



BID NUMBER:	RFP06/2026/2027
DESCRIPTION:	APPOINTMENT OF A SERVICE PROVIDER TO RENDER TRAVEL MANAGEMENT SERVICES TO THE RTIA FOR A PERIOD OF 5 YEARS.
VALIDITY PERIOD:	120 Days from the closing date.
CLOSING DATE:	11 September 2026 at 11:00am
PROPOSALS MUST BE HAND DELIVERED/ COURIERED TO:	Road Traffic Infringement Agency Head Office (at reception) New Road Office Park 10 Matuka Close Midrand 1685
ATTENTION:	Supply Chain Management Office: Ms. N Madikologa
Enquiries	Nonhlanhla.madikologa@rtia.co.za
Proposals must be deposited inside the RTIA bid box situated at the building mentioned above on or before closing date and time.	
Compulsory Clarification Session: Date: 28 August 2026 Venue: Online/Visual Time: 11: 00am	
<u>BRIEFING SESSION LINK</u> https://teams.microsoft.com/meet/378405470229746?p=yUF4PEcdl09emJC8nU	



YOU ARE HEREBY INVITED TO THE BID FOR ROAD TRAFFIC INFRINGEMENT AGENCY

BID NO: RFP06/2026/2027

CLOSING TIME: 11:00am

CLOSING DATE: 11 Sep 2026

BIDS AFTER THE CLOSING TIME AND DATE ARE LATE AND WILL AS A RULE NOT BE ACCEPTED FOR CONSIDERATION

1. Kindly furnish us with the bid for services reflected on the attached forms
2. Attached please find:
 - 2.1 Authority to sign Standard Bidding Document (SBD's) on behalf of an Entity. Pg. 3-4
 - 2.2 Invitation to bid (SBD1) Pg. 5-6
 - 2.3 Pricing Schedule Services) (SBD .3.3) Pg.7
 - 2.4 Declaration of interest (SBD 4)Pg. 8-10
 - 2.5 Preference points claim form (SBD 6.1) Pg. 11-15
 - 2.6 Terms of References Pg.16-52
 - 2.7 General Conditions of the contract.....Pg.53-43
3. If you are a sole agent or sole supplier, you should indicate your market price after a discount to your clients or if that is not possible your percentage net profit before tax to decide whether the price quoted is fair and reasonable.
4. The attached forms must be completed in detail and returned with your bid. Failure to comply may disqualify your proposal. Each Bid document must be submitted in a separate sealed envelope stipulating the following information: Name and address of the bidder, bid number and closing date of the bid.
5. Bid proposals must be deposited into the tender box situated at Road Traffic Infringement Agency, Head Office (at reception), Waterfall Edge B, Howick Close, Waterfall Office Park, Bekker Road, Midrand 1685, by not later than the closing date and time indicated above. Bid proposals which are not inside the Tender or bid box on the closing date and time will not be considered.

Yours faithfully

ELECTRONICALLY SIGNED

MS. N K L MADIKOLOGA

PROCUREMENT OFFICER: SCM

DATE: 2026/08/14

AUTHORITY TO SIGN THE STANDARD BIDDING DOCUMENTS (SBD's) ON BEHALF OF ENTITY

Only authorized signatories may sign the original and all copies of the tender offer were required.

In the case of a **ONE-PERSON CONCERN** submitting a tender, this should be clearly stated.

In Case of a **COMPANY** submitting a tender, include a copy of a **resolution by its board of directors** authorizing director or other official of the company to sign the documents on behalf of the company.

In the case of a **CLOSE CORPORATION** submitting a tender, include a copy of a **resolution by its members** authorizing a member or other official of the corporation to sign the documents on each member's behalf.

In the case of a **PARTNERSHIP** submitting a tender, **all the partners shall** sign documents unless one partner or a group of partners has been authorized to sign on behalf of each partner, in which proof **of such authorization** shall be included in the Tender.

In the case of a **JOINT VENTURE** submitting a tender, include **a resolution** of each company of the Joint Venture together with a resolution by its members authorizing a member of the Joint Venture to sign the documents on behalf of the Joint Venture.

Accept that failure to submit proof of Authorization to sign the tender shall result in a tender offer being regarded as non-responsive

EXAMPLE OF THE RESOLUTION OF AUTHORITY TO SIGN BIDDING DOCUMENTS

Signatories for Companies, Close Corporation, and Partnerships must establish their authority by **ATTACHING TO THIS FORM, ON THEIR ORGANIZATION'S LETTER HEAD, a copy of the relevant resolution by their Board of Directors, Members or Partners, duly signed and dated.**

MAGEZA ZINTO (Pty) Ltd

By resolution of the Board of Directors taken on 16 June 2021

Mrs. K Kodue

**It has been duly authorized to sign all documents in connection
with:**

**APPOINTMENT OF A SERVICE PROVIDER TO RENDER TRAVEL
MANAGEMENT SERVICES TO THE RTIA FOR A PERIOD OF 5 YEARS.
(RFP06/2026/2027)**

On Behalf of MAGEZA ZINTO (Pty) Ltd

**Signed on behalf of the Company; (Signature of Managing
Director)**

NAME AND SURNAME	SIGNATURE

SBD 1

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE ROAD TRAFFIC INFRINGEMENT AGENCY					
BID NUMBER:	RFP06/2026/2027	CLOSING DATE:	11 September 2026	CLOSING TIME:	11:00
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO RENDER TRAVEL MANAGEMENT SERVICES TO THE RTIA FOR A PERIOD OF 5 YEARS.				
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).					
BID RESPONSE DOCUMENTS MAY BE SUBMITTED TO:					
Road Traffic Infringement Agency Head Office (at reception) New Road Office Park 10 Matuka Close Midrand					
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					
		TCS PIN:		OR	CSD No:
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE (TICK APPLICABLE BOX)		☐ Yes		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	☐ Yes
		☐ No			☐ No
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?					
AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX		☐	AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)		
		☐	A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)		
		☐	A REGISTERED AUDITOR		
		☐	NAME:		
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT (FOR EMEs & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ANSWER PART B:3 BELOW]	
SIGNATURE OF BIDDER			DATE		
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid, e.g. resolution of directors, etc.)					
TOTAL NUMBER OF ITEMS OFFERED			TOTAL BID PRICE (ALL INCLUSIVE)		
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:			TECHNICAL INFORMATION MAY BE DIRECTED TO:		

DEPARTMENT/ PUBLIC ENTITY	Road Traffic Infringement Agency	CONTACT PERSON	Ms. Lebogang Mahiakanya
CONTACT PERSON	Ms. Nonhlanhla Madikologa	TELEPHONE NUMBER	087 285 0500
TELEPHONE NUMBER	087 285 0477	FACSIMILE NUMBER	N/A
FACSIMILE NUMBER	N/A	E-MAIL ADDRESS	bids@rtia.co.za
E-MAIL ADDRESS	Nonhlanhla.madikologa@rtia.co.za		

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 ONLINE	
1.3.	BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.	
1.4.	WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.	
1.5.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.	
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 VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.	
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA .	
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.	
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.	
2.6	WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.	
3.	QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS	
3.1.	IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
3.2.	DOES BIDDER HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
3.3.	DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
3.4.	DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.		

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SBD 3.3

PRICING SCHEDULE

(Professional Services)

NAME OF BIDDER:	BID NO.:
CLOSING TIME 11:00	CLOSING DATE: 11 September 2026

OFFER TO BE VALID FORDAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY (ALL APPLICABLE TAXES INCLUDED)
1.	The accompanying information must be used for the formulation of proposals.	
2.	Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. R.....	
3.	Period required for commencement with project after acceptance of bid	
4.	Are the rates quoted firm for the full period of contract?	*YES/NO
5.	If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.	

Item	Price (Annual)
Total (VAT Incl) (annual - Year 1)	VAT inclusive
Total (VAT Incl) (annual - Year 2)	VAT inclusive
Total (VAT Incl) (annual - Year 3) incl. escalation - %	VAT inclusive
Total (VAT inclusive) (Over year 4 & 5)	VAT inclusive

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder



PRICING SUBMISSION

RFP NO:

RFP00/2026/2027

RFP NAME:

THE PROVISION OF TRAVEL MANAGEMENT SERVICES FOR A
PERIOD OF 60 MONTHS (5YEARS)

BIDDER NAME

PRICE INSTRUCTIONS

1. STRUCTURE OF THE TENDER

This spreadsheet for **RFP 06/2026/2027** contains the financial response templates for the bid. The bid pricing submission instructions in this document must be read in conjunction with instructions or notes embedded in the various tabs of spreadsheet (Pricing Schedule).

