

ERRATUM/CLARIFICATIONS/AMENDMENTS

BID NUMBER:	TENDER NUMBER SAT 336/26
BID DESCRIPTION:	TRAVEL MANAGEMENT COMPANY FOR MEISEA

NB: The purpose of this erratum is to inform bidders of the following amendments in the pricing schedule (Annexure H)

PRICING SCHEDULE (Annexure H)

Kindly note the table has been updated with the highlighted items, refer to the updated excel sheet - Annexure H.

1.1 TRANSACTION FEES								
ITEM	Transaction Type	Estimated Volume	TRADITIONAL BOOKINGS			ONLINE BOOKINGS		
			Unit Price (excl VAT/GST)	Unit Price (incl VAT/GST)	TOTAL Price (incl VAT/GST)	Unit Price (excl VAT/GST)	Price (incl VAT/GST)	TOTAL Price (incl VAT/GST)
1	Air Travel - International	20	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
2	Air Travel - Regional	6	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
3	Air Travel - Domestic	50	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
4	Air Travel - International (Re-issue)	10	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
5	Air Travel - Regional (Re-issue)	3	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
6	Air Travel - Domestic (Re-issue)	10	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
7	Refunds/Cancellation - Air International	10	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
8	Refunds/Cancellation - Air Regional	3	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
9	Refunds/Cancellation - Air Domestic	10	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
10	Car Rental - Domestic	10	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
11	Car Rental - Regional	6	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
12	Car Rental - International	10	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
13	Refunds/Cancellation - Car International	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
14	Refunds/Cancellation - Car Regional	2	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
15	Refunds/Cancellation - Car Domestic	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
16	Transfers/Shuttle - Domestic	100	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
17	Transfers/Shuttle - Regional	15	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
18	Transfers/Shuttle - International	50	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
19	Refunds/Cancellation - Transfers/Shuttle Domestic	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
20	Refunds/Cancellation - Transfers/Shuttle Regional	2	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
21	Refunds/Cancellation - Transfers/Shuttle International	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
22	Accommodation - Domestic	100	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
23	Accommodation - Regional	20	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
24	Accommodation - International	50	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
25	Refunds/Cancellation - Accommodation Domestic	10	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
26	Refunds/Cancellation - Accommodation Regional	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
27	Refunds/Cancellation - Accommodation International	10	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
28	Banquet - International	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
29	Banquet - Regional	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
30	Banquet - Domestic	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
31	Refunds/Cancellation - Banquet International	2	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
32	Refunds/Cancellation - Banquet Regional	2	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
33	Refunds/Cancellation - Banquet Domestic	2	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
34	Bus/Coach Bookings - International	10	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
35	Bus/Coach Bookings - Regional	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
36	Bus/Coach Bookings - Domestic	10	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
37	Refunds/Cancellation - Bus/Coach International	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
38	Refunds/Cancellation - Bus/Coach Regional	2	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
39	Refunds/Cancellation - Bus/Coach Domestic	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
40	Train bookings -Domestic/ Regional	10	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
41	Train bookings -International	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
42	Bus/Coach Bookings - International	5	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
43	Refunds/Cancellation - Train bookings International	2	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
44	Visa Assistance (Provision of documents and advice)	10	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
45	Parking bookings	20	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
46	Other (Specify)	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
47	Other (Specify)	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
48	Other (Specify)	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
49	Other (Specify)	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
50	Other (Specify)	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00	INR 0.00
Total		642			INR 0.00			INR 0.00

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QUESTION AND ANSWERS

1. **Question:** As per our understanding, the bid submission requires only the management fee to be filled in the attached annexure against the listed services, while the cost of air tickets, car rentals, transfers, accommodation, etc., will be charged on an actual's basis. Additionally, we understand that for each service request received from your team, we will first submit a quotation for approval, and upon confirmation, proceed with bookings such as hotel reservations, transfers, or ticket issuance.

Answer: Your understanding with quotation submission is correct, in provided annexure H, you must provide management fee that you will charge as TMC for each service. Kindly refer to RFP documents, part A B & C, that further guide you on how to do the submission and what all documents beside price annexure needs to submit.

2. **Question:** Are Indian companies without a South African presence fully eligible to participate?

Answer: This tender has been released for SAT India office; there is no mandate that company should have presence in South Africa. Please Refer to Part B, par 5.1.

3. **Question:** What are the requirements for reference letters (in terms of value, format, and whether subsidiary/group company references are acceptable)?

Answer: Please refer to RFP document Part C - Point 1 of Table 4: Phase 2 - Evaluation,

4. **Question:** How will references be verified by the contracting authority?

Answer: Companies / your clients who are giving you a reference letter must provide their contact details in the letter.

5. **Question:** Are Joint Ventures or Consortia allowed if the participating companies submit a formal MoU or agreement?

Answer: Please refer to RFP document Part C- Item 3rd of Table 2: Phase 1 - Administration Requirements.

6. **Question:** In case of a Consortium, is it mandatory to designate a lead bidder?
Answer: Yes
7. **Question:** If one Consortium partner is a South African entity and the other is an Indian entity, will the “specific goal” points of the South African entity be considered?
Answer: Please Refer to Part B, par 5.1. - This is not a global tender only limited to companies in India.
8. **Question:** If JV/Consortium participation is permitted, can the information of both entities be included within the same submission forms?
Answer: Yes, all compliance documents from both entities should be shared.
9. **Question:** Kindly clarify the required format and structure of Annexure H (Rate Card).
Answer: use Annexure H shared to provide service fee details for the items mentioned in that, you can add more items as mentioned there if need be.
10. **Question:** Are zero transaction fees permissible under this tender?
Answer: we leave that to the bidder as that's not SA Tourism's position to recommend bidders fees
11. **Question:** Could you please clarify the contracting authority's definition of “Traditional Booking” and “Online Booking”?
Answer: Traditional booking is where anyone from our team will send you written request (via email) to share the quotes for the services they want. Online - SAT will use your tool to make a booking.
12. **Question:** We understand that only service fees are to be quoted in Annexure H (with and without GST). Kindly confirm this understanding.
Answer: yes, correct.
13. **Question:** Please confirm who will bear the merchant fees (e.g., credit card charges).
Answer: SAT will, but we do not encourage the use of credit cards.?
14. **Question:** It would be more helpful if you could advise the monthly or yearly travel spend for the given RFP. This will be the important factor for us when sharing the commercials in the RFP.
Answer: Please refer to Part B document point 5.1.2 where historical data has been shared.

ERRATUM

Addendum received by the bidder and the contents thereof included in the tender:

Name (s) of official.....

Signature (s)

Name of Organisation/bidder.....

NB: Bidder's representative hereby confirms that he/she has read the contents of this addendum and abides by the terms and conditions of the original documentation.

“Please include a signed copy of the Addendum with the Tender Submission”