

REQUEST FOR BID NO. RFB 03-2022  
Appointment of Travel Management Companies  
To Provide Travel Management Services to the Department of Justice and Constitutional  
Development (DOJ&CD) and National Prosecuting Authority (NPA)



**the doj & cd**

Department:  
Justice and Constitutional Development  
REPUBLIC OF SOUTH AFRICA

**REQUEST FOR PROPOSAL FOR APPOINTMENT OF A TRAVEL MANAGEMENT  
AGENCY TO PROVIDE TRAVEL MANAGEMENT AND RELATED SERVICES  
INCLUSIVE OF ONLINE TRAVEL SOLUTIONS TO THE ENTIRE DOJ&CD AND THE  
NATIONAL PROSECUTING AUTHORITY (NPA) FOR A PERIOD OF THREE YEARS**

<b>RFB NO. 03-2022</b>
<b>Date Issued: 23 September 2022</b>
<b>Non-Compulsory Virtual Briefing Session : 29 September 2022 @ 10H00AM</b>
<b>Closing date for written Questions: 3 October 2022</b>
<b>Publishing of Questions and Answers on Dept Website and E-Tender: 06 October 2022</b>
<b>Closing date and time: 14 October 2022 @ 11h00AM</b>
<b>Bid Validity Period: 120 days</b>

**TENDER BOX ADDRESS:**

**BID RESPONSE DOCUMENTS MUST BE DEPOSITED IN THE TENDER / BID BOX  
SITUATED AT, MOMENTUM BUILDING, 329 PRETORIUS STREET, DEPARTMENT  
OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT, PRETORIA CENTRAL.**

 23/09/2022

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## **SECTION 1 – TERMS OF REFERENCE**

### **1. INTRODUCTION**

1.1 The DOJ&CD as a National Department which has offices situated throughout the nine provinces of the country. Its core functions necessitate continuous travelling for business/official purposes. Therefore the Department requires a qualified Service Provider who will provide travel and conferencing management services.

1.2 The Service Provider will be expected to ensure that the most cost effective and practical means of travel, accommodation and conferencing is used at all times based on the National Treasury cost containment measures and Departmental policies applicable from time to time.

### **2. PURPOSE OF THIS REQUEST FOR BID (RFB)**

The purpose of this Request for Bid (RFB) is to solicit proposals from potential bidder(s) for the provision of travel management services to DOJ&CD and NPA.

This RFB document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by DOJ&CD and NPA for the provision of travel management services to DOJ&CD and NPA

This RFB does not constitute an offer to do business with DOJ&CD and NPA, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

### 3. 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. 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays

**Air travel** means travel by airline on authorised official business.

**“ASATA”** - means Association of South African Travel Agents.

**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.

**Bookings”** - is a travel, accommodation, transport reservations made by the TMC on behalf of the Department.

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

**Commission** - means any monetary and non-monetary incentives earned by the TMC as a result of bookings made on behalf of the Department.

**Conferencing** - means a gathering for purposes of training, workshops, seminars, symposiums or similar events by a group of officials or any other person/s authorised in a single venue.

**CSD-** means Central Supplier Database of National Treasury.

**CD-ROM** - means Compact Disc - Read only Memory.

**Department** - means the Department of Justice and Constitutional Development (DOJ&CD) as well as the National Prosecuting Authority (NPA).

**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.

**gCommerce** 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 against which all international travel and domestic airlines 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 Government 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 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 Government 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 Government by a dedicated consultant to ensure a seamless travel experience.

#### **4. LEGISLATIVE FRAMEWORK OF THE BID**

##### **4.1. Tax Legislation**

- 4.1.1. Bidder(s) must be compliant when submitting a proposal to DOJ&CD and NPA and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- 4.1.2. It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

- 4.1.3. The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 4.1.4. It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- 4.1.5. Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.
- 4.1.6. Where Consortia / Joint Ventures are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

#### **4.2. Procurement Legislation**

DOJ&CD and NPA has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999).

#### **4.3. Technical Legislation and/or Standards**

Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services.

#### **4.4. NON COMPULSORY BRIEFING SESSION**

**THERE WILL BE NON-COMPULSORY VIRTUAL BRIEFING SESSION ON THE 29 September 2022 @10h00AM, CLOSING DATE FOR QUESTIONS IS THE 3 October 2022, AND DATE FOR PUBLISHING ANSWERS ON DOJ&CD WEBSITE IS ON THE 6 October 2022 (visit [Departmental website](#) to access MS link).**

## 5. TIMELINE OF THE BID PROCESS

The period of validity of tender and the withdrawal of offers, after the closing date and time, is 120 days. The project timeframes of this bid are set out below:

Activity	Due Date
Advertisement of bid on Government e-tender portal / print media / Tender Bulletin	23 September 2022
Non-compulsory briefing and clarification session	29 September 2022
Questions relating to bid from bidder(s)	3 October 2022
Bid closing date	14 October 2022
Notice to bidder(s)	DOJ&CD and NPA will endeavour to inform bidders of the progress until conclusion of the tender.

All dates and times in this bid are South African standard time.

Any time or date in this bid is subject to change at DOJ&CD and NPA's discretion. The establishment of a time or date in this bid does not create an obligation on the part of DOJ&CD and NPA to take any action, or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if DOJ&CD and NPA extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.



**6. CONTACT AND COMMUNICATION**

- 6.1. ENQUIRIES:** Send to [SCM@justice.gov.za](mailto:SCM@justice.gov.za) Bidder(s) must reduce all telephonic enquiries to writing and send to the above email address.
- 6.2.** The delegated office of DOJ&CD and NPA may communicate with Bidder(s) where clarity is sought in the bid proposal.
- 6.3.** Any communication to an official or a person acting in an advisory capacity for DOJ&CD and NPA in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 6.4.** All communication between the Bidder(s) and DOJ&CD and NPA must be done in writing.
- 6.5.** Whilst all due care has been taken in connection with the preparation of this bid, DOJ&CD and NPA makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. DOJ&CD and NPA, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current or complete.
- 6.6.** If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by DOJ&CD and NPA (other than minor clerical matters), the Bidder(s) must promptly notify DOJ&CD and NPA in writing of such discrepancy, ambiguity, error or inconsistency in order to afford DOJ&CD and NPA an opportunity to consider what corrective action is necessary (if any).
- 6.7.** Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by DOJ&CD and NPA will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 6.8.** All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid or the Tendering process must keep the

contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

## **7. LATE BIDS**

Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration.

## **8. COUNTER CONDITIONS**

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

## **9. FRONTING**

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

not exceeding ten years, in addition to any other remedies DOJ&CD and NPA may have against the Bidder / contractor concerned.