2. GENERAL INSTRUCTIONS FOR COMPLETING THE PRICING SCHEDULE TEMPLATES

2.1 Tender submission format

- 2.1.1 Bidders must submit both a paper copy and an electronic copy of the Pricing Schedule. In the event of a discrepancy, the paper copy will prevail.
- 2.1.2 Bidders must sign all paper copies of their Pricing Schedule.
- 2.1.3 Bidders must complete and submit ALL templates 1.1 & 1.2, which are management fee model onsite and offsite, transactional fee model onsite and offsite
- 2.1.4 Bidders must reference main document section 9.2 for current travel volumes

2.2 Input spreadsheets

- 2.2.1 The Pricing Schedule templates are contained within the one (1) Excel spreadsheet .
- 2.2.2 All worksheets in the electronic copy of the Pricing Schedule are password protected.
- 2.2.3 Bidders must not unprotect the spreadsheets and/or make any changes to the spreadsheets or change the formatting of the Pricing Schedule.
- 2.2.4 Cells are formatted to automatically indicate South African Rands, ordinary text fields and percentages (%) where applicable.
- 2.2.5 Input cells are highlighted in light green. The Bidder must complete all input cells for the bid. No other cells must be changed in any way whatsoever.
- 2.2.6 The Bidders are required to input the following cells only:

2.3 Currency and VAT

2.3.1 Bidders' proposed Pricing Schedules must be firm and not indicative.

2.3.2 All Bidders' pricing must be quoted in South African Rands (ZAR).

2.3.3 The Pricing Schedule template is designed such that VAT will be calculated on Bidders' input pricing; therefore Bidders **must** complete the templates with **unit prices excluding VAT**.

**PRICING SCHEDULE
OFF-SITE SERVICES**

RFP NO:06/2026/2027

RFP06/2026/2027

RFP NAME:

PROVISION OF TRAVEL MANAGEMENT SERVICES FOR 5 YEARS

BIDDER NAME

ANNEXURE A3

1.1 TRANSACTION FEES

		TRADITIONAL BOOKINGS	
ITEM		Unit Price (excl VAT)	Unit Price (incl VAT)
1	Air Travel – International	R	R
2	Air Travel – Regional	R	R
3	Air Travel – Domestic	R	R
4	Air Travel – International (Re-issue)	R	R
5	Air Travel – Regional (Re-issue)	R	R
6	Air Travel – Domestic (Re-issue)	R	R
7	Refunds – Air Domestic	R	R
8	Refunds – Air Regional	R	R
9	Refunds – Air International	R	R
10	Car Rental – Domestic	R	R
11	Car Rental – Regional	R	R

12	Car Rental – International	R	-	R	-
13	Transfers/Shuttle – Domestic	R	-	R	-
14	Transfers/Shuttle – Regional	R	-	R	-
15	Transfers/Shuttle – International	R	-	R	-
16	Accommodation – Domestic	R	-	R	-
17	Accommodation – Regional	R	-	R	-
18	Accommodation – International	R	-	R	-
19	Bus/Coach Bookings	R	-	R	-
20	Train bookings – International	R	-	R	-
21	Visa Assistance	R	-	R	-
22	Courier services for travel documentation (visa & passports)	R	-	R	-
23	SMS Notifications	R	-	R	-
24	Parking bookings	R	-	R	-
25	Cancellations	R	-	R	-
26	Changes to bookings	R	-	R	-
27	After Hours Services	R	-	R	-
28	Additional Ad-hoc Reports (per report)	R	-	R	-
29	Customised Reports (per report)	R	-	R	-
31	Debtors Account Reconciliation	R	-	R	-
Total		R	-	R	-

1.2 CONFERENCE TRANSACTION FEE

Item	Description	Percentage Fee	Comment
1	Conference Transaction Fee (as a % of the Total turnover of the event)		

1.3 PRICE REVIEW

The contract prices will remain fixed for the first two years of the contract; thereafter will be subject to review on the anniversary of the contract based of Consumer Price Index (CPI).

SBD4

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 with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

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.

- 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 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

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.

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.

SBD 6.1

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

COMPETITIVE BID PROCESS UP TO R 50 000 000

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 up to 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 80/20 preference point system.
- b) The 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	80
SPECIFIC GOALS	20
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.
- 1.7 Bidders who wish to claim points in terms of table 4.2 below need to provide proof for each point claimed as guided below:
- Who had no franchise in national elections before the 1983 and 1993 Constitution – **attach certified copy of identity document (ID) and company registration document / CSD report to show/ substantiate percentage ownership equity.**
 - Who is female- **attach certified copy of identity document (ID) and company registration document / CSD report to show/ substantiate percentage ownership equity.**
 - Who has a disability – **attach doctor's letter confirming the disability**
 - Who is youth - **attach certified copy of identity document (ID) and company registration document / CSD report to show/ substantiate percentage ownership equity.**
 - Specific goal: **Locality** –
 - (a) a **valid** municipal services account (water, sanitation, rates and electricity) in the name of the bidder/s or active director/s **or**
 - (b) a valid lease agreement from the lessor **or**
 - (c) a letter on the letterhead of the ward councillor/traditional authority/council that must be signed, stamped, and dated.

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.
- (a) **“Rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes.
- (b) **“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
- (c) **“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:

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

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:

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

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 tender 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.

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

(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.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the Organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Who had no franchise in national elections before the 1983 and 1993 Constitution	8	
Who is female	3	
Who are Military Veterans	3	
Who has a disability	2	
Specific goal: Youth	2	
Locality: (Promotion of South African owned enterprises)	2	

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:	
	
	
	



RTIA

Road Traffic Infringement Authority

Justice in Adjudication

New Road Office Park, 10 Matuka Close, Midrand | P O Box 6341, Halfway House, 1685
Tel: +27 87 285 0500 | Fax: 086 263 6504 | www.rtia.co.za

RFP NUMBER:	RFP06/2026/2027
DESCRIPTION:	Appointment of a service provider to render Travel Management Services to RTIA for a period of 5 years.
VALIDITY PERIOD:	120 Days from the closing date.
CLOSING DATE:	11 September August 2026
PROPOSALS MUST BE HAND DELIVERED/ COURIERED TO:	Road Traffic Infringement Agency Head Office (at the reception) New Road Office Park 10 Matuka Close Midrand 1685
ATTENTION:	Supply Chain Management Office: Ms Lebogang Mahlakanya
Enquiries	Nonhlanhla Madikologa Nonhlanhla.madikologa@rtia.co.za
Proposals must be deposited inside the RTIA bid box situated at building mentioned above on or before closing date and time.	
Compulsory Clarification Session	
Meeting link: https://teams.microsoft.com/meet/378405470229746?p=yUF4PEcdI09emJC8nU	
Kindly connect using the company name when joining the meeting.	
Date: 28/08/2026	
Time: 11: 00am	
COMPANY NAME:	

