid does not create an obligation on the part of the OCJ to take any action or create any right in any way for any bidder to demand that any action be taken on the date established.
- 6.5. The bidder accepts that, if the OCJ extends the closing date for bid submission for any reason, the requirements of this bid apply equally to the extended closing date.

7. COMMUNICATION

- 7.1 A duly nominated official of the bidder can make enquiries in writing, to the delegated OCJ official through email to SCM: BidEnquiries@judiciary.org.za Bidders must reduce all enquiries to writing and send it to the above email address.
- 7.2 The delegated official of the OCJ may communicate with bidders where clarity is sought on the bid proposal.



- 7.3 Any communication by the bidders with an official or a person acting in an advisory capacity for the OCJ in respect of the bid between the closing date and the award of the bid, is prohibited.
- 7.4 Whilst all due care has been taken in connection with the preparation of this bid, the OCJ makes no representations or warranties that the content of the bid or any information communicated to or provided to bidders during the bidding process is, or will be, accurate, current or complete.
- 7.5 If a bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the OCJ other than minor clerical matters, the bidders must promptly notify the OCJ in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the OCJ an opportunity to consider what corrective action is necessary if any.
- 7.6 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by the OCJ will, if possible, be corrected and provided to all bidders without disclosing to the bidders who provided the written notice.
- 7.7 All persons including bidders obtaining or receiving the bid and any other information in connection with the bid or the tendering process must keep the contents of the bid and other such information confidential and not disclose or use the information except as required for the purpose of developing a proposal in response to this bid.

8. LATE BIDS

- 8.1 Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the bidders.

9. COUNTER CONDITIONS

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



10. FRONTING

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

11. SUPPLIER DUE DILIGENCE

- 11.1 The OCJ 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 to determine possible risks such as the availability of adequate facilities, financial standing, capacity and capability to deliver, previous performance in terms of quality and service delivery, as well as attainment of goals.

12. NEGOTIATING A FAIR MARKET RELATED PRICE

- 12.1 The OCJ may initiate price negotiation with the preferred bidder.



13. SUBMISSION OF PROPOSALS

- 13.1 Bid documents must be endorsed with the words 'Travel Management Services' and must be hand-delivered and deposited into the tender box situated at ground floor of the OCJ National Office, 188 14th Road, Noordwyk, Midrand, 1685.
- 13.2 Bid documents will only be considered if received by the OCJ on or before closing time and date.
- 13.3 The two (2) sealed envelope system will be used in this tender. **Two (2) files or envelopes are required for** technical proposals, **prices and** Preferential Points. The first envelope must contain an original, one duplicate and the electronic submission {Memory Stick (USB)} of the technical proposal. The second envelope must contain an original, one duplicate and the electronic submission {Memory Stick (USB)} of the pricing and preferential points proposal.
- 13.4 Bidders are requested to initial each page of the tender document including all supporting documents and pricing schedules.
- 13.5 Only financial proposals from bidders whose technical proposals receive a minimum of 60 points out of 100 points for functionality will be opened and evaluated further in gate 2.
- 13.6 Each file and electronic submission {Memory Stick (USB)} must be marked correctly and sealed separately for ease of reference during the evaluation process and must be labelled and submitted in the following format:



Table 1 Submission of bid proposals

FILE 1 (TECHNICAL FILE)	FILE 2 (PRICE & Preferential points)
Exhibit 1: Administrative Criteria documents • <i>(Refer to Section 18.1 - Gate 0: Administrative Criteria (Table 4))</i>	Exhibit 1: • Pricing Schedule (Refer to Section 17 – Pricing Model and Annexure A2 – Pricing Submission) • SBD 6.1 • CSD Report, • Medical Certificate (if disabled), • CIPC Company Registration Certificate
Exhibit 2: • Technical Mandatory Requirement • Supporting documents for technical mandatory requirements. (Refer to Section 18.2 - Gate 1: Technical Mandatory Requirement)	
Exhibit 3: • Technical Responses for Technical Evaluation • Supporting documents for technical responses. <i>(Refer to Section 18.3 - Gate 2: Technical Evaluation Criteria)</i>	
Exhibit 4: • General Conditions of Contract (GCC)	
Exhibit 5: • Company Profile • Any other supplementary information	

13.7 Any bidder that fails to separate a financial proposal from the technical proposal will be disqualified for further evaluation processes (SBD 3.3/Pricing Schedule; Annexure A2) must be separated from the technical proposal.

14. PRESENTATION

14.1 The OCJ might request presentations from the shortlisted bidders as part of the bid evaluation process.



15. DURATION OF THE CONTRACT

15.1. The successful bidder(s) will be appointed for a period of 36 (thirty-six) months.

16. SCOPE OF WORK

16.1. Objective

16.1.1 The OCJ currently uses a TMC. The travel requisitions are manually captured and authorised on the forms then forwarded to the TMC.

16.1.2 The OCJ's primary objective in issuing this RFP is to enter into an agreement with a successful bidder(s) who will achieve the following:

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

16.2. Travel statistics

16.2.1 The current OCJ statistics per annum includes air travel, accommodation, shuttle services, car hire, conference venues. The table below details the estimated number of transactions for FY 2022/23, FY 2023/24 and FY 2024/25 as follows:

Table 2: Previous Financial Years Estimated number of transactions per annum

Transaction Type	APRIL 2022 – MARCH 2023	APRIL 2023 – MARCH 2024	APRIL 2024 – MARCH 2025
Air Travel – International	29	36	43
Air Travel – Regional	7	10	15
Air Travel – Domestic	4389	5038	5083
Air Travel – International (Re-issue)	12	15	5
Air Travel – Regional (Re-issue)	13	10	15
Air Travel – Domestic (Re-issue)	105	150	205
Refunds – Air Domestic	0	3	4
Refunds – Air International	0	0	1
Car Rental – Domestic	1198	1503	1241
Car Rental – Regional	0	0	0
Car Rental – International	0	0	0
Transfers/Shuttle – Domestic	2789	3040	3123
Transfers/Shuttle – Regional	0	0	0



Transaction Type	APRIL 2022 – MARCH 2023	APRIL 2023 – MARCH 2024	APRIL 2024 – MARCH 2025
Transfers/Shuttle – International	17	4	24
Accommodation – Domestic	6638	7050	6792
Accommodation – Regional	5	10	1
Accommodation – International	9	16	23
Bus/Coach Bookings	215	167	159
Train bookings – International	0	0	0
Visa Assistance (Provision of documents and advice)	10	20	20
Courier services for travel documentation (visa & passports)	0	0	0
SMS Notifications	15258	16873	16495
WhatsApp Messaging Notifications	15258	16873	16495
Email Notifications	15258	16873	16495
Parking bookings	31	48	19
Cancellations	135	165	145
Changes to bookings	243	255	261
After Hours Services	170	190	185
Additional Ad-hoc Reports (per report)	4	4	4
Customised Reports (per report)	4	4	4
Debtors Account Reconciliation			
Insurance	12	23	17
Forex	0	0	0
Laundry Services	81	106	140
Handling Fees	0	0	0
GRAND TOTAL	61890	68486	67014

16.2.2 The OCJ does not guarantee that the stated statistics as per table 2 above will be maintained.

16.3. Service requirement

16.3.1. Deliverables

16.3.1.1. The successful bidder will be required to provide travel management services with the following deliverables:

- a) The TMC must play 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 in line with OCJ's Travel Policy.
- b) The travel services will be provided to all travellers for domestic, regional and international travel.
- c) Provide travel management services during normal office hours (08:00 – 17H00: Monday to Friday) and provide after hours and emergency services as stipulated in section 16.3.8.