## **10. SUPPLIER DUE DILIGENCE**

DOJ&CD and NPA reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

## **11. SUBMISSION OF PROPOSALS**

**11.1. RESPONSES TO THIS RFB MUST BE HAND DELIVERED TO: BID RESPONSE DOCUMENTS MUST BE DEPOSITED IN THE TENDER / BID BOX SITUATED AT, MOMENTUM BUILDING, 329 PRETORIUS STREET, DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT, PRETORIA CENTRAL.**

**11.2.** Bid documents will only be considered if received by DOJ&CD and NPA before the closing date and time, regardless of the method used to send or deliver such documents to DOJ&CD and NPA

**11.3.** The bidder(s) are required to submit **two (2) copies of each file (one (1) original and one (1) duplicate) and one (1) USB with content of each file.**

**11.4.** Each file and USB must be marked correctly and sealed separately for ease of reference during the evaluation process. Furthermore, the file and information in the USB must be labelled and submitted in the following format:

<b>FILE 1 (TECHNICAL FILE)</b>	<b>FILE 2 (PRICE)</b>
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<b>Exhibit 1:</b> Pre-qualification documents (Refer to Section 1,2 & 3 )	<b>Exhibit 1:</b> Pricing Schedule (Pricing Model and Annexure A3 – Pricing Submission)
Exhibit 2: <ul style="list-style-type: none"><li>• Technical Responses</li><li>• Supporting documents for technical responses.</li></ul>	
Exhibit 3: <ul style="list-style-type: none"><li>• General Conditions of Contract (GCC)</li><li>• Draft Service Level Agreement</li></ul>	
<b>Exhibit 4:</b> <ul style="list-style-type: none"><li>• Company Profile</li><li>• Any other supplementary information</li></ul>	

**11.5. N: B:** Bidders are requested to initial each page of the tender document on the top right hand corner.

## **12. PRESENTATION / DEMONSTRATION**

Bidders who have scored above the functionality threshold will be requested to make presentations/demonstrations as part of the bid evaluation process.

## **13. DURATION OF THE CONTRACT**

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

## **14. SCOPE OF WORK**

### **14.1. Background**

The Department of Justice and Constitutional Development as well as National

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Prosecuting Authority are making use of a Travel Management Company on a Contract basis to manage their travel requisition and travel expense processes.

The staff compliment and offices of the Department of Justice and Constitutional Development and the National Prosecuting Authority are currently as follows:

TOTAL NUMBER OF EMPLOYEES	DOJ&CD	NPA
VIP (Minister/Deputy Ministry/Executive Managers	55	23
Magistrates	2 056	0
Permanent/contract staff	15 941	5190
Total offices (countrywide)	800	22

**Note:** These figures are projections based on the current trends and they may change during the tenure of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their Bid.

The Department's primary objective in issuing this RFB is to enter into an agreement with the successful bidder for a period of **three years** which will achieve the following:

- a. Provide the Department with travel management services inclusive of on-line travel solution 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 the Department without any degradation of the services;
- c. Appropriately contain the Department's risk and traveller risk.

#### 14.2. Travel Volumes

The current DOJ&CD and NPA total volumes per annum includes air travel, accommodation, car hire, forex, conference, etc. The table below details the number of transactions for the FY **2021/2022** as follows:

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**DOJ&CD**

<b>Service Category</b>	<b>Estimated Number of Transactions per annum</b>	<b>Estimated Expenditure per annum</b>
Air Travel – International	3	R 151904196.11
Air Travel – Regional	-	R 0.00
Air Travel – Domestic	5 611	R 26 078 234.66
Air Travel – International (Re-issue)	-	R 0.00
Air Travel – Regional (Re-issue)	-	R 0.00
Air Travel – Domestic (Re-issue)	-	R 0.00
Refunds – Air Domestic	-	R 0.00
Refunds – Air Regional	-	R 0.00
Refunds – Air International	-	R 0.00
Car Rental – Domestic	1 580	R 5 594 854.28
Car Rental – Regional	-	R 0.00
Car Rental – International	-	R 0.00
Transfers/Shuttle – Domestic	5 430	R 8 467 217.00
Transfers/Shuttle – Regional	-	R 0.00
Transfers/Shuttle – International	-	R 0.00
Accommodation – Domestic	25 616	R 92 758 057.00
Accommodation – Regional	-	R 0.00
Accommodation – International	3	R 31 620.00
Bus/Coach Bookings	34	R 628 478.00
Train bookings – International	-	R 0.00
"Visa Assistance	-	R 0.00
(Provision of documents and advice)"	-	R 0.00
Courier services for travel documentation (visa & passports)	-	R 0.00
SMS Notifications	-	R 0.00
Parking bookings	3	R 350.00
Cancellations	-	R 0.00
Changes to bookings	-	R 0.00
After Hours Services	358	R 9 998 755.00
Additional Ad-hoc Reports (per report)	-	R 0.00

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<b>Service Category</b>	<b>Estimated Number of Transactions per annum</b>	<b>Estimated Expenditure per annum</b>
Customised Reports (per report)	-	R 0.00
Conference	36	R 2 273 064.31
Other (Corporate Management Fee)	66 602	R 8 067 292.00
Other (Cargo and Food)	32	R 846 246.17
<b>GRAND TOTAL</b>	<b>105 308</b>	<b>R 306 081 456.53</b>

**NPA**

<b>Service Category</b>	<b>Estimated Number of Transactions per annum</b>	<b>Estimated Expenditure per annum</b>
Air Travel – International	4	R 156 756.75
Air Travel – Regional		
Air Travel – Domestic	1 667	R 7 314 450.28
Air Travel – International (Re-issue)	-	
Air Travel – Regional (Re-issue)	-	
Air Travel – Domestic (Re-issue)	-	
Refunds – Air Domestic	4	R 30 843.00
Refunds – Air Regional	-	
Refunds – Air International	-	
Car Rental – Domestic	497	R 1 133 774.72
Car Rental – Regional	-	
Car Rental – International	-	
Transfers/Shuttle – Domestic	478	R 802 028.50
Transfers/Shuttle – Regional	-	
Transfers/Shuttle – International		
Accommodation – Domestic	7 092	R 28 771 744.05
Accommodation – Regional		
Accommodation – International	4	R 150 875.15
Bus/Coach Bookings	2	R 1 273.00
Train bookings – International	-	
Visa Assistance (Provision of documents and advice)		
Courier services for travel documentation (visa & passports)	-	

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SMS Notifications	-	
Parking bookings	2	R 300.00
Cancellations	-	
Changes to bookings	9	R 230 736.00
After Hours Services	36	R 36 316.50
Additional Ad-hoc Reports (per report)	-	
Customised Reports (per report)	-	
Travel Lodge card Reconciliation	-	
Debtors Account Reconciliation	-	
Foreign Exchange		
Insurance	6	R 1 207.00
Insurance Regional		
Conference	44	R 1 327 172.41
Other (Specify)	12	R 231 528.00
Other (Cooperate Management Fee)	18 424	R 2 135 184.24
<b>GRAND TOTAL:</b>	<b>28 281</b>	<b>R 42 324 189.60</b>

**Note:** These figures are projections based on the current trends and they may change during the tenure of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their proposal.

### 15.3 Service Requirements

#### 15.3.1 General

**15.3.1.1.** The successful bidder will be required to provide travel management services. Deliverables under this section include without limitation, the following:

- a. The travel services will be provided to all Travellers travelling on behalf of DOJ&CD and NPA, locally and internationally. This will include employees and contractors, consultants and other persons travelling at the behest of the Department or NPA.
- b. Provide travel management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services as stipulated in paragraph 15.3.6.



