



**BID SEPCIFICATION**

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| --- | --- |
| RFB No: | RFB 2917-2024 |
| DESCRIPTION | Request to appoint a reputable service provider to establish a Travel Management Company to operate in-house at SITA Erasmuskloof to provide travel, car hire and accommodation to SITA countrywide for a period of five (5) years. |
| **Compulsory On-Site** Briefing Session | 19 August 2024  Time: 10:00 am (South African Time)  Place: 459 Tsitsa Street, Erasmuskloof, Pretoria , SITA |
| Closing Date for questions / queries | 29 August 2024 at 16:30 |
| Bid Response Submission Address | Tender Office  459 Tsitsa Street, Erasmuskloof, Pretoria, 0105 |
| RFB Closing Details and Time | Date: 05 Septembert 2024  Time: 11:00 (South African Time) |
| RFB Validity Period | 200 Days from the Closing Date |

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# Purpose and Background

## Purpose

The purpose of this **Request for Bid** (**RFB)** is to invite Bidders (hereinafter referred to as “bidders”) to submit bids for the Request to appoint a reputable service provider to establish a Travel Management Company to operate in-house at SITA Erasmuskloof to provide travel, car hire and accommodation to SITA countrywide for a period of five (5) years.

## Background

SITA in the course of conducting its business has the need for employees to travel to various locations both nationally and internationally. In order for the organisation to leverage economies of scale and standardisation dictated to by the prescripts of National Treasury, it has become necessary to centralise travel management processes.

# Scope of Bid

## Scope of Work

SITA’sprimary objective in issuing this tender is to enter into agreement with a successful bidder(s) who will achieve the following:

* Provide SITAwith the travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service levels;
* Achieve significant cost savings for SITAby consolidating the travel requirements and demand.

### Scope of work is specified in the table below:

# The scope of work for the appointed reputable bidders is to:

1. Establish an in-house fully automated, one stop operational Travel Management capability able to handle national and international travel;
2. Establish and conclude corporate agreements with service providers across the travel value chain;
3. Provide an efficient 24/7 services with a fully functional call centre and after-hours service.
4. Assist with acquisition of international travel permits and administration thereof including but not limited to:
5. VISA applications;
6. National and international travel Itineraries;
7. Health and other travel alerts and warnings;
8. Comprehensive foreign exchange services;
9. Research and review travel services across all service providers.
10. Provide an efficient and reliable payment management system for the duration of the contract.
11. Delivery a high service standard within the National Treasury cost containment framework.
12. Produce various management reports (monthly and quarterly) to ensure accountability for all travel transactions.
13. The bidder must provide fully trained and competent service agents and supervision to meet the Service Level Metrics- (at least 2 (two) service agents on-site during SITA Office hours).
14. The bidder to indicate price per transaction on the Pricing schedule and the price must include all overheads: all cost to deliver the goods or render the service, including all applicable taxes, duty fees, logistics/delivery, storage, labour, overtime and subsistence, booking fees and travel etc.

Table 1A: Travel Management Services

|  |  |  |
| --- | --- | --- |
| **Item No** | **Travel Management Services** | **Unit of measure** |
| 1.1 | Air Travel - Domestic | Rate per Transaction |
| 1.2 | Air Travel - Regional/International | Rate per Transaction |
| 1.3 | Car Rental- Domestic (short term car rental up to one month) | Rate per Transaction |
| 1.4 | Car Rental -Regional/International (short term car rental up to one month) | Rate per Transaction |
| 1.5 | Shuttle services - Domestic | Rate per Transaction |
| 1.6 | Accommodation - Domestic | Rate per Transaction |
| 1.7 | Accommodation - Regional/International | Rate per Transaction |
| 1.8 | Employee resettlement accommodation | Rate per Transaction |
| 1.9 | Transfers - Domestic | Rate per Transaction |
| 1.10 | Transfers- Regional/International | Rate per Transaction |
| 1.11 | Bus/Coach Hire | Rate per Transaction |
| 1.12 | Truck Hire | Rate per Transaction |
| 1.13 | Tour Packages | Rate per Transaction |
| 1.14 | After Hours & Emergencies | Rate per Transaction |
| 1.15 | Cancellations | Rate per Transaction |
| 1.16 | Foreign Exchange currencies | Rate per Transaction |
| 1.17 | International permits and administration | Rate per Transaction |
| 1.18 | Develop Travel Itineraries | Rate per Transaction |
| 1.19 | VISA Applications | Rate per Transaction |
| 1.20 | Travel Risk Insurance | Rate per Transaction |

**2.1.2. Travel Volumes**

The SITAtotal travel volumes per annum for the FY 2023/24 is shown in the table below.

**Table 1B:** SITA Travel Volumes FY 2023/24

| # | **No of transactions for FY 23/24** | **No of transactions for FY 23/24** | **% of number of events** |
| --- | --- | --- | --- |
| 1 | Accommodation - Domestic | 2916 | 41,7% |
| 2 | Accommodation - Regional/International | 13 | 0,2% |
| 3 | Air Travel - Domestic | 1816 | 26,0% |
| 4 | Air Travel - Regional/International | 32 | 0,5% |
| 5 | Car Rental- Domestic | 1080 | 15,4% |
| 6 | Car Rental -Regional/International | 0 | 0,0% |
| 7 | Bus/Coach Hire | 0 | 0,0% |
| 8 | Shuttle services (Transfers) - Domestic | 757 | 10,8% |
| 9 | Shuttle services (Transfers)- Regional/International | 0 | 0,0% |
| 10 | Foreign exchange | 22 | 0,3% |
| 11 | VISA Applications | 0 | 0,0% |
| 12 | Travel Insurance | 0 | 0,0% |
|  |  |  |  |
|  | **Total** | **6994** | **100,0%** |

## Delivery address

The goods or services will be provided to all SITA offices in all nine provinces from a central location in Pretoria.

Table 2: Central Delivery address

|  |  |  |
| --- | --- | --- |
| **No** | **Physical Address** | **GPS Coordinates (optional)** |
| 1 | SITA Erasmuskloof. 459 Tsitsa Street | 25o49’14” S 28o16’6” E |

## 

## Customer infrastructure and environment requirements

SITA has an in-house Oracle based travel booking and approval system which will not be integrated to the bidder’s system. The successful bidder will however be granted access and trained on the SITA system. The successful bidder must provide their own booking management and ticketing system.

The travel requisition is captured by the traveller on SITA in-house Oracle based travel system, and the Travel Management Company (TMC) uses a GDS (Global Distribution System) to obtain the rate, availability etc. The quotation from the TMC go through a SITA approval workflow process and then back to the TMC to confirm the bookings.

## Technical requirement overview

Same as the Scope of Work.

# Bid evaluation stages

1. The bid evaluation process consists of stages that are applicable according to the nature of the bid as defined in the table below.
2. The bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation.

The stages are:

Table 3: Bid Evaluation Stages

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Applicable for this bid YES/NO** |
| Stage 1 | Mandatory Administrative responsiveness | YES |
| Stage 2 | Technical Mandatory requirement | YES |
| Stage 3 | Technical Functionality requirement desk top evaluation | YES |
| Stage 4 | Demonstration/ Presentation/ Proof of Concept Requirements | YES |
| Stage 5 | Special Conditions of Contract Verification | YES |
| Stage 6 | Costing and Preference evaluation | YES |

## Mandatory Administrative Responsiveness (Stage 1)

### Attendance of Briefing Session

1. An **On-site** **Compulsory Briefing session** will be held. The bidder has to sign the briefing session attendance register using the same information (bidder company name, bidder representative person name and contact details) as submitted in the bidder’s response document.
2. Any bidder who fails to attend the compulsory briefing session will be disqualified.

### Registered Supplier

1. Only responses from bidders who are registered as a Supplier on National Treasury’s Central Supplier Database (CSD) in terms of National Treasury’s Instruction Note 4A of 2016/17 will be considered for award on this **RFB**.
2. In the case of joint ventures or consortiums the bidder must demonstrate that at least one of the parties to the bid response attended the briefing session.
3. Bidders need to complete all the SBD documents which needs to be submitted as stated in the Invitation to Bid Document.
   * 1. **Bid Submission Instructions**

**Note that a Two Envelope process will be followed and therefore bidders must submit as follows:**

1. **One (1) original file including pricing** which must be submitted in **a separate envelope**;
2. **One (1) hard copy including pricing** which must be submitted in **a separate envelope**;
3. **Two (2) electronic copies on USB memory stick/ flash drive** in Portable Document Format (**PDF) of the RFB Document and Technical / Functionality Response.**
4. **Two (2) electronic copies on USB memory stick/ flash drive** in Portable Document Format **(PDF)** **of pricing only**.
5. It is the Bidder’s responsibility to ensure that the information and contents on the electronic copies is the same as in the hard copies.
6. To ensure that the electronic copies are not damaged, the bidder must submit the USB’s (memory stick/ flash drive) in a sealed padded envelop and be clearly marked.
7. Bidders shall submit proposal responses in accordance with the prescribed manner of submission as specified above. **Failure to comply with the above instructions on submitting a proposal will lead to disqualification.**
8. The **RFB** Responses (hard and electronic copies) must be clearly marked as follows: Bidder’s Name & Contact Details, **RFB** Number, **RFB** Description, and Closing Date.
9. All Bids in this regard shall only be accepted if they have been placed in the tender box before or on the closing date and stipulated time.
10. Late bids shall not be considered.
11. The proposal must be signed by an authorised employee, agent or representative of the bidder. The proposal must bear the initials of the signatory at the bottom of every page as an indication that the bidder has familiarised itself with the terms and conditions of this **RFB** document.
12. Faxed or e-mailed bids will not be accepted.
13. Bidders shall submit proposal responses in accordance with the prescribed manner of submission as specified in this document. **Failure to comply with the bid submission requirements will lead to disqualification.**
14. Bidders are required to submit all returnable documents/information together with their Bids/proposals on or before the closing time and date of the Bids/proposals.
15. All services supplied in accordance with the bidder’s proposal must be in accordance with all applicable legal requirements in terms of South African law, policies and regulations.

