

RFP 05/2024

**PROVISION OF TRAVEL MANAGEMENT AND RELATED SERVICES FOR A PERIOD OF THREE (3)
YEARS**

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Table of Contents

1. Introduction to State Diamond Trader
2. Structure of the RFP
3. Key Timelines and Activities
4. Instruction to Bidders
5. Bid Qualification
6. Bid Evaluation Process
7. Bid Validity
8. Submission of Proposals
9. Special Conditions
10. Enquiries
11. Reservation of Rights

1. Introduction to State Diamond Trader

The State Diamond Trader is a state-owned entity established in terms of section 14 of the diamonds Act, 56 of 1986 as amended ("the act"). It is classified as a schedule 3B entity of the Public Finance Management Act. The vision of the state diamond trader is to be the catalyst for the transformation and growth of the local diamond beneficiation industry. Aligned with this vision, the entity has as one of its strategic objectives is to ensure acquisition of and equitable access to rough diamonds, with a focus on historically disadvantaged groups.

The State Diamond Trader invites certain qualified bidders to submit tenders and proposals in accordance with the rules set out in this RFP for the provision of the:

- Travel Management and related services for a period of three (3) years

A submission of a tender by you in response to this Invitation will be deemed as your acceptance of the State Diamond Trader terms and conditions of this tender.

2. Structure of the RFP

| No | Description of the document content | Document Name |
|----|--|--|
| 1. | Documents outlining the RFP background, conditions and instructions. | Main RFP |
| 2. | Document outlines the business requirements, technical competency requirements and any other information related to the tender requirement. | Technical specification |
| 3. | Documents required (Standard Bidding Documents) as per National Treasury for all competitive bidding process and must be returned with bid submission. | SBD Documents Central Supplier Database (CSD Report) |
| 4. | The proposed agreement under which SDT wishes to contract the services. | Draft service level agreement |
| 5. | Response templates. Templates that are required to form part of the Bidder's Tender response. | Pricing Schedule |

3. Key Timelines & Activities

The table below highlights all the important dates and times for this bid from the time of bid publication until closing date for submission.

| No | Activity | Date & Time |
|----|--|--|
| 1 | Bid Publication on National Treasury's eTender website, SDT website and other applicable media | 11 October 2024 |
| 2 | Compulsory Bidders briefing session | 24 October 2024 10h30am Briefing sessions will be held virtually on Microsoft Teams. |
| 3 | Bidders to submit written questions | 12 October 2024 until 23 October 2024 at 12h00 |
| 5 | Tenders due ("Closing Date and time") | 7 November 2024 at 11h00am |

Details of a Compulsory briefing:

Date 24 October 2024 Time 10h30am

Microsoft Teams Link:

https://teams.microsoft.com/l/meetupjoin/19%3ameeting_MzZjODgyNGQzMGRkZS00NzNkLTJjOGYtMjM0NjZDczYmFh%40thr_ead.v2/0?context=%7b%22Tid%22%3a%22eff61392-3185-41c3-90cd8737ebd2df97%22%2c%22Oid%22%3a%22e962deb5-1e36-455e-9c47-98ff7b72003c%22%7d

4. Instructions to Bidders

4.1 General Instructions

This document constitutes a Request for Proposal (RFP) which details State Diamond Trader's requirements for service provider for the provision of travel management and related services for a period of three (3) years. All bidders must comply with the requirements and instructions as set out in the RFP.

Bidders must ensure that information and documentation supplied can be easily understood and thus, evaluated in a fair and consistent manner. All pricing information must be fully disclosed with all charges clearly defined.

4.2 Objectives

The State Diamond Trader's primary objective in issuing this RFP is to conclude one Service Level Agreement with successful bidder for Travel Management and Related Services. The service category for the travel includes domestic air travel, international air travel, domestic and international accommodation, domestic and regional car rental, domestic and international shuttle services, travel insurance/visas, conference/events and after-hours services.