- c. Familiarisation with current DOJ&CD and NPA travel business processes.
- d. Familiarisation with current travel suppliers and negotiated agreements that are in place between DOJ&CD and NPA and third parties. Assist with further negotiations for better deals with travel service providers.
- e. Familiarisation with current National Treasury, DOJ&CD and NPA Travel Policy and implementations of controls to ensure compliance.
- f. Penalties incurred as a result 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.
- g. Provision of a facility for DOJ&CD and NPA to update their travellers' profiles.
- h. Managing the third party service providers by addressing service failures and complaints against these service providers.
- i. Consolidating all invoices from travel suppliers.
- j. Provision of a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- k. It will be an added advantage if the bidder is a member of ASATA (Association of South African Travel Agents). Proof of such membership must be submitted with the bid at closing date and time.

#### **15.3.2 Reservations**

The Travel Management Company will:

- a. Receive travel requests from travellers and/or travel bookers, submit quotations and confirmations of availability to travel bookers. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium.

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- b. Always endeavour to make the most cost effective travel arrangements based on the request from the traveller and/or travel booker.
- c. 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.
- d. Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- e. Book the negotiated discounted fares and rates where possible.
- f. Keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- g. Book parking facilities at the airports where required for the duration of the travel.
- h. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- i. Facilitate all group bookings (e.g. for meetings, conferences, events, etc.) . The TMC should obtain three (3) or more price comparisons where applicable to present the most cost effective and practical rates within the maximum allowable rates as per the cost containment instruction by National Treasury.
- j. Issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- k. Advise the Traveller of all visa and inoculation requirements well in advance.
- l. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- m. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).

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- n. Facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
- o. Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- p. Provide relevant information to traveller(s) where Visas are required , even though applications for Visas will not be the responsibility of the TMC;
- q. Ensure that negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by DOJ&CD and NPA are **non-commissionable**, where commissions are earned for DOJ&CD and NPA bookings all these commissions should be returned to DOJ&CD and NPA on a quarterly basis.
- r. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by DOJ&CD and NPA.
- s. Submit on time proof that services have been satisfactorily delivered (invoices) as per DOJ&CD and NPA's instructions.

**15.3.3 Air Travel**

- a. The TMC must be able to book full service carriers as well as low cost carriers.
- b. The TMC will book the most cost effective airfares possible for domestic travel and where required book flexible cost effective airfares.
- c. For international flights, the airline which provides the most cost effective and practical routings may be used.
- d. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- e. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).

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- f. Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
- g. 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.
- h. The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- i. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- j. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- k. Assist with lounge access if and when required.

**15.3.4 Accommodation**

- a. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- b. The TMC will obtain at least 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
- c. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with DOJ&CD and NPA's travel policy.
- d. Should the service provider be unable to provide the service within the National Treasury rate, the TMC must source a suitable accommodation in terms of the applicable prescripts.

- e. Accommodation vouchers must be issued to all DOJ&CD and NPA travellers for accommodation bookings and must be invoiced to DOJ&CD and NPA on a monthly basis. Such invoices must be supported by a copy of the original hotel accommodation charges as well as other supporting documents.
- f. 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.
- g. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

**15.3.5 Car Rental and Shuttle Services**

- a. The TMC will book the approved category vehicle in accordance with the DOJ&CD and NPA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- b. The travel consultant should advise the traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- c. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- d. For international travel the TMC may offer alternative ground transportation to the traveller that may include rail, buses and transfers.
- e. The TMC will book transfers in line with the DOJ&CD and NPA Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- f. The TMC should manage shuttle companies on behalf of the DOJ&CD and NPA and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.

- g. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.
- h. Not include insurances and waivers when booking with car rental service providers as Government is self-insured.
- i. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.

**15.3.6 After Hours and Emergency Services**

- a. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- b. A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour or emergency assistance.
- c. After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
- d. 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.
- e. 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.
- f. The TMC must not be allowed to outsource the after-hours support services.
- g. The TMC must not charge the Department or NPA for the after-hours support services which are as a result of non-performance by the day consultant.

**15.4 Communication**

- 15.4.1 The TMC may be requested to conduct workshops and training sessions for Travel Bookers of DOJ&CD and NPA.

- 15.4.2 All enquiries must be investigated and prompt feedback be provided in accordance with the Service Level Agreement.
- 15.4.3 The TMC must ensure sound communication with all stakeholders as well as link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

#### **15.5 Financial Management**

- 15.5.1 The TMC must implement the rates negotiated by DOJ&CD and NPA with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- 15.5.2 The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to DOJ&CD and NPA for payment within the agreed time period.
- 15.5.3 The TMC must enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- 15.5.4 The TMC will be required to offer a **30 day** bill-back account facility to DOJ&CD and NPA should a lodge card not be offered.
- 15.5.5 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.
- 15.5.6 The TMC will consolidate Travel Supplier bill-back invoices.
- 15.5.7 The TMC will consolidate the payment of local and international airfares, international accommodation and ground transportation through a travel lodge card from a corporate card vendor.
- 15.5.8 The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to DOJ&CD and NPA's Financial Department on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the

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invoices reflected on the Service provider bill-back report or the credit card statement.

- 15.5.9 The TMC must ensure Travel Supplier accounts are settled timeously.
- 15.5.10 The TMC must not exceed the rates negotiated with the travel service providers or the discounted air fares, or the maximum allowable rates established in accordance with the National Treasury cost containment measures and the Departmental travel policy or favourable rates negotiated by the TMC.
- 15.5.11 The TMC is responsible for settling the following services on a bill-back account domestic accommodation, car rental, shuttle services, conferencing.
- 15.5.12 The TMC upon submitting invoices must ensure that all supporting documentation are submitted within 30 days after the date of service to the respective offices. Such records must be safely kept by the TMC for at least the duration of the contract.
- 15.5.13 The TMC must submit supporting evidence to the Department on a monthly and quarterly basis of savings made by the TMC on travel expenditure. At monthly meetings an age analysis/reconciliation indicating all outstanding payments due to TMC must be submitted and a report of all disputed invoices not resolved within a period of 48 hours.
- 15.5.14 The TMC will be provided with the Department's lodge card. The lodge card will be used for payment of all air travel and international accommodation. The Department will replenish the lodge card as and when required.
- 15.5.15 The TMC must process pre-payments in instances where it is required
- 15.5.16 The TMC will not be allowed to pass merchant fees to the Department.
- 15.5.17 The TMC shall not hold the Department responsible for payment of excess if the procedure has not been adhered to..



15.5.18 The TMC must not process payment of its fees from the lodge card.

#### **15.6 Technology, Management Information and Reporting**

15.6.1 The TMC must have the capability to consolidate all management information related to subsistence and travel expenses into a single source document with automated reporting tools.

15.6.2 The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.

15.6.3 All management information and data input must be accurate and verifiable.

15.6.4 The TMC will be required to provide the DOJ&CD and NPA 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>

15.6.5 Reports must be accurate and be provided as per DOJ&CD and NPA'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).