## Technical Returnable Documents

### Instruction and Evaluation Criteria

1. The bidder must comply with ALL the requirements as per the Technical Mandatory Requirements below by providing substantiating evidence in the form of documentation or information, failing which it will be regarded as “NOT COMPLY”.
2. The bidder must provide a unique reference number (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response.
3. The bidder must comply with ALL the TECHNICAL MANDATORY REQUIREMENTS in order for the bid response to proceed to the next stage of the evaluation.

### Technical Mandatory Requirements (Stage 2)

Table 4: Technical Mandatory Requirements

| ***TECHNICAL MANDATORY REQUIREMENTS*** | ***Substantiating evidence of compliance***  *(used to evaluate bid)* | ***Evidence reference***  *(to be completed by bidder)* | |
| --- | --- | --- | --- |
| 1. **BIDDER CERTIFICATION / AFFILIATION REQUIREMENTS**   The bidder must be a licensed to the following body:  **International Air Transport Association (IATA).** | Attach to **ANNEX A** a copy of valid documentation of International Air Transport Association (IATA) licence/ certificate (certified copy)  **OR**  Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be attached and copy of the certificate.  **NOTE (1):**  SITA reserves the right to verify information provided. | <provide unique reference to locate substantiating evidence in the bid response – ***see Annex A , paragraph 4.1>*** | |
| 1. **BIDDER EXPERIENCE**   The bidder must have delivered an Travel Management System solution to at least two (2) customers in the last five (05) years from the publication of this bid that provided a fully integrated booking and ticketing system product or service. | The Bidder must provide reference details from at least two (02) customers to whom a fully integrated booking and ticketing system product or service was provided in the last five (05) years from the publication of this bid.  **NOTE (1)**  The Bidder **must provide all** of the following information when completing **table 14:**   * 1. Company name; and   2. Contact person, telephone **and/or** e-mail address; **and**   3. Project scope of Work; **and**   4. Project start and End date.   **NOTE (2):**  Failure to comply fully to the requirements as indicated above will result in disqualification.  **NOTE (3):**  SITA reserves the right to verify information provided. | <provide unique reference to locate substantiating evidence in the bid ***see Annex A , paragraph 4.2, table 14>*** | |
| **3. Product /Service Functional requirement**  The Bidder **must** confirm compliance to the Product / Service Functional requirements for the Travel Management. | The Bidder **must** confirm that they comply with the Product / Service Functional Requirements by completing **Annex B: Addendum 1.** | <Provide unique reference to locate substantiating evidence in the bid response – **see Annex A, par 4.3 and** **Annex B, Addendum 1>** |
| **4. Special Conditions of Contract**  Bidder **must accept ALL** the Special Conditions of contract. | The Bidder **must accept ALL** the Special Conditions of Contract by completing and signing the declaration of Acceptance in Declaration of compliance and acceptance under the Special Conditions **(Section 3.3.2)**.  **NOTE (1):**  Failure to **accept ALL** the Special Conditions of Contract will result in disqualification. | <Provide unique reference to locate substantiating evidence in the bid response – **see Annex A, par 4.4>** |
| **5. Third Party Risk Assessment**  The Bidder must confirm compliance to Third-Party Risk Management Assessment. | The Bidder must comply to the Third-Party Risk Management Assessment requirement by completing All the questions in **Annex C.**  **NOTE (1):**  SITA reserves the right to verify information provided.  **NOTE (2):**  Failing to complete all the questions, or not Accepting the Declaration of Acceptance above will result in disqualification. | <Provide unique reference to locate substantiating evidence in the bid response – see **Annex A par 4.5 and** **Annex C**> |

### Technical Functionality Evaluation Requirements (Stage 3)

1. The bidder must complete in full all the TECHNICAL AND NON-TECHNICAL functionality requirements.
2. The bidder **must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During the evaluation, SITA reserves the right to treat substantiation evidence that cannot be located in the bid response, as “NOT COMPLY”.
3. The evaluation (scoring) of bidders’ responses to the requirements will be determined by the completeness, relevance and accuracy of substantiating evidence.
4. The following Technical Functionality Rating Scale s will apply as indicated in tables 5A and 5B below:
   1. The following Technical Functionality Rating Scale will be used for Category requirements 1 to 4 in tables 6 and 7 below:

**Table 5A:** Technical Functionality Evaluating Rating Scale (Category requirements 1 to 4)

| **Evaluation criteria** | **Score** |
| --- | --- |
| **Does not meet the requirement**. Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence. | 0 |
| Satisfies the requirement with **major** **reservations**. Considerable reservations of the supplier’s relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence. | 1 |
| Satisfies the requirement with **minor** **reservations**. Some minor reservations of the supplier’s relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence. | 2 |
| **Satisfies** the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence. | 3 |
| **Satisfies** the requirement with **minor** **additional benefits**. Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence. | 4 |
| **Exceeds** the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence. | 5 |

* 1. The following Technical Functionality Rating Scale will be used for Category requirement 5 in tables 6 and 7 below:

**Table 5B:** Technical Functionality Evaluating Rating Scale (Category requirement 5)

| **Evaluation criteria** | **Score** |
| --- | --- |
| **Does not meet the requirement**. Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence. | 0 |
| **Exceeds** the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence. | 5 |

1. Weighting of requirements: The full scope of requirements will be determined by the following weights and each Bidder will be evaluated on each individual requirement as indicated in the table below:

**Table 6:** Technical Functionality Weighting Requirements

| **No.** | **Technical Functionality requirements (Category)** | **Weighting** |
| --- | --- | --- |
| 1. | Reservation and Booking Management Using an Integrated Booking and Ticketing System | 50% |
| 2. | Bidder’s Financial Management ability | 15% |
| 3. | Bidder’s Technology, Management Information and Reporting Ability | 20% |
| 4. | **Bidder After-Hours and Emergency Services** | 10% |
| 5. | **ASATA (Association of South African Travel Agents)** | 5% |
| **TOTAL** | | 1. **%** |

1. SITA reserves the right to verify information/evidence provided by the Bidder.
2. Complete and clear responses to the service functional requirements must be provided.
3. Responses must be stated clearly to avoid misinterpretation.
4. The bidder must provide substantiating evidence to prove compliance.
5. Bidder substantiating evidence of compliance and statements should be kept to a minimum to avoid evaluation complexity.

**Note (1):**

The Bidder **must achieve at least a minimum threshold of 60% for each of the Categories 1 to 4 as indicated in tables 6 and 7** failing which will result in disqualification.

**Note (2):**

SITA reserves the right to verify all the information/evidence provided.

**Note (3):**

Bidders should take note of the Minimum Requirements as well as the Minimum Threshold.

Should the bidder not meet the Minimum Requirements, or the Minimum Threshold the Bidder will be disqualified.

**Table 7:** Technical Functionality Requirements

| **No.** | ***TECHNICAL FUNCTIONALITY REQUIREMENTS***  ***(Category)*** | ***Substantiating evidence and evaluation criteria***  *(used to evaluate bid)* | ***Weighting:*** | ***Substantiation reference***  *(to be completed by bidder)* |
| --- | --- | --- | --- | --- |
| **1.** | **Reservation and Booking Management Using an Integrated Booking and Ticketing System**  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence**  The Bidder to submit supporting documents that indicate their reservation and booking management using an integrated booking and ticketing system.   1. Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); car rental; flights, etc.   and   1. This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency.   **Evaluation. Refer to Table 5A: Technical Functionality Evaluating Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  1= Satisfies the requirement with **major** **reservations**  2= Satisfies the requirement with **minor** **reservations**  3= **Satisfies** the requirement  4= **Satisfies** the requirement with **minor** **additional benefits**  5= **Exceeds** the requirement | 50% | <provide unique reference to locate substantiating evidence in the bid response – ***Annex A, section 4.6****>* |
| 2. | **Bidder’s Financial Management Ability**  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence**  The Bidder to submit supporting documents that indicate their Financial Management Ability   1. Describe how you will implement the negotiated rates and maximum allowable rates established either by the SITA or the National Treasury. 2. Describe how you will manage the 30-day bill-back account facility. 3. Describe how pre-payments will be handled where it is required for smaller Bed & Breakfast /Guest House facilities. 4. Describe how invoicing will be handled, including the process of rectifying discrepancies between purchase orders and invoices, supporting documentation, reconciliation of transactions and the timely provision of invoices to SITA   **Evaluation. Refer to Table 5A: Technical Functionality Evaluating Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  1= Satisfies the requirement with **major** **reservations**  2= Satisfies the requirement with **minor** **reservations**.  3= **Satisfies** the requirement  4= **Satisfies** the requirement with **minor** **additional benefits**  5= **Exceeds** the requirement. | 15% | <provide unique reference to locate substantiating evidence in the bid response – ***Annex A, section 4.6****>* |
| **3.** | **Bidder’s Technology, Management Information and Reporting Ability**  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence**  The Bidder to submit supporting documents that indicate their Technology, Management Information and Reporting Ability   1. Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking tool (SBT). 2. Describe how travel consultants’ access and book web airfares i.e. non-GDS inventories (low cost carriers/ consolidators), and hotel web rates. 3. 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. 4. Give actual examples of standard reports that you currently have available. Give an indication if reports can be customised. 5. Provide a description of all technology and reporting products proposed for SITA. 6. Describe the compatibility of your online solution to fully integrate into SITA’s ERP. Indicate the turnaround time to complete this process and a breakdown of the expected cost that will be associated with it (in case SITA decide to integrate)   **Evaluation. Refer to Table 5A: Technical Functionality Evaluating Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  1= Satisfies the requirement with **major** **reservations**  2= Satisfies the requirement with **minor** **reservations**.  3= **Satisfies** the requirement  4= **Satisfies** the requirement with **minor** **additional benefits**  5= **Exceeds** the requirement. | 20% | <provide unique reference to locate substantiating evidence in the bid response – ***Annex A, section 4.6****>* |
| 4 | **Bidder After-Hours and Emergency Services**  The Bidder must have capacity to provide reliable and consistent after hours and emergency support to traveller(s).  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence**  The Bidder to provide details/ Standard Operating Procedure of your after-hour support e.g.   * how it is accessed by Travellers, * where it is located, centralized/ regionalised, in-country (owned)/ outsourced etc. * is it available 24/7/365   **Evaluation. Refer to Table 5A: Technical Functionality Evaluating Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  1= Satisfies the requirement with **major** **reservations**  2= Satisfies the requirement with **minor** **reservations**.  3= **Satisfies** the requirement  4= **Satisfies** the requirement with **minor** **additional benefits**  5= **Exceeds** the requirement. | 10% | <provide unique reference to locate substantiating evidence in the bid response – ***Annex A, section 4.6****>* |
| **5** | **ASATA (Association of South African Travel Agents)**  **The Bidder is a member of ASATA (Association of South African Travel Agents).** | **Evidence**  The Bidder to provide proof of membership to ASATA.  **Evaluation. Refer to Table 5B: Technical Functionality Evaluating Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  5= **Exceeds** the requirement. | 5% | <provide unique reference to locate substantiating evidence in the bid response – ***Annex A, section 4.6****>* |

