

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

ANNEXURE A1



Request for Proposal for Appointment of a Travel management agency to assist the South African Weather Service with travel management services for the period of 36 months

RFP: SAWS-456/26

Date Issued:

Closing date and time:

Bid Validity Period: 90 days

RFP: SAWS-456/26
 Appointment of Travel Management Company
 To Provide Travel Management Services to South African Weather Service (SAWS)

TABLE OF CONTENT

1. INTRODUCTION.....	3
2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP).....	3
3. DEFINITIONS	3
4. LEGISLATIVE FRAMEWORK OF THE BID.....	6
5. BRIEFING SESSION	7
6. CONTACT AND COMMUNICATION	7
7. LATE BIDS.....	8
8. COUNTER CONDITIONS	8
9. FRONTING	8
10. SUPPLIER DUE DILIGENCE.....	9
11. SUBMISSION OF PROPOSALS.....	9
12. PRESENTATION / DEMONSTRATION	9
13. DURATION OF THE CONTRACT	9
14. SCOPE OF WORK	9
15. PRICING MODEL	23
16. EVALUATION AND SELECTION CRITERIA.....	23
17. GENERAL CONDITIONS OF CONTRACT	35
18. CONTRACT PRICE ADJUSTMENT	36
19. SERVICE LEVEL AGREEMENT.....	36
20. SPECIAL CONDITIONS OF THIS BID.....	37
21. THE SOUTH AFRICAN WEATHER SERVICE REQUIRES BIDDER(S) TO DECLARE	37
22. CONFLICT OF INTEREST, CORRUPTION AND FRAUD.....	38
23. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT	39
24. PREPARATION COSTS	40
25. INDEMNITY	40
26. PRECEDENCE	40
27. LIMITATION OF LIABILITY.....	40
28. TAX COMPLIANCE	40
29. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS	41
30. GOVERNING LAW	41
31. RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL	41
32. CONFIDENTIALITY	41
33. SOUTH AFRICAN WEATHER SERVICE PROPRIETARY INFORMATION	42
34. AVAILABILITY OF FUNDS	42

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

1. INTRODUCTION

The South African Weather Service (SAWS) is a public entity of the Department of Forestry, Fisheries and the Environment (DFFE) and derives its mandate from the South African Weather Service Act (No 8 of 2001 as amended). The public entity is listed as a Schedule 3A Public Entity in terms of the Public Finance Management Act (PFMA).

SAWS is tasked with providing timely and accurate scientific data in the field of meteorology to the broader South African society: a combination of both public good and commercial services. The organisation plays a vital role in South African public life, not just as a provider of key services, but also in empowering citizens to adapt the effects of the ever-changing weather and climate.

The South African Weather Service seeks to appoint travel management company to assist the organisation with travel management services for a period of three years (36 months).

2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of travel management services to South African Weather service.

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by South African Weather service for the provision of travel management services to South African Weather service.

3. DEFINITIONS

Accommodation means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

After-hours service refers to an enquiry or travel request that is actioned after normal working hours, i.e. 17h00 to 08h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays

Air travel means travel by airline on authorised official business.

Authorising Official means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g. line manager of the traveller.

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

Department means the organ of state, Department or Public Entity that requires the provision of travel management services.

Domestic travel means travel within the borders of the Republic of South Africa.

Emergency service means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.

G-Commerce refers to the Government's buy-site for transversal contracts.

International travel refers to travel outside the borders of the Republic of South Africa.

Lodge Card is a credit card which is specifically designed purely for business travel expenditure. There is typically one credit card number which is "lodged" with the TMC at to which all expenditure is charged.

Management Fee is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets etc).

Merchant Fees are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.

Online Travel Booking System (OTBS) refers to web-based software to enable online booking of travel.

Quality Management System means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.

Regional travel means travel across the border of South Africa to any of the SADC Countries, namely: Angola, Botswana, Democratic Republic of Congo (DRC),

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe.

SAWS means the South African Weather Service

Service Level Agreement (SLA) is a contract between the TMC and Government that defines the level of service expected from the TMC.

