

TENDER DATA

Project title:	Appointment of a Travel Management Agency for the Implementation and Support of Online Booking Tool (OBT) and related services for a period of thirty-six (36) months.
Bid no:	SENT/028/2021-22

1. BACKGROUND

Sentech is a state-owned company and is the largest broadcasting signal distributor in South Africa. Sentech is a licensed Electronic Communications Network Service provider in South Africa. It currently operates many telecommunication networks for Satellite, Television, Radio, Internet and more. As such, Sentech is a global enabler of broadcasting and digital content delivery.

The competitive environment has shifted substantially and only organisations that remain focused on digital innovation and excellence in customer service and their offerings are likely to survive. The fast-changing pace of technology, which is in part driving different customer needs, has revolutionised the face of broadcasting. SENTECH finds itself in a position where it needs to implement an online travel system that is efficient and cost effective.

The travel requisition process is currently an online process done on a travel management system. The travel requisition is booked online by SENTECH official and submitted to the relevant authorising official through email system. The authorising official approves the requisition through an approval link and vouchers are automatically issued and sent to the traveller and third-party service provider. SENTECH has recently deployed SAP Concur Expense into the environment

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

- a) Provide SENTECH with the travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service levels;
- b) Achieve significant cost savings for SENTECH without any deprivation in services;
- c) Support and manage the risk associated with travelling.
- d) Ensure that the requests and approval are done within the prescribed policies

2. SUBMISSION OF BIDS and CLOSING

This Bid closes at the stipulated date and time as stated in SBD 1 Notice and Invitation to Bid. Bids must be submitted by hand to the Bid Administrator at SENTECH, Octave Road, Radiokop Ext 3, Honeydew, Johannesburg.

Bidders that choose to submit their bid documents before the closing date and time may do so during working hours only (08:30-15:30).

It is the Bidder's responsibility to ensure that their bid submissions reach the Bid Administrator before the bid closing time as no late submissions will be accepted.

Telegraphic, telephonic, telex, facsimile, e-mail and late Bids will not be accepted. Proposals may be opened in public. Bidders will be advised of the outcome by letter, facsimile or e-mail.

This is a two-envelope system for Bid Evaluation. Bidders must submit their proposal and all supporting documentation in a sealed envelope, clearly marked as follows:

Envelope One “Original Technical Proposal” and one “Copy of Technical Proposal” together with a soft copy in PDF format of an electronic medium e.g. USB etc. The soft copy will consist of a single PDF document containing the complete response. The envelope must contain all information and documents relating to the Bid. (Refer to list of returnable documents).

No Financial Information must be included in Envelope 1.

Envelope Two “Original Financial Proposal” (Contract Date and Pricing schedule/schedule of rates as applicable) together with 1 copy of “Financial Proposal” together with a soft copy in PDF format of an electronic medium e.g. Compact Disk (CD), USB etc. The soft copy will consist of a single PDF document containing the complete Financial Proposal.

Bidders are required to place the sealed **Envelope 1** together **with** the sealed **Envelope 2** into one sealed envelope or container. The sealed envelope or container must be marked with the following information:

- **For Attention**
- **HEAD OF SUPPLY CHAIN MANAGEMENT**
- **BID REFERENCE NO: SENT/028/2021-22**
- **TECHNICAL AND FINANCIAL PROPOSALS**
- **INSERT CLOSING DATE AND TIME**
- **BIDDER’S NAME AND ADDRESS**

Bidders that combine their Technical Proposal with the Financial Proposal (or any financial information) will be automatically disqualified and not be evaluated further.

The financial proposal will only be opened and evaluated should the technical proposal be found to be responsive, being that the technical proposal has met the minimum technical evaluation criteria that are set out in the Bid Documents.

The Bidders shall insert a table of contents and bind (ring bind or similar method) the proposal documents and verify the page numbers, as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Bidders are required to complete and sign all the returnable documentation (refer to list of returnable documents) and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Late submissions will not be considered.

3. SIGN AND INITIAL

Bidders are required to complete and sign the Bid Forms where required and initial the bottom of all pages, drawings and brochures which are included in the submission as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Only original signatures will be accepted.

4. COMPLETION OF BID DOCUMENTS

Bidders must ensure that they complete all sections of the Bid Documents as per the requirements in the Bid.

Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.

5. COSTS OF PREPARING THE BID SUBMISSION

Bidders shall bare all costs associated with the preparation and submission of the proposals. Sentech shall under no circumstances be held responsible or liable for any costs incurred during the bidding process.

6. ADMINISTRATIVE RESPONSIVENESS CRITERIA

Bidders are required to ensure that they meet all the Administrative Responsiveness Criteria.

7. BBBEE CODES AT SENTECH

Sentech complies with the codes of good practice as prescribed by the DTI, to advance Broad Based Black Economic Empowerment.