### Demonstration / Presentation /Proof of Concept Requirements (Stage 4)

1. Only those bids that successfully passed all of the previous evaluation stages will progress to this evaluation stage, namely PRESENTATION (Stage 4).
2. SITA reserves the right to request presentations/demonstrations from the short-listed Bidders as part of the bid evaluation process. The bidder will be required to do a presentation of their proposed solution as per Stage 2 that contains the ability to support the business objectives in relation to the required technology infrastructure and the required components.
3. the evaluation panel may request demonstration or explanation regarding any or all aspect of the technical Functionality requirements.
4. **The presentation must be submitted with the completed bid.**
5. **Provide unique reference i.e. document name/number, page and paragraph number, to locate THE PRESENTATION in the bid response and attach the presentation to ANNEX A, section 4.7.**
6. SITA will inform the Bidders about the logistical arrangements regarding Presentation Evaluations. Bidders must be prepared to present the service offering at the premises of SITA (in Pretoria). The presentation must comprise the SOW, the approach to be followed by the Successful Bidder to deliver the products and services, high-level schedule to achieve the stated objectives within the timeframes and demonstration of their understanding of the stated requirement as well as the skillset required of the resources to be utilised for the delivery.
7. Each Bidder must PRESENT and will be evaluated on the understanding of the solution requirement using a rating scale of 0, 3, 5 as per the table below:

**Table 8:** Technical Proof of Concept (Demonstration) Evaluation Rating Scale

| **Evaluation criteria** | **Score** |
| --- | --- |
| **Does not meet the requirement**. Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence. | 0 |
| **Satisfies** the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence. | 3 |
| **Exceeds** the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence. | 5 |

1. Weighting of requirements: The score for the Demonstration / Presentation / Proof of Concept will be calculated as follows:
2. Each Bidder must conduct a Presentation as well as a Virtual Demonstration and will be evaluated on their understanding of the solution requirement and presenting the most fit as follows:

**Table 9:** Technical Proof of Concept (Demonstration) weighting

| **No.** | **Evidence provided:** | **Weight** |
| --- | --- | --- |
| 1. | Web based fully integrated booking and ticketing Travel system with a Reporting Portal for the Client | 20% |
| 2. | Access to the fully integrated booking and ticketing Travel system Reporting Portal | 10% |
| 3. | Publishing of national and international travel Detail Report. | 10% |
| 4 | Publishing of Accommodation report | 10% |
| 5 | Publishing of Car Hire Reports | 10% |
| 6 | Publishing of Foreign Exchange services & National and international travel Itineraries | 10% |
| 7 | Demonstrate functional call centre and after-hours service | 10% |
| 8 | Publishing of monthly Invoice and Statements with access to all historical Invoices | 10% |
| 9 | Publishing of Custom designed reports | 10% |
| **TOTAL** | | **100%** |

1. **Minimum threshold:** These individual scores will be converted to a cumulative percentage and only those bidders that have met or exceeded the minimum threshold of 60% (cumulative) out of a total of 100% will proceed to the next evaluation stage.

**NOTE (1):**

The **Bidder must achieve at least 60%** for each of the technical Functional requirement sections as indicated in table above, failing which will result in disqualification.

**NOTE (2):**

SITA reserves the right to verify All the information/evidence provided.

**NOTE (3):**

Bidders should take note of the Minimum Requirements as well as the Minimum Threshold.

Should the bidder not meet the Minimum Requirements, or the Minimum Threshold the Bidder will be disqualified.

1. Each Bidder will be evaluated on the understanding of the solution requirement Each Bidder must PRESENT and will be evaluated on the understanding of the solution requirement and presenting the most fit as follows:

**Table 10:** Technical Proof of Concept (Demonstration) Requirements

| No | **Functionality that must be demonstrated** | **Evidence and evaluation criteria**  **(will be used to evaluate bid)** | **Weighting** | ***Evidence reference***  *(to be completed by bidder)* |
| --- | --- | --- | --- | --- |
| **1** | Web based fully integrated booking and ticketing Travel system with a Reporting Portal for the Client  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence:**  Connect to the internet and navigate to the web address where the interactive fully integrated booking and ticketing Travel system is available. Website must be live on the internet.  **Evaluation. Refer to Table 8:** **Technical Proof of Concept (Demonstration) Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  3= **Satisfies** the requirement.  5= **Exceeds** the requirement. | 20% | <provide unique reference to locate substantiating evidence in the bid response – ***Annex A, section 4.7****>* |
| **2** | Access to the fully integrated booking and ticketing Travel system Reporting Portal  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence:**  Demonstrate how a user will login to the secure reporting portal with a username and password. A minimum of 3 (three) usernames and passwords must be used to demonstrate multiple user login functionality. Will not require more than 5 users to access portal.  **Evaluation. Refer to Table 8:** **Technical Proof of Concept (Demonstration) Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  3= **Satisfies** the requirement.  5= **Exceeds** the requirement. | 10% | <provide unique reference to locate substantiating evidence in the bid response – ***Annex A, section 4.7*>** |
| **3** | Publishing of national and international travel Detail Report.  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence:**  Demonstrate an example of a national and international travel Report including statistical information  **Evaluation. Refer to Table 8:** **Technical Proof of Concept (Demonstration) Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  3= **Satisfies** the requirement.  5= **Exceeds** the requirement. | 10% | <provide unique reference to locate substantiating evidence in the bid response – ***Annex A, section 4.7*>** |
| **4** | Publishing of Accommodation report  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence:**  Demonstrate an example of a Accommodation Report including statistical information  **Evaluation. Refer to Table 8:** **Technical Proof of Concept (Demonstration) Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  3= **Satisfies** the requirement.  5= **Exceeds** the requirement. | 10% | <provide unique reference to locate substantiating evidence in the bid response – **Annex A, section 4.7>** |
| **5** | Publishing of Car Hire Reports  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence:**  Demonstrate an example of a Car Hire Report  **Evaluation. Refer to Table 8:** **Technical Proof of Concept (Demonstration) Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  3= **Satisfies** the requirement.  5= **Exceeds** the requirement. | 10% | <provide unique reference to locate substantiating evidence in the bid response –***Annex A, section 4.7***> |
| **6** | Publishing of Foreign Exchange services & National and international travel Itineraries  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence:**  Demonstrate Foreign Exchange services National and international travel Itineraries availability  **Evaluation. Refer to Table 8:** **Technical Proof of Concept (Demonstration) Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  3= **Satisfies** the requirement.  5= **Exceeds** the requirement. | 10% | <provide unique reference to locate substantiating evidence in the bid response – ***Annex A, section 4.7*>** |
| **7** | Demonstrate functional call centre and after-hours service  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence:**  Demonstrate functional call centre and after-hours service  **Evaluation. Refer to Table 8:** **Technical Proof of Concept (Demonstration) Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  3= **Satisfies** the requirement.  5= **Exceeds** the requirement. | 10% | <provide unique reference to locate substantiating evidence in the bid response – ***Annex A, section 4.7*>** |
| **8** | Publishing of monthly Invoice and Statements with access to all historical Invoices  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence:**  Demonstrate an example of a Monthly Invoice and Statement with historical information  **Evaluation. Refer to Table 8:** **Technical Proof of Concept (Demonstration) Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  3= **Satisfies** the requirement.  5= **Exceeds** the requirement. | 10% | <provide unique reference to locate substantiating evidence in the bid response – ***Annex A, section 4.7*>** |
| **9** | Publishing of Custom designed reports  **Minimum Requirement:**  3= **Satisfies** the requirement | **Evidence:**  Demonstrate an example of a customised designed report, combining any of the above information into one report.  **Evaluation. Refer to Table 8:** **Technical Proof of Concept (Demonstration) Rating Scale for detailed explanation.**  0= **Does not meet the requirement**.  3= **Satisfies** the requirement.  5= **Exceeds** the requirement. | 10% | <provide unique reference to locate substantiating evidence in the bid response – **Annex A, section 4.7>** |

## Special Conditions of Contract Verification (Stage 5)

1. The successful supplier will be bound by Government Procurement: General Conditions of Contract (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the successful Supplier. However, SITA reserves the right to include or waive the condition in the signed contract.
2. SITA reserves the right to:
   1. Negotiate the conditions; or
   2. Automatically disqualify a bidder for not accepting these conditions; or
   3. Award to multiple bidders; or
   4. Not to award; or
   5. To do a partial award.
3. In the event that the bidder qualifies the proposal with own conditions and does not specifically withdraw such own conditions when called upon to do so, SITA will invoke the rights reserved in accordance with subsection 3.3. (b) Above.

### Special Conditions of Contract

#### Contracting Conditions

* 1. **Formal Contract. The Bidder must enter into a formal written Contract (Agreement) with SITA (internal)**
  2. **Right of Award.** SITA reserves the right to award the contract for required goods or services to multiple Bidders.
  3. **Right to Audit. SITA reserves the right, before entering into a contract, to conduct or commission an external service provider to conduct a financial audit or probity to ascertain whether a qualifying bidder has the financial wherewithal or technical capability to provide the goods and services as required by this tender.**
  4. **Sub-Contracting.** Sub-contracting will not be allowed on this bid

#### Delivery Address

The Bidder must deliver the required services atall SITA offices nationwide but will be based at SITA Erasmuskloof; 459 Tsitsa Street Erasmuskloof, Pretoria.