- d) The TMC must familiarise themselves with current OCJ travel business processes, Travel Policy and implementation of controls to ensure compliance.
 - e) The TMC must familiarise themselves with current travel suppliers and assist with negotiations for discounted rates with travel service providers
 - f) The TMC must provide on-site travel management services during major events, special projects and complex visits abroad.
 - g) The TMC must manage the third-party service providers by addressing service failures and complaints against these service providers.
 - h) The TMC must provide a detailed transition plan for implementing the service without service interruptions and must engage with the incumbent service provider to ensure a smooth transition.
- 16.3.1.2. The TMC may be requested to conduct awareness workshops and training sessions for relevant OCJ officials.

16.3.2. Requirements

- a) The bidder must provide reference letters from at least four (4) contactable clients within the past seven (7) years of which 1 reference letter must reflect a minimum of 15 000 transactions per year. Reference letters must be on the client letterhead and contain the following:
 - i) client name
 - ii) client telephone number
 - iii) Client email address
 - iv) Contract start and end date
 - v) duration of the contract
 - vi) value of the contract
 - vii) Type of service rendered
 - viii) number of transactions
 - ix) service satisfaction



- b) Bidder(s) must be accredited with IATA. and a copy of a valid accreditation certificate must be submitted with the bid. Non- submission or invalid accreditation certificate will automatically disqualify the bidder(s).
- c) Bidders must note that National Treasury might, from time to time, enter into agreements with vehicle rental companies, accommodation establishments and airlines in order to obtain economies of scale benefits for the State. These agreements must be honoured by the appointed TMC.

16.3.3. Reservations

16.3.2.1. The Travel Management Company (TMC) will / should:

- a) Receive travel requests from travellers and or travel bookers, respond with availability, quotations and confirmations. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the traveller and travel booker via the agreed communication medium.
- b) Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
- c) Acquaint themselves of all travel requirements for destinations to which travellers will be travelling and advise the traveller of alternative plans that are more cost effective and more convenient where necessary.
- d) Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- e) Book the negotiated discounted fares and rates including domestic, regional and international travel bookings where possible.
- f) 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.
- g) Book parking facilities at airports where required for the duration of the travel.



- h) Respond and process all queries, requests, changes and cancellations timeously and accurately.
- i) Be able to facilitate events group bookings for all travel management arrangements.
- j) Issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- k) Assist and advise the traveller of all visa and inoculation requirements well in advance.
- l) Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- m) Facilitate any reservations that are not bookable on the GDS.
- n) Facilitate the bookings that are generated through their own or third party OBT where it can be implemented.
- o) Ensure that negotiated airline fares, accommodation establishment rates, car rental rates that are negotiated directly on behalf of OCJ or established by National Treasury are non-commissionable, where commissions are earned for the OCJ bookings all these commissions should be returned to the OCJ on a quarterly basis.
- p) Ensure confidentiality in respect of all travel and related arrangements.
- q) Timeous submission of proof that services have been satisfactorily delivered (invoices) as per the service level agreement concluded with the OCJ.

16.3.4. 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) The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the traveller (if applicable).



- d) Airline tickets must be sent electronically through SMS, Whatsapp or email format to the traveller(s) and travel bookers promptly after booking and well before the departure times.
- e) 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.
- f) The TMC will be responsible for the tracking and management of unused e-tickets.
- g) The TMC must, provide proof that bookings were made against the discounted rates on the published fares during their report period where applicable.
- h) The TMC will inform the travellers of any travel information regarding airlines such as baggage policies, checking in arrangements as well as lounge access assistance if applicable.

16.3.5. Accommodation

- a) The TMC where practical, should 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 destination of the traveller. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with the OCJ's Travel Policy.
- b) Where possible, the Travellers should stay at accommodation establishments with which the OCJ 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 the OCJ.
- c) The TMC must ensure that accommodation is booked in a suitable and habitable establishment. Should it be found that the accommodation did



not meet the requirements, the OCJ reserves the right to insist on alternative accommodation at no penalties or additional booking fees.

- d) Accommodation vouchers must be issued to all the travellers for accommodation bookings, and the invoice must be supported by a copy hotel accommodation charges.
- e) Cancellation of accommodation bookings must be done promptly to guard against “no show” and late cancellation fees. The OJC in some instances requires cancellation of accommodation at short notice due to operational requirements, the TMC should as far as possible secure accommodation with establishments which will not charge penalties for cancellation.

16.3.6. Booking of Venues and other Facilities

- a) The TMC where practical will obtain three price comparisons from venues and establishments that provide the best available rate within the maximum allowable rate. This includes planning, booking, confirming and amending of venue with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with the OCJ’s Travel Policy.
- b) The TMC must ensure that the venues that are booked are fit for purpose. In case where the venue is found unsuitable, the OCJ reserves the right to request an alternative venue at no additional cost.

16.3.7. Car rental and Transfers services

- a) The TMC will book the approved category vehicle in accordance with the OCJ Travel Policy from the closest rental location.
- b) The travel consultant should advise the traveller on the best time and location for collection and return of the vehicle considering the traveller’s specific requirements.
- c) In exceptional circumstances, the TMC should facilitate the delivery and collection of the vehicle to and from the traveller.
- d) The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like toll gates, refuelling, fuel card, keys, rental agreements, damages and accidents.



- e) For international travel, the TMC must offer alternative ground transportation to the traveller, which may include car rental and other transfers.
- f) The TMC will book transfers in line with the OCJ Travel Policy.
- g) The TMC should manage shuttle companies on behalf of the OCJ and ensure compliance with minimum standards. The TMC should also assist in negotiating discounted rates with relevant shuttle companies.

16.3.8. After hours and emergency services

- a) The bidder must have capacity to provide reliable consistent after hours and emergency support to traveller(s) within 1 Hour.
- b) The TMC must provide consultant(s) and after hours contact number(s) to assist travellers with after hours and emergency reservations and changes to travel plans.
- c) After hours' services must be provided outside the official hours (17:00 to 08:00) from Monday to Friday and twenty-four (24) hours on weekends and Public Holidays.

16.4 Communication

- 16.4.1 All enquiries must be investigated by the TMC and prompt feedback be provided in accordance with the Service Level Agreement.
- 16.4.2 The TMC must ensure sound communication with all stakeholders.

16.5 Financial and Cost management

- 16.5.1 The OCJ's Travel Policy established a basis for a cost savings culture to enable savings on total annual travel expenditure.
- 16.5.2 The TMC must implement the negotiated rates with travel service providers or the discounted air fares, or the maximum allowable rates established by the OCJ's Travel Policy where applicable.
- 16.5.3 The TMC will be responsible to manage the service providers' accounts. This will include the timely receipt of invoices to be presented to OCJ for payment



within the agreed time period and ensure Travel Supplier accounts are settled timeously.