15.6.6 Provide an online tool that is able to generate the following reports as per the Department specific requirements at any time. Information must be available on a transactional level that reflect details including the name of the traveller, reason for the trip, date and destination of travel, cost centre, spend category as well as information pertaining delegations attending events/meetings (example air travel, shuttle, accommodation).

15.6.7 DOJ&CD and NPA may request the TMC to provide additional management reports.

15.6.8 Reports must be available in an electronic format for example Microsoft Excel.

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

15.6.9.1 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 (Deviations);
- h) Travelling trend analysis report;
- i) Bookings outside Travel Policy;
- j) Accommodation; and
- k) Car rental.

15.6.9.2 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 Log;
- k) Open voucher report, and
- l) Open Age Invoice Analysis.

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

15.6.11 The TMC will ensure strict compliance to the Protection of Personal Information Act (POPIA).

#### **15.7 Account Management**

15.7.1 The TMC must put in place a dedicated Account Management structure to respond to the needs and requirements of the Department and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.

15.7.2 The TMC must assign a dedicated Account or Business Manager that is ultimately responsible for the management of the DOJ&CD and NPA's account.

15.7.3 The TMC must implement necessary processes to ensure good quality management and Traveller satisfaction at all times.

15.7.4 The TMC must implement a complaint handling procedure to manage and record the compliments and complaints of the TMC and other travel service providers.

15.7.5 The TMC must ensure that the DOJ&CD and NPA's Travel Policy is enforced.

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

15.7.7 The TMC must ensure that workshops/training is provided to Travellers and/or Travel Bookers

15.7.8 The TMC must conduct monthly performance reviews and provide comprehensive reports on the travel spent and the performance in terms of the SLA.

#### **15.8 Value Added Services**

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The TMC must provide the following value added services:

- 15.8.1 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 specific to the country;
  - x. Airline baggage policy; and
  - xi. Supplier updates
- 15.8.2 Electronic voucher retrieval via web and smart phones;
- 15.8.3 SMS notifications for travel confirmations;
- 15.8.4 Travel audits;
- 15.8.5 Global Travel Risk Management;
- 15.8.6 VIP services for Executives that include, but is not limited to check-in support;  
and
- 15.8.7 Check in support for all international travellers.

## **15.9 Cost Management**

- 15.9.1 The National Treasury cost containment initiative and the DOJ&CD and NPA's Travel Policy is establishing a basis for a cost savings culture.

- 15.9.2 It is the obligation of the TMC Consultant to advise on the most cost effective option at all times, and costs should be within the framework of the National Treasury's cost containment instructions.
- 15.9.3 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.
- 15.9.4 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 DOJ&CD and NPA'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.

#### **15.10 Quarterly and Annual Travel Reviews**

- 15.10.1 Quarterly reviews are required to be presented by the Travel Management Company on all DOJ&CD and NPA travel activity in the previous three-month period. These reviews are comprehensive and presented to DOJ&CD and NPA's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- 15.10.2 Annual Reviews are also required to be presented to DOJ&CD and NPA's Senior Executives.

#### **15.11 Office Management**

- 15.11.1 The TMC must ensure high quality service to be delivered at all times to the DOJ&CD and NPA's travellers. The TMC is required to provide DOJ&CD and NPA with highly skilled and qualified human resources of the following roles but not limited to:
  - a. Senior Consultants
  - b. Intermediate Consultants
  - c. Junior Consultants

- d. Travel Manager (Operational)
- e. Finance Manager / Branch Accountant
- f. Admin Back Office (Creditors / Debtors/Finance Processors)
- g. Strategic Account Manager (per hour)
- h. System Administrator (General Admin)

## **16 PRICING MODEL**

DOJ&CD and NPA requires bidders to propose two pricing models being the **TRANSACTIONAL FEE MODEL and the MANAGEMENT FEE MODEL**. DOJ&CD and NPA will at their discretion select the best possible cost effective model.

### **16.1 Transaction Fee Model**

#### **Refer Annexure A3: Pricing Schedule**

- 16.1.1 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 third party service providers.

##### **16.1.1.1 Off-site option (Template 2)**

- 16.1.2 The Bidder must further indicate the estimated fee for Traditional booking and On-line bookings.

**OR**

### **16.2 Management Fee Model**

#### **Refer Annexure A3: Pricing Schedule**

- 16.2.1 The management fee is the total fee per annum that will be charged to DOJ&CD and NPA in twelve payments. The Department will pay the fee monthly in arrears.

##### **16.2.1.1 Off-site option (Template 4)**

### **16.3 Volume driven incentives**

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16.3.1 It is important for bidders to note the following when determining the pricing:

- i. National Treasury has negotiated non-commissionable fares and rates with various airline carriers and other service providers;
- ii. The TMC's must book according to the negotiated rates or the best fare available, whichever is the most cost effective for the Department.
- iii. No override commissions in any form earned through the Departmental reservations will be paid or accrued to the TMC's;
- iv. During the course of this contract, booking volumes may increase due to other entities participating in this contract. In such instances the TMC must be open to re-negotiate Service Level Agreement (SLA);
- v. The TMC must be transparent about any commissions earned and these must be reimbursed to the Department;
- vi. National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers;
- vii. No override commissions earned through DOJ&CD and NPA reservations will be paid to the TMCs;
- viii. An open book policy will apply and any commissions earned through the DOJ&CD and NPA volumes will be reimbursed to DOJ& and NPA; and
- ix. TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

## **SECTION 2 – EVALUATION AND SELECTION CRITERIA**

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DOJ&CD and NPA has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

<b>Pre-qualification Criteria (Phase 1)</b>	<b>Technical Functional Criteria ( Phase 2)</b>	<b>B-BBEE and Price Evaluation ( Phase 3)</b>
Bidders must fully complete & submit SBD 1, 3.3, 4 and 6.1 documents as outlined in <b>SECTION 1, 2 &amp; 3.</b>  Only bidders that comply with <b>ALL</b> these criteria will proceed to phase 2.	Bidder(s) are required to achieve a minimum of <b>70</b> points out of <b>100</b> points to proceed to phase 3 (Price).	Phase 3 will only apply to bidder(s) who have met and exceeded the threshold of <b>70</b> points.

**1 Phase 1: Pre-qualification Criteria**

Bidder(s) must submit the documents listed in **SECTION 6 - SCM AND TECHNICAL PRE-QUALIFICATION**. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) Bid will be disqualified for non-compliance where the documents required as per the table below are not submitted.

**2 Phase 2: Technical Functional Criteria = 100 points**



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Only Bidders that have met the Pre-Qualification Criteria in (Phase1) will be evaluated in Phase 2 for functionality. Functionality will be evaluated in two parts out of a 100 points as follows:

- a. Part A: Functional Criteria – Bidders will be required to achieve minimum threshold of **60** points out **70** points. Only bidders who achieved a minimum of 60 points will be required to do Presentation / Demonstration.
- b. Part B: Presentation / Demonstration – Bidders will be required to achieve a minimum threshold of **10** points of **30** points.