#### Scope of work and delivery schedule

The Bidder is responsible to perform the work as outlined in the following Work Breakdown Structure (WBS):

| **SBS** | **Service Element** | **Service Grade** | **Service Level** |
| --- | --- | --- | --- |
|  | Call Centre | Normal | 24h x 7days x 52weeks |
|  | Hours of work | Normal | 8h x 5d, 08:00 – 17:00 |
|  | Incident Response | Normal | Maximum 1 hour |
|  | Incident Resolve Time | Normal | Maximum 4 hours |

#### Services and Performance Metrics

The bidder is responsible to provide the following services as specified in the Service Breakdown Structure (SBS):

| **Key service Area** | **Description of service** | **Activity** | **Target** |
| --- | --- | --- | --- |
| **General:** | Hours of operation | Rendering services throughout working hours. Monday to Friday (8h00 – 17h00) | 100% |
| After hours/emergency services | After hours services must be rendered Monday to Friday outside normal official hours (17h00 to 8h00) and 24 hours on weekends and Public Holidays | 100% |
| Traveller Profiles | All travellers must be set up with a personal profile. | 80% of travellers |
| Third Party Management | Manage the third-party service providers by addressing service failures and complaints against these service providers | 90% |

| **Key service Area** | **Description of service** | **Activity** | **Target** |
| --- | --- | --- | --- |
| **Reservations & Turnaround times:** | **Local and Regional Travel (Flight, Accommodation, Vehicle hire)** | Three Quotations | within 1 hour |
| Booking Confirmation | within 3 hours |
| Voucher issued | 80% of bookings within 4 hours |
| Refund unused and cancelled tickets | within 3 months |
| Emergency/same day requests | Prioritise last minute booking for same day travel within 1 hour |
| **International Travel** | Cancellation or changes to bookings | Response to change or cancellation of bookings within 4 hours |
| **International Travel (continued)** | Three (3) Quotations | within 4 hours |
| Booking confirmations and Itinerary | within 8 hours |
| Voucher issued | Turnaround time for quotations on multi-sector regional and international air travel within 24 hours |

| **Key service Area** | **Description of service** | **Activity** | **Target** |
| --- | --- | --- | --- |
| **Reservations & Turnaround times:** | **Group bookings** | Obtain 3 quotations, do booking confirmation & issue the voucher | Consultant to provide 95% quotations within two (2) business days of receiving enquiry |
| **Car Rental (Short term up to 1 month) & Shuttle Services** | Obtain 3 quotations | Advise and be cost effective  (Per requirement up to 1 month) |
|  |  |  |
| **Contract Management:** | **Account Management** | Quality control checks prior to issuing | Ratio of number of complaints to number of transactions to be less than 1% (Reviewed monthly) |
| Address all complaints with suppliers | Ratio of number of complaints to number of transactions to be less than 1%  (Reviewed monthly) |
| **Financial Management** | Batch invoices to be provided weekly | 100% accuracy of transactions |
| Invoices and statements to be reconciled | 100% accuracy of transactions |
| Debtors account to be accurately reconciled | 100% accuracy of transactions |
| **Technology Management and Reporting** | Travel Company to provide standard reports on monthly basis | The Total Travel spend report to include (but not limited to): |
| Summary of total travel spend |
| Total expenditure by Air Carrier |
| Detailed accommodation facility spends |
| Detailed vehicle hire report |
|  |
| Cost savings report |
| Exception reports |
| Unused ticket report |
| Un-invoiced voucher report |
| Invoices not paid within 30 days |

#### Supplier Performance Reporting

1. **General:**
   * 1. The successful bidder will be required to provide travel management services. Deliverables under this section include without limitation, the following:
     2. The travel services will be provided to all Travellers travelling on behalf of SITA, locally and internationally. This will include employees and contractors, consultants and clients where the agreement is that SITA is responsible for the arrangement and cost of travel.
     3. Provide travel management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide a 24/7 after hours and emergency services.
     4. Familiarisation with current SITA] travel business processes.
     5. Familiarisation with current travel suppliers and negotiated agreements that are in place between SITA and third parties. Assist with further negotiations for better deals with travel service providers.
     6. Familiarisation with current SITA Travel Policy and implementations of controls to ensure compliance.
     7. 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.
     8. Provide a facility for SITA to update their travellers’ profiles.
     9. Manage the third-party service providers by addressing service failures and complaints against these service providers.
     10. Consolidate all invoices from travel suppliers.
     11. Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
2. The Travel Management Company will:
   * 1. Receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability. 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.
     2. always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
     3. 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.
     4. obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
     5. book the negotiated discounted fares and rates where possible.
     6. must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller’s official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
     7. book parking facilities at the airports where required for the duration of the travel.
     8. respond timely and process all queries, requests, changes and cancellations timeously and accurately.
     9. Must be able to facilitate group bookings.
     10. must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
     11. advise the Traveller of all visa and inoculation requirements well in advance.
     12. assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
     13. facilitates any reservations that are not bookable on the Global Distribution System (GDS).
     14. facilitates the bookings that are generated through their own- or third-party Online Booking Tool (OBT) where it can be implemented.
     15. note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
     16. Visa applications will not be the responsibility of the TMC; however the relevant information must be supplied to the traveller(s) where visas will be required
     17. Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by SITA are non-commissionable, where commissions are earned for SITA bookings all these commissions should be returned to SITA on a quarterly basis
     18. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by SITA.
     19. Timeous submission of proof that services have been satisfactorily delivered (invoices) as per SITA’s instructions

**c) Air Travel**

* + 1. The TMC must be able to book full service carriers as well as low cost carriers.
    2. The TMC will book the most cost-effective airfares possible for domestic travel.
    3. For international flights, the airline which provides the most cost effective and practical routings may be used.
    4. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
    5. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
    6. 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.
    7. 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.
    8. 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.
    9. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
    10. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
    11. Assist with lounge access if and when required.

**d) Accommodation**

* + 1. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
    2. The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller
    3. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with SITA’s travel policy.
    4. SITA travellers may only stay at accommodation establishments with which SITA has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National treasury or SITA.
    5. Accommodation vouchers must be issued to all SITA travellers for accommodation bookings and must be invoiced to SITA as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
    6. The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
    7. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

**e) Car Rental and Shuttle Services**

* + 1. The TMC will book the approved category vehicle in accordance with the SITA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
    2. The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller’s specific requirements.
    3. 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.
    4. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
    5. The TMC will book transfers in line with the SITA Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
    6. The TMC should manage shuttle companies on behalf of the SITA and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
    7. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

**f) After Hours and Emergency Services**

* + 1. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
    2. A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour or emergency assistance.
    3. 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.
    4. A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
    5. The Travel Management Company must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

**g) Communication**

* + 1. The TMC may be requested to conduct workshops and training sessions for Travel Bookers of SITA.
    2. All enquiries must be investigated and prompt feedback be provided in accordance with the Service Level Agreement.
    3. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

**h) Financial Management**

* + 1. The TMC must implement the rates negotiated by SITA with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
    2. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to SITA for payment within the agreed time period.
    3. Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
    4. The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. ‘Bill back’, refers to the supplier sending the bill back to the TMC, who, in turn, invoices SITA for the services rendered.
    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.
    6. Consolidate Travel Supplier bill-back invoices.
    7. In certain instances where institutions have a travel lodge card in place, the payment of air, accommodation and ground transportation is consolidated through a corporate card vendor.
    8. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to SITA’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 invoices reflected on the Service provider bill-back report or the credit card statement.
    9. Ensure Travel Supplier accounts are settled timeously.

**i) Technology, Management Information and Reporting**

1. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
2. The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
3. All management information and data input must be accurate.
4. The TMC will be required to provide the SITA 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.
5. Reports must be accurate and be provided as per SITA’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).
6. SITA may request the TMC to provide additional management reports.
7. Reports must be available in an electronic format for example Microsoft Excel.
8. Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

* Travel
* After hours’ Report;
* Compliments and complaints;
* Consultant Productivity Report;
* Long term accommodation and car rental up to a maximum of 1 month;
* Extension of business travel to include leisure;
* Upgrade of class of travel (air, accommodation and ground transportation);
* Bookings outside Travel Policy.
* Finance
* Reconciliation of commissions/rebates or any volume driven incentives;
* Creditor’s ageing report;
* Creditor’s summary payments;
* Daily invoices;
* Reconciled reports for Travel Lodge card statement;
* No show report;
* Cancellation report;
* Receipt delivery report;
* Monthly Bank Settlement Plan (BSP) Report;
* Refund Log;
* Open voucher report, and
* Open Age Invoice Analysis.

1. 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.

**j) Account Management**

1. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the SITA’s account.
2. The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
3. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
4. Ensure that the SITA’s Travel Policy is enforced.
5. The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
6. Ensure that workshops/training is provided to Travellers and/or Travel Bookers
7. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

**k) Value Added Services**

The TMC must provide the following value-added services:

* 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:

* Electronic voucher retrieval via web and smart phones;
* SMS notifications for travel confirmations;
* Travel audits;
* Global Travel Risk Management;
* VIP services for Executives that include, but is not limited to check-in support.

**l) Cost Management**

1. The National Treasury cost containment initiative and the SITA’s Travel Policy is establishing a basis for a cost savings culture.
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.
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.
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 SITA’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.

**m) Quarterly and Annual Travel Reviews**

Quarterly reviews are required to be presented by the Travel Management Company on all SITA travel activity in the previous three-month period. These reviews are comprehensive and presented to SITA Facilities Management and Finance teams as part of the performance management reviews based on the service levels.

**n) Office Management**

The TMC to ensure high quality service to be delivered at all times to the SITA‘s travellers. The TMC is required to provide SITA with highly skilled and qualified human resources of the following roles but not limited to:

i. 2 x Consultants;

ii. 1 x Key account Manager;

iii. 1 x Operations Manager;

iv 1 x Admin Back Office (Creditors /Debtors/Finance Processors).

**o) On-site Facilities**

If it is agreed between the parties that the TMC will be on-site, SITA will provide the TMC with the following facilities on the terms and conditions negotiated upon by both parties:

i. Office Space;

ii. Office Furniture;

iii. Telephones;

iv. IT infrastructure.