- 16.5.4 The TMC will be required to offer a 30-day bill-back account facility to institutions because the OCJ will not provide a lodge card. The TMC is also responsible to Consolidate Travel Supplier bill-back invoices.
- 16.5.5 Where pre-payments are required for smaller Bed & Breakfast and or Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- 16.5.6 The TMC is responsible for the collation of invoices and supporting documentation to be provided to the OCJ's Finance Unit on the agreed time period. This includes attaching the Travel Authorisation form and other supporting documentation to the invoices reflected on the service provider's bill-back report.
- 16.5.7 The TMC must note that penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the TMC's account.

16.6 Technology, management information and reporting

- 16.6.1 The TMC must have the capability to consolidate all management information related to travel expenses into a single searchable electronic source document.
- 16.6.2 The TMC will be required to provide the OCJ with a minimum of one report per month that are in line with the OCJ Reporting Template.
- 16.6.3 All management information, data input and reports must be accurate and be provided as per the OCJ's specific requirements on the agreed date. Information must be available on a transactional level that reflect details including the name of the traveller, date of travel and spend category (for example air travel, shuttle, accommodation).
- 16.6.4 The OCJ may request the TMC to provide additional management reports.
- 16.6.5 Monthly Service Level Agreement reports must include, but are not limited to the following:
 - a) Travel
 - i. After hours' report;



- ii. Compliments and complaints;
- iii. Consultant productivity report;
- iv. Long term accommodation and car rental;
- v. Extension of official travel return dates to include leisure days;
- vi. Upgrade of class of booking such as air transportation, accommodation and ground transportation;
- vii. Cancellation report; and
- viii. Deviations from the OCJ's Travel Policy.

b) Finance

- i. Open voucher report, and
- ii. Open invoice age analysis
- iii. Creditor's aging report;
- iv. Creditor's summary payments;
- v. Daily invoices;
- vi. "No show" report;
- vii. Reconciliation of commissions, refunds and rebates or any volume driven incentives; and
- viii. Annual Travel Expenditure savings tracker

16.6.6 The TMC must, provide proof that all bookings were made within maximum allowable rates during their report period where applicable.

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

16.7 Account management

16.7.1 The TMC should appoint a key account manager to respond to the needs and requirements of the OCJ and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.

16.7.2 The necessary processes should be implemented by the TMC to ensure good quality management and compliance with the OCJ's Travel Policy.

16.7.3 A complaint handling procedure must be implemented by the TMC to manage and record the compliments and complaints received from OCJ travellers.



16.7.4 OCJ may conduct customer satisfaction surveys to measure the performance of the TMC.

16.8 Value added services

16.8.1 The TMC must provide the following value-added services:

16.8.1.1 Destination information for domestic, regional and international destinations such as:

- a) Health warnings;
- b) Weather forecasts;
- c) Places of interest;
- d) Visa information;
- e) Travel alerts;
- f) Location of hotels and restaurants;
- g) Cater for any special dietary requirement but not limited to halal, vegan and vegetarian
- h) Information including the cost of public transport;
- i) Rules and procedures of the airports;
- j) Business etiquette specific to the country;
- k) Airline baggage policy;
- l) Supplier updates; and
- m) Emergency services numbers.

16.8.1.2 Electronic voucher distribution through Short Messaging Service (SMS), WhatsApp Messaging and Email notifications for travel confirmations;

16.8.1.3 Global travel risk management; and

16.8.1.4 A VIP service where applicable that include but is not limited to check-in support.

16.9 The TMC performance reviews

16.9.1 Performance reviews may be conducted by the OCJ during the contract period as prescribed by the TOR and the SLA.

16.9.2 These performance reviews will include inter alia:

- a) The reporting requirements in line with SLA;
- b) Complaints Register; and



- c) Savings register.

16.10 Office management

- 16.10.1 The TMC will ensure that high quality service is always delivered to the OCJ. An efficient office management system must be in place to render the required service standard.
- 16.10.2 The OCJ will not provide office accommodation to the TMC unless deemed necessary.
- 16.10.3 The TMC is required to provide OCJ with experienced, highly skilled and qualified human resources.

17. PRICING MODEL

17.1 The OCJ has selected the transactional fee Off-site model:

- a) The transaction fee must be a fixed amount per service as quoted in the attached **Annexure A2** pricing schedule. 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. It is important to note that the OCJ does not utilise Lodge Card services.
- b) The bidders must provide their prices for all transaction types. **Where the bidder does not charge for a particular transaction type and insert a Zero (0), it is compulsory to include an explanatory comment of “NO Charge”.**
- c) **A fully completed pricing schedule on the prescribed template must be submitted. (i.e., SBD 3.3 / Annexure A2 – pricing schedule).** If the pricing schedule is incomplete including where no comment is inserted as per section 17.1 (b) above, or the use of any other template will result in disqualification.

17.2 Volume Driven Incentives

- 17.2.1 It is important for bidders to note the following when determining the pricing:
 - a) TMC will have to negotiate non-commissionable fares and rates with various airline carriers and other service providers;



- b) No override commissions earned through the OCJ reservations will be paid to the TMCs;
- c) An open book policy will apply and any commissions earned through the OCJ volumes will be reimbursed to OCJ; and
- d) TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the OCJ.

18. EVALUATION AND SELECTION CRITERIA

The OCJ has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following as depicted in table 3 below:

Table 3: Evaluation Stages

Administrative Compliance (Gate 0)	Technical Mandatory (Gate 1)	Technical Evaluation Criteria (Gate 2)	Price and Preferential Points Evaluation (Gate 3)
Bidders must submit all documents as outlined in section 18.1 (Table 4) below. Only bidders that comply with All these criteria will proceed to Gate 1.	Bidders must submit all documents as outlined in Table 5 below. Only bidders that comply with ALL these criteria will proceed to Gate 2.	Bidder(s) are required to achieve a minimum of 60 points out of 100 points to proceed to Gate 3 (Price and Preferential Points).	Bidder(s) will be evaluated out of 100 points and Gate 2 will only apply to bidder(s) who have met and exceeded the threshold of 60 points.

18.1 GATE 0: ADMINISTRATIVE COMPLIANCE

18.1.1. ADMINISTRATIVE COMPLIANCE VERIFICATION

- (1) The bidder must comply with ALL of the bid Administration Compliance Requirements in order for the bid to be accepted for evaluation.
- (2) If the Bidder failed to comply with any of the Administrative Compliance Requirements, or if OCJ is unable to verify whether the Compliance requirements are met, then OCJ reserves the right to-
 - (a) Reject the bid and not evaluate it, or
 - (b) Accept the bid for evaluation, on condition that the Bidder must submit within 7 (seven) days any supplementary information to achieve full compliance, provided that the supplementary information is administrative and not substantive in nature.