Score	Meaning	Explanation
<b>0</b>	<ul style="list-style-type: none"><li>○ No evidence</li><li>○ Non responsive</li></ul>	Does not comply, no evidence / no reference / no information / no inputs.
<b>1</b>	<ul style="list-style-type: none"><li>○ Very poor</li></ul>	Information provided does not meet the technical requirements
<b>2</b>	<ul style="list-style-type: none"><li>○ Poor</li><li>○ Inadequate</li></ul>	No satisfactory information / evidence not enough to substantiate, have not reached even 40% of the requirement
<b>3</b>	<ul style="list-style-type: none"><li>○ Satisfactory</li><li>○ Average</li></ul>	satisfactory and comply with at least 60 % of the requirements
<b>4</b>	<ul style="list-style-type: none"><li>○ Good</li><li>○ Fully meet requirement</li></ul>	Fully meet the specification requirement and complies 90 % of the requirement
<b>5</b>	<ul style="list-style-type: none"><li>○ Exceed requirements</li><li>○ Very good / Best practice</li></ul>	Fully meet the specification requirement and comply 100 % of the requirement with additional innovation, best practice standards and benchmark models.

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**PHASE TWO: DETAILED TECHNICAL FUNCTIONAL CRITERIA**

CRITERIA	0	1	2	3	4	5	SUB-WEIGHT	TOTAL
<b>1. BIDDER EXPERIENCE</b> <b>1.1 Transition Plan</b> Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.							5	14
<b>1.2 Project Plan</b> Provide a detailed project management plan that includes a project closure and the type of capacitation to be provided to travel agency personnel over the full contract period.							5	
<b>1.3 References</b> Provide the testimonials/reference letters from at least three (3) clients (within past 3 years) 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.							4	
<b>2 <u>RESERVATIONS</u></b> <b>2.1 Manage all reservations/ bookings.</b>								

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<p>Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); rental car; flights etc.</p> <p>This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air, car, hotel, passport, visa requirement, confirmation numbers, and additional proof of competency for both International and domestic travel and how will all of these be communicated to the traveller.</p> <p>Describe your communication process where the traveller, travel co-ordinator/booker and travel management company will be linked in one smooth continuous workflow.</p>								4	12
<p><b>2.2 Manage group bookings.</b></p> <p>Describe your capabilities for handling group bookings (e.g. for meetings, conferences, events etc.).</p>								4	

17.3

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<p><b>2.3 After-hours and emergency services</b></p> <p>The bidder must have capacity to provide reliable and consistent after hours and emergency support to traveller(s).</p> <p>Please provide details/ Standard Operating Procedure of your own after-hour support e.g.</p> <ul style="list-style-type: none"> <li>-how it is accessed by Travellers including alternative numbers.</li> <li>-location within the borders of RSA.</li> <li>-Must be available 24 hours, 365 days.</li> </ul>							4	
<p><b>3 TRAINING</b></p> <p>Describe type of training provided to travel bookers.</p>							2	2
<p><b>4 FINANCIAL MANAGEMENT</b></p> <p><b>4.1 Compliance</b></p> <p>Describe how you will implement the negotiated rates and maximum allowable rates established either by the Department or the National Treasury.</p>							2	
<p><b>4.2 Lodge Card Management</b></p> <p>Describe how you will manage the lodge card account facility including reconciliation process, timing and deliverables.</p>							3	
<p><b>4.3 Financial Stability</b></p> <p>Bidder must provide original bank rating letter in the name of the main company. In the event of a joint venture both bidders must submit letters to be evaluated jointly. The required bank letter must be issued after the date of the advertisement of the tender.</p> <p><b>Rating Scale</b></p> <p>A rating score = 5</p>							3	

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<i>B rating score = 4</i> <i>C rating score = 3</i> <i>D rating score = 2</i> <i>E rating score = 1</i> <i>Non-responsive score = 0</i>										
<b>4.4 Cost Savings</b>  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 seating, waitlist clearance, special meals, travellers with disabilities etc.									2	17
<b>4.5 Bill Back</b> Describe how you will manage the bill back system including reconciliation process, timing and deliverables.									2	
<b>4.6 Pre-Payments</b> Describe how pre-payments will be handled where it is required for Bed & Breakfast / Guest House facilities.									2	
<b>4.7 Invoicing</b>  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 accurate invoices to the Department.									3	

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<b><u>5. TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING</u></b>																				
<b>5.1.</b> Describe and present the proposed booking system  e.g. Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking tool (SBT) etc.																				
<b>5.2.</b> Describe how travel consultants access and book web airfares i.e. non-GDS inventories (low cost carriers /consolidators), and hotel web rates.																				
<b>5.3.</b> 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.																				
<b>5.4.</b> Give actual examples of standard reports that are required in terms of this terms of reference. Monthly, quarterly, annually and ad-hoc reports. Department's monthly reporting requirement as prescribed by National Treasury as well as the Department. See Monthly Reporting Template attached to the bid.																				
<b>10</b>																				

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5.5. Provide a description of all technology and Reporting products proposed for the Department.							2	
6. <b><u>ACCOUNT MANAGEMENT</u></b>								
6.1. <b>Management Structure</b> Provide the proposed Account Management structure / organogram.							2	
6.2. <b>Quality Control</b> Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service.							2	10
6.3. <b>Management of Queries</b> 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.							2	
6.4. <b>Surveys</b> Describe how you will conduct customer satisfaction surveys, report to the Department and address short comings.							2	
6.5 <b>Value Added Services</b> Please provide information on any value-added services your company can offer.							2	

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<b>7. <u>COST MANAGEMENT</u></b> Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results.								2	2
<b>8. <u>OFFICE MANAGEMENT</u></b> <b>8.1. <u>Back Office Processes</u></b> Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements and bill back workflow. Describe roles and responsibilities of assigned staff. Please provide the management hierarchy.								2	3
<b>8.2. <u>Forecasting Capabilities</u></b> Describe the forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes, etc. with specific reference to youth, or women and or people with disabilities								1	
<b>SUB-TOTAL</b>									70
<b>9. Presentation</b>									



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<b>Part B: Presentation must not exceed 30 minutes</b>									
9.1 Summary of the proposal								5	
9.2 Value added services - provide information on any value added services that can be offered to the DOJ & CD and NPA.								5	30
9.3 Cost savings strategy – describe and provide examples of cost savings initiatives implemented and achieved at previous clients as well as the items were targeted for maximum cost savings results.								5	
9.4 Provide a description of the entire travel management process.								10	
9.5 How the TMC will assist with improving travellers behaviour.								5	
<b>SUB-TOTAL</b>									<b>30</b>
<b>TOTAL</b>									<b>100</b>

**PHASE 3: Stage 1 – PRICE EVALUATION (90 POINTS)**

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

$$\begin{aligned}
 P_s &= \text{Points scored for comparative price of bid under consideration} \\
 P_t &= \text{Comparative price of bid under consideration} \\
 P_{min} &= \text{Comparative price of lowest acceptable bid}
 \end{aligned}$$

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**Stage 2 – BBBEE Evaluation (10 Points)**

**a. BBBEE Points allocation**

A maximum of 10 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	6
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

**Stage 3 – B-BBEE and price evaluation (100 POINTS)**

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

Where

P<sub>s</sub> = Points scored for comparative price of bid under consideration

P<sub>t</sub> = Comparative price of bid under consideration

P<sub>min</sub> = Comparative price of lowest acceptable bid

As part of due diligence, DOJ&CD and NPA will conduct a site visit at a client of the Bidder (reference) for validation of the services rendered. The choice of site will be at DOJ&CD and NPA's sole discretion.