8. PRE-QUALIFICATION CRITERIA

With the objective of advancing designated groups, the Bidding condition applicable to this Bid is **Level 1 to 4** as contemplated in PPPFA regulations, 2017 sub regulation 4(1). A Bidder must provide documentary evidence to support their compliance with this prequalification criteria. A Bidder that fails to meet any pre-qualifying criteria stipulated in this Bid document is an unacceptable Bid.

9. SUBCONTRACTING AS A CONDITION OF BID

The successful Bidder must subcontract a minimum of 0 % of the value of the contract to 0 (specify the designated group targeted) as contemplated in the PPPFA regulations, 2017 sub regulation 9(1);

10. Transformation Plan

A transformation plan is a record of activities an entity intends to undertake to improve its BBBEE Level through Ownership, Management and Control; Skills Development; Enterprise and Supplier Development and Socio-Economic Development.

Sentech reserves the right to request a BBBEE transformation plan with clearly defined timelines and milestones if the recommended Bidder does not meet Sentech's transformation goals. These milestones must be achieved over the term of the contract. This transformation plan must be submitted within 10 working days from the written request, failing which Sentech reserves the right to withdraw its appointment of the preferred recommended Bidder.

11. LOCAL PRODUCTION AND CONTENT

In the case of designated sectors, where in the award of Bids, local production and content is of critical importance, such Bids will contain a specific bidding condition that only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered.

Does this requirement fall under any designated sector as prescribed by the DTI?	Yes	No
If yes, specify the sector	N/A	N/A
Specify minimum threshold applicable	N/A	N/A

***Bidders must fill in the SBD6.2 for Local Content and Production**

12. EVALUATION CRITERIA

The evaluation criteria are stipulated in 18 below. It is the Bidder's responsibility to ensure that it has responded to the evaluation criteria. Failure to meet the evaluation criteria will result in the Bidder not being evaluated further. Bidders must ensure that they have included all supporting documentation required to support their response to the Bid.

13. BRIEFING SESSION

Should there be a compulsory briefing session for this Bid, Bidders must ensure that they attend the briefing session and sign the attendance register, as non-attendance or failure to sign the attendance register will automatically disqualify a Bidder from submitting a proposal for this Bid.

All questions raised by Bidders post the briefing session will be consolidated and shared with all Bidders at least seven (7) calendar days prior to closing.

14. CLARIFICATION

Enquiries related to Bid documents may be addressed to the Bid Administrator and Supply Chain Official as stated in SBD 1 Notice and Invitation to Bid.

15. BID EVALUATION METHOD

This Bid will be evaluated as described in the table below.

<p>Two envelope system will be followed for Technical evaluation</p>	<p>1. Stage 1 – Administrative Responsiveness Evaluation</p> <p>All the Technical Proposals will be evaluated against the Administrative responsiveness requirements as set out in the list of returnable documents.</p> <p>2. Stage 2 –Technical Evaluation</p> <p>Proposals that comply with all the Administrative responsiveness requirements will be evaluated against the Technical Evaluation Criteria as set out in 16.2. Bidders must score <u>60 points</u> (or more) out of a total 100 points available in the Technical Evaluation Criteria to qualify for further evaluation. Bidders who fail to obtain the minimum points score of <u>60 points</u> will not be evaluated further.</p> <p>3. Stage 3 – Booking Tool Demonstration</p> <p>Bidders who scored <u>60 points</u> (or more) out of a total 100 points available in the Technical Evaluation Criteria will be invited for they system demo.</p> <p>4. Stage 4 – Price and Preference Point System</p> <p>Bidders who passed the demonstration will be subjected to price and preference point system.</p>
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16. ADMINISTRATIVE RESPONSIVENESS REQUIREMENTS

To be administratively responsive, Bidders must ensure that they meet all the below mentioned criteria. Bidders that do not meet all the below mentioned criteria may not qualify to be awarded the Bid. Sentech reserves its rights in respect of the below criteria.

- Complete and return all documentation stipulated in the LIST OF RETURNABLE DOCUMENTS.
- All correspondence must be in English.
- Bidders must fill in all sections of this document (where applicable).
- **BLACK INK** must be used when completing the Bid documents.
- Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.
- All corrections must be initialled. The use of corrective fluid is strictly prohibited.
- Bidders are required to fill in and sign the Bid Forms and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- Bidders must complete an attendance register at each compulsory site meeting attended.
- Appointment of a Bidder will be subject to signing, declaration and submission of SBD 1, 3.1, 3.2, 3.3, 4, 5, 6, 1, 6.2, 8, and 9 depending on applicability.
- Complete and sign the Contract Data.
- Should this be a 2 envelope or 2 stage system, Bidders **MUST** separate the technical proposal from their financial proposal. The technical and financial proposals must be placed in two separate sealed envelopes.

16.1. AUTOMATIC DISQUALIFICATION

Sentech reserves the right to automatically disqualify Bidders from being awarded this Bid. The following will lead to automatic disqualification:

- Failure to submit a financial proposal, if required.
- The Bidder is or has been involved in any act of corruption or fraud or bribery or collusion or attempt to influence any employee of Sentech to award this Bid or any other Bid to it.