#### Certification, Expertise and Qualification

1. **The Bidder represents that,** 
   * 1. **it has the necessary expertise, skill, qualifications and ability to undertake the work required in terms of the Statement of Work or Service Definition and;**
     2. **it is committed to provide the Products or Services; and**
     3. **perform all obligations detailed herein without any interruption to the Customer.**
2. The Bidder must provide the service in a good and workmanlike manner and in accordance with the practices and high professional standards used in well-managed operations performing services similar to the Services;
3. **The Bidder must perform the Services in the most cost-effective manner consistent with the level of quality and performance as defined in Statement of Work or Service Definition.**

#### Professional services

The bidder shall, for the duration of this contract maintain accreditation, membership, affiliation and certification of the professional body stipulated in the mandatory requirements of this bid.

#### Logistical Conditions

1. **Hours of Work**
   * 1. The bidder shall render services throughout working hours. Monday to Friday (8h00 – 17h00)
     2. After hours services must be rendered Monday to Friday outside normal official hours (17h00 to 8h00) and 24 hours on weekends and Public Holidays.
2. In the event that SITA grants the Bidder permission to access SITA's Environment including hardware, software, internet facilities, data, telecommunication facilities and/or network facilities remotely, the Bidder must adhere to SITA's relevant policies and procedures (which policy and procedures are available to the Bidder on request) or in the absence of such policy and procedures, in terms of, best industry practice.
3. **Tools of Trade**. The Bidder shall establish an on-site office on SITA premises with the necessary tools of trade such as computers, printers and own network.
4. **On-site and Remote Support**.
   * 1. As per Service Breakdown Structure (SBS).
5. **Support and Help Desk**. The Bidder shall establish helpdesk facilities with a 24/7 service support.

#### Skills transfer and training

* 1. The Supplier must provide training on the proposed solution or product to technical staff and operator to enable SITA to operate and support the product or solution after implementation (AD HOC Training required).

#### Regulatory, Quality and Standards

* 1. **The Supplier must for the duration of the contract ensure compliance with ISO/IEC General Quality Standards, ISO27001, and Protection of Personal Information Act (POPIA).**
  2. **The Supplier must for the duration of the contract ensure compliance with General Quality Standards, ISO 9001.**
  3. **The Bidder must for the duration of the contract ensure that the proposed product or solution conform with the Government Minimum Interoperability Standards (MIOS).**

#### Personnel Security Clearance

(a) Company security screening: The supplier may be required to undergo a company security screening conducted by the State Security Agency (SSA). Should the SSA find the supplier not suitable after the conduct of the security screening, the business relationship will be terminated. The following documentation will be required for the company security screening process to be conducted:

(i) Copy of company registration documentation;

(ii) Copy(ies) of identity documentation of Director(s), Member(s) or Trustee(s);

(iii) Copy of valid tax clearance certificate.

(b) Security suitability check for individuals: SITA may, at its own discretion and in line with its policies and procedures, require employees of the supplier to be subjected to a security suitability check before commencement of a project or delivering of a service. The security suitability check is conducted by SITA in order to ensure that individuals meet the minimum-security requirements and also to verify personal information. The supplier will be required to replace any employee(s) who is found to be not suitable after the conduct of the security screening. The following documentation will be required for the security suitability check:

(i) Copy of identity document;

(ii) Copy(ies) of qualification(s) if SITA requires verification thereof;

(iii) Fingerprints – will be taken electronically;

(iv) Signed consent form for the conduct of background checks.

(c) Security clearance: A security clearance, issued by either the SSA or Defence Intelligence (DI) is required if any employee of the supplier will have or may gain access to classified information throughout the duration of the project or in the process of delivering a service. The level of security clearance required – Confidential, Secret or Top Secret, will be determined at the sole discretion of SITA. The supplier will have to replace any employee who do not qualify for a security clearance or is found not suitable by the SSA or DI. The following documentation will be required for the security clearance process:

(i) Completed Z204 or DD1057 security clearance application form;

(ii) Fingerprints;

(iii) Personal documentation of the applicant, including but not limited to, identity document, passport, marriage certificate (if applicable), divorce order (if applicable), qualifications, salary advice and bank statements.

#### Confidentiality and non -disclosure conditions

1. The Supplier, including its management and staff, must before commencement of the Contract, sign a non-disclosure agreement regarding Confidential Information
2. Confidential Information means any information or data, irrespective of the form or medium in which it may be stored, which is not in the public domain and which becomes available or accessible to a Party as a consequence of this Contract, including information or data which is prohibited from disclosure by virtue of:
3. the Promotion of Access to Information Act, 2000 (Act no. 2 of 2000);
4. being clearly marked "Confidential" and which is provided by one Party to another Party in terms of this Contract;
5. being information or data, which one Party provides to another Party or to which a Party has access because of Services provided in terms of this Contract and in which a Party would have a reasonable expectation of confidentiality;
6. being information provided by one Party to another Party in the course of contractual or other negotiations, which could reasonably be expected to prejudice the right of the non-disclosing Party;
7. being information, the disclosure of which could reasonably be expected to endanger a life or physical security of a person;
8. being technical, scientific, commercial, financial and market-related information, know-how and trade secrets of a Party;
9. being financial, commercial, scientific or technical information, other than trade secrets, of a Party, the disclosure of which would be likely to cause harm to the commercial or financial interests of a non-disclosing Party; and
10. being information supplied by a Party in confidence, the disclosure of which could reasonably be expected either to put the Party at a disadvantage in contractual or other negotiations or to prejudice the Party in commercial competition; or
11. information the disclosure of which would be likely to prejudice or impair the safety and security of a building, structure or system, including, but not limited to, a computer or communication system; a means of transport; or any other property; or a person; methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme; the safety of the public or any part of the public; or the security of property; information the disclosure of which could reasonably be expected to cause prejudice to the defence of the Republic; security of the Republic; or international relations of the Republic; or plans, designs, drawings, functional and technical requirements and specifications of a Party, but must not include information which has been made automatically available, in terms of the Promotion of Access to Information Act, 2000; and information which a Party has a statutory or common law duty to disclose or in respect of which there is no reasonable expectation of privacy or confidentiality;
12. Notwithstanding the provisions of this Contract, no Party is entitled to disclose Confidential Information, except where required to do so in terms of a law, without the prior written consent of any other Party having an interest in the disclosure;
13. Where a Party discloses Confidential Information which materially damages or could materially damage another Party, the disclosing Party must submit all facts related to the disclosure in writing to the other Party, who must submit information related to such actual or potential material damage to be resolved as a dispute;
14. Parties may not, except to the extent that a Party is legally required to make a public statement, make any public statement or issue a press release which could affect another Party, without first submitting a written copy of the proposed public statement or press release to the other Party and obtaining the other Party's prior written approval for such public statement or press release, which consent must not unreasonably be withheld.

#### Guarantee and warranties

1. The supplier confirms that:
   1. The warranty of Flexi airline tickets supplied under this contract remains valid for six (6) months after ticket was issued, and no additional penalty/exchange fee will be charged by the service provider during this period;
   2. as at Commencement Date, it has the rights, title and interest in and to the Product or Services to deliver such Product or Services in terms of the Contract and that such rights are free from any encumbrances whatsoever;
   3. All service provided by the service provider conforms to the Specifications as stipulated in the contract and is sustainable for the duration of the contract;
   4. the Product is in good working order, free from Defects in material and workmanship, and substantially conforms to the Specifications, for the duration of the Warranty period;
   5. during the Warranty period any defective item or part component of the Product be repaired or replaced within 3 (three) days after receiving a written notice from SITA;
   6. the Products is maintained during its Warranty Period at no expense to SITA;
   7. the Product possesses all material functions and features required for SITA’s Operational Requirements;
   8. the Product remains connected or Service is continued during the term of the Contract;
   9. all third-party warranties that the Supplier receives in connection with the Products including the corresponding software and the benefits of all such warranties are ceded to SITA without reducing or limiting the Supplier’s obligations under the Contract;
   10. no actions, suits, or proceedings, pending or threatened against it or any of its third-party suppliers or sub-contractors that have a material adverse effect on the Supplier’s ability to fulfil its obligations under the Contract exist;
   11. SITA is notified immediately if it becomes aware of any action, suit, or proceeding, pending or threatened to have a material adverse effect on the Supplier’s ability to fulfil the obligations under the Contract;
   12. any Product sold to SITA after the Commencement Date of the Contract remains free from any lien, pledge, encumbrance or security interest;
   13. SITA’s use of the Product and Manuals supplied in connection with the Contract does not infringe any Intellectual Property Rights of any third party;
   14. the information disclosed to SITA does not contain any trade secrets of any third party, unless disclosure is permitted by such third party;
   15. it is financially capable of fulfilling all requirements of the Contract and that the Supplier is a validly organized entity that has the authority to enter into the Contract;
   16. it is not prohibited by any loan, contract, financing arrangement, trade covenant, or similar restriction from entering into the Contract;
   17. the prices, charges and fees to SITA as contained in the Contract are at least as favourable as those offered by the Supplier to any of its other customers that are of the same or similar standing and situation as SITA; and
   18. any misrepresentation by the Supplier amounts to a breach of Contract.

#### Intellectual Property Rights

1. SITA retains all Intellectual Property Rights in and to SITA's Intellectual Property. As of the Effective Date, the Supplier is granted a non-exclusive license, for the continued duration of this Contract, to perform any lawful act including the right to use, copy, maintain, modify, enhance and create derivative works of SITA's Intellectual Property for the sole purpose of providing the Products or Services to SITA pursuant to this Contract; provided that the Supplier must not be permitted to use SITA's Intellectual Property for the benefit of any entities other than SITA without the written consent of SITA, which consent may be withheld in SITA's sole and absolute discretion. Except as otherwise requested or approved by SITA, which approval is in SITA's sole and absolute discretion, the Supplier must cease all use of SITA's Intellectual Property, at of the earliest of:
   1. termination or expiration date of this Contract;
   2. the date of completion of the Services; and
   3. the date of rendering of the last of the Deliverables.
2. If so required by SITA, the Supplier must certify in writing to SITA that it has either returned all SITA Intellectual Property to SITA or destroyed or deleted all other SITA Intellectual Property in its possession or under its control.
3. SITA, at all times, owns all Intellectual Property Rights in and to all Bespoke Intellectual Property.
4. Save for the license granted in terms of this Contract, the Supplier retains all Intellectual Property Rights in and to the Supplier’s pre-existing Intellectual Property that is used or supplied in connection with the Products or Services.
5. Provide SITA with the compliant Occupational Health and Safety File (required on site for period of installation and proof of compliance).
   1. **Counter Conditions**:
6. Bidders’ attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by bidders may result in the invalidation of such bids.