TABLE OF CONTENT

1. INTRODUCTION	Error! Bookmark not defined.
2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)	Error! Bookmark not defined.
3. DEFINITIONS	Error! Bookmark not defined.
4. LEGISLATIVE FRAMEWORK OF THE PROPOSAL	6
5. BRIEFING SESSION	7
6. TIMELINE OF THE PROPOSAL PROCESS	Error! Bookmark not defined.
7. CONTACT AND COMMUNICATION	Error! Bookmark not defined.
8. LATE PROPOSALS	Error! Bookmark not defined.
9. COUNTER CONDITIONS	Error! Bookmark not defined.
10. FRONTING	Error! Bookmark not defined.
11. SUPPLIER DUE DILIGENCE	10
12. SUBMISSION OF PROPOSALS	10
13. PRESENTATION / DEMONSTRATION	12
14. DURATION OF THE CONTRACT	12
15. SCOPE OF WORK	12
15.1. BACKGROUND	12
15.2. TRAVEL VOLUMES	12
15.3. SERVICE REQUIREMENTS	12
15.3.1. GENERAL	12
15.3.2. RESERVATIONS	13
15.3.3. AIR TRAVEL	14
15.3.4. ACCOMMODATION	15
15.3.5. CAR RENTAL AND SHUTTLE SERVICES	16
15.3.6. AFTER HOURS AND EMERGENCY SERVICES	16
15.4. COMMUNICATION	17
15.5. FINANCIAL MANAGEMENT	17
15.6. TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING	18
15.7. ACCOUNT MANAGEMENT	22
15.8. VALUE ADDED SERVICES	22
15.9. COST MANAGEMENT	23
15.10. QUARTERLY AND ANNUAL TRAVEL REVIEW	23
15.11. OFFICE MANAGEMENT	24
15.12. ON-SITE FACILITIES	24
16. PRICING MODEL	26
16.1. TRANSACTION FEES	24
16.2. MANAGEMENT FEE	25
16.3. VOLUME DRIVEN INCENTIVES	25
17. EVALUATION AND SELECTION CRITERIA	28
17.1. GATE 1: PRE-QUALIFICATION CRITERIA	26
17.2. GATE 2: TECHNICAL EVALUATION CRITERIA = 100 POINTS	28
17.3. GATE 3: PRICE AND BBBEE EVALUATION (90+10) = 100 POINTS	29
18. GENERAL CONDITIONS OF CONTRACT	33
19. CONTRACT PRICE ADJUSTMENT	33
20. SERVICE LEVEL AGREEMENT	33

21. SPECIAL CONDITIONS OF THIS PROPOSAL	34
22. RTIA REQUIRES THE SERVICE PROVIDER(S) TO DECLARE.....	35
23. CONFLICT OF INTEREST, CORRUPTION AND FRAUD	36
24. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT.....	37
25. PREPARATION COSTS.....	37
26. INDEMNITY	38
27. PRECEDENCE.....	38
28. LIMITATION OF LIABILITY	38
29. TAX COMPLIANCE	38
30. NATIONAL TREASURY..... Error! Bookmark not defined	38
31. GOVERNING LAW	39
32. RESPONSIBILITY FOR SUB-CONTRACTORS AND PROPOSALTHE SERVICE PROVIDER'S PERSONNEL	39
33. CONFIDENTIALITY.....	39
34. RTIA PROPRIETARY INFORMATION.....	40
35. AVAILABILITY OF FUNDS	40

INTRODUCTION

The Road Traffic Infringement Agency (RTIA) is a Schedule 3A public entity established under South Africa's Public Finance Management Act (Act No. 1 of 1999) and governed by the Administrative Adjudication of Road Traffic Offences (AARTO) Act No. 46 of 1998). As an independent adjudicator, the RTIA balances motorists' rights with the enforcement of traffic laws by various issuing authorities. Beyond managing the fair and transparent resolution of traffic infringements, the agency drives community education and awareness initiatives. Through these programs, the RTIA fosters a culture of voluntary law compliance, aiming to change driver behaviour and improve safety across South African roads.

1. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

The purpose of this Request for Proposal (RFP) is to invite bids from qualified service providers to deliver comprehensive travel management services to the RTIA. This document outlines the specific tasks, responsibilities, and performance requirements expected by the Agency. Please note that this RFP is not a commercial offer or a binding contract. It is solely an invitation for service providers to submit proposals, allowing the RTIA to conduct a structured, requirements-based selection process.

2. DEFINITIONS

Accommodation means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.

After-hours service refers to an enquiry or travel request that is actioned after normal working hours, i.e. 16:01pm to 07:59am on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays

Air travel means travel by airline on authorised official business.

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.

Agency means the Road Traffic Infringement Agency

Car Rental means the rental of a vehicle for a short period of time by a Traveller for official purposes.

Department means the organ of state, Department or Public Entity that requires the provision of travel management services.

Domestic travel means travel within the borders of the Republic of South Africa.

Emergency service means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.

G-Commerce refers to the Government's buy-site for transversal contracts.

International travel refers to travel outside the borders of the Republic of South Africa.

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.

Management Fee is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets etc).

Merchant Fees are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.

Quality Management System means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.

Regional travel means travel across the border of South Africa to any of the SADC Countries, namely, Angola, Botswana, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe.

Service Level Agreement (SLA) is a contract between the TMC and RTIA that defines the level of service expected from the TMC.

Shuttle Service means the service offered to transfer a Traveller from one point to another, for example from place of work to the airport.

Third party fees are fees payable to third party The 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.

Transaction Fee means the fixed negotiated fee charged for each specific service type e.g. international air ticket, charged per type per transaction per traveller.

Traveller refers to a government official, consultant or contractor travelling on official business on behalf of Government.

Travel Authorisation is the official form utilised by the agency reflecting the detail and order number of the trip that is approved by the relevant authorising official.

Travel Booker is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g. the personal assistant of the traveller.

Travel Management Company or TMC refers to the Company contracted to provide travel management services (Travel Agents).

Travel Voucher means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.

Value Added Services are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.

VAT means Value Added Tax.

VIP or Executive Service means the specialised and personalised travel management services to selected employees of the agency by a dedicated consultant to ensure a seamless travel experience.

3. LEGISLATIVE FRAMEWORK OF THE PROPOSAL

3.1. Tax Legislation

3.1.1 Bidder(s) must be fully compliant when submitting a proposal to RTIA and must remain compliant for the entire duration of the contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and the Value Added Tax Act, 1991 (Act No. 89 of 1991).

3.1.2 These tax compliance status requirements are also fully applicable to any foreign bidders or international individuals who wish to submit bids.

3.1.3 All bidders are mandatory required to be registered on the Central Supplier Database (CSD). The National Treasury and RTIA shall verify the bidder's active tax compliance status directly through the Central Supplier Database.

- 3.1.4 Where consortia, joint ventures, or subcontractors are involved in a proposal, each individual party must be registered independently on the Central Supplier Database, and their specific tax compliance status will be verified through the Central Supplier Database. The service provider must be fully tax compliant when submitting their proposal to the RTIA. Furthermore, the selected provider must maintain full compliance with all South African tax legislation throughout the entire duration of the contract. This includes, but is not limited to, strict adherence to the Income Tax Act, 1962 (Act No. 58 of 1962) and the Value Added Tax Act, 1991 (Act No. 89 of 1991).

3.2. Procurement Legislation

The RTIA uses a comprehensive bid evaluation methodology that complies strictly with South African public procurement laws.

This framework is governed by the following legislation:

- Treasury Regulation 16A3: Promulgated under Section 76 of the Public Finance Management Act (PFMA), 1999 (Act No. 1 of 199).
- The Preferential Procurement Policy Framework Act (PPPFA), 2000: Governing the standard points-allocation system for price and preference.
- The Broad-Based Black Economic Empowerment (B-BBEE) Act, 2003: Integrating transformation and empowerment metrics into the evaluation.
- The Preferential Procurement Regulations (PPR)

3.3. Technical Legislation and/or Standards

Bidders must demonstrate a comprehensive understanding of, and strict compliance with, all South African legislation, industry regulations, and standards governing travel management services. The successful service provider must maintain adherence to these frameworks throughout the tenure of the contract:

- **The National Travel Policy Framework (NTPF):** Strict alignment with all mandatory cost-containment measures, circulars, and maximum allowable spending caps mandated by the National Treasury.
- **Industry Accreditation Standards:** Continuous adherence to the operational and ethical benchmarks required of travel professionals, including the Association of Southern African Travel Agents (ASATA) code of conduct and active International Air Transport Association (IATA) ticketing compliance.
- **Consumer Protection and Transport Laws:** Total conformity with local commerce, transport safety, and consumer rules to ensure passenger safety, corporate transparency, and strict billing guidelines.

4. COMPULSORY VIRTUAL BRIEFING SESSION

The RTIA will host a compulsory virtual briefing and clarification session on the Microsoft Teams platform. The exact date, time, and meeting access link are provided on the cover page of this RFP document. The primary purpose of this session is to clarify the project's exact scope of work, technical requirements, and operational expectations.

Important Notice to Bidders:

- Attendance at this virtual session is strictly compulsory.
- Proposals submitted by bidders who fail to log in and attend the entire session will be immediately disqualified from further consideration.
- The briefing session will be recorded. Bidders may obtain a copy of this recording upon formal request to the RTIA procurement office.
- Any formal clarifications or amendments discussed during the session will be summarized and shared with attending parties or published on the RTIA website.
- Bidders must register their details fully when joining the session to verify their attendance on the official register.