18.1.2. ADMINISTRATIVE COMPLIANCE REQUIREMENTS

- (1) **Submission of bid response:** The bidder has submitted a bid response documentation pack –
- (a) that was delivered at the email address and within the stipulated date and time as specified in the “Invitation to Bid” cover page; and
 - (b) in the correct format as one original document,
- (2) **Registered Supplier.** The bidder is, in terms of National Treasury Instruction Note 4A of 2016/17, registered as a Supplier on National Treasury Central Supplier Database (CSD)

The following documentation are regarded as administrative in nature and must submitted with proposal:

Table 4: (Gate 0) – Administrative Compliance

ADMINISTRATIVE REQUIREMENTS	HOW TO COMPLETE THE DOCUMENTS
Invitation to Bid – SBD 1	Complete and sign the supplied pro forma document
Bidder's Disclosure Form – SBD 4	Complete and sign the supplied pro forma document
Registration on Central Supplier Database (CSD)	The Service provider must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered, proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number. Submit proof of registration.
Resolution Letter	Attach a resolution letter authorising a particular person to sign the bid documents reflecting the bid number in respect of this tender (A signed off resolution letter on company letter head).



18.2 GATE 1: TECHNICAL MANDATORY REQUIREMENTS

Failure to adhere to the following conditions will disqualify the bidder's proposal:

Table 5: Gate 1 – Technical Mandatory Requirements

MANDATORY DOCUMENTS	HOW TO COMPLETE THE DOCUMENTS
Two - Envelop Systems	Submission of separate sealed technical functionality proposal and separate sealed financial proposal (Pricing).
Valid IATA License / Certificate	Bidders are required to submit their International Air Transport Association (IATA) license/ certificate at closing date. Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be attached and copy of the certificate to that effect at closing date.

NOTE: BIDDERS THAT DO NOT COMPLY WITH ALL THE ABOVE CRITERIA WILL BE DISQUALIFIED AND NOT BE CONSIDERED FOR FURTHER EVALUATION

18.3 GATE 2: TECHNICAL EVALUATION CRITERIA = 100 POINTS

18.3.1 Evaluation Technical Scorecard for detailed information.

18.3.2 Only bidders that have met the Technical Mandatory Requirements in (Gate 1) will be evaluated in Gate 2 for functionality. Functionality will be evaluated as follows:

- a) Desktop Technical Evaluation (Annexure A1) – Bidders will be evaluated out of 100 points and are required to achieve minimum threshold of 60 points of 100 points.

18.4 GATE 3: PRICE AND PREFERENTIAL POINTS EVALUATION (90+10) = 100 POINTS

18.4.1 Only bidders that have scored sixty (60) points and above in Gate 2 will be evaluated in Gate 3 for price and Preferential Points. Price and Preferential Points will be evaluated as follows:

18.4.2 In terms of Regulation 5 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act



5 of 2000), responsive bids will be adjudicated on the 90/10-preference point system in terms of which points are awarded to bidders on the basis of:

18.4.3 The bid price (maximum 90 points)

18.4.4 Specific Goals (maximum 10 points)

18.4.5 Stage 1 – Price Evaluation (90 Points)

a) The following formula will be used to calculate the points for price:

Where

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{min} = Comparative price of lowest acceptable bid

Criteria	Points
Price Evaluation $P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$	90

18.4.6 Stage 2 – Preferential Points Evaluation (10 Points)

18.4.7 Stage 3 (90 + 10 = 100 points)

18.4.8 The Price and Preferential points will be consolidated.

18.4.9 Preferential points allocation

a) A maximum of 10 points may be allocated to a tenderer for the Specific Goals in accordance with the table 6 below:



Table 6: Preferential Points Allocation

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)	Number of points claimed (90/10 system) (To be completed by the tenderer)
SMME (EME/QSE)			2	
Enterprise ownership of	with	51% or more by black person/s	2	
		26% to 50% by black person/s	1	
		0% to 25% by black person/s	0	
Enterprise ownership of	with	51% or more by persons /s who are woman	2	
		26% to 50% by persons /s who are woman	1	
		0% to 25% by persons /s who are woman	0	
Enterprise ownership of	with	51% or more by persons /s who are youth	2	
		26% to 50% by persons /s who are youth	1	
		0% to 25% by persons /s who are youth	0	
Enterprise ownership of	with	51% or more by persons /s with disability	2	
		26% to 50% by persons /s with disability	1	
		0% to 25% by persons /s with disability	0	
TOTAL PREFERENCE POINTS CLAIMED OUT OF 10				

b) The Preferential points may be allocated to bidders on submission of the following documentation or evidence:

- i. A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and



- ii. CSD Report,
- iii. Medical Certificate (if disabled)
- iv. CIPC Company Registration Certificate.

19. CONSORTIUMS AND JOINT VENTURES

- 19.1. A trust, consortium or joint venture, will qualify for points for their preference points as a legal entity, provided that the entity submits their preference points claims.
- 19.2. A trust, consortium or joint venture will qualify for points for their preference points as an unincorporated entity, provided that entity submits their consolidated preference points scorecard as if they were group structure and that such a consolidated preference points scorecard is prepared for every separate bid.
- 19.3. Bidders must submit concrete proof of the existence of joint venture and/or consortium arrangements. OCJ will accept a signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.
- 19.4. The joint venture and/ or consortium arrangements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and /or consortium party. The agreement must also clearly identify the Lead Partner, with the power of attorney to bind the other party/ parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

20. SUB-CONTRACTING

- 20.1 Where bidders to engage in a subcontracting agreement, bidders must provide proof of subcontracting arrangement between main tenderer and the subcontractor. Bidder must provide a signed agreement indicating which sub-contractor(s) will be responsible for which service(s) in the respective province(s).
- 20.2 The main contractor typically assigns specific tasks or portions of a project to the sub-contractor, defined by a contract.
- 20.3 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.



21. GENERAL CONDITIONS OF CONTRACT

21.1 Any award made to a bidder under this bid is conditional upon:

21.1.1 The bidders accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which OCJ is prepared to enter into a contract with the successful bidders.

21.1.2 The bidders submitting the General Conditions of Contract to OCJ together with its bid, duly signed by an authorized representative of the bidder.

22. CONTRACT PRICE ADJUSTMENT

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

STATS SA P0141 (CPI), Table E	Table E - All Items
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23. SERVICE LEVEL AGREEMENT

23.1 The OCJ and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by the OCJ.

23.2 The bidder shall enter into an SLA agreement with the OCJ within a period of three (3) months upon successful appointment of the bidder.

23.3 Refusal to sign the service level agreement may lead to termination of the contract.

24. SPECIAL CONDITIONS OF THIS BID

24.1. The OCJ reserves the right not to make an award of any of the responses on this bid.

24.2. The TMC must provide an undertaking that reference checks in connection with services rendered may be conducted by the OCJ from previous clients where similar services were provided.



- 24.3. The OCJ may vary the scope outlined in this bid to include reasonable additional work within the wider scope of services required.
- 24.4. The TMC must be accessible to the OCJ at all times.

25. DECLARATIONS

25.1 In the bidder's response, bidders are required to declare the following:

25.1.1 Bidders are to:

- a) Act honestly, fairly, and with due skill, care and diligence, in the interests of Office of the Chief Justice;
- b) Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c) Act with circumspection and treat Office of the Chief Justice fairly in a situation of conflicting interests;
- d) Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e) Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with Office of the Chief Justice;
- f) Avoid fraudulent and misleading advertising, canvassing and marketing;
- g) Conduct business activities with transparency and consistently uphold the interests and needs of Office of the Chief Justice as a client before any other consideration; and
- h) Ensure that any information acquired by the bidder(s) from Office of the Chief Justice will not be used or disclosed unless the written consent of the client has been obtained to do so.