4.3 General

- The required travel services will be provided to all SDT employees, board members, Enterprise Development Programme participants and clients where there is an agreement that SDT is responsible for the arrangement and cost of travel.
- The TMC shall familiarise itself with the SDT business process and Travel Management Policy

4.4 Scope of Work

4.4.1 Booking Services

4.4.1.1 Reservation

The Travel Management Company will:

- a) Arrange all bookings in line with the SDT travel policy, National Treasury cost containment measures and the agreed Service Level Agreement (SLA).
- b) Receive booking requests from the travel bookers and respond with 3 (three) quotations for all travel requests.
- c) Provide cost effective quotations on all booking requests
- d) Ensure that negotiated rates are applied where applicable
- e) Keep abreast of flights schedule and changes effected due to unforeseen circumstances and inform the travellers/travel booker timeously
- f) Effect flights changes and advise an alternative route when the above occurs
- g) Facilitate group bookings such as conferences and events
- h) Advise the travellers/travel bookers of all visa and vaccination requirements immediately after receiving the travel request
- i) Administer open tickets and ensure reimbursement for unused tickets
- j) The bidder must have an in-depth understanding of all destination points and advise the travellers accordingly of proposed routes for all travel should the need arise. The successful bidder must be able to offer advice and alternative plans for

consideration to the traveller(s) covering the accommodation, air travel, car hire as well as anything else related to the proposed travel.

- k) Arrange and process changes to bookings.
- l) Unless otherwise stated, all cases include domestic, regional and international travel bookings.

4.4.2 Air Travel

- The bidder must be able to book low-cost carriers
- Only IATA accredited airlines must be used.
- Airline tickets must include the applicable airline agreement number, as well as the individual loyalty programme number of the traveller.
- Provide a minimum of three (3) quotes for all airline tickets. Where three (3) quotes cannot be obtained approval must be sought from SDT.
- Recommended the most cost-effective airline or the lowest logical fare routing.
- Airline tickets and other travel documents must be delivered electronically to the travellers/travel bookers as soon as it has been issued.
- The bidder must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustment 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.
- The bidder will be responsible for tracking and managing unused tickets.
- The bidder must provide monthly reports reflecting discounts on specific fares and tax invoice affected.

4.4.3 Accommodation

- All accommodation bookings must be made with an establishment that is located as close as possible to the venue or office or location or destination of the traveller. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or bed & breakfast).
- The bidder will source suitable accommodation bearing in mind the safety and accessibility for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by SDT.
- Accommodation bookings must be made in accordance with National Treasury cost containment measures and the SDT's Travel and Subsistence Policy.
- Accommodation vouchers must be issued to all travellers/travel bookers. for accommodation bookings and must be invoiced to SDT monthly.

4.4.4 Conference/Events/Venue Hire

- The bidder will source venue hire for SDT's conferences and events in line with the entity's internal requests and travel policy.

4.4.5 Car Hire and Shuttle Services

- a) The bidder will book the car hire and shuttle/transfers services in accordance with the SDT Travel Policy and ensure compliance with the approved category.
- b) The bidder must ensure that travellers received their booking confirmation timeously

4.4.6 After Hours and Emergency Services

- The bidder must have an afterhours service
- The bidder must provide a consultant/s or a team to assist for travellers/travel bookers with afterhours services such as emergency reservations and booking amendments.
- After hours services must be provided outside the official hours as follows:
 - i. Monday to Friday from 17:00pm-07:30am
 - ii. Twenty-Four (24) hours on Weekends and public holidays
- The after-hours office must ensure timeous execution of travel requests and booking amendments.

4.4.7 Finance

- The bidder must ensure that the service fee charge for travel bookings is in line with the agreed rates
- Must consolidate and submit weekly/monthly invoices with supporting documentation such as purchase order, vouchers and supplier invoices
- Ensure that travel invoices are captured correctly and provide a true reflection of the transaction
- Provide a monthly report of unused tickets and no shows
- Submit a quarterly report in line with the National Treasury Reporting Template on cost containment
- The SDT undertakes to ensure timeous payments for all valid travel invoices within 30 days upon receipt of the statement and invoices.