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

<b>Functionality</b>	<b>Maximum Points Achievable</b>	<b>Minimum Threshold</b>
<b>Desktop Technical Evaluation Details found in Annexure A2 – Technical Scorecard</b>	70	60
<b>Presentation and On-site Reference Checks</b>	30	10
<b>OVERALL COMBINED POINTS</b>	<b>100</b>	<b>70</b>

### **SECTION 3 – SPECIAL CONDITIONS OF CONTRACT**

DOJ&CD and NPA reserves the right:

- 1 To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s);
- 2 To accept part of a tender rather than the whole tender;
- 3 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid;
- 4 To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process;
- 5 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 bidder(s) have been notified of their status as such;
- 6 Award to multiple bidders based either on size or geographic considerations;
- 7 To request the bidder to submit letters of good standing, UIF, COIDA, employee retirement fund and set of the latest unqualified audited / reviewed annual financial statements in the name of the bidding entity.
- 8 To award a tender based on which bidder is offering the best value for money, even if such Tender is not the lowest priced tender;
- 9 To conduct a site visit on the premises of the bidder and their references;
- 10 To integrate the TMC's online system / solution with the Department's systems when a need arise;
- 11 To request shortlisted bidders to do a live presentation/demonstration of the functioning of the Online Booking Tool (OBT) during the awarding period.
- 12 To conduct reference and liquidity as part of due diligence checks, the choice
- 13 Not to consider envelopes or packaging of the bid document which are not marked properly, using the information (bid number and description).
- 14 **DOJ&CD and NPA REQUIRES BIDDER(S) TO DECLARE**

In the Bidder's Technical response, bidder(s) are required to declare the following:

Confirm that the bidder(s) is to: –

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- a. Act honestly, fairly, and with due skill, care and diligence, in the interests of DOJ&CD and NPA;
- 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 DOJ&CD and NPA 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 DOJ&CD and NPA;
- 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 DOJ&CD and NPA as a client before any other consideration; and
- h. To ensure that any information acquired by the bidder(s) from DOJ&CD and NPA will not be used or disclosed unless the written consent of the client has been obtained to do so.

**15. CONFLICT OF INTEREST, CORRUPTION AND FRAUD**

DOJ&CD and NPA reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of DOJ&CD and NPA 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 bidder in respect of the subject matter of this bid;
- b. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- c. makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of DOJ&CD and NPA's officers, directors, employees, advisors or other representatives;

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- 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 in order 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 or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

**16. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT**

The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that DOJ&CD and NPA relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.

It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by DOJ&CD and NPA against the bidder notwithstanding the conclusion of the Service Level Agreement between DOJ&CD and NPA and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

**17. PREPARATION COSTS**

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing DOJ&CD and NPA, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

**18. INDEMNITY**

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

**19. 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.

**20. LIMITATION OF LIABILITY**

A bidder participates in this bid process entirely at its own risk and cost. DOJ&CD and NPA shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

**21. TAX COMPLIANCE**

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

**22. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS**

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

**23. GOVERNING LAW**

South African law governs this bid and the bid response process. The bidder 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 bid, the bid itself and all processes associated with the bid.

**24. 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 bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with DOJ&CD and NPA's examination and evaluation of a Tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by DOJ&CD and NPA remain proprietary to DOJ&CD and NPA and must be promptly returned to DOJ&CD and NPA upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

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

**25. DOJ&CD and NPA PROPRIETARY INFORMATION**

Bidder will on their bid cover letter make declaration that they did not have access to any DOJ&CD and NPA proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidder(s).

**26. AVAILABILITY OF FUNDS**

Should funds no longer be available to pay for the execution of the responsibilities of this bid (RFB.....), the DOJ&CD and NPA may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure: Provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.



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**27. JOINT VENTURES, CONSORTIUMS AND TRUSTS**

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. DOJ&CD and NPA will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement

**28. CONTRACT PRICE ADJUSTMENT**

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

STATS SA P0141 (CPI), Table E	Table E - All Items
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#### **SECTION 4 – GENERAL CONDITIONS OF CONTRACT**

1. Any award made to a bidder(s) under this bid is conditional, amongst others, upon  
–
  - a. The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which DOJ&CD and NPA is prepared to enter into a contract with the successful Bidder(s).
  - b. The bidder submitting the General Conditions of Contract to DOJ&CD and NPA together with its bid, duly signed by an authorised representative of the bidder.

## SECTION 5 – SERVICE LEVEL AGREEMENT

- 1 Upon award DOJ&CD and NPA and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by DOJ&CD and NPA, more or less in the format of the draft Service Level Indicators included in this tender pack.
- 2 DOJ&CD and NPA reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto.
- 3 Bidder(s) are requested to:
  - a. Comment on draft Service Level Indicators and where necessary, make proposals to the indicators;
  - 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 Indicators for ease of reference.
- 4 DOJ&CD and NPA reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to DOJ&CD and NPA or pose a risk to the organisation.
- 5 A Service Level Agreement on service and support will be signed between the Department and the successful service provider within a period of Ninety (90) days from the date of award.

### 6 SERVICE LEVELS

The table below stipulates the levels for service and support. Targets will apply for each key service. The service levels stipulated in the table below are not exhaustive and additional service levels may be added during the service level agreement negotiation process:

Service	Mean Time To Respond	Mean Time To Resolve	Target
Bookings (Air, accommodation, transport, conferencing etc.).	2 hours (quotation)	5 hours (Voucher)	95% of all service requests logged per month.

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Submission of all invoices with supporting documents on the travel lodge card and bill back services.	Weekly submission.	14 days (resolution of queries)	100% of all service standards.
Reports (financial and performance)	-	All the reports within 7 days after the end of the month	100% submission.
Training	Awareness raised of all travel of all travel bookers	Travel bookers trained on topics agreed within the first year.	95% of all travel bookers trained.
Transition-in	1 day	10 days	Detailed Plan issued within SLA timeframes
	n/a	Within 1 month of the signing of the contract award (Letter of Award)	100% of Transitioning-In services implemented in line with the approved plan.
Transition-out	1 day	10 days	Detailed Execution Plan issued within SLA timeframes.
	n/a	Within 1 month prior to the end of the contract.	100% of Transitioning-out services implemented in

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			line with the approved plan.
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**SECTION 6- SCM AND TECHNICAL PRE-QUALIFICATION: DOCUMENTS THAT MUST BE SUBMITTED FOR SCM COMPLIANCE**

All documents must be completed and signed by the duly authorized representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administration bid requirements.