26. CONFLICT OF INTEREST, CORRUPTION AND FRAUD

26.1. The OCJ reserves its right to disqualify any bidder who either itself or any of whose members, save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange, indirect members being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange, directors or members of senior management, whether in respect of



the OCJ or any other Government organ or entity and whether from the Republic of South Africa or otherwise "Government Entity:

- 26.1.1 Engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- 26.1.2 Seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- 26.1.3 Makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of the OCJ's employees or other representatives;
- 26.1.4 Makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- 26.1.5 Accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
- 26.1.6 Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- 26.1.7 Has in the past engaged in any matter referred to above; or
- 26.1.8 Has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.



27. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

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

28. PREPARATION COSTS

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

29. INDEMNITY

- 29.1 If a bidder breaches the conditions of this bid and, as a result of that breach, the OCJ incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/ or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies the OCJ from any legal liability and all such costs which the OCJ may incur and for any damages or losses the OCJ may suffer.

30. CONFLICT OF INFORMATION PROVIDED

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



31. LIMITATION OF LIABILITY

- 31.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6 of the general conditions of contract:
- 31.1.1 The supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/ or damages to the purchaser’.
- 31.1.2 The aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
- 31.2 A bidder participates in this bid process entirely at its own risk and cost. The OCJ shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the bidder’s participation in this bid process.

32 TAX COMPLIANCE

- 32.1 No tender shall be awarded to a bidder who is not tax compliant. The OCJ reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to the OCJ or whose verification against the Central supplier database (CSD) proves non-compliant. The OCJ further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract tender.

33 TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

- 33.1 No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury’s List of Restricted Suppliers. The OCJ reserves the right to withdraw an award, or cancel a contract concluded with a bidder should it be established, at any



time, that a bidder has been blacklisted with National Treasury by another Government institution.

34 GOVERNING LAW

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

35 RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL

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

36 CONFIDENTIALITY

- 36.1 Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s), will be disclosed by any bidder or other person not officially involved with the OCJ's examination and evaluation of a tender to this bid or a bidder's tender(s), will be disclosed by any bidder or other person not officially involved with the OCJ's examination and evaluation of a tender.
- 36.2 No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by the OCJ, remain proprietary to the OCJ and must



be promptly returned to the OCJ upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived therefrom.

- 36.3 Throughout this bid process and thereafter, bidders must secure the OCJ's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

37 OFFICE OF THE CHIEF JUSTICE PROPRIETARY INFORMATION

- 37.1 Bidder/s will on their bid cover letter make a declaration that they did not have access to any of the OCJ's proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidders.

38 TERMINATION OF SERVICES

- 39.1 The OCJ may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the rendering of the services and minimize further expenditure: Provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of the termination.

39 VETTING OF SERVICE PROVIDERS

Appointed service providers will be subjected to company screening process as well as fraud checks.





Annexure A1

DESKTOP EVALUATION TECHNICAL SCORECARD

AND COMPLIANCE CHECKLIST

ANNEXURE A1: DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST

The form must be submitted in File 1 (Technical file), [Exhibit 2](#)

RATING SCALE THAT BEC MEMBERS WILL USE

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	5
Good	Satisfies the requirement with minor additional benefits . Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	4
Acceptable	Satisfies the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence.	3
Minor Reservations	Satisfies the requirement with minor reservations . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	2
Serious Reservations	Satisfies the requirement with major reservations . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	1
Unacceptable	Does not meet the requirement . Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence.	0

The Bidders will be evaluated according to the technical evaluation criteria in the scorecard below.

Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation.

#	TECHNICAL EVALUATION CRITERION	WEIGHT	SCORING METRIX
DESKTOP EVALUATION		100	
1	GENERAL	25	
1.1	Provide a detailed transition plan for implementing the service without service interruptions: 1. Bidder must outline how they will engage with the incumbent service provider to ensure a smooth transition 2. How will the bidder migrate the bookings of the previous service provider? 3. How does the bidder intend to roll-out its system to OCJ travellers? 4. Provide timeframes for implementation of the transition phase. 5. How the bidder intends to report back on the progress of transition?	5	Scoring Metrix: None of the requirements are available = 0 One (1) of the requirements is met = 1 Two (2) of the requirements are met = 2 Three (3) of the requirements are met = 3 Four (4) of the requirements are met = 4 Five (5) of the requirements are met = 5
1.2	The bidder must provide reference letters from at least four (4) contactable clients within the past seven (7) years. Reference letters must be on the client letterhead and contain the following: i) client name ii) client telephone number iii) Client email address iv) Contract start and end date v) duration of the contract vi) value of the contract vii) Type of service rendered viii) number of transactions ix) service satisfaction	10	Scoring Metrix: 0 reference letters with / without meeting the requirements outlined on criterion 1.2 = 0 point 1 reference letter that meets the requirements outlined on criterion 1.2 = 1 point 2 - 3 reference letters that meets the requirements outlined on criterion 1.2 = 2 points 4 reference letters that meets the requirements outlined on criterion 1.2 = 3 points 5 reference letters that meets the requirements outlined on criterion 1.2 = 4 points 6 and more reference letters that meets the requirements outlined on criterion 1.2 = 5 points

#	TECHNICAL EVALUATION CRITERION	WEIGHT	SCORING METRIX
1.3	Out of the reference letters meeting the requirements provided on criterion 1.2 above, at least 1 reference letter must reflect a minimum of 15 000 transactions per year.	10	Scoring Metrix: Letter that meets the requirements outlined on criterion 1.3 and it outlined that bidder had performed less than 10 000 transactions = 0 Point Letter that meets the requirements outlined on criterion 1.3 and it outlined that bidder had performed 10 000 – 11 999 transactions = 1 Point Letter that meets the requirements outlined on criterion 1.3 and it outlined that bidder had performed 12 000 – 14 999 transactions = 2 Points Letter that meets the requirements outlined on criterion 1.3 and it outlined that bidder had performed 15 000 transactions per year = 3 Points Letter that meets the requirements outlined on criterion 1.3 and it outlined that bidder had performed 15 001 – 19 000 transactions = 4 Points Letter that meets the requirements outlined on criterion 1.3 and it outlined that bidder had performed more than 19 000 transactions = 5 Points

#	TECHNICAL EVALUATION CRITERION	WEIGHT	SCORING METRIX
2	RESERVATIONS/ AND BOOKINGS.	30	
2.1.	The bidder has provided an example of an itinerary confirmation for domestic, regional & international trip which includes the following: 1. Air travel, 2. Accommodation, 3. Transfers e.g. car/shuttle hire, train, bus, 4. Visa requirements,	10	Scoring Metrix: None of the requirements are met = 0 One (1) – two (2) of the requirements are met = 1 Three (3) of the requirements are met = 2