#### Fronting

1. The SITA 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 SITA will not condone any form of fronting.
2. The SITA, 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 (10) years, in addition to any other remedies SITA may have against the bidder/contractor concerned.

#### Business Continuity and Disaster Recovery Plans

1. The bidder confirms that they have written business continuity and disaster recovery plans that define the roles, responsibilities and procedures necessary to ensure that the required services under this bid specification is in place and will be maintained continuously in the event of a disruption to the bidder’s operations, regardless of the cause of the disruption.

#### Supplier Due Diligence

1. SITA reserves the right to conduct supplier due diligence prior to final award or at any time during the Contract period and this may include pre-announced / non-announced site visits. During the due diligence process the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid or Contract in whole or parts thereof.

#### Preference Goal Requirements conditions

1. The Bidder’s commitment for the Preference Goal Requirements in this tender will be legally binding and the Bidder needs to perform against their commitment for the duration of the contract which will form part of the Contractual Agreement.
2. The Bidder must sustain, or improve the company’s BBBEE Level for the duration of the contact which will form part of the Contractual Agreement.
3. Performance of Preference Goal Requirements will be determined annually. Bidders must submit their Preference status report indicating progress against the Bidder’s preferential commitments within 30 days of the yearly anniversary of the contract.
4. Bidders need to keep auditable substantive records / evidence and upon request by SITA must be made available for audit and, or due diligence purposes.
5. SITA reserves the right to require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by SITA.
6. SITA reserves the right to verify information / evidence provided by the Bidder.
7. SITA reserves the right to introduce a **penalty of 1%** of the overall annual year spent by SITA for the prior year if the Bidder fails to comply to **paragraphs (a), (b) and (c) above**.

### Declaration of compliance and acceptance SCC

I (we), the bidder hereby declares that I (we) accept ALL the Special Conditions of Contract as specified in par 3.3.1 above and shall comply with all stated obligations:

Name of Bidder:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 1. **Costing and Preference Points Evaluation (Stage 5)**
     1. **Costing and Preference Evaluation**

1. In terms of the SITA Preferential Procurement Policy (PPP), the following preference point system is applicable **for this** Bid:
   1. the 80/20 system (80 Price, 20 Specific Goals) for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); or
   2. the 90/10 system (90 Price and 10 Specific Goals) for requirements with a Rand value above R50 000 000 (all applicable taxes included).
2. The Bidder must complete **either the 80/20 or 90/10 preference point system** based on the offer submitted by the Bidder and submit proof of documentation required in terms of this tender.
3. SITA reserve the right to apply either the **80/20, or 90/10** preference point system based on the following conditions:
   1. If the lowest acceptable bid price is up to and including R50 000 000 (all applicable taxes included) then the 80/20 preferential point system will apply to all acceptable bids; **or**
   2. If the lowest acceptable bid price is above R50 000 000 (all applicable taxes included) then the 90/10 preferential point system will apply to all acceptable bids;
4. Points will be allocated for each of the **Preferential Goal Requirements** for this tender as indicated in **table 11,** dependant on paragraphs (2) and (3) above.
5. The maximum points for this tender will be allocated as follows, subject to paragraph 4 above.
6. Points for this tender shall be awarded for:
   1. Price; and
   2. Preference points for specific goals.

**Table 11:** Points allocation

|  |  |  |
| --- | --- | --- |
| **Description** | **Points**  **Table 13A** | **Points**  **Table 13B** |
| Price | 80 | 90 |
| Preference points for specific goals | 20 | 10 |
| Total points for Price and preference points for specific goals | **100** | **100** |

* + 1. **Costing and Pricing Conditions**

1. **South African Pricing** –

The total price must be VAT inclusive and be quoted in South African Rand (ZAR).

1. **Total Price**
   1. All quoted prices are the total price for the entire scope of required services and deliverables to be provided by the bidder.
   2. All additional costs as well as cost of delivery, labour, S&T, overtime, etc. must be included in this bid.
   3. All services, accessories, upgrades and options required by the solution or specified by the client must be included in the quoted price. If not included, bidders will be required to supply these accessories at no cost to the client.
   4. SITA reserves the right to negotiate pricing with the successful bidder prior to the award as well as envisaged quantities.
   5. The Bidders need to complete the following Pricing schedules:

* Pricing Schedule A

1. These conditions will form part of the Contract between SITA and the bidder. However, SITA reserves the right to include or waive the condition in the Contract.
2. The bidder must complete the declaration of acceptance as per **par 3.5** below by marking with an “X” either “ACCEPT ALL”, or “DO NOT ACCEPT ALL”, failing which the declaration will be regarded as “DO NOT ACCEPT ALL” and the bid will be disqualified.
   * 1. **Bid Pricing Schedule**
3. Bidders must complete the bid pricing schedule in the Excel spreadsheet format provided and include this as part their submission.

**NOTE :**

Bidders must complete and submit bid pricing in the provided Excel spreadsheet format, and any pricing schedule submitted in a different format will not be considered.

* 1. **Declaration of Acceptance**

|  | **ACCEPT ALL** | **DO NOT ACCEPT ALL** |
| --- | --- | --- |
| 1. The bidder declares to ACCEPT ALL the Costing and Pricing conditions as specified in **par 3.4.2** above by indicating with an “X” in the “ACCEPT ALL” column, or 2. The bidder declares to NOT ACCEPT ALL the Costing and Pricing Conditions as specified in **par 3.4.2** above by -    1. Indicating with an “X” in the “DO NOT ACCEPT ALL” column, and;    2. Provide reason and proposal for each of the condition not accepted. |  |  |
| **Comments by bidder:**  Provide the condition reference, the reasons for not accepting the condition. | | |

* 1. **Preference Requirements**

1. The bidder must complete in full all the PREFERENCE requirements.
2. Allocation of points per requirements:The points allocation of bidders’ responses to the requirements will be determined by the completeness, relevance and accuracy of substantiating evidence.
3. Points will be allocated for each PREFERENCE requirement as per the criteria set in **tables 13A**, **or 13B**, based on the offer submitted by the Bidder.
4. **The bidder must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, SITA reserves the right to treat substantiation evidence that cannot be located in the bid response, as “NOT COMPLY”. The evidence needs to be attached to **Annex A**.
5. **Preference Goal Requirements**
   1. The **Bidder must complete either the 90/10 or 80/20 preference point system** based on the offer submitted by the Bidder and submit proof or documentation required in terms of this tender.
   2. The specific Preferential Goal Requirements for this tender is indicated in **table 12** below.
   3. The Bidder **must indicate their commitment** to claim points for each of the preference points by signing at **par 4.5** in the Invitation to Bid document.
   4. Failure on the part of a bidder to submit proof or documentation required or to comply to **paragraph (d)** above in terms of this tender to claim preference points for the **Preference Goal Requirements** for this tender, will be interpreted to mean that preference points are not claimed.
   5. The Bidder’s **commitment** for the **Preference Goal Requirements** in this tender will be **legally binding** and the Bidder needs to **perform against their commitment** for the duration of the contract which will form part of the Contractual Agreement.
   6. The Bidder **must sustain, or improve** the company’s **BBBEE Level** for the duration of the contact which will form part of the Contractual Agreement.
   7. **Performance of Preference Goal Requirements will be determined annually.** Bidders must submit their Preference status report to SITA indicating progress against the Bidder’s Preferential commitments **within 30 days after each quarter from the commencement date of the contract**.
   8. Bidders need to keep auditable substantive records / evidence and upon request by **SITA** must be made available for audit and, or due diligence purposes.
   9. **SITA reserves the right** **to** require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by SITA.
   10. **SITA reserves the right to** verify information / evidence provided by the Bidder.
   11. **SITA reserves the right to** introduce a **penalty of 1%** of the overall annual year spent by **SITA** for the prior year if the Bidder fails to comply to **paragraphs (v), (vi)and (vii)** above.

**Table 12:** Preference Goal Requirements (Specific Goals)

| **Preference Goal Requirement #** | **Preferential Goal Requirements** | **Preferential Goal Requirements** | |
| --- | --- | --- | --- |
|  | **Preferential Goal Requirements allocated for this tender** | **Substantiating evidence and evidence reference to be completed by bidder.  Evaluation per requirement: Each requirement indicated in the table below must be completed and points will be allocated based on the evidence required below** | **Evidence Reference** |
|  | **B-BBEE Requirements** |  | |
| 1) | **B-BBEE Requirements**  Promotion of Transformational Objectives. | **Evidence:** The Bidder must provide a copy of the following relevant evidence for the Preferential Goal points which the Bidder qualifies for:   1. **Columns A, B, C and D in tables 13A or 13B**   Copy of relevant proof ***(B-BBEE certificate or sworn affidavit)*** of B-BBEE status level of contributor as defined in the Broad-Based Black Economic Empowerment Act:   * + - * 1. ***B-BBEE certificate*** *(from a SANAS Accredited Agency);*   **or**  ***Sworn affidavit*** in the format provided by CIPC - ***Applicable to EMEs and QSEs only;***  **and/ or**   1. **Column D in tables 13A or 13B**   Copy of **South African Identification Document (ID)**;  **and/ or**   1. **Column E in tables 13A or 13B**   *Copy of Medical Certificate* ***clearly indicating the disability in line with the B-BBEE status claimed as defined in the Broad-Based Black Economic Empowerment Act***.  **Note:**  The CIPC (Companies and Intellectual Property Commission) registration documents will also be used as evidence to confirm compliance to the Preferential procurement requirements as part of the evaluation process.  **Points allocation:** Points will be allocated for bidders that meets the requirements as indicated in either **table 10A, or 10B in section 3.6.** | <provide unique reference to locate the substantiating evidence in the bid response – **Annex A, section 4.8**> |