DOCUMENTATION TO BE FULLY COMPLETED AND SUBMITTED BY THE BIDDER		
BRIEFING SESSION	YES	<ul style="list-style-type: none"><li>Non-compulsory virtual briefing session will be held.</li></ul>
PACKAGING OF BID DOCUMENTS	YES	<ul style="list-style-type: none"><li>The envelope or packaging with the bid document must be marked properly using the information (bid number and description).</li></ul>
INVITATION TO BID – SBD 1	YES	<ul style="list-style-type: none"><li>Complete and sign the supplied pro forma document.</li></ul>
PRICING SCHEDULE - SBD 3.3 , ANNEXURE A AND B	YES	<ul style="list-style-type: none"><li>Complete and sign the supplied pro forma document.</li></ul>
DECLARATION OF INTEREST – SBD 4	YES	<ul style="list-style-type: none"><li>Complete and sign the supplied pro forma document.</li></ul>
PREFERENTIAL PROCUREMENT PREFERENCE POINTS – SBD 6.1	YES	<ul style="list-style-type: none"><li>Complete and sign the supplied pro forma document.</li></ul>
DOCUMENT SIGNATURES	YES	<ul style="list-style-type: none"><li>All submitted documents must be initialled on each page.</li></ul>

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DOCUMENTATION TO BE FULLY COMPLETED AND SUBMITTED BY THE BIDDER		
IATA License / Certificate	YES	<ul style="list-style-type: none"> <li>Bidders are required to submit their current International Air Transport Association (IATA) license / certificate (original or certified copy).</li> </ul>
ASATA Certificate	YES	<ul style="list-style-type: none"> <li>Bidders are required to submit a valid ASATA certificate and provide proof of the license / certificate (certified copy or original certificate).</li> </ul>
COPY OF COMPANY REGISTRATION UNDER THE NAME OF THE BIDDER	YES	<ul style="list-style-type: none"> <li>Bidder must submit copy of company registration certificate issued by the registrar of companies.</li> </ul>
COPY OF CSD REPORT	YES	<ul style="list-style-type: none"> <li>The bidder must submit a CSD report valid printed within the bid advertisement period and closing date.</li> </ul>
TWO ENVELOPE SYSTEM	YES	<ul style="list-style-type: none"> <li>Prospective bidders are expected to package separate submissions in respect of the technical and financial proposals.</li> </ul> <p><b>Failure to adhere to this it will lead to disqualification.</b></p>
SUB-CONTRACTING	YES	<ul style="list-style-type: none"> <li>It is mandatory for all prime bidders to subcontract at least 30% of the value of the contract if their total bid price is above R 30 million. As per Preferential Procurement Regulation of 2017 and Government Gazette dated 20 January 2017 Proof of subcontracting agreement between the main bidder and the subcontractor must be submitted and duly signed by both parties.</li> <li>The prime bidder must ensure that the sub-contractor complies with all the bid requirements during project</li> </ul>

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DOCUMENTATION TO BE FULLY COMPLETED AND SUBMITTED BY THE BIDDER		
		<p>implementation and they must both be registered on CSD.</p> <ul style="list-style-type: none"><li>• The prime bidder shall be compelled to subcontract irrespective of the classification level of the prime bidder (whether EME, QSE or GEN Enterprise) to qualify to be evaluated further in terms of any further prescribed criteria.</li></ul>
<b>SUB-CONTRACTOR LINKS</b>		<ul style="list-style-type: none"><li>• Below are links to the Central Supplier Database where the bidders can search for QSE or EME partners per province.</li></ul>

**EMPOWERMENT THROUGH MANDATORY SUB CONTRACTING (PPR 2017)**

1. In terms of the PPPFA read together with the revised Preferential Procurement Regulations of 2017, the Department is expected to fast-track the implementation of the regulation in order to achieve its small business empowerment objectives by encouraging skills transfer through meaningful sub-contracting or development partnership or incubator programs.
2. The bid response must demonstrate that the prime bidder has a programme or is willing to put a programme in place to incorporate small development partners (QSE or EME) registered on the CSD that are willing to meaningfully participate in the upstream or downstream services relating to core-services outlined in the RFB document.
3. The bidder may identify one or more sub-contractor / development partner using various empowerment models, including but not limited to provincial development partnerships, regional procurement strategies or centralized partnerships with



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decentralized operations in various provinces or regions, etc. The combination of any chosen sub-contracting model must be equivalent to a minimum of 30% of awarded contract value.

4. Prime bidder must be willing to provide reasonable access to the nominated sub-contractors / development partners to resources and the necessary training on various aspects of services to be delivered in terms of this RFB and be willing to implement a meaning technical skills transfer programme.
5. Prime bidder must be able to issue the necessary competency certificate to the nominated sub-contractor / development partner during the contract period.
6. The nominated subcontractor must be classified as QSE or EME level enterprise of in terms of the new Preferential Procurement Regulations 2017 and must be registered on the CSD.
7. The Department's (SCM) has provided the list of QSE or EME registered on the CSD, however, it is the prerogative of the prime bidder to assess the subcontractor / development partner and identify areas of development, skills transfers and upstream / downstream participation and beneficiation in relevant maintenance and or support services relating to the core-services of the RFB. It is therefore advisable that potential prime bidders independently identify subcontractor / development partner that have displayed interest in services outlined in the RFB.
8. The prime bidder must provide a supporting document or memorandum of understanding between the two parties as part of the bid response, demonstrating the intent to enter into a strategic sub-contracting arrangement or development partnership, subject to the award of this bid.
9. The prime bidder must provide supporting evidence as part of the bid response that

the sub-contractor or development partner has confirmed willingness to participate in a strategic sub-contracting arrangement or development partnership, subject to the award of this RFB. This document may include the nature of services that may be negotiated post-award to form the basis for a strategic sub-contracting arrangement or development partnership.

10. As part of an effective Contract Management, the Department shall request the prime contractor to submit progress or status reports on the sub-contracting arrangement between itself and the sub-contractor or development partner.
11. If any dispute or difference of any kind whatsoever arises between the main contractor and the sub-contractor 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.
12. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either party must give notice to the other party and the Department of their intention to commence with mediation. The Department must be informed as soon as a decision is taken to mediate.
13. Should it not be possible to settle a dispute by means of mediation, then anyone of the parties must bring the matter to the South African court of law within a period of 90 days.
14. During the period of the dispute, the main bidder must ensure that the services are provided continuously without disruption.

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**DETAILS OF THE NOMINATED SUB-CONTRACTOR / DEVELOPMENT PARTNER (if more**

**than 1 sub-contractor please duplicate this page)**

1	Name of Subcontractor	
2	Registration Number	
3	Vat registration Number	
4	Contact Person	
5	Telephone Number	
6	Fax Number	
7	Email address	
8	Postal Address	
9	Physical Address	
10	SARS pin number	
11	CSD MAAA Sub-Contracting	
12	BBBEE level	

**DECLARATION**

I, the undersigned (name)..... certify  
that the information furnished above is correct. I confirm that I subscribe and I will accept  
to the conditions of "EMPOWERMENT THROUGH MANDATORY

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SUBCONTRACTING". I accept that the state may reject the bid or act against me should this declaration prove to be false.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Position**

\_\_\_\_\_  
**Name of bidder**

### TERMS AND CONDITIONS FOR BIDDING

#### **1. BID SUBMISSION:**

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

#### **2. TAX COMPLIANCE REQUIREMENTS**

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE [WWW.SARS.GOV.ZA](http://WWW.SARS.GOV.ZA).
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE  
PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:.....