#	TECHNICAL EVALUATION CRITERION	WEIGHT	SCORING METRIX
	5. Travel insurance cover 6. Travel alerts i.e weather, Vaccination requirements etc		Four (4) of the requirements are met = 3 Five (5) of the requirements are met = 4 Six (6) of the requirements are met = 5
2.2	Describe in detail the process of booking the most cost-effective and practical routing for the traveller. The process/es must demonstrate that the bidder has the ability, understanding, experience, skills, resources & quality measures required to provide the services and provide supporting evidence. This will include: i) The refund processes, ii) how you manage the unused non-refundable airline tickets, iii) Bidder's ability to secure special airline services for traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities, etc. iv) online reservations by either means of internet or mobile devices v) How the bidder intends to deal with no-shows?	10	Scoring Metrix: None of the requirements are met = 0 One (1) of the requirements is met = 1 Two (2) of the requirements are met = 2 Three (3) of the requirements are met = 3 Four (4) of the requirements are met = 4 Five (5) of the requirements are met = 5
2.3	After-hours and emergency services The bidder must have capacity to provide reliable consistent after hours and emergency support to traveller(s) within 1 Hour Please provide details/ Standard Operating Procedure of your after-hour and emergency support e.g. - how it is accessed by Travellers, - is it available 24/7/365 - how long will it take to respond to after hours and emergency requests	10	Scoring Metrix: After hours and emergency requests responded after (2) hours or No submission = 0 point After hours and emergency requests responded within (2) hours = 1 points After hours and emergency requests responded within (1) hour, 30 Minutes = 2 points After hours and emergency requests responded within (1) hour = 3 points After hours and emergency requests responded within (45) minutes = 4 points After hours and emergency requests responded within (30) minutes = 5 points

#	TECHNICAL EVALUATION CRITERION	WEIGHT	SCORING METRIX
3	FINANCIAL AND COST MANAGEMENT	20	
3.1	Bidders must describe the following on their proposal in relation to financial and cost management: i) Describe how you will implement the negotiated rates and maximum allowable rates established by the OCJ. ii) Describe how you will manage the 30-day bill-back account facility. iii) Describe how pre-payments will be handled where it is required for smaller Bed & Breakfast /Guest House facilities. iv) Describe how invoicing will be handled, including the process of rectifying discrepancies between purchase orders and invoices, supporting documentation, reconciliation of transactions and the timely provision of invoices to OCJ v) Describe how you will assist the OCJ to realise cost savings on annual travel spent.	20	Scoring Metrix: None of the requirements are met = 0 One (1) of the requirements is met = 1 Two (2) of the requirements are met = 2 Three (3) of the requirements are met = 3 Four (4) of the requirements are met = 4 Five (5) of the requirements are met = 5
4	TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING	10	
4.1	Bidders must describe the following on their proposal in relation to Technology, Management Information and Reporting, (refer to the detail in Section 16.5) i) Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking tool (SBT) etc. ii) Describe how travel consultants' access and book web fares i.e. non-GDS inventories (low cost carriers/ consolidators), and hotel web rates. iii) Describe how you will manage data and management information such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data, etc. iv) Give actual examples of standard reports that you currently have available. Give an indication if reports can be customised. v) Provide a description of all technology and reporting products proposed for OCJ.	10	Scoring Metrix: None of the requirements are met = 0 One (1) of the requirements is met = 1 Two (2) of the requirements are met = 2 Three (3) of the requirements are met = 3 Four (4) of the requirements are met = 4 Five (5) of the requirements are met = 5

#	TECHNICAL EVALUATION CRITERION	WEIGHT	SCORING METRIX
5	ACCOUNT MANAGEMENT	10	
5.1	Bidders must include the following on their proposal in relation to account management: i) Provide the proposed organogram which include Key Account Manager ii) Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service. iii) Describe how queries, requests, changes and cancellations will be handled and your mitigation strategy in your resolution process? iv) What is in place to ensure that the OCJ's Travel Policy is enforced? v) How will you manage the service levels in the SLA and how will you go about doing customer satisfaction surveys?	10	Scoring Metrix: None of the requirements are met = 0 One (1) of the requirements is met = 1 Two (2) of the requirements are met = 2 Three (3) of the requirements are met = 3 Four (4) of the requirements are met = 4 Five (5) of the requirements are met = 5
6	VALUE ADDED SERVICES	5	
6.1	Please provide information on how value-added services will be delivered to OCJ and bidder's proposal must cover the following: i) Destination information for domestic, regional and international destinations; ii) Electronic voucher distribution through Short Messaging Service (SMS), WhatsApp Messaging and Email notifications for travel confirmations; iii) Global travel risk management; and iv) A VIP service where applicable that include, but is not limited to check-in support	5	Scoring Metrix: None of the requirements are met = 0 One (1) of the requirements is met = 1 Two (2) of the requirements are met = 2 Three (3) of the requirements are met = 3 Four (4) of the requirements are met = 4 Four (4) of the requirements are met and additional benefits are outlined = 5

BIDDER DECLARATION (Section 25)

The bidder hereby declare the following:

We confirm that _____ (Bidder's Name) will: –

- a. Act honestly, fairly, and with due skill, care and diligence, in the interests of Office of the Chief Justice;
- b. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c. Act with circumspection and treat Office of the Chief Justice fairly in a situation of conflicting interests;
- d. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with Office of the Chief Justice;
- f. Avoid fraudulent and misleading advertising, canvassing and marketing;
- g. Conduct business activities with transparency and consistently uphold the interests and needs of Office of the Chief Justice as a client before any other consideration; and
- h. Ensure that any information acquired by the bidder(s) from Office of the Chief Justice will not be used or disclosed unless the written consent of the client has been obtained to do so.

Signature_____

Date_____

Print Name of Signatory: _____

Designation: _____

FOR AND ON BEHALF OF: _____(Bidding Company's Name)



ANNEXURE A3

SERVICE LEVEL INDICATORS

SERVICE LEVEL INDICATORS

1. INTRODUCTION

The purpose of the Service Level Indicators is to guide and document the expectations and requirements of the services to be rendered to the Tendering Institutions by the Service Provider.

This document may be used as the benchmark against which reviews and, as appropriate, modifications to the service provided by the Service Provider shall take place.

2. KEY PERFORMANCE INDICATORS

Key performance indicators (KPIs) are management tools designed to monitor supplier performance and help meet the goals, objectives and service levels of the contract.

The KPIs must help point you in a direction, improve performance levels, identify breakdowns in a process and are a driver of continuous improvement for more efficient and sustainable procurement processes.

KPIs should be relevant to your institution and should be simple to use. When developing the KPIs, no more than 10 (ten) should be enough. You don't want to become overwhelmed and find yourself serving the KPIs rather than having them serve you.

Following KPIs shouldn't be about hours of gathering data. If you are establishing your first KPIs, start with just a couple so that everyone can understand them and their purpose. You can always add more KPIs later.

