

169 Main Street  
Private Bag 53  
Umzimkhulu  
3297



Email: [info@umzimkhululm.gov.za](mailto:info@umzimkhululm.gov.za)  
Tel: (039) 259 5000/5300  
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## OFFICE OF THE MUNICIPAL MANAGER

PROVINCE OF KWAZULU-NATAL  
KZN 435

Date issued 10/07/2025.  
KZN435/25/26/002/BTO

### INVITATION TO TENDER UMZIMKHULU LOCAL MUNICIPALITY

uMzimkhulu Municipality hereby invites reputable and experienced Service providers to respond on the projects below:

TENDER NAME	TENDER NUMBER	BRIEFING DATE
Provision of Travel Agent Services  (36 MONTHS CONTRACT)	ULM-BTO 001/26	18/07/2025 @ 10h:00 am.

Tender documents will be available on the municipal website ([www.umzimkhululm.gov.za](http://www.umzimkhululm.gov.za)) and will also be available from the cashier at **169 Main Street, uMzimkhulu, 3297** upon the **non-refundable payment of R300 per document or a bank guaranteed cheque made out to uMzimkhulu Municipality** during working hours between **09:30am and 16:00pm** from the **15<sup>th</sup> of July 2025**; cut-off time for buying documents is the **18<sup>th</sup> of July 2025, 15 minutes before the briefing time.**

A non-compulsory briefing meeting is scheduled to take place at **uMzimkhulu Municipality Makhosini Building, 247 Mzimkhulu Mlonyana Street, uMzimkhulu 3297.**

**Invalid or non-submission of the following documents will render the Tenderer disqualified; Specific Goals points will not be allocated if the required documents are not submitted / invalid.**

- Registered on Central Suppliers Database (CSD) attach proof of Registration.
- MBD 4,6,1,8 & 9
- Municipal rates and services certificate / billing for the directors, owners, shareholders of the company **and** for the company to confirm that Municipal rates are not in arrears for more than 90 days or.
- Attach valid lease agreement if the company is leasing the office space.
- Attach a valid lease agreement if the director is leasing accommodation.

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- Attach affidavit if the account is under your parents, siblings, grandparents, and you are not paying any Municipal rates.
- Copy of a marriage certificate if Municipal account in under your spouse.
- Certificate of Authority” to sign all documents in connection with this Tender and any contract or agreement which may arise therefrom, duly signed and dated, shall be provided by the Board of Directors of the firm and shall be attached and must be on a Company letter head example is provided on the document. Tender document must be signed by the authorized person.
- NB: In the event of a mistake having been made it shall be crossed out in ink and be accompanied by a full signature at each alteration. The municipality reserves the right to reject the tender if corrections are not made in accordance with the statement above. (Usage of correction pen is not permitted)

**80/20 Preference Point System will be used on the following project and uMzimkhulu Local-Municipal SCM policy.**

### Second Phase of Evaluation

#### Criteria for functionality

**Minimum threshold 55 points or 68.75%**

Criteria	Maximum Points	Verification Method
<b>Company’s relevant experience in providing Travel Agent services:</b> service provider must attach traceable reference letters from Institution previously worked with.  10 projects (Reference letter with traceable contacts) = <b>30 Points</b>  5 - 9 projects (Reference letter with traceable contacts) = <b>15 Points</b>  <b>No points allocation for projects less than 5 projects</b>	<b>30 points</b>	<b>Traceable Reference letters from Institution previously worked with</b>
<b>Expertise:</b> ND: In Tourism or National Diploma Hotel Management, Qualification must be certified.	<b>20 points</b>	<b>Qualification and Experience in Travel agency</b>

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<p>3 years' experience in Travel agency (Attach CV and certified copies of qualifications) = <b>20 Points</b></p> <p>2 years' experience in travel agency (Attach CV and certified copies of qualifications) = <b>10 Points</b></p> <p>1 Year experience = no points allocation</p>		(Attach CV and certified copies of qualifications)
<p><b>Methodology</b></p> <p>-Turnaround time on sourcing booking &amp; reservation quotation (Work 8 hours' notice / day before the event / travel / check -in date)</p> <p>-24 hours emergency service and support</p>	<b>20 points</b>	<b>Methodology – covering turnaround time &amp; Emergency services</b>
<p><b>Accreditation certificate</b> Submit valid proof of registration with relevant professional body e.g. ASATA (Association of South African Travel Agents)</p>	<b>10 points</b>	<b>Certified copy of accreditation</b>

The points associated with the comprehensive proposal will be awarded as reflected in the above table. The bidder must score at least 50% in each of the above segments. Even if the bidder has scored 68.75% threshold but fails to score 50% on one or more of the segments above, the bidder will be considered non-responsive.

**NB: on Methodology & Accreditation it is compulsory to score full points 100%**

The 80/20 scoring will apply.  
80 Price  
20 Specific goals

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### Specific Goals

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Verification document(s)
<b>Specific goals 2: RDP Goals</b>		
Companies that are 100% owned by south African citizen. <b>100% Points allocation =20 points</b>	<b>Max Points</b>  <b>20</b>	CIPC registration Certificate (Companies and Intellectual Property Commission)
Companies that are 50% owned by South African citizen. <b>50% Points Allocation = 10 Points</b>		Or
Companies that are less than 50% owned by South African citizen. <b>25% Points Allocation = 5 Points</b>		Detailed CSD report verification on CSD portal by the Municipality)  Or  Certified Copy RSA Identity document of the director(s) (verification on CSD portal by the Municipality)
<b>TOTAL / MAXIMUM POINTS</b>	<b>20</b>	

### 180 days Price Validity

All Technical enquiries shall be directed to:

Attention : Mr S. Mbalekwa  
Telephone : (039) 259 5044  
Email Address : [mbalekwas@umzimkhululm.gov.za](mailto:mbalekwas@umzimkhululm.gov.za)

SCM Compliance enquiries shall be directed to:

Attention : Mr S. Ndawonde  
Telephone : (039) 259 5089  
Email Address : [ndawondes@umzimkhululm.gov.za](mailto:ndawondes@umzimkhululm.gov.za)

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### Closing date

Tender documents in a sealed envelope clearly indicating the **tender number and tender Name**, must be deposited in the tender box of uMzimkhulu Local Municipality, located at 169 Main Street, uMzimkhulu, 3297 reception area, not later than **12h:00, 01<sup>st</sup> of August 2025**. Telegraphic, telex, telephone, electronic, facsimile and late tenders will not be accepted.

Tenders may only be submitted along with the tender documentation provided by the municipality.

**The uMzimkhulu Municipality Council does not bind itself to accept the lowest bidder. uMzimkhulu Municipality Supply Chain Management policy will apply.**

  
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**DR C.A NGQOYIYA**  
**MUNICIPAL MANAGER**