CAPACITY UNDER WHICH THIS BID IS

SIGNED:.....

(Proof of authority must be submitted e.g. company resolution)

DATE:.....

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**SECTION 7 STANDARD BIDDING DOCUMENTS**

**INVITATION TO BID**

**SBD 1**

**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE DEPARTMENT OF JUSTICE  
AND CONSTITUTIONAL DEVELOPMENT**

<b>BID NUMBER:</b>	RFB 03-2022	<b>CLOSING DATE:</b>	29 October 2022	<b>CLOSING TIME:</b>	11:00
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<b>DESCRIPTION</b>	<b>APPOINTMENT OF A TRAVEL MANAGEMENT AGENCY TO PROVIDE TRAVEL MANAGEMENT AND RELATED SERVICES INCLUSIVE OF ONLINE TRAVEL SOLUTIONS TO THE ENTIRE DOJ&amp;CD AND THE NATIONAL PROSECUTING AUTHORITY (NPA) FOR A PERIOD OF THREE YEARS</b>
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**BID RESPONSE DOCUMENTS MUST BE DEPOSITED IN THE TENDER / BID BOX SITUATED AT,  
MOMENTUM BUILDING, 329 PRETORIUS STREET, DOJCD) PRETORIA CENTRAL**

**BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO**

**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**

<b>CONTACT PERSON</b>		<b>CONTACT PERSON</b>	
<b>TELEPHONE NUMBER</b>		<b>TELEPHONE NUMBER</b>	
<b>FACSIMILE NUMBER</b>		<b>FACSIMILE NUMBER</b>	
<b>E-MAIL ADDRESS</b>	<a href="mailto:SCM@Justice.gov.za">SCM@Justice.gov.za</a>	<b>E-MAIL ADDRESS</b>	<a href="mailto:SCM@Justice.gov.za">SCM@Justice.gov.za</a>

**SUPPLIER INFORMATION**

NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	

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CELLPHONE NUMBER				
FACSIMILE NUMBER	CODE		NUMBER	
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No: MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX]  <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX]  <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>				
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No  [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No  [IF YES, ANSWER THE QUESTIONNAIRE BELOW ]
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>				
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? <input type="checkbox"/> YES <input type="checkbox"/> NO				
DOES THE ENTITY HAVE A BRANCH IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO				
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO				
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO				



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IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐ YES ☐ NO  
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO  
REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN  
REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

SBD 3.3

**PRICING SCHEDULE**

(Professional Services)  
REFER TO ADDITIONAL RELEVANT PRICING SCHEDULE ANNEXURE

NAME OF THE BIDDER ..... BID NO .....

CLOSING DATE: ..... CLOSING TIME: .....

OFFER TO BE VALID FOR .....DAYS FROM THE CLOSING  
DATE OF BID.

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ITEM NO INCLUDED)	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES
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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:

**REFER TO TEMPLATE 1 AND 2.....**

3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)

4. PERSON AND POSITION RATE	HOURLY
	DAILY RATE
-----	R-----
-----	R-----
-----	R-----
-----	R-----
-----	R-----

5. PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN- DAYS TO BE SPENT
- |       |        |           |
|-------|--------|-----------|
| ----- | R----- | -----days |
| ----- | R----- | -----days |
| ----- | R----- | -----days |
| ----- | R----- | -----days |

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- 5.1 Travel expenses (specify, for example rate/km and total km, class of air travel, etc.). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
-----	-----	-----	R-----
-----	-----	-----	R---
-----	-----	-----	R-
-----	-----	-----	R--

TOTAL: R.....

\*\* "all applicable taxes" includes value-added tax, pay as you earn, income tax, employment insurance fund contributions and skills development levies.

- 5.2 Other expenses for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
-----	-----	-----	R.....
-----	-----	-----	R.....
-----	-----	-----	R.....
-----	-----	-----	R.....

TOTAL: R-----

6. Period required for commencement with project after acceptance of bid .....
7. Estimated man-days for completion of project .....

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8. Are the rates quoted firm for the full period of contract? \*YES/NO

9. If not firm for the full period, provide details of the basis on which  
adjustments will be applied for, for example consumer price index. ....

.....

.....

.....

#### **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 interest<sup>1</sup> 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

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<sup>1</sup> 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.

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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:

.....  
.....

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.

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However, communication between partners in a joint venture or consortium<sup>2</sup> 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 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.**

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<sup>2</sup> 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.

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**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 2017**

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.**

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**1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2

- a) The value of this bid is estimated to **exceed/not exceed** R50 000 000 (all applicable taxes included) and therefore the **...90/10.....** preference point system shall be applicable; or
- b) Either the 80/20 or 90/10 preference point system will be applicable to this tender (*delete whichever is not applicable for this tender*).

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	90
B-BBEE STATUS LEVEL OF CONTRIBUTOR	10
Total points for Price and B-BBEE must not exceed	100

- 1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.
- 1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

## 2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
  - 1) B-BBEE Status level certificate issued by an authorized body or person;
  - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
  - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;

- (j) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

### 3. POINTS AWARDED FOR PRICE

#### 3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

**80/20**

or

**90/10**

$$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

$P_s$  = Points scored for price of bid under consideration

$P_t$  = Price of bid under consideration

$P_{\min}$  = Price of lowest acceptable bid

### 4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

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**5. BID DECLARATION**

- 5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

**6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1**

- 6.1 B-BBEE Status Level of Contributor: . = .....(maximum of 10 or 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

**7. SUB-CONTRACTING**

- 7.1 Will any portion of the contract be sub-contracted?

(*Tick applicable box*)

YES		NO	
-----	--	----	--

- 7.1.1 If yes, indicate:

i) What percentage of the contract will be subcontracted.....%

ii) The name of the sub-contractor.....

iii) The B-BBEE status level of the sub-contractor.....

- iv) Whether the sub-contractor is an EME or QSE

(*Tick applicable box*)

YES		NO	
-----	--	----	--

- v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group: An EME or QSE which is at last 51% owned by:	EME ✓	QSE ✓
Black people		
Black people who are youth		
Black people who are women		

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Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
<b>OR</b>		
Any EME		
Any QSE		

**8. DECLARATION WITH REGARD TO COMPANY/FIRM**

8.1 Name of company/firm:.....  
 ....

8.2 VAT registration number:.....

8.3 Company registration number:.....

**8.4 TYPE OF COMPANY/ FIRM**

- ☐ Partnership/Joint Venture / Consortium
  - ☐ One person business/sole propriety
  - ☐ Close corporation
  - ☐ Company
  - ☐ (Pty) Limited
- [TICK APPLICABLE BOX]

**8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES**

.....  
 .....  
 .....  
 .....  
 .....

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8.6 COMPANY CLASSIFICATION

- ☐ Manufacturer
  - ☐ Supplier
  - ☐ Professional service provider
  - ☐ Other service providers, e.g. transporter, etc.
- [TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we 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 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
  - (a) disqualify the person from the bidding 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 bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury 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.

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WITNESSES

1. ....
2. ....

.....  
SIGNATURE(S) OF BIDDERS(S)

DATE: .....

ADDRESS .....

.....

.....