2.1 How should you set up your KPIs?

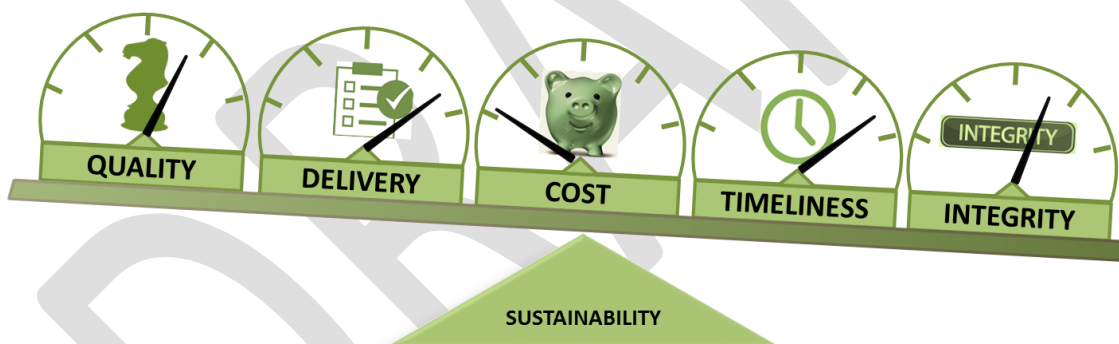
- Before starting to establish KPIs, you should figure out what your stakeholders need and what are the institution's strategies and objectives for the future. It starts with meeting the management as well as other stakeholders.
- Look for ways the supply chain unit can help meet them, and then look for metrics that reveal your progress towards achieving those goals. There is no one-size-fits-all formula for all departments and the goals as well as the KPIs are most usually custom.

- Introduce the newly established KPIs to procurement employees as well as all the stakeholders. Everyone should be well aware about the metrics, the reporting as well as the goals of them.
- The metrics should then be signed off by management in order to maintain accountability, and later on they will be reported on in future progress meetings.

2.2 Major groups of KPIs

The goals of KPIs can be divided into five major groups according to their purpose: receive savings (Cost), increase quality (Quality), improve delivery (Delivery), timeliness of actions (Timeliness), improved transparency (Integrity) and improved productivity (Systems Productivity).

All groups are tightly bound together and it's important to understand that these are like an octopus: if you are setting up your KPIs from only one of the groups, you don't want to harm any of the others because it might decrease supply sustainability.



3. RANGE OF SERVICES

The Services rendered are reflected in the Scope of Work (Terms of reference Paragraph 16).

4. MEASUREMENT CRITERIA

The following table lists a comprehensive number of Key Performance Areas and Indicators. The Tendering Institution must select the most relevant KPA and KPIs and include it in their contracts and quarterly and annual reviews of the contract. Tendering Institutions may change the descriptions, targets and frequency of measurement according to their needs.

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	
GENERAL					
Hours of operation	Rendering services throughout working hours. Monday to Friday (8h00 – 17h00)	100%	Monthly/Quarterly Review	100%	
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/Quarterly Review	100%	
Travel Policy Implementation	Controls put in place to ensure policy compliance	95%	Monthly/Quarterly Review	100%	
Third Party Management	Manage the third-party service providers by addressing service failures and complaints against these service providers	80%	Monthly/Quarterly Review	100%	
RESERVATIONS AND BOOKINGS					
Turnaround times to acknowledge requests	Turnaround time on domestic, regional and point to point international bookings within 4 working hours	80% of bookings within 4 hours	Monthly/Quarterly Review	100%	
	Turnaround time for quotations on multi-sector domestic, regional and international air travel within 24 hours	80% of bookings within 24 hours	Monthly/Quarterly Review	100%	
	Prioritise last minute booking for same day travel within 1 hour	90% of bookings within 1 hour	Monthly/Quarterly Review	100%	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	
	Response to change or cancellation of bookings within 1 hours	90% of changes & cancellations within 1 hours	Monthly/Quarterly Review	100%	
Group Bookings	Number of group bookings facilitated	100% of all requests	Quarterly	100%	
	Consultant to acknowledge receipt of enquiries/bookings within 3 hours or receipt	95%	Ad hoc/Quarterly	100%	
	Consultant to provide quotations within 2 business days of receiving enquiry	95%	Ad hoc/Quarterly	100%	
	In the event that a consultant needs additional time to get prices from a venue, it must be communicated to the client concerned	95%	Ad hoc/Quarterly	100%	
	Vouchers to be issued at least 1 day prior to the event (short notice due to high volumes of changes)	95%	Ad hoc/Quarterly	100%	
	Consultant to provide ongoing feedback to the traveller until the booking is confirmed	95%	Ad hoc/Quarterly	100%	
	No voucher can be issued without authorisation. The information must reflect correctly and signed by the traveller and the authoriser	95%	Ad hoc/Quarterly	100%	
	All contracts must be signed by the Client's authoriser	95%	Ad hoc/Quarterly	100%	
	Any additional items required at the venue/during the conference should be signed off by the authoriser	95%	Ad hoc/Quarterly	100%	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	
	All invoices will be sent to the booker for verification before payment.	95%	Ad hoc/Quarterly	100%	
Support & Advice	TMC will support and assist with advice, documentation for passports and visa applications, inoculation requirements, foreign currency, insurance, etc.	50% of all requests	Monthly/Quarterly Review	100%	
	Facilitate the correct and timely order for foreign currency for regional and international trips	100%	Monthly/Quarterly	100%	
	Issue a Travel Insurance Policy for regional & international travel and hand traveller detail of the policy	100%	Monthly/Quarterly	100%	
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	100%	
AIR TRAVEL, ACCOMMODATION, CAR RENTAL & TRANSFERS SERVICES					
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).	90% of all bookings to be the lowest/best quote	Monthly/Quarterly Review	100%	
	International Reservation: 3 price comparisons which provides the most cost effective and practical routing.	90% of all bookings to be the lowest/best quote	Monthly/Quarterly Review	100%	
Reservations Communication	Confirmations of bookings (air, accommodation, car rental, etc) must be communicated to the traveller via SMS, WhatsApp messaging and/or email.	100% of all bookings	Monthly/Quarterly Review	100%	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	
Air Travel Cancelled and Unused tickets/	All cancelled and/or unused tickets must be refunded automatically within 3 months of date of issue	80%	Quarterly	100%	
Air Travel; Quality Control	Process to confirm best fare for international tickets with more than 6 sectors	95%	Monthly/Quarterly Review	100%	
Accommodation	Accommodation bookings that were not within the Maximum allowable rates and reasons.	2% of all bookings	Monthly Review	100%	
	Cancellations and no-shows	2% of all bookings	Monthly Review	100%	
Car Rental & Shuttle Services	Car Rental bookings that were not in line with the travel policy and cost containment measures and reasons	2% of all bookings	Monthly Review	100%	
AFTER HOURS & EMERGENCY SERVICES					
After hours & Emergency Services	After hours and emergency services operates 365 days per year.	100%	Monthly/Quarterly Review	100%	
	Contact numbers correct on itineraries and client SMS notifications	100%	Monthly/Quarterly Review	100%	
	Emergency and after hours calls to be resolved within 1 hour to limit inconvenience to traveller	90% of all emergency and afterhours requests	Monthly/Quarterly Review	100%	
	Authorisation and order processing of afterhours and emergency travel requests to be done within 24 hours	100% of all bookings to be authorised within 24 hours	Monthly/Quarterly Review	100%	
COMMUNICATION					
Communication	Workshops and Training when requested	100% of the nominated employees	Annually	100%	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	
	All enquiries must be investigated and prompt feedback to be provided within 24 hours	80% of all enquiries within 24 hours	Quarterly	100%	
Handling of Compliments and Complaints	All complaints related to TMCs service to be recorded as a percentage of complaints to number of transactions.	The percentage must be less than 1%.	Monthly/Quarterly Review	100%	
	Where possible all complaints to be acknowledged within 3 hours of receipt	95% of all complaints within 3 hours	Monthly/Quarterly Review	100%	
	Complaints related to TMC to be addressed within 24 hours	95% of all complaints within 24 hours	At time of complaint. Monthly/Quarterly Review	100%	
	All complaints related to a supplier's service will be addressed with the supplier involved and resolved within 3 days	95% of all complaints within 3 days	At time of complaint. Monthly/Quarterly Review	100%	
	All complaints and compliments to be logged in a register and all complaints to be resolved within 2 business days	100% complaints and compliments registered. 90% complaints resolved within 2 days	Monthly/Quarterly Review	100%	
FINANCIAL AND COST MANAGEMENT					
Financial management:	TMC must provide electronic means with which invoices will be uploaded to OCJ for billing and payment processes weekly	100% of all invoices	Monthly	100%	
	Cost effectiveness of travel arrangements. Savings generated / Savings missed / Cost reduction / Cost avoidance	±3-5% of travel spend	Monthly/Quarterly Review	100%	
	Proposals made by the TMC to improve travel behaviour and save costs.	1 proposal	Annually	100%	
	All invoices to reflect the correct passenger name, date of travel,	95% of all invoices	Monthly	100%	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	
	destination/routing and cost centre number				
	Accurate reconciliation of the Debtor's account	95%	Monthly	100%	
	The Debtors account statement will be accompanied by invoices and will be reconciled accordingly	95%	Daily/Weekly	100%	
	TMC to process all invoicing for air travel immediately	95% of all air bookings	Daily	100%	
	TMC to process all invoicing for third party bookings within 3-7 days of receipt of the original invoice from the supplier.	95% of invoices within 3-7 days	Ongoing	100%	
	All Credit notes to be processed within 2 working days	95% of all credit notes within 2 days	Ongoing	100%	
	All finance related queries to be logged in a query register and all queries to be resolved within 2 business days	100% queries registered. 90% queries resolved within 2 days	Monthly/Quarterly Review	100%	
TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING					
Technology, Management Information and Reporting	one report per month that are in line with the OCJ Reporting Template	36 Monthly reports	Monthly	100%	
	Accuracy of reports	95%	Monthly	100%	
	Monthly travel management reports to be presented to the client's travel manager and finance manager. The report to include (not limited): a) Travel - After hours' report; - Compliments and complaints; - Consultant productivity report;	95% accuracy	Monthly/Quarterly Review	100%	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	
	- Long term accommodation and car rental; - Extension of official travel return dates to include leisure days; - Upgrade of class of booking such as air transportation, accommodation and ground transportation; - Cancellation report; and - Deviations from the OCJ's Travel Policy. b) Finance - Open voucher report, and - Open invoice age analysis - Creditor's aging report; - Creditor's summary payments; - Daily invoices; - "No show" report; - Reconciliation of commissions, refunds and rebates or any volume driven incentives; - Annual Travel Expenditure savings tracker				
QUARTERLY & ANNUAL REVIEWS					
Quarterly Reviews	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 per annum	Quarterly	100%	
Consolidated Annual Reviews	Consolidated annual reviews are required to be presented by the Travel Management Company on all travel activity in the previous twelve-month	One consolidated review per annum for the duration of the contract	Annual	100%	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	
	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.				
OFFICE MANAGEMENT					
Back office support and skilled TMC personnel	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 human resources.	80-100% satisfaction	Quarterly	100%	