Shuttle Service means the service offered to transfer a Traveller from one point to another, for example from place of work to the airport.

Third party fees are fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include visa fees and courier fees.

Transaction Fee means the fixed negotiated fee charged for each specific service type e.g. international air ticket, charged per type per transaction per traveller.

Traveller refers to a government official, consultant or contractor travelling on official business on behalf of Government.

Travel Authorisation is the official form utilised by Government reflecting the detail and order number of the trip that is approved by the relevant authorising official.

Travel Booker is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g. the personal assistant of the traveller.

Travel Management Company or TMC refers to the Company contracted to provide travel management services (Travel Agent).

Travel Voucher means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.

Value Added Services are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.

VAT means Value Added Tax.

VIP or Executive Service means the specialised and personalised travel management services to selected employees of Government by a dedicated consultant to ensure a seamless travel experience.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

4. LEGISLATIVE FRAMEWORK OF THE BID

4.1. Tax Legislation

- 4.1.1. Bidder(s) must be compliant when submitting a proposal to [Institution name] and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- 4.1.2. It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 4.1.3. The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 4.1.4. It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- 4.1.5. Bidders are required to be registered on the Central Supplier Database, and the South African Weather Service shall verify the bidder's tax compliance status through the Central Supplier Database.
- 4.1.6. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database, and their tax compliance status will be verified through the Central Supplier Database.

4.2. Procurement Legislation

The South African Weather Service has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

4.3. Technical Legislation and/or Standards

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

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

5. BRIEFING SESSION

5.1 A non-compulsory briefing session for interested bidders will be held for this requirement. Refer to the bid publication and SBD1 for details regarding the non-compulsory briefing session.

6. CONTACT AND COMMUNICATION

- 6.1. A nominated official of the bidder(s) can make enquiries in relation to this bid in writing to the Bid Administrator via email at bids@weathersa.co.za
- 6.2. The delegated official of the South African Weather Service may communicate with Bidder(s) where clarity is sought in the bid proposal.
- 6.3. Any communication to an official or a person acting in an advisory capacity for the South African Weather service in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 6.4. All communication between the Bidder(s) and the South African Weather Service must be done in writing.
- 6.5. Whilst all due care has been taken in connection with the preparation of this bid, the South African Weather Service makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. The South African Weather Service, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current or complete.
- 6.6. If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the South African Weather Service (other than minor clerical matters), the Bidder(s) must promptly notify the South African Weather Service in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the South African Weather Service an opportunity to consider what corrective action is necessary (if any).
- 6.7. Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by the South African Weather Service will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

- 6.8. All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid or the Tendering process must keep the contents of the Bid and other such information confidential and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

7. LATE BIDS

Bids received after the closing date and time will not be accepted for consideration.

8. COUNTER CONDITIONS

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

9. FRONTING

- 9.1. Government supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.

- 9.2. The Government, in ensuring that Bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the South African Weather Service may have against the Bidder / contractor concerned.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

10. SUPPLIER DUE DILIGENCE

The South African Weather Service reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include but is not limited to site visits, reference checks and request/s for additional information.

11. SUBMISSION OF PROPOSALS

11.1. This bid will close electronically on the eTender platform of National Treasury which makes provision for the electronic submission of bids.
(<https://www.etenders.gov.za/>)

11.2. Bidders responding to this bid must ensure that they complete and submit all the documents issued with this bid together with the bidder's response i.e. any additional documentation before the closing time of this bid.

11.3. Responses received after the closing time WILL NOT be considered.

11.4. Bidders are requested to initial each page of the tender document.

12. PRESENTATION / DEMONSTRATION

Bidders who qualify for Gate 1 evaluation (refer to section 16.12) will be required to do a presentation/demonstration to SAWS as part of the bid evaluation process on their Online Booking System and Data Management and Reporting.

13. DURATION OF THE CONTRACT

The successful bidder will be appointed for a period of 36 (thirty-six) months on a fixed contract term.