**Table 13A**: B-BBEE Points as part of the Preference Goal requirements (Preferential Goal Requirements for (80/20) system)

**Note: Bidder to select the section for points they wish to claim (Mark as Y=Yes) in the table below.**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | **Ownership** | | | |  |  |  |
|  | **Reference #** | **Contributor Level as defined in the Broad-Based Black Economic Empowerment Act** | **EME/QSEs** | **Black Owned (BO) (51% or more)** | **Woman Owned (BWO) (More than 30%)** | **Youth Owned** | **Owned by People living with disabilities** | **Score** | **Bidder to select the section for points they wish to claim (Mark as Y= Yes)** |  |
|  |  |
|  |  |  | **(A)** | **(B)** | **(C)** | **(D)** | **(E)** | **(F)** |  |  |
|  | **1** | **Level 1** | **6** | **4** | **4** | **4** | **2** | **20** |  |  |
|  | **2** | **Level 1** | **6** | **4** | **2** | **2** | 0 | **14** |  |  |
|  | **3** | **Level 1** | **6** | **4** | **2** | 0 | 0 | **12** |  |  |
|  | **4** | **Level 1** | **6** | **4** | 0 | 0 | 0 | **10** |  |  |
|  | **5** | **Level 2 and 3** | **4** | **2** | **1** | **1** | **1** | **9** |  |  |
|  | **6** | **Level 2 and 3** | **4** | **2** | **1** | **1** | 0 | **8** |  |  |
|  | **7** | **Level 2 and 3** | **4** | **2** | **1** | 0 | 0 | **7** |  |  |
|  | **8** | **Level 2 and 3** | **4** | **2** | 0 | 0 | 0 | **6** |  |  |
|  | **9** | **Level 4 and 5** | **2** | **1** | **0,5** | **0,5** | **0,5** | **4,5** |  |  |
|  | **10** | **Level 4 and 5** | **2** | **0,5** | **0,5** | **0,5** | 0 | **3,5** |  |  |
|  | **11** | **Level 4 and 5** | **2** | **0,5** | **0,5** | 0 | 0 | **3** |  |  |
|  | **12** | **Level 4 and 5** | **2** | **0,5** | 0 | 0 | 0 | **2,5** |  |  |
|  | **13** | **Level 6** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **14** | **Level 7** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **15** | **Level 8** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **16** | **Non-Contributor** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **Total Maximum Score Allocation:** | | **20** |  |  |  |  |  |  |  |

F= A+B+C+D+E

**Table 13B:** B-BBEE Points as part of the Preference Goal requirements (Preferential Goal Requirements for (90/10) system)

**Note: Bidder to select the section for points they wish to claim (Mark as Y=Yes) in the table below.**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | **Ownership** | | | |  |  |  |
|  | **Reference #** | **Contributor Level as defined in the Broad-Based Black Economic Empowerment Act** | **EME/QSEs** | **Black Owned (BO) (51% or more)** | **Woman Owned (BWO) (More than 30%)** | **Youth Owned** | **Owned by People living with disabilities** | **Score** | **Bidder to select the section for points they wish to claim (Mark as Y= Yes)** |  |
|  |  |
|  |  |  | **(A)** | **(B)** | **(C)** | **(D)** | **(E)** | **(F)** |  |  |
|  | **1** | **Level 1** | **3** | **2** | **2** | **2** | **1** | **10** |  |  |
|  | **2** | **Level 1** | **3** | **2** | **2** | **2** | 0 | **9** |  |  |
|  | **3** | **Level 1** | **3** | **2** | **2** | 0 | 0 | **7** |  |  |
|  | **4** | **Level 1** | **3** | **2** | 0 | 0 | 0 | **5** |  |  |
|  | **5** | **Level 2 and 3** | **2** | **1** | **0,5** | **0,5** | **0,5** | **4,5** |  |  |
|  | **6** | **Level 2 and 3** | **2** | **1** | **0,5** | **0,5** | 0 | **4** |  |  |
|  | **7** | **Level 2 and 3** | **2** | **1** | **0,5** | 0 | 0 | **3,5** |  |  |
|  | **8** | **Level 2 and 3** | **2** | **1** | 0 | 0 | 0 | **3** |  |  |
|  | **9** | **Level 4 and 5** | **1** | **0,5** | **0,25** | **0,25** | **0,25** | **2,25** |  |  |
|  | **10** | **Level 4 and 5** | **1** | **0,5** | **0,25** | **0,5** | 0 | **2,25** |  |  |
|  | **11** | **Level 4 and 5** | **1** | **0,5** | **0,25** | 0 | 0 | **1,75** |  |  |
|  | **12** | **Level 4 and 5** | **1** | **0,5** | 0 | 0 | 0 | **1,5** |  |  |
|  | **13** | **Level 6** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **14** | **Level 7** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **15** | **Level 8** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **16** | **Non-Contributor** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **Total Maximum Score Allocation:** | | **10** |  |  |  |  |  |  |  |

F= A+B+C+D+E

Annex A: Bidder substantiating evidence

# TECHNICAL MANDATORY REQUIREMENT, EVIDENCE

## BIDDER CERTIFICATION / AFFILIATION REQUIREMENTS

**Attach** a copy of valid documentation of International Air Transport Association (IATA) licence/ certificate (certified copy)

**OR**

Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be attached and copy of the certificate **here**.

**NOTE (1):**

SITA reserves the right to verify information provided.

## BIDDER EXPERIENCE AND CAPABILITY REQUIREMENTS

Complete table below, noting that:

* + - 1. The Bidder **must** provide **all** of the following reference details from at least two (2) customers to whom the following were delivered in the last five (5) years from the publication date of this bid:

1. An Travel Management System solution; **and**
2. Provided a fully integrated booking and ticketing system product or service
   * + 1. Project end-date must be current or not older than five (5) years from date this bid is advertised,
       2. Scope of work must be related.

**NOTE (1):**

The Bidder must provide all of the following information when completing **table 14**:

* 1. Company name; **and**
  2. Reference Person Name, Tel **and/or** email; **and**
  3. Project Scope of Work; **and**
  4. Project Start and End-date.

**NOTE (2):**

Failure to comply fully to the requirements as indicated above will result in disqualification.

**NOTE (3):**

SITA reserves the right to verify information provided.

Table 14: References

| **No** | **Company Name** | **Contact person, telephone and/or e-mail address** | **Project Scope of Work** | **Project start and end date** |
| --- | --- | --- | --- | --- |
| 1. | <Company name> | <Person Name>  <Tel>  <email> | <Provide reference details from a customer to whom the following was delivered in the last five (5) years from the publication date of this bid:   1. An Travel Management System solution; **and** 2. Provided a fully integrated booking and ticketing system product or service.> | Start Date:  End Date: |
| 2. | <Company name> | <Person Name>  <Tel>  <email> | <Provide reference details from a customer to whom the following was delivered in the last five (5) years from the publication date of this bid:   1. An Travel Management System solution; **and** 2. Provided a fully integrated booking and ticketing system product or service.> | Start Date:  End Date: |

## PRODUCT / SERVICE FUNCTIONAL REQUIREMENT

The Bidder must confirm that they comply with the **Product/ Service Functional Requirements** by completing and signing **Annex B**: **Addendum 1** and **attach it here**.

**NOTE (1):**

Failure to comply fully to the requirements as indicated above will result in disqualification.

**NOTE (2):**

SITA reserves the right to verify information provided.

## SPECIAL CONDITIONS OF CONTRACT

The Bidder **must accept ALL** the Special Conditions of Contract by completing and signing the declaration of Acceptance in Declaration of compliance and acceptance under the Special Conditions **(Section 3.3.2)**.

**NOTE (1):**

Failure to **accept ALL** the Special Conditions of Contract will result in disqualification.

## THIRD PARTY RISK ASSESMENT

The Bidder **must comply** with the Third-Party Risk Management Assessment requirement **by completing All** the questions in **ANNEX C** and **attach it here**.

**NOTE (1):**

SITA reserves the right to verify information provided.

**NOTE (2):**

Failing to complete all the questions, or not Accepting the Declaration of Acceptance above will result in disqualification.

## TECHNICAL FUNCTIONALITY REQUIREMENTS

The Bidder needs to **attach** the required Evidence for the Technical Functional Requirements as indicted in **section 3.2.3 here.**

## DEMONSTRATION / PRESENTATION /PROOF OF CONCEPT REQUIREMENTS

Presentation and Demonstration information will be provided by the Bidder at the Presentation and Live Proof of Concept Demonstration session as indicted in **section 3.2.4**.

## PREFERENTIAL GOAL REQUIREMENTS

The Bidder **must**:

* + 1. **Preference Goal Requirements:**

Bidder to select the section for points they wish to claim (Mark as Y=Yes) in **either tables 13A or 13B in section 3.6**, dependant on which preference system the Bidder selects in line with **section 3.6; and**

Provide a copy of the following relevant evidence for the Preferential Goal points which the Bidder qualifies for as set out in **table 12**in **section 3.6.** and **attach it here**:

* + - * 1. **Columns A, B, C and D in tables 13A or 13B**

Copy of relevant proof ***(B-BBEE certificate or sworn affidavit)*** of B-BBEE status level of contributor as defined in the Broad-Based Black Economic Empowerment Act:

***B-BBEE certificate*** *(from a SANAS Accredited Agency);*

**or**

***Sworn affidavit*** in the format provided by CIPC - ***Applicable to EMEs and QSEs only;***

**and/ or**

* + - * 1. **Column D in tables 13A or 13B**

Copy of **South African Identification Document (ID);**

**and/ or**

* + - * 1. **Column E in tables 13A or 13B**

*Copy of Medical Certificate* ***clearly indicating the disability in line with the B-BBEE status claimed as defined in the Broad-Based Black Economic Empowerment Act***.

**Note:**

The CIPC (Companies and Intellectual Property Commission) registration documents will also be used as evidence to confirm compliance to the Preferential procurement requirements as part of the evaluation process.