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	OCJ2025/05	CLOSING DATE:	28 NOVEMBER 2024	CLOSING TIME:	11h00 AM
DESCRIPTION	RE-ADVERTISEMENT OF THE TRAVEL MANAGEMENT COMPANY TO PROVIDE OFFSITE TRAVEL, ACCOMMODATION AND CONFERENCE FACILITIES SERVICES TO THE OFFICE OF THE CHIEF JUSTICE (OCJ) FOR A PERIOD OF THIRTY-SIX (36) MONTHS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
OFFICE OF THE CHIEF JUSTICE					
188 14 TH ROAD NOORDWYK					
MIDRAND					
JOHANNESBURG					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Mr. Mmamoyahabo Thoka		CONTACT PERSON	Mr. Herman Lekwane	
TELEPHONE NUMBER	010 493 2500		TELEPHONE NUMBER	010 493 2500	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	BidEnquiries@judiciary.org.za		E-MAIL ADDRESS	BidEnquiries@judiciary.org.za	
SUPPLIER INFORMATION					
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?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				☐ YES ☐ 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

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
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:

.....

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 interest¹ 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

- 2.2 Do you, or any person connected with the bidder, have a relationship

¹ 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.

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 consortium² 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

² 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.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

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

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The applicable preference point system for this tender is the 80/20 preference point system.
- c) Either the 90/10 or 80/20 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	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:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \mathbf{Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)}
 \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = 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:

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) & \text{or} & Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \end{array}$$

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 both the 90/10 and 80/20 preference point system.

(Note to organs of state: Where either the 90/10 or 80/20 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.)

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

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)	Number of points claimed (90/10 system) (To be completed by the tenderer)
SMME (EME/QSE)		2	
Enterprise with ownership of	51% or more by black person/s	2	
	26% to 50% by black person/s	1	
	0% to 25% by black person/s	0	
Enterprise with ownership of	51% or more by persons /s who are woman	2	
	26% to 50% by persons /s who are woman	1	
	0% to 25% by persons /s who are woman	0	
Enterprise with ownership of	51% or more by persons /s who are youth	2	
	26% to 50% by persons /s who are youth	1	
	0% to 25% by persons /s who are youth	0	
Enterprise with ownership of	51% or more by persons /s with disability	2	
	26% to 50% by persons /s with disability	1	
	0% to 25% by persons /s with disability	0	
TOTAL PREFERENCE POINTS CLAIMED OUT OF 10			

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:	
	
	
	

THE NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT

July 2010

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

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General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 “Day” means calendar day.
 - 1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.
 - 1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.
 - 1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

2. Application

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4. Standards

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance security

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
 - (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

- | | |
|---|---|
| 16. Payment | <p>16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.</p> <p>16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.</p> <p>16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.</p> <p>16.4 Payment will be made in Rand unless otherwise stipulated in SCC.</p> |
| 17. Prices | <p>17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.</p> |
| 18. Contract amendments | <p>18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.</p> |
| 19. Assignment | <p>19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.</p> |
| 20. Subcontracts | <p>20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.</p> |
| 21. Delays in the supplier's performance | <p>21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.</p> <p>21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.</p> <p>21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.</p> <p>21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the</p> |

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which

may be due to him

25. Force Majeure

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

	(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
29. Governing language	29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
30. Applicable law	30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
31. Notices	31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
32. Taxes and duties	32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country. 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser. 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
33. National Industrial Participation Programme (NIP)	33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
34 Prohibition of Restrictive practices	34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging). 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.