14. SCOPE OF WORK

14.1. Background

South African Weather service (SAWS) currently uses one (1) travel management company to manage the travel requisition and travel expense processes within the travel management lifecycle. The travel requisition process is currently a semi-automated process. The travel requisition is captured on the ERP NetSuite system that go through an automated approval procedure and are then forwarded to the Travel

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

Management Company's (TMC) booking co-ordinators that finalise the bookings on travel management company's online booking tool. The SAWS booking co-ordinators captures travel bookings on the travel management's online booking tool.

The South African Weather Service's primary objective in issuing this RFP is to enter into agreement with a successful bidder who will achieve the following:

- a) Provide the South African Weather Service with the travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service levels;
- b) Achieve significant cost savings for the South African Weather Service without any degradation in the services;
- c) Appropriately contain the South African Weather Service's risk and traveller risk.

14.2. Travel Volumes

The existing/current South African Weather Service total volumes per annum includes air travel, accommodation, car hire, forex, conference, etc. The table below details the number of transactions for the financial years (April to March) 2024/25 and 2025/26 as follows:

Service Category	2024/25		2025/26	
	Estimated Number of Transactions per annum	Estimated Expenditure per annum	Estimated Number of Transactions per annum	Estimated Expenditure per annum
Accommodation (Acc)	1 133	R4 224 820,79	1 272	R5 955 796,83
Accommodation International (Aci)	85	R3 141 626,44	22	R491 089,25
Accommodation Regional (Acr)			8	R180 516,90
Bus Services (Bus)	1	R116 439,30	1	R25 500,00
Car Hire (Car)	486	R3 414 824,82	723	R3 755 511,00
Conference/Groups (Con)	23	R4 433 036,53	13	R1 835 628,56
–Accident Damage (Dam)	5	R40 840,97	20	R79 245,17
Domestic Air Travel (Dom)	489	R2 265 629,87	492	R2 213 830,30
Extra Baggage (Ext)			1	R250,00

RFP: SAWS-456/26

Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

Service Category	2024/25		2025/26	
	Estimated Number of Transactions per annum	Estimated Expenditure per annum	Estimated Number of Transactions per annum	Estimated Expenditure per annum
Fuel Card (Fcr)			2	R270,00
Fuel (Fue)	314	R319 675, 97	760	R799 793,56
Insurance (Ins)	4	R1 505,00	1	R700,00
International Air Travel (Int)	115	R2 243 198, 54	29	R918 601,62
Meals & Refreshments (Mea)	6	R2 963, 70	16	R36 689,10
Handling Fee (Neg)	57	R385 406, 83	42	R197 021,63
Non-Vatable (Non)	3	R3 470, 00	7	R4 800,00
Parking (Par)			1	R240,00
Priority Boarding (Prb)	1	R870, 00		
Ticket Re-Issue (Dom) (Red)	28	R41 718, 86	19	R20 771,48
Regional Air Travel (Reg)	188	R2 075 041, 82	101	R1 049 611,16
Ticket Re-Issue (Int) (Rei)	13	R52 615,87	7	R8 655,74
Regional Service Fee (Rsf)	164	R12 300,00	98	R7 350,00
Service Fee Domestic Land (Sel)	2 368	R43 930,00	2 397	R43 136,25
Services Fees (Ser)	405	R14 175,00	395	R13 825,00
International Service Fees (Sin)	103	R7 695,00	23	R1 725,00
Service Fee International Land (Sli)	44	R2 115,00	42	R1 260,00
Service Fee Regional Land (Slr)			12	R500,00
Sundry (Sun)	15	R16 623,94	7	R24 533,32
Traffic Fine (Tff)	14	R5 871,00	18	R7 960,00
Transfers International (Tfi)	4	R54 248,69	21	R38 171,58
Transfers Regional (Tfr)			4	R25 975, 26
Transfers (Trf)	759	R1 199 255,17	445	R851 880,80
TOTAL	6 827	R24 119 899,11	6 999	R18 573 428,03