* + 1. Indicate their commitment to claim points for each of the preference points **by signing at par 4.5 in the Invitation to Bid document.**

**NOTE (1):**

**Failure on the part of a bidder to comply to paragraphs (1) and (2) above, will be interpreted to mean that preference points are not claimed.**

Annex B: Addendum 1: Product/ Service Functional Requirements

1. **PRODUCT/ SERVICE FUNCTIONAL REQUIREMENTS**

**NB: The bidder must confirm that they comply with the following Technical Product/ Service Functional Requirements as indicated below as this will be legal contractual binding:**

**Table 12:** Product/ Service Functional Requirements

| **No** | **Service Description** |
| --- | --- |
| (a) | Web based fully integrated booking and ticketing Travel system with a Reporting Portal for the Client |
| (b) | Access to the fully integrated booking and ticketing Travel system Reporting Portal |
| (c) | Publishing of national and international travel Detail Report. |
| (d) | Publishing of Accommodation report |
|  |  |
| (e) | Publishing of Car Hire Reports |
| (f) | Publishing of Foreign Exchange services & National and international travel Itineraries |
| (g) | Demonstrate functional call centre and after-hours service |
| (h) | Publishing of monthly Invoice and Statements with access to all historical Invoices |
| (i) | Publishing of Custom designed reports |

I, the bidder (Full names)………………………………………………………….representing (company

name)…………………………………………………………….. Hereby confirm that I comply with the above Technical Product/ Service Functional Requirements and understand that it will form part of the contract and is legally binding.

Thus done and signed at …………………………………….. On this………day of……………..….20….

……………………………….

Signature

Designation:

Annex C: THIRD-PARTY RISK MANAGEMENT (TPRM) ASSESSMENT

1. **Instructions**
2. In terms of the approved SITA Third-Party Risk Management Framework, all Bidders responding to this bid must complete the following section by answering ALL the questions.
3. By completing the Third-Party Risk Management Assessment the Bidder agrees to provide all reasonable supporting documentation when requested to do so, as well as during contract finalisation as this is a pre-award condition of this bid.
4. Any risk identified during the assessment process will have to be mitigated and/or remediated before or during the contract finalisation phase. A detailed mitigation plan, that is acceptable to SITA, may also be required.
5. Supplier due diligence, as contained in the Special Conditions of Contract, is also applicable to this Third-Party Risk Management process.
6. The following 6 (six) risk elements will be assessed:
   1. Company risk: 10 questions;
   2. Financial risk: 6 questions;
   3. Operational risk: 8 questions;
   4. Governance and compliance risk: 6 questions;
   5. Information security and privacy risk: 7 questions;
   6. Reputational risk: 6 questions.
   7. **Evaluation Criteria**
      1. **Company risk**
   8. Questions 2, 3, 6, 8, 9, 10:

| **Evaluation criteria** | **Score** |
| --- | --- |
| Yes | 0 |
| Partially meet requirements | 0.5 |
| No | 1 |

* 1. Questions 1, 4, 5:

| **Evaluation criteria** | **Score** |
| --- | --- |
| Yes | 1 |
| Partially meet requirements | 0.5 |
| No | 0 |

* 1. Question 7:

| **Evaluation criteria** | **Score** |
| --- | --- |
| Yes, actively operating for more than 5 years | 1 |
| 2-5 Years actively operating | 0.5 |
| No, actively operating for less than 2 years | 0 |

* + 1. **All questions for all other risk elements:**

| **Evaluation criteria** | **Score** |
| --- | --- |
| Yes | 1 |
| Partially meet requirements | 0.5 |
| No | 0 |

* 1. **Third Party Risk Assessment**
  2. The assessment of bidders’ responses to the questions will be determined by the completeness (i.e. all questions answered), undertaking signed (where required) and accuracy of substantiating evidence, when requested. Please note that SITA reserves the right to verify the information provided.

| **Question to assess each risk element** | **Bidders response:**  **Mark relevant box with an “X”** | | |
| --- | --- | --- | --- |
| **Company Risk** | | | |
| 1. Have you listed all related party transactions to be declared between you and SITA or its department in SBD9? | Yes | Partially | No |
| 1. Are you currently involved in litigation against SITA – or do you foresee litigation being instituted within the next 6 months? | Yes | Partially | No |
| 1. Are there any law suits or ongoing litigation that could affect this transaction in any way or the bidder as an ongoing concern? | Yes | Partially | No |
| 1. Is customer service delivery or contract performance actively monitored by you? | Yes | Partially | No |
| 1. Do you have formal strategic planning processes in place? | Yes | Partially | No |
| 1. Are any of your directors or shareholders Prominent Influential People (PIP) or Politically Exposed Persons (PEP)? | Yes | Partially | No |
| 1. Has your company been actively operating as a going concern for more than 5 years? | Yes | 2-5 Years | Less than 2 years |
| 1. Is the company busy with a re-organisational/restructuring process that may impact this transaction? | Yes | Partially | No |
| 1. Are any of your suppliers located in a region where geopolitical risk exposure is high? | Yes | Partially | No |
| 1. Has any current director of the bidder ever served as a director of a company during a period where a Government contract was cancelled? | Yes | Partially | No |
| **Financial Risk** | | | |
| 1. Did you have positive revenue growth in the past three years? | Yes | Partially | No |
| 1. Is the proposed bid price going to be **less than 40%** of your total annual revenue for the previous financial year? | Yes | Partially | No |
| 1. Is the financial health of your company in good standing? | Yes | Partially | No |
| 1. Were your Annual Financial Statement (AFS) unqualified in the last financial year? | Yes | Partially | No |
| 1. Do you have sufficient cash in the bank (2 or more months’ worth of operating cost) to operate under restricted conditions for at least 2 months? | Yes | Partially | No |
| 1. Do you have a clean credit record: No current or pending judgement, adverse listing, business rescue or principal sequestration listing? | Yes | Partially | No |
| **Operational Risk** | | | |
| 1. Do you have operational redundancy (resilience) in terms of technology and energy resources to ensure high availability of services? | Yes | Partially | No |
| 1. Are your dependencies for logistics either fully under your own control **or** managed through supplier performance management contracts? (Choose “Yes” if fully under your own control and “No” for supplier contracts) | Yes | Partially | No |
| 1. Do you have operational procedure standards in place across the organisation, such as change control, release management, access control, incident management, back-up regimes and restore tests, etc? | Yes | Partially | No |
| 1. Do you have human resources management in place, including succession planning and mitigation against key reliance on single individuals? | Yes | Partially | No |
| 1. Do you have sound supply chain processes in place? | Yes | Partially | No |
| 1. Do you have sound third party risk management processes in place (fourth party for SITA)? | Yes | Partially | No |
| 1. Do you have a fully-fledged research and development (R&D) department to ensure continuous improvement? | Yes | Partially | No |
| 1. Do you rely on locally manufactured components or have actively managed the risk relating to lead times or delivery delays? (Choose “Yes” is you rely on locally manufactured components or can actively manage lead times and prevent delivery delays where manufacturing is not local i.e. not in South Africa) | Yes | Partially | No |
| **Governance and Compliance Risk** | | | |
| 1. Do you comply with all legislation, including labour, health and safety regulations? | Yes | Partially | No |
| 1. Do you have the appropriate governance frameworks (Cobit, ITIL, King) in place with due monitoring against set standards? | Yes | Partially | No |
| 1. Do you have an internal audit function compliant with IIA standards (insourced, outsourced or co-sourced) in place? | Yes | Partially | No |
| 1. Do you follow formally documented enterprise risk management processes? | Yes | Partially | No |
| 1. Are all statutory requirements of the entity up to date? Specifically, the following: CIPC Returns, Tax returns, UIF and COIDA. | Yes | Partially | No |
| 1. Do you have comprehensive insurance in place, including cover for assets, business disruption and liability? | Yes | Partially | No |
| **Information Security and Privacy Risk** | | | |
| 1. Are your physical security perimeters appropriately safeguarded? | Yes | Partially | No |
| 1. Do you have video surveillance of areas that will contain SITA information/products? | Yes | Partially | No |
| 1. Do you conduct security and suitability verification of all employees prior to employment? | Yes | Partially | No |
| 1. Do you have identification verification controls in place in all your buildings? | Yes | Partially | No |
| 1. Are your access control protocols verified to be effective by Internal and/or External Auditors? | Yes | Partially | No |
| 1. Do you have Security Information and Events Management (SIEM) processes in place? | Yes | Partially | No |
| 1. Do you have sufficient information security and cyber arrangements in place for employees working from home? | Yes | Partially | No |
| **Reputational Risk** | | | |
| 1. Do you have anti-bribery and corruption, anti-money laundering and fraud prevention practices in place? | Yes | Partially | No |
| 1. Please confirm that neither the company, nor any of its directors has been named in any corruption scandal (choose “Yes” to confirm **not being named** in a corruption scandal) | Yes | Partially | No |
| 1. Do you have a social responsibility programme in place? | Yes | Partially | No |
| 1. Do you have an environmental protection policy, including potential harmful emission or hazardous waste management? | Yes | Partially | No |
| 1. Do you actively manage your organisation’s energy consumption? | Yes | Partially | No |
| 1. Is your employment equity plan up to date and actively managed? | Yes | Partially | No |

* 1. **Third Party Risk Management Declaration**
  2. The bidder hereby makes the following declaration and confirm the following information (mark with a “X” in the corresponding column):

| **Statement of Declaration** | **Accept and Confirm** | **Do not accept and Confirm** |
| --- | --- | --- |
| 1. All questions in this assessment were answered accurately. |  |  |
| 1. SITA can request additional supporting documentation, within reason, to confirm the accuracy and completeness of the information provided in this self-assessment. |  |  |

* + 1. **Declaration of Acceptance**

|  |  |  |
| --- | --- | --- |
|  | **Accept all** | **Do not accept all** |
| 1. The bidder declares that all information provided in this assessment is accurate. 2. The bidder understands that any false information may constitute misrepresentation.    1. SITA reserves the right to verify the information provided. 3. By completing the Third-Party Risk Management Assessment the Bidder agrees to provide all reasonable supporting documentation when requested to do so, as well as during contract finalisation as this is a **pre-award condition of this bid.** 4. The bidders understand and agrees that this section will form part of the contract and is legally binding. |  |  |
| **Any additional comments by bidder pertaining to the third-party risk assessment:** | | |

**NOTE: Failing to complete all the questions, or not Accepting the Declaration of Acceptance will lead to disqualification.**