5. TIMELINE OF THE PROPOSAL PROCESS

All dates and times outlined in this RFP document are tentative and subject to change at the sole discretion of the RTIA. The inclusion of a specific date or timeframe does not create a binding legal obligation for the Agency, nor does it grant any bidder the right to demand that action be taken on that date.

If the RTIA extends the original bid closing date for any reason, all conditions, rules, and technical requirements outlined in this RFP will apply equally to the newly adjusted deadline.

Service providers are solely responsible for monitoring the official portal (e.g., National Treasury e-Tender portal and RTIA website) to remain compliant with any adjusted timelines or extended submission dates.

6. COMMUNICATION AND TENDER RULES

6.1 A nominated official of the bidder(s) may make enquiries or requests for clarification in writing to the designated official, Ms. Lebogang Mahlakanya via email at bids@rtia.co.za and Lebogang.mahlakanya@rtia.co.za

6.2 The delegated office of the RTIA may communicate directly with bidder(s) in instances where further clarity is sought regarding their submitted bid proposal.

- 6.3 Any uninvited communication by a bidder directed to an official, employee, or person acting in an advisory capacity for the RTIA in respect of this bid between the formal closing date and the final award of the tender is strictly discouraged and may lead to disqualification.
- 6.4 All official communication between the bidder(s) and the RTIA must be conducted strictly in writing to the provided email address.
- 6.5 While all due care has been taken in connection with the preparation of this bid, the RTIA makes no explicit representations or warranties that the content of the RFP, or any information communicated to or provided to bidder(s) during the bidding process, is or will be completely accurate, current, or complete. The RTIA, its employees, and its technical advisors will not be held liable with respect to any communicated information that may contain discrepancies or omissions.
- 6.6 If a bidder finds or reasonably believes it has identified any discrepancy, ambiguity, error, or inconsistency in this bid document or any other supporting information provided by the RTIA (other than minor clerical matters), the bidder must promptly notify the RTIA in writing of such issues. This must be done timeously to afford the RTIA an opportunity to consider what corrective action is necessary, if any.
- 6.7 Any actual discrepancy, ambiguity, error, or inconsistency in the bid documentation or associated information provided by the RTIA will, where practicable, be corrected and distributed to all participating bidders simultaneously, without attributing the query to the specific bidder who provided the written notice.
- 6.8 All persons (including bidders, consortia, and subcontractors) obtaining or receiving this RFP and any other info in connection with the tendering process must keep the entire contents of the bid completely confidential. Bidders must not disclose or use this information except as strictly required for the purpose of developing a competitive proposal in response to this specific RTIA invitation.

7. LATE PROPOSALS

Proposals received after the specified closing date and time, or delivered to an incorrect address or location, will not be accepted for consideration by the RTIA under any circumstances. Where practicable, these late submissions will be returned unopened to the respective service provider.

8. COUNTER CONDITIONS

Service providers must not change, modify, or add conditions to any part of this RFP. Doing so will result in the immediate disqualification of the proposal

9. FRONTING

The Government supports Broad-Based Black Economic Empowerment (B-BBEE). True empowerment requires all businesses to act honestly, fairly, and legally under the Constitution. The Government prohibits any form of fronting.

The RTIA will verify the honesty of all submitted proposals. If any signs of fronting are found based on guidelines from the Department of Trade, Industry and Competition (the dtic) the service provider must prove that fronting does not exist.

They will have 14 days from notification to disprove the fronting indicators. Failure to do so will automatically cancel your proposal or contract.

Companies caught fronting face a business ban from all government and public sector work for up to ten (10) years, alongside other legal actions.

10. SUPPLIER DUE DILIGENCE

The RTIA has the right to conduct due diligence checks on any supplier before awarding the contract or at any time during the contract period. This process may include Site visits to check the supplier's offices and operations. Requests for extra documents to verify information provided in the proposal.

11. SUBMISSION OF PROPOSALS

- 11.1. All proposal documents must be delivered to: New Road Office Park, 10 Matuka Close, Midrand, and placed inside the designated tender box at that address on or before the closing date and time.

FILE 1	FILE 2	FILE 3
(TECHNICAL FILE)	(FINANCIAL PROPOSAL)	(ADMINISTRATIVE)
Mandatory compliance documents - Central Supplier Database (CSD) Registration Report - SARS Tax Compliance Status Pin - Valid IATA License / Proof of Registration - Valid ASATA Membership Certificate - Compliance Checklist for Technical Evaluation (Annexure A) 1. A letter from an authorized institute confirming that the company can be issued financial support 5million Or own bank statement showing an amount of 5million or more on the commencement of the tender.	1. SBD 3.2 Pricing Schedule fully completed and signed. 2. Detailed Transaction Fee Matrix: The itemized breakdown of booking fees (Offline vs. Online) as requested in the Pricing Instructions section. • Attached (Itemized Pricing Schedule Template) Annexure A3 3. One (1) USB Flash Drive: Containing digital, non-editable PDF copies of the pricing proposal.	- Company registration Documents (e.g., CK1, COR14.3) - Certified Copies of Directors' ID Documents - Joint Venture / Consortium Agreement - Clearly structured comprehensive Company Profile - Initialled General Conditions of Contract (GCC) - SBD 1 Form: Completed and signed Invitation to Bid. - SBD 4 Form: Completed and signed Bidder's Disclosure (Declaration of Interest). - SBD 6.1 Form: Completed and signed Preference Points Claim Form in terms of the Preferential Procurement Regulations. - Clearly explain the methods, tools, and processes the bidder will use to meet RTIA's requirements. Failure to submit this document will not result in disqualification, but the bidder will score zero (0) points out of their preference points allocation.)

11.2 The RTIA will only consider proposals received before the strict closing deadline. Service providers must submit their proposal using the following two formats:

- One (1) physical original copy of the complete proposal.
- One (1) USB flash drive / memory stick containing a digital copy of the exact original proposal.

Envelope Labelling and Package Instructions

To ensure a fair evaluation, Bidders must separate their **technical proposal** from their **financial proposal** into two different sealed envelopes or packages. Both sealed envelopes must be clearly marked on the outside and placed together inside one outer package.

11.3 The service providers are requested to initial each page of the proposal document on the bottom right-hand corner.

12 PRESENTATION / DEMONSTRATION

RTIA reserves the right to request presentations/demonstrations from the short-listed service providers as part of the proposal process.

13 DURATION OF THE CONTRACT

The successful service provider will be appointed for a period of five (5) years.

14 SCOPE OF WORK

14.1 BACKGROUND

The travel requisition process is currently a manual process. The travel requisition (VA26) is sent by email with approved supporting documents to the RTIA travel coordinator. The RTIA travel coordinator forwards the travel requisition (va26) to the travel management company for travel booking.

The travel agency will render the expected services to the following authorized individuals, tracking and processing their requests directly through the process detailed above:

- The Board of Directors, and its supporting Committees
- The Executive Management of the Agency
- All the employees of the Road Traffic Infringement Agency, and Any other persons and organizations authorized by RTIA.

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

- Provide RTIA with the travel management services that are consistent and reliable and will maintain a high level of traveler satisfaction both local, regional, and international in line with the service levels.
- Achieve significant cost savings for RTIA without any degradation in the services.
- Appropriately contain RTIA's risk and traveler risk.

14.2 Travel Volumes

The current RTIA total travel volumes encompass air travel, accommodation, car hire, foreign exchange (forex), and conferencing services. The table below outlines the total accumulated historical requirements from the 2021 financial year to date. Over this period, the agency processed a collective transaction volume of 4,214 transactions, culminating in a total expenditure of R 4,584,799.96. Bidders must note that these historical figures reflect a baseline period.

Following the official national phase-in of the AARTO system which commenced on 01 July 2026, transaction volumes are expected to increase significantly above these historical baseline trends over the duration of the contract term.

Category	Tot Amount
Car Hire	R1,443,591.10
Accommodation	R1,198,752.58
Air Travel Domestic	R793,663.31
Conference	R514,417.07
Service Fees	R336,946.37
Transfers	R277,203.00
Air Travel International	R10,450.28
Other	R9,776.25
Grand Total	R4,584,799.96

Note: Please note that these figures are projections based on the current contract and are provided for illustrative purposes only to assist service providers in preparing their proposals. Actual volumes may change during the tenure of the new contract.