17. TECHNICAL RESPONSIVENESS COMPLIANCE

The Technical Evaluation will encompass evaluation of:

- Mandatory Criteria
- Technical Criteria

18. TECHNICAL EVALUATION CRITERIA

18.1. Mandatory Eligibility Criteria

The follow in criteria are mandatory to ALL BIDDERS:

NO	MANDATORY ELIGIBILITY CRITERIA	PLEASE TICK ✓/ WHATS APPLICABLE (Attach valid evidence)
1	Submit proof of current valid certificates for International Air Transport Association (IATA) membership	Attach valid certificate
2	Submit proof of current valid certificate for Association of Southern African Travel Agents (ASATA) membership.	Attach valid certificate
3	Submit proof of ownership or third-party agreement for Self-Booking Tool (SBT) software.	Attached signed valid letter or agreement.
4	Submit proof of registration with Global Distribution System/s (such as Amadeus/ Galileo or any other system)	Attach valid proof of registration/ affiliation/agreements/ letter or any documentation that validates subscription.

NOTE: Bidders that do not comply with all the above criteria will not be evaluated further.

18.2. Functional Criteria

EVALUATION CRITERIA	DESCRIPTION	WEIGHTS
1. Bidder Experience	Overall Company Experience rendering service for the online booking tool: Scoring <ul style="list-style-type: none"> ▪ Less than 1 year → 0 points ▪ 1 to 2 years → 5 points ▪ 3 to 4 years → 10 points ▪ 5 or more years → 15 points 	15
2. Client References	Track Record: Provide a list of completed projects online booking tool. Scoring <ul style="list-style-type: none"> • No projects completed → 0 points • Between 1 to 2 projects completed → 05 points • Between 3 to 4 projects completed → 10 points • More than 5 projects completed → 15 points 	15
3. Proposed Methodology and Project Management	Proposed methodology on Account Management <ul style="list-style-type: none"> - Account Management Plan to address turnaround times for bookings, invoicing and account reconciliations. - Explain which methodology you use to continuously improve costing structures in order to reduce the overall cost of service. - Continuous service improvement Scoring <ul style="list-style-type: none"> ▪ Poor Approach, proposed methodology does not address the project requirements → 0 points ▪ Good Approach, proposed methodology meets the project requirements → 10 points ▪ Excellent Approach, proposed methodology exceeds the project requirements → 15 points 	20

	Service Delivery & Quality Management Provide a Service Delivery & Quality Management Plan that will address the following questions: <ul style="list-style-type: none"> - What qualifies a Traveller to become a VIP Traveller and the benefits thereof. - Travel Insurance policies - Passport and Visa Requirements - Access to GDS inventories Scoring <ul style="list-style-type: none"> ▪ Poor Approach, proposed methodology does not address the project requirements → 0 points ▪ Good Approach, proposed methodology meets the project requirements → 10 points ▪ Excellent Approach, proposed methodology exceeds the project requirements → 15 points 	20
5. Key Account Manager and Other Resources	KAM must have 10 years' experience in the industry (C.V must be attached)	15
	Scoring <ul style="list-style-type: none"> ▪ Less than 5 years of experience → 0 points ▪ Between 5 and 10 years of experience → 10 points ▪ More than 10 years of experience → 15 points 	
	Profile of other resources	15
	Scoring <ul style="list-style-type: none"> ▪ 1-year experience → 0 points ▪ 2 to 3 years' experience → 5 points ▪ 4 to 7 years' experience → 10 points ▪ More than 8 years' experience → 15 points 	
	Total	100

Table 1: Functional Criteria

Total minimum qualifying functional score is **60 points**. A Bidder must score more than **0 points** in each criterion to be evaluated further.

19. Evaluation of Price and Preference

This Bid will be evaluated on a points system based on weighted average score for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000).

Preference Point allocation – 80/20

Price / Preference	Weighting percentage
Preference:	20%
Price:	80 %
Total must equal:	100%

80/20-point scoring system			
Preference: 20 Points		Price: 80 points	
Other: B-BBEE Status Level Contributor			
B-BBEE Level	Number of Points	Price:	100 % (of 80)
1	20	Quality / Functionality:	0 % (of 80)
2	18		
3	14		
4	12		
5	8		
6	6		
7	4		
8	2		
Non-Compliant contributor	0		
		Total must equal:	100% (of 80)

21. Price Calculation 80/20

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

$$P_s = 80 \times \frac{(P_t - P_{min})}{(P_t - P_{min})}$$

Where:

- P_s = Points scored for price of bid under consideration
 P_t = Rand value of bid under consideration
 P_{min} = Rand value of lowest acceptable bid

22. Declaration of Authority

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this Bid Data is understood and all requirements will be adhered to.

Name of Bidder	Signature	Date	Designation

TABLE 1: LIST OF PROJECTS

Please complete the customer reference table and relevant Contact telephone number and attach reference letters.

Customer		Service Provided	Contractual commencement date	Contractual completion date
1				
2				
3				
4				
5				
6				
7				