4.4.8 Account Management

- The bidder must provide a team that will be responsible for SDT's travel account
- The bidder team must consists of the following officials:

- i. Account Manager
- ii. Senior Consultant/s
- iii. Junior Consultant/s
- iv. Finance Manager v. Creditors
- vi. Debtors

4.4.9 Contract Management

- The TMC and the SDT must schedule quarterly and annual reviews aimed at assessing performance against the Service Level Agreement from both parties

4.4.10 Value Added Services

- i. SMS booking confirmations
- ii. Visa Information
- iii. Vaccination/Immunisation Information
- iv. Health warnings
- v. Weather forecasts
- vi. Travel alerts

4.5 Term of Contract

The contract shall be for a duration of three (3) years.

4.6 Bid Validity

Bid must be valid for a minimum period of 90 days from the closing date of the tender.

4.7 Submission of Proposal

Bid documents will only be considered if received on or before the Closing Date and Time, regardless of the method used to send or deliver such documents to State Diamond Trader. Bids can be hand delivered or posted using the addresses below.

Physical Address and Postal Address:

Jewellery Manufacturing Precinct, Superblock Building
 OR Tambo International Airport Special Economic Zone (ORTIA SEZ PRECINCT 1)
 Bonaero Drive, ACSA Precinct
 Bonaero Park
 1619

Late tenders will not be accepted.

Bidders must submit four (4) copies, one original of the proposal and a soft copy, in sealed envelopes and clearly marked "Request for Proposal for Travel Management Services for

a period of three (3) years". The price responses and BEE response must be submitted in a sealed file or envelope separate from Technical Response file.

4.8 Enquires

SCM Enquires: Supply Chain Management Officer

Email: quotation@statedimaondtrader.gov.za

Contact Number: 010 003 0310

5. Bid Qualification

5.1 A Bidder must be a South African entity (Company, Close Corporation, Sole Proprietor or individual) or have a local branch in South Africa.

5.2 The Bidder must be fully tax compliant. As an organ of state, State Diamond Trader cannot conduct business with a company whose tax matters are not in order as declared by SARS.

5.3 Bidders who wish to render services to State Diamond Trader must be on or will register on the National Treasury Central Supplier Database (CSD) as per National Treasury Circular No.3 of 2015/6- Central Supplier Database.

5.4 State Diamond Trader will disqualify a bidder/s who engages in the following:

5.4.1 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 RFP;

5.4.2 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 to be provided to a government entity;

5.4.3 Makes or offers any gift, gratuity, anything of value other inducement, whether lawful or unlawful, to any of SDT official or other representatives;

5.4.4 Accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to the procurement or service to be provided to the entity;

5.4.5 Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or result from the award of any tender, contract, right or entitlement which is in any way related to services to be rendered to the entity;

5.4.6 whose Tender contains a negligent misrepresentation which is materially incorrect or misleading;

5.4.7 who materially fails to comply with any conditions or requirements of this RFP;

6. Bid Evaluation Process

After the closing date of the bid invitation, all received bid proposals will be evaluated for compliance and selection. The following evaluation method will be used to evaluate bids.

6.1 Gate 0 - Administration Evaluation

Bidders must submit the following administrative standard bidding documents (SBDs) fully completed and signed.