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

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

14.3. Service Requirements

14.3.1. General

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

- a. The travel services will be provided to all Travellers travelling on behalf of the South African Weather Service, locally and internationally. This will include employees and contractors, consultants and clients where the agreement is that the South African Weather Service is responsible for the arrangement and cost of travel.
- b. Provide travel management services during normal office hours.
- c. After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
- d. (Monday to Friday 08h00 – 17h00 and provide after hours and emergency services as stipulated in paragraph 14.3.6.
- e. Provide an Online Booking System that can be utilised by travel bookers or Travellers and provide the necessary support required.
- f. Familiarisation with current South African Weather Service travel business processes.
- g. Familiarisation with current travel suppliers and negotiated agreements that are in place between the South African Weather Service and third parties. Assist with further negotiations for better deals with travel service providers.
- h. Familiarisation with the current South African Weather Service Travel Policy and implementations of controls to ensure compliance.
- i. 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.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

- j. Manage the third-party service providers by addressing service failures and complaints against these service providers.
- k. Consolidate all invoices from travel suppliers.
- l. Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- m. Provide **testimonial/reference letters** from contactable existing or current clients (within the past five (5) years) for travel management services, specifically supporting organisations with a minimum of 400 employees or more, and handling a minimum of 6 000 travel transactions annually, comparable to or exceeding the size and operational requirements of the South African Weather Service as stipulated in table 1: Travel volumes (Refer to the table on 14.2 under travel volumes).
- n. TMC must provide **testimonials/ reference letters** from different contactable existing and or past clients reflecting the **utilisation of an Online Travel Booking System (for at least 5 years)**.

14.3.2. Reservations to Include Conference as well under reservation

The Travel Management Company will:

- a. 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.
- b. always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
- c. apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
- d. obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- e. book the negotiated discounted fares and rates where possible.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

- f. 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.
- g. book parking facilities at the airports where required for the duration of the travel.
- h. respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- i. Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- j. must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- k. advise the Traveller of all visa and inoculation requirements well in advance.
- l. assist with the arrangement of foreign currency where required.
- m. facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- n. facilitate the bookings that are generated through their own- or third-party Online Booking Tool (OBT) where it can be implemented.
- o. note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- p. 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.
- q. negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by the South African Weather Service are **non-commissionable**, where commissions are earned for South African Weather Service bookings all these commissions should be returned to the South African Weather Service on a quarterly basis.
- r. ensure confidentiality in respect of all travel arrangements and concerning all persons requested by the South African Weather Service.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

- s. timeous submission of proof that services have been satisfactorily delivered (invoices) as per the South African Weather Service's instructions

14.3.3. Air Travel

- a. The TMC must be able to book full-service carriers as well as low-cost carriers.
- b. The TMC will book the most cost-effective airfares possible for domestic travel.
- c. For international flights, the airline which provides the most cost effective and practical routings may be used.
- d. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- e. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- f. Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
- g. The TMC will also assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- h. The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- i. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- j. Ensure that travellers are always informed of any travel news/travel alert regarding airlines (like baggage policies, checking in arrangements, flight delays etc.)
- k. Assist with lounge access if and when required.

14.3.4. Accommodation

- a. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.

RFP: SAWS-456/26
 Appointment of Travel Management Company
 To Provide Travel Management Services to South African Weather Service (SAWS)

- b. 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
- c. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with the South African Weather Service's travel policy.
- d. The South African Weather Service travellers may only stay at accommodation establishments with which South African Weather Service 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 the South African Weather Service.
- e. Accommodation vouchers must be issued to all South African Weather Service travellers for accommodation bookings and must be invoiced to the South African Weather Service as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- f. The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the latest cost containment instruction of the National Treasury.
- g. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

14.3.5. Car Rental and Shuttle Services

- a. The TMC will book the approved category vehicle in accordance with the South African Weather Service Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- b. The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

- c. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- d. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
- e. The TMC will book transfers in line with the South African Weather Service Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- f. The TMC should manage shuttle companies on behalf of the South African Weather Service and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- g. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

14.3.6. After Hours and Emergency Services

- a. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- b. A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour or emergency assistance.
- c. After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
- d. A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- e. The Travel Management Company must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

14.4. Communication

- 14.4.1. The TMC may be requested to conduct workshops and training sessions for Travel Bookers of the South African Weather Service.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