14.3 Service Requirements

14.3.1 General

The successful service provider will be required to provide comprehensive travel management services. Deliverables under this section include, without limitation, the following:

- 14.3.1.1 The travel services will be provided to all Travellers travelling on behalf of RTIA. This will include employees and contractors, consultants and clients where the agreement is that RTIA is responsible for the arrangement and cost of travel.
- 14.3.1.2 Familiarisation with current RTIA travel business processes and National Treasury Instruction note on Cost containment measures.
- 14.3.1.3 Familiarisation with current travel suppliers and negotiated agreements that are in place between RTIA and third parties.
- 14.3.1.4 Familiarisation with current RTIA Travel Policy and implementations of controls to ensure compliance.
- 14.3.1.5 Penalties incurred because of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.
- 14.3.1.6 Provide a facility for RTIA to update their travellers' profiles.
- 14.3.1.7 Manage the third party by addressing service failures and complaints against these service providers.
- 14.3.1.8 Consolidate all invoices from travel suppliers.
- 14.3.1.9 Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent. The service provider to ensure a smooth transition.
- 14.3.1.10 Provide the testimonials/reference letters from at least three (3) contactable existing/recent clients (within past 3 years) which are of a similar size to RTIA.

14.3.2 Reservations

The Travel Management Company will:

- 14.3.2.1 Always endeavour to make the most cost-effective travel arrangements.
- 14.3.2.2 Apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
- 14.3.2.3 obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- 14.3.2.4 book the negotiated discounted fares and rates where possible.
- 14.3.2.5 must 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.
- 14.3.2.6 Book parking facilities at the airports where required for the duration of the travel.
- 14.3.2.7 respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- 14.3.2.8 Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- 14.3.2.9 must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates.
- 14.3.2.10 advise the Traveller of all visa and inoculation requirements well in advance.
- 14.3.2.11 assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- 14.3.2.12 facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- 14.3.2.13 facilitate the bookings that are generated through their own- or third-party Online Booking Tool (OBT) where it can be implemented.
- 14.3.2.14 note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.

14.3.2.15 Visa applications will not be the responsibility of the TMC; however, the relevant information must be supplied to the traveller(s) where visas will be required.

14.3.2.16 Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by RTIA are non-commissionable, where commissions are earned for RTIA bookings all these commissions should be returned to RTIA on a quarterly basis.

14.3.3 Air Travel

The TMC must be able to book full-service carriers as well as low-cost carriers.

14.3.3.1 The TMC will book the most cost-effective airfares possible for domestic travel.

14.3.3.2 For international flights, the airline which provides the most cost effective and practical routings may be used.

14.3.3.3 The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.

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

14.3.3.5 Airline tickets must be delivered electronically (SMS or email format) to the traveller(s) promptly after booking before the departure times.

14.3.3.6 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.

14.3.3.7 The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution.

14.3.3.8 The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable

14.3.4 Accommodation

14.3.4.1 The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.

14.3.4.2 The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller.

14.3.4.3 This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with RTIA's travel policy.

14.3.4.4 RTIA travellers may only stay at accommodation establishments with which RTIA 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 RTIA.

14.3.4.5 Accommodation vouchers must be issued to all RTIA travellers for accommodation bookings and must be invoiced to RTIA monthly. Such invoices must be supported by a copy of the original hotel accommodation charges.

14.3.4.6 The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.

14.3.5 Car Rental and Shuttle Services

14.3.5.1 The TMC will book the approved category vehicle in accordance with the RTIA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).

14.3.5.2 The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.

14.3.5.3 For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.

14.3.5.4 The TMC will book transfers in line with the RTIA Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.

14.3.5.5 The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

14.3.6 After Hours and Emergency Services

- 14.3.6.1 The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- 14.3.6.2 A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour or emergency assistance.
- 14.3.6.3 After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 7h30) and twenty-four (24) hours on weekends and Public Holidays.
- 14.3.6.4 A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- 14.3.6.5 The Travel Management Company must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

14.3.7 Communication

- 14.3.7.1 The TMC may be requested to conduct workshops and training sessions for Travel Bookers of RTiA.
- 14.3.7.2 All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.
- 14.3.7.3 The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, TMC in one smooth continuous workflow.

14.3.8 Financial Management

- 14.3.8.1 The TMC must implement the rates negotiated by Government with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- 14.3.8.2 The TMC will be responsible to manage own service provider accounts. This will include the timely receipt of invoices to be presented to RTiA for payment within the agreed time.
- 14.3.8.3 Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.

14.3.8.4 The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices RTIA for the services rendered.

14.3.8.5 Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.

14.3.8.6 Consolidate Travel Supplier bill-back invoices.

14.3.8.7 In certain instances where institutions have a travel lodge card in place, the payment of air, accommodation and ground transportation is consolidated through a corporate card vendor.

14.3.8.8 The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to RTIA's Financial Department on the agreed period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the service provider bill-back report or the credit card statement.

14.3.8.9 Ensure Travel Supplier accounts are settled timeously.

14.3.9 Technology, Administration, Management Information and Reporting

14.3.9.1 TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated (MIS) reporting tools.

14.3.9.2 All management information and data input must be accurate.

14.3.9.3 The TMC will be required to provide the RTIA with a minimum of three (3) standard monthly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost.

The reporting templates can be found on

<http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>

14.3.9.4 Reports must be accurate and be provided as per RTIA's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).

- 14.3.9.5 RTIA may request the TMC to provide additional management reports.
- 14.3.9.6 Reports must be available in an electronic format for example Microsoft Excel.
- 14.3.9.7 The TMC must generate an invoice for all travel. Accommodation and other transactions requested and approved by the RTIA. The invoice will include transaction details such as name of the traveller(s), dates and service(s) used, various fields of reference, such a requisition and order numbers, cost centre, name of person who made the reservations, etc
- 14.3.9.8 The travel agency must invoice the RTIA monthly and the account will be settled within 30 days after the submission of an original and valid invoice. Such invoice shall be an invoice that has for example, an invoice numbers, ticket numbers, travel dates, passenger's names, RTIA order numbers and amount per transaction, as well as the total amount, including Value Added Tax (VAT)
- 14.3.9.9 For auditing and reporting purpose all travel arrangements must be made via the travel office of the RTIA. The travel agency will make the most economical arrangement with airlines, rental organisations, hotel groups, guesthouse, conference centres, etc. with which they have corporate agreement in place. The TMC must also consider travelling convenience and proximity to the destination when making accommodation bookings.
- 14.3.9.10 The TMC should have corporate agreements with airlines, rental vehicle organisation, accommodation and conference service providers and bookings will be made for bed and breakfast as well as dinner. Arrangements for parking of vehicles may be required under certain circumstances. The RTIA will be invoiced for dinner and parking only if these services were utilised by the officials concerned.
- 14.3.9.11 The appointed TMC's representatives responsible for customer care and liaison will meet at least once quarter with the relevant officials of the RTIA, with the aim to discuss problems experienced or new products, development and services.
- 14.3.9.12 The TMC must provide emergency contact details in line with a 24-hour support services, in case of emergency. The RTIA shall provide the names of alternatives contact persons for instances where the nominated

booking employee is not available. Any problems experienced by RTIA and/or the travel agency will be recorded and be dealt with accordingly.

- 14.3.9.13 The TMC must provide proof of discounts when bookings are requested in advance. The service provider should estimate their management fee on airline, accommodation, documentation, after hour's transaction (domestic and international) etc. All transaction and booking fees must be reflected to the RTIA during invoicing.
- 14.3.9.14 The TMC may only proceed with procuring and confirming the services once the appropriate approved documentation authorising the trip, request for accommodation or conference facility is provided. (The RTIA will provide the successful service provider with the specimen signatures for official trips.
- 14.3.9.15 No officials of the RTIA may travel abroad without travel insurance. The TMC is required to procure sufficient travel insurance for official trips abroad.
- 14.3.9.16 The TMC will assist the official with procuring foreign exchange.
- 14.3.9.17 The RTIA shall provide the TMC with the list and contact details of the designated travel coordinators.
- 14.3.9.18 The TMC agent will be required to email, SMS, deliver to or arrange for the collection of the travel voucher with the relevant coordinators or officials who will be travelling.
- 14.3.9.19 The TMC will be required to purchase excess weight voucher where prior knowledge of such excess baggage is and will charge RTIA for the excess baggage only if the said excess baggage has been approved.
- 14.3.9.20 The TMC will be required to book accommodation based on the completed and approved trip authority forms
- 14.3.9.21 The successful the service provider must also prepare and submit monthly travel and accommodation management reports to RTIA
- 14.3.9.22 The TMC should provide a monthly, quarterly, and annually electronic report as follows:

- Appointment of a service provider to render Travel Management Services to RTIA for a period of 5 years.

1.Domestic Flights	Invoice number Ticket number Travel date and route. Passenger details RTIA order number Amount of transactions Booking officers' names including ID numbers
2.International Flights	The same as above
3.Rented Vehicle	Invoice number Dates of use RTIA order number Amount of transactions Drivers 'details
4.Credit Notes if any	All the above-mentioned information relevant to Domestic and international flights reservation
5.Accommodation	A monthly procurement report on the use of accommodation stating name of facility, level of grading, bed, breakfast and dinner, number of days spent in the facility and amount paid.
6.Management / Transaction fee report	The report must include discounts offered, cancellation fee, no show fees and transaction fees
7.Travel expenditure	The total travel expenditure per category: i.e. air international, air domestic, rented vehicles, hotel international, transaction fees, levies, visa fees, airport duties, etc. must be included.

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

Travel

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

Finance

- a) Reconciliation of commissions/rebates or any volume driven incentives
- b) Creditor's ageing report.
- c) Creditor's summary payments
- d) Daily invoices
- e) Reconciled reports for Travel Lodge card statement.
- f) No show report
- g) Cancellation report
- h) Receipt delivery report.
- i) Monthly Bank Settlement Plan (BSP) Report.
- j) Refund Lo
- k) Open voucher report, a
- l) Open Age Invoice Analysis

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

14.3.10 Account Management

14.3.10.1 An Account Management structure should be put in place to respond to the needs and requirements of the agency and act as a liaison for handling all matters regarding delivery of services in terms of the contract.

14.3.10.2 The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the RTIA's account.

14.3.10.3 The necessary processes should be implemented to ensure good quality management and always ensuring Traveller satisfaction.

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

14.3.10.5 Ensure that the RTIA's Travel Policy is enforced.

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

14.3.10.7 Ensure that workshops/training is provided to Travellers and/or Travel Bookers

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

14.3.11 Value Added Services

The TMC must provide the following value-added services:

14.3.11.1 Destination information for regional and international destinations:

- i. Health warnings.
- ii. Weather forecasts.
- iii. Places of interest.
- iv. Visa information.
- v. Travel alerts.
- vi. Location of hotels and restaurants.
- vii. Information including the cost of public transport.
- viii. Rules and procedures of the airports.
- ix. Business etiquette is specific to the country.
- x. Airline baggage policy; and
- xi. Supplier updates

14.3.11.1 Electronic voucher retrieval via web and smart phones.

14.3.11.2 SMS notifications for travel confirmations.

14.3.11.3 Travel audits.

14.3.11.4 Global Travel Risk Management.

14.3.11.5 VIP services for Executives that include but is not limited to check-in support and airport parking.

14.3.12 Cost Management

14.3.12.1 The National Treasury cost containment initiative and the RTIA's Travel Policy is establishing a basis for a cost savings culture.

14.3.12.2 It is the obligation of the TMC Consultant to always advise on the most cost-effective option, and costs should be within the framework of the National Treasury's cost containment instructions.

14.3.12.3 The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.

14.3.12.4 The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with RTIA's Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

14.3.13 Quarterly and Annual Travel Reviews

14.3.13.1 The successful Travel Management Company (TMC) will be required to prepare and present comprehensive quarterly reviews detailing all RTIA travel activity from the preceding three-month period. These reviews will be presented directly to RTIA's Procurement and Finance teams as a core component of the ongoing performance management process to evaluate adherence to agreed service levels. Annual Reviews are also required to be presented to RTIA's Senior Executives.

14.3.13.2 These Travel Reviews will include without limitation the following information

14.3.13.3 Institution to list the information that will be required. The reporting requirements in the National Treasury Instruction 3 of 2021/22 may be used as guide.

14.3.13.4 Savings generated

14.3.14 Office Management

14.3.14.1 The TMC to ensure high quality service to be always delivered to the RTIA's travellers. The TMC is required to provide RTIA with highly skilled and qualified human resources of the following roles but not limited to:

- a. Senior Consultants (Highly experienced travel agents who handle complex, high-priority, or VIP bookings)
- b. Intermediate Consultants (Competent agents with a solid track record in corporate travel bookings)
- c. Junior Consultants (Entry-level or newer agents who handle basic, straightforward administration)
- d. Travel Manager (Operational) – (The daily supervisor or team leader of the specific consultants assigned to the RTIA)

- e. Finance Manager / Branch Accountant (The senior financial professional overseeing the TMC's billing, banking relations, and credit lines)
- f. Admin Back Office (Creditors / Debtors/Finance Processors) – (The clerical finance team that handles invoices, payments, and reconciliations.)
- g. Strategic Account Manager (A high-level executive who oversees the long-term relationship, corporate strategy, and contract compliance)
- h. System Administrator (The IT and systems specialist who maintains the travel software and databases)

15 PRICING MODEL

RTIA requires the service providers to propose two pricing models being the transactional fee model and the management fee model. RTIA will at their discretion select the best possible cost-effective solution.

15.1 Transaction Fees

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

15.1.2 The Traditional booking service method is required.

AND / OR

15.2 Transactional Fees

- Refer Annexure A2: Pricing Submission
- Refer Annexure A2: Pricing Schedule

15.2.1 The transactional fees method will be utilised. Payment will be done on monthly basis.

15.3 Volume driven incentives

15.3.1 It is important for the service providers to note the following when determining the pricing:

- i. National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers.
- ii. No override commissions earned through RTIA reservations will be paid to the TMCs.
- iii. An open book policy will apply, and any commissions earned through the RTIA volumes will be reimbursed to RTIA.
- iv. TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

16 EVALUATION AND SELECTION CRITERIA

RTIA has set minimum standards (phases) that a service provider needs to meet to be evaluated and selected as a successful service provider. The minimum standards consist of the following:

Pre-qualification Criteria (Phase1)	Technical Evaluation Criteria (Phase2)	Price and Specific goals Evaluation (Phase 3)
The service providers must submit all documents as outlined in paragraph 17.1 (Table 1) below. Only service providers that comply with ALL these criteria will proceed to Phase 1.	The service provider(s) are required to achieve a minimum of fifty (50) points out of 80 points to proceed to make presentation.	The service provider(s) will be evaluated on price and preferences using the 80/20 principle. Phase 3 will only apply to the service provider(s) who have met and exceeded the threshold of 70 points on phase 1 and 2.
Financial Statement Analysis		
The service provider(s) are required to submit complete set audited/reviewed annual financial statements (Statement of Comprehensive income, Statement of financial position, Statement of cash flows and accompanying notes) in the name of the proposing entity for five years. Financial Statement Analysis will only be conducted on the qualifying service providers after the completion of Pricing and Specific goals evaluation. Entities trading for less than 3 (three) financial periods should provide reasons in a letter signed by a duly authorized individual of the entity. All documentation to support the reasons for the entity trading for less than three financial periods should accompany this submission. In the case of a Joint Venture (JV), the separate annual financial statements of all the entities forming part of the JV should be submitted. A copy of the JV legal agreement detailing the percentage ownership of each entity should also be included in the submission.		

16.1 Pre-qualification Criteria

Without limiting the generality of RTIA's other critical requirements for this Proposal, the service provider(s) must submit the documents listed in **Table 1** below. All documents must be completed and signed by the duly authorized representative of the prospective service provider(s). During this phase service providers' responses will be evaluated based on compliance with the listed administration and mandatory proposal requirements. The service provider(s) proposal may be disqualified for non-submission of any of the documents.

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

Document that must be submitted	Non-submission will result in disqualification?	The service providers comments
Annexure A2, (Desktop Evaluation Technical Score Card)	Complete and sign	
Registration of Central Supplier Database (CSD)	The Travel Management Company (TMC) must be registered as the 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.	
IATA License / Certificate	Service providers are required to submit their Valid International Air Transport Association (IATA) licence/ certificate at closing date. Where a service provider 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.	
ASATA Certificate	Provide Valid proof of the licence / certificate.	
Pricing Schedule	Submit full details of the pricing proposal as per Annexure A3	

16.2 Gate 1: Technical Evaluation Criteria = 100 points

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

Only service providers that have met the Pre-Qualification Criteria will be evaluated in phase 1 for functionality. Functionality will be evaluated as follows:

- i. Desktop Technical Evaluation – service providers will be evaluated out of 80 points and are required to achieve minimum threshold of 50 points of 80 points. Bidders that scored less than 50 will not be invited to the presentation.

- ii. Presentation and system demonstration – service providers will be evaluated out of 20 points.
- iii. The overall combined score phase 1 and 2 must be equal or above 70 points to proceed to phase 3 for Price evaluation.

The service provider's information will be scored according to the following points system:

Functionality	Maximum Points Achievable	Minimum Threshold
Desktop Technical Evaluation Details found in Annexure A2 – Technical Scorecard	80	50
Presentation and On-site Reference Checks (Compulsory for those who scored above 50)	20	20
OVERALL COMBINED POINTS	100	70

16.3 Gate 2: Price and Specific Goals Evaluation (80+20) = 100 points

Only service providers that have met the 70-point threshold in phase 1 will be evaluated in phase 2 for presentation and phase 3 for price and Specific goals. Price and Specific goals will be evaluated as follows:

Criteria	Points
Price Evaluation $Ps\ 80 \left(1 - \frac{Pt - P\ min}{P\ min} \right)$	80

In terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive proposals will be adjudicated on the 80/20-preference point system in terms of which points are awarded to service providers based on:

- The proposal price (maximum 80 points)
- Specific Goals (maximum 20 points)

16.3.1 Stage 1 – Price Evaluation (80 Points)

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

Where?

Ps = Points scored for comparative price of proposal under consideration

Pt = Comparative price of proposal under consideration

Pmin = Comparative price of lowest acceptable proposal

16.3.2 Stage 2 – SPECIFIC GOALS Evaluation (20 Points)

Specific Goals allocation

A maximum of 20 points may be allocated to a service provider for attaining their specific goals in accordance with the table below:

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	ownership equity (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
I. Who had no franchise in national elections before the 1983 and 1993 Constitution.	8		
II. Military Veterans	3		
III. Who is female	3		
IV. Who has a disability	2		
V. Specific goal: Youth	2		
V Locality	2		

NB: Source documents for claiming points: Proof of company registration, ID copies of women in the company and their positions, medical report as well as proof of residence.

- Bidders are required to complete the preference claim form (SBD 6.1) and submit source documents at the closing date and time of the bid to claim the preference points for Specific Goals. The points scored by a bidder in respect of the Specific Goals will be added to the points scored for price.
- Failure on the part of the bidder to comply with paragraphs 6.9 above will be deemed that preference points are not claimed and will therefore be allocated a zero (0).
- The points scored will be rounded off to the nearest 2 decimals.
- In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of preference points.
- However, when functionality is part of the evaluation process and two or more bidders have scored equal points including equal preference points for special goals, the contract will be awarded to the bidder scoring the highest for functionality.
- Should two or more bids be equal in all respects; the award shall be decided by the drawing of lots.
- A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.

a. SUB-CONTRACTING, PARTNERSHIP/CONSORTIUM/ JOINT VENTURE AND COMPANY REQUIREMENTS

- The successful bidder must obtain prior approval from RTIA to sub-contract, and/or amend the subcontracting arrangements.
- A proposal submitted by a company, close corporation or other legal person must be accompanied by a resolution or agreement of the directors or members and be signed by a duly authorised person.
- A proposal submitted by a partnership must be accompanied by a written partnership agreement.

- A proposal submitted by a consortium or joint venture of two or more parties must be accompanied by a signed memorandum of understanding between the parties to such consortium indicating:
 - i. the conditions under which the consortium will function.
 - ii. its period of duration.
 - iii. the persons authorised to represent it.
 - iv. the participation of the several parties forming the consortium.
 - v. the benefits that will accrue to each party; and
 - vi. any other information necessary to permit a full appraisal of its functioning.

16.3.3 Stage 3 (80 + 20 = 100 points)

The Price and Specific Goals will be consolidated.

17 GENERAL CONDITIONS OF CONTRACT

Any award made to the service provider(s) under this proposal is conditional, amongst others, upon –

- a. The service provider(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which RTIA is prepared to enter a contract with the successful service provider(s).
- b. The service provider submitting the General Conditions of Contract to RTIA together with its proposal, duly signed by an authorised representative of the service provider.

18 CONTRACT PRICE ADJUSTMENT

18.1 The cost must remain valid for the first 2 years

18.2 Normal CPI adjustment annually will then be considered in the next 3 years.

19 SERVICE LEVEL AGREEMENT

19.1 Upon award RTIA and the successful service provider will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by RTIA, in the format of the draft Service Level Agreement included in this tender pack.

- 19.1 RTIA reserves the right to vary the proposed terms and conditions of the draft Service Level Agreement during negotiations with a service provider by amending or adding thereto.
- 19.2 The service provider(s) are requested to:
- a. Comment on the terms and conditions set out in the Draft Service Level Agreement and where necessary, make proposals to the terms and conditions.
 - b. Explain each comment and/or amendment; and
 - c. Use an easily identifiable colour font or "track changes" for all changes and/or amendments to the Service Level Agreement for ease of reference.
- 19.3 RTIA reserves the right to accept or reject any or all amendments or additions proposed by a service provider if such amendments or additions are unacceptable to RTIA or pose a risk to the organisation.

20 SPECIAL CONDITIONS OF THIS PROPOSAL

RTIA reserves the right:

- 20.1 Not to award or cancel this tender at any time and shall not be bound to accept the lowest or any Proposal.
- 20.2 To negotiate with one or more preferred the service provider(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other the service provider(s) who has not been awarded the status of the preferred the service provider(s).
- 20.3 To accept part of a tender rather than the whole tender.
- 20.4 To carry out site inspections, product evaluations or explanatory meetings to verify the nature and quality of the services offered by the service provider(s), whether before or after adjudication of the Proposal.
- 20.5 To correct any mistakes at any stage of the tender that may have been in the Proposal documents or occurred at any stage of the tender process.
- 20.6 To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders

have been evaluated and/or after the preferred the service provider(s) have been notified of their status as such.

- 20.7 Conduct Financial Statement Analysis only on the recommended service providers after completion of the pricing and bee evaluation stage. in this regard service providers are referred to Section 17 (EVALUATION AND SELECTION CRITERIA) in terms of which service providers are required to submit completed sets of audited/reviewed annual financial statements for 3 (three) periods, in the name of the proposing entity. (Submission of none or less than the required periods should be accompanied by a letter of explanation).
- 20.8 To award a tender based on which service provider is offering the best value for money, even if such Tender is not the lowest priced tender.
- 20.9 Not to award the tender to the service provider whose financial statements are not in order.
- 20.10 Award to multiple service providers to spread the risk.
- 20.11 The RTIA has the right to withdraw from the envisage service should the TMC fail to comply with any of the conditions of the contract.
- 20.12 If the TMC cannot render the required services, the RTIA reserves the right to make use of alternative agencies and claim administration and other related costs from the appointed TMC

21 RTIA REQUIRES THE SERVICE PROVIDER(S) TO DECLARE

In the service provider's technical response, the service provider(s) are required to declare the following:

- 21.1 Confirm that the service provider(s) is to: –
- a. Act honestly, fairly, and with due skill, care and diligence, in the interests of RTIA.
 - b. Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services.
 - c. Act with circumspection and treat RTIA 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 RTIA.
- f. Avoidance of fraudulent and misleading advertising, canvassing and marketing.
- g. To conduct their business activities with transparency and consistently uphold the interests and needs of RTIA as a client before any other consideration; and
- h. To ensure that any information acquired by the service provider(s) from RTIA will not be used or disclosed unless the written consent of the client has been obtained to do so.

22 CONFLICT OF INTEREST, CORRUPTION AND FRAUD

22.1 RTIA reserves its right to disqualify any service provider who either itself or any of whose members (save for such members who hold a minority interest in the service provider 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 service provider other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of [Institution name] or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")

- a. engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other service provider in respect of the subject matter of this proposal.
- b. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity.
- c. makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of RTIA's officers, directors, employees, advisors or other representatives.

- d. 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 to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity.
- e. 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.
- f. 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.
- g. has in the past engaged in any matter referred to above; or
- h. has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether a prison term was imposed and despite such service provider, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

23 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

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

24 PREPARATION COSTS

The service provider will bear all its costs in preparing, submitting and presenting any response or tender to this proposal and all other costs incurred by it throughout the proposal process. Furthermore, no statement in this proposal will be construed as placing RTIA, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the service provider(s) in the preparation of their response to this proposal.

25 INDEMNITY

if a service provider breaches the conditions of this proposal and, as a result of that breach, RTIA incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the proposal process and/or enforcement of intellectual property rights or confidentiality obligations), then the service provider indemnifies and holds RTIA harmless from any and all such costs which RTIA may incur and for any damages or losses RTIA may suffer.

26 PRECEDENCE

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

27 LIMITATION OF LIABILITY

A service provider participates in this proposal process entirely at its own risk and cost. RTIA shall not be liable to compensate a service provider on any grounds whatsoever for any costs incurred or any damages suffered because of the service provider's participation in this Proposal process.

28 TAX COMPLIANCE

No tender shall be awarded to a service provider who is not tax compliant. RTIA reserves the right to withdraw an award made, or cancel a contract concluded with a successful service provider in the event that it is established that such service provider was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to RTIA, or whose verification against the Central Supplier Database (CSD) proves non-compliant. RTIA further reserves the right to cancel a

contract with a successful service provider if such service provider does not remain tax compliant for the full term of the contract.

29 TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

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

30 GOVERNING LAW

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

31 RESPONSIBILITY FOR SUB-CONTRACTORS AND PROPOSAL THE SERVICE PROVIDER'S PERSONNEL

A service provider 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 proposal. If RTIA allows a service provider to make use of sub-contractors, such sub-contractors will always remain the responsibility of the service provider and RTIA will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

32 CONFIDENTIALITY

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 proposal or a service provider's tender(s) will be disclosed by any service provider or other person not officially involved with RTIA's examination and evaluation of a Tender.

No part of the proposal 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 proposal and any other documents supplied by RTIA remain proprietary to RTIA and must be promptly returned to RTIA upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

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

33 RTIA PROPRIETARY INFORMATION

The service provider will on their proposal cover letter make declaration that they did not have access to any RTIA proprietary information or any other matter that may have unfairly placed that the service provider in a preferential position in relation to any of the other the service provider(s).

34 AVAILABILITY OF FUNDS

Should funds no longer be available to pay for the execution of the responsibilities of this proposal (RFP06/2026/2027), the RTIA may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful service provider who shall immediately make arrangements to stop the performance of the services and minimize further expenditure: provided that the successful service provider shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.

ANNEXURE A2: DESKTOP EVALUATION TECHNICAL SCORECARD AND Compliance Checklist
The form must be submitted in File 1 (Technical file),

A RATING SCALE THAT WILL BE USED BY EVALUATION COMMITTEE

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.

The bidder must meet the requirement of minimum 50 points out of 80 to qualify for the next phase (Presentation)

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
DESKTOP EVALUATION		80			
1	GENERAL	10	SECTION 14.3.1		
1.1	Provide the reference letters from at least three (3) contactable existing/recent clients (within past 3 years) which are of a similar size to RTIA whom we may contact for references. The letter must include: company name, contact name, address, phone number, and duration of contract, value of the travel expenditure, a brief description of the services that you provided and the level of satisfaction.	10			

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
2	RESERVATIONS	30	SECTION 14.3.2		
2.1	Manage all reservations/ bookings. Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); car rental; flights etc. This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency.	10	14.3.2.1 TO 14.3.6.5		
2.2	Manage group bookings. Describe your capabilities for handling group bookings (e.g. for meetings, conferences, events etc.). Please specify if these bookings would be done by the TMC or outsourced.	5			
2.4	Manage airline reservations. Describe in detail the process of booking the most cost-effective and practical routing for the traveller. This will include, without limitation, the refund process and how you manage the unused non-refundable airline tickets, your ability to secure special airline services for traveller(s) including preferred	5			

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	seating, waitlist clearance, special meals, travellers with disabilities, etc.				
2.5	After-hours and emergency services The bidder must have capacity to provide reliable and consistent after hours and emergency support to traveller(s). Please provide details/ Standard Operating Procedure of your after-hour support e.g. - how it is accessed by Travellers, - where it is located, centralized/ regionalised, in-country (owned)/ outsourced etc. - is it available 24/7/365 - Reminders to RTIA to process purchase orders within 24 hours to reduce queries on invoices	10			
3	COMMUNICATION	5	SECTION 14.3.7		
3.1	Describe how you will ensure that travel bookers are informed of the travel booking processes. Describe your communication process where the traveller, travel co-ordinator/booker and travel management company will be linked in one smooth continuous workflow.	5			

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
4	FINANCIAL MANAGEMENT	5	SECTION 14.3.8		
4.1	Describe how you will implement the negotiated rates and maximum allowable rates established either by the RTIA or the National Treasury. Describe how you will manage the 30-day bill-back account facility. Describe how pre-payments will be handled where it is required for smaller Bed & Breakfast /Guest House facilities. 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 RTIA Please describe credit card reconciliation process, timing and deliverables (if applicable).	5			
5	TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING	15	SECTION 14.3.9		
5.1	Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking tool (SBT).	15			

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	Describe how travel consultants access and book web airfares i.e. non-GDS inventories (low cost carriers/ consolidators), and hotel web rates. 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. (refer to the detail in Section 15.6.6) Give actual examples of standard reports that you currently have available. Give an indication if reports can be customised. Provide a description of all technology and reporting products proposed for RTIA. Can the TMC comply with the RTIA's monthly reporting requirement as prescribed by National Treasury? See Monthly Reporting Template prescribed by National Treasury Instruction No 3 of 2016/17. Describe the compatibility of your online solution to fully integrate into RTIA's ERP. Indicate the turnaround time to complete this process and a breakdown of the expected cost that will be associated with it (in case RTIA decide to integrate)				
6	ACCOUNT MANAGEMENT	5	SECTION 14.3.10		

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
6.1	Provide the proposed Account Management structure / organogram. Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service. Describe how queries, requests, changes and cancellations will be handled. What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues. Complaint handling procedure must be submitted. What is in place to ensure that the RTIA's travel Policy is enforced. How will you manage the service levels in the SLA and how will you go about doing customer satisfaction surveys? Indicate what workshops/training will be provided to Travellers and /or Travel Bookers.	5			

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
7	VALUE ADDED SERVICES	5	SECTION 14.3.11		
7.1	Please provide information on any value-added services your company can offer.	5			
8	COST MANAGEMENT	5	SECTION 14.3.12		
8.1	Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results? Describe how you will assist the RTIA to realise cost savings on annual travel spend.	5			
PRESENTATION		20			
	Part A: presentation must not exceed 90 minutes - Summary of the proposal - Value added Services - Provide information on any value-added services that can be offered to RTIA - Cost saving strategy - Describe and provide examples of cost savings initiatives implemented and achieved at previous	20			

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	clients. Indicate what items were targeted for maximum cost savings results - How the TMC will assist with improving traveller behaviour. - Reference checks NB. The Bidder that scores more than 70 on (phase 1 and 2) will be evaluated on price and BBBEE. The Bidder which scores the highest points on combined scores on price and BBBEE will be awarded the bid.				

BIDDER DECLARATION

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 RTIA;
- b. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c. Act with circumspection and treat RTIA 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 RTIA;
- f. Avoid fraudulent and misleading advertising, canvassing and marketing;
- g. Conduct business activities with transparency and consistently uphold the interests and needs of RTIA as a client before any other consideration; and
- h. Ensure that any information acquired by the bidder(s) from RTIA 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)

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.

TABLE OF CLAUSES

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental services
14. Spare parts
15. Warranty
16. Payment
17. Prices
18. Contract amendments
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Dumping and countervailing duties
25. Force Majeure
26. Termination for insolvency
27. Settlement of disputes
28. Limitation of liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. National Industrial Participation Programme (NIPP)
34. Prohibition of restrictive practices

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
- (c) 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.