- SBD 1 Invitation to Bid
- SBD 4 - Declaration of Interest
- SBD 6.1 - Preferential Point Claim Form – **Non-submission will result into a zero score on Specific Goals.**
- CSD - Central Supplier Database Report

6.2 Gate 1 – Mandatory Evaluation

Failure to meet the requirements stated on the table below will result into instant disqualification.

| No. | Mandatory Requirement | YES | NO |
|-----|---|-----|----|
| 1. | International Air Transport Association License (IATA) IATA License / Certificate - i. Bidders are required to submit their International Air Transport Association (IATA) Where a bidding company is using a 3rd party IATA license, proof of the agreement must be attached and copy of the certificate to that effect. | | |
| 2. | ASATA (Association of Southern African Travel Agents) Certificate | | |
| 3. | Latest Audited Annual Financial Statements signed off by an Accredited Auditor/Accountant | | |
| 4. | Valid Tax Certificate with SARS pin | | |
| 5. | CSD Registration proof | | |
| 6. | Pricing Schedule | | |

6.3 Gate 2 – Functionality Evaluation

Only bidders that have met mandatory requirements in gate 1 will be evaluated in gate 2 for functionality. in the technical analysis criteria, bidders will need to attain a minimum 80 of out of 100 points to proceed to the next stage, i.e., price and specific goals on evaluation.

| No. | Criteria | Measure of Criteria | Weight |
|-----|----------|---------------------|--------|
|-----|----------|---------------------|--------|

| | | | |
|----|---|--|---------------------|
| 1. | Capacity and Experience of the Travel Company | <p>1. The bidder must have a minimum of five (5) years where they have successfully facilitated and managed travel service for a public or private companies. This must be demonstrated through the company's profile and testimonials or reference letters.</p> <ul style="list-style-type: none"> - The bidder must provide testimonials/ reference letters from five (5) contactable existing/recent clients (within past 3 years). - The testimonials/reference letters must include the following: Name of company Contact details Description of goods/services provided Duration of contract <ul style="list-style-type: none"> • Less than 5 years - 0 points • 5 years – 10 points • 6-10 years – 15 points • Above 10 years – 20 points • Submission of the Company Profile-5 points <p>2. The bidder must also demonstrate its ability to facilitate and manage local and international bookings including countries where sanctions have been imposed and conflict exist. This must be demonstrated through signed MoU/MoA with local and international third-party agents for the purpose of travel bookings for air tickets, accommodation, conferences, car hire and shuttle services</p> <p>A minimum of 3 MoU/MoA for local and international must be submitted respectively.</p> | <p>25</p> <p>30</p> |
|----|---|--|---------------------|

| No. | Criteria | Measure of Criteria | Weight |
|-----|----------|---------------------|--------|
|-----|----------|---------------------|--------|

| | | | |
|------------|---|---|--------------------------------------|
| | | <p>For domestic travel, points will be allocated as follows:</p> <ul style="list-style-type: none"> • Less than 3 MoU/MoA (0) points • 3 MoU/MoA (5) points • Above 3 -5MoU/MoA (10) points • Above 5 MoU/MoA(15) points <p>For international travel, points will be allocated as follows:</p> <ul style="list-style-type: none"> • Less than 3 MoU/MoA (0) points • 3 MoU/MoA (5) points • Above 3-5 MoU/MoA (10) points • Above 5 MoU/MoA (15) points | |
| 2 | Approach and Methodology, Work Plan and Process | <p>Provide a detailed approach, methodology and process to meet the organization's travel requirements including but not limited to:</p> <p>Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); rental car; flights.</p> <p>Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury.</p> <p>Describe your refund process for unused tickets, cancelled accommodation etc.</p> | <p>25</p> <p>5</p> <p>5</p> <p>5</p> |
| | | Describe how you will ensure that travel bookers are informed of the travel booking. Detailed how you will ensure that the travellers are informed of their confirmed bookings/ changes/delays etc | 5 |
| | | Details of afterhours service, ie its operations, accessibility and turnaround time for travel request and booking amendments. | 5 |
| 3 | Experience of the proposed team (Key Project Team Members) | <p>The bidder must provide CV's of their proposed team as follows:</p> <p>Junior Consultant/s Work Experience</p> <ul style="list-style-type: none"> • 2 years and above in travel management services– 5 points | <p>20</p> <p>5</p> |
| No. | Criteria | Measure of Criteria | Weight |

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

| The specific goals allocated points in terms of this tender | | Number of points allocated (80/20 system) (To be completed by the organ of state) | | Number of points claimed (80/20 system) (To be completed by the tenderer) |
|---|--|---|--|---|
| Women owned (From 51%) | | 8 | | |
| Youth owned (51%) | | 5 | | |
| Black owned (51%) | | 4 | | |
| People living with disabilities (51%) | | 3 | | |

7. Bid Validity

Bid must be valid for a minimum period of 90 days from the closing date of the tender.

8. Submission of Proposal

Bid documents will only be considered if received on or before the Closing Date and Time, regardless of the method used to send or deliver such documents to State Diamond Trader. Bids can be hand delivered to the second floor or posted using the addresses below.

No Emailed bids will be accepted.

Late bids will not be accepted.

Physical and Postal Address:

Jewellery Manufacturing Precinct, Superblock Building, 2ND Floor.

OR Tambo International Airport Special Economic Zone (ORTIA SEZ PRECINCT 1)

Bonaero Drive, ACSA Precinct

Bonaero Park

1619

9. Special Conditions

- The Bidder must be fully tax compliant. As an organ of state, State Diamond Trader cannot conduct business with a company whose tax matters are not in order as declared by SARS.

- Bidders must be registered on the National Treasury Central Supplier Database (CSD) as per National Treasury Circular No.3 of 2015/6- Central Supplier Database.
- State Diamond Trader will disqualify a bidder/s who engages in the following:
- 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 RFP.
- Seeks any assistance, other than assistance officially provided by a government entity, from any employee, advisor or other representative of a government entity to obtain any unlawful advantage in relation to procurement or services to be provided to a government entity.
- Makes or offers any gift, gratuity, anything of value other inducement, whether lawful or unlawful, to any of SDT official or other representatives.
- Accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to the procurement or service to be provided to the entity.
- Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or result from the award of any tender, contract, right or entitlement which is in any way related to services to be rendered to the entity.
- whose Tender contains a negligent misrepresentation which is materially incorrect or misleading
- who materially fails to comply with any conditions or requirements of this RFP.
- Bidders must provide tax Pin.
-

10. Enquires

SCM Enquires: Supply Chain Management Officer

Email : nonkululekod@statediamondtrader.gov.za

archellisr@statediamondtrader.gov.za

Contact Numbers: 010 003 0310/0327

11. Reservation of Rights

SDT reserves a right:

- make no award
- withdraw, suspend or cancel this RFP or the RFP process at any time and without providing reasons;
- not provide reasons for its rejection or the failure of any Bidder or Tender, save on application and in terms of applicable legislation;

- change any of its requirements as set out in this RFP by giving Bidders reasonable notice;
- mend, vary, or supplement any of the information, terms or requirements contained in this RFP, any information or requirements delivered pursuant to this RFP, or the structure of the RFP process;
- provide further information in respect of, and modify the provisions of, this RFP at any time prior to the Closing Date by notice to all prospective Bidders;
- conduct site visits and/or perform audits whenever SDT deems it prudent to do so; ○ undertake further checks on Bidders, which may include information on public record or in the public domain, information contained in internal SDT records or information received from other government institutions;
- no longer consider a Bidder's Tender where adverse information about the Bidder or its Tender submission has come to the attention of SDT, provided that such Bidder is informed accordingly and invited to comment;
- 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;

11.1 RFP not Offer

This RFP does not constitute an offer to do business with State Diamond Trader, but merely serves as an invitation to Bidders to facilitate a requirements-based decision process.

Nothing in this RFP or any other communication made between State Diamond Trader (including its officers, directors, employees, advisers and representatives) is a representation that State Diamond Trader will offer, award or enter into a contract with the Bidder.

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this RFP and all other costs incurred by it throughout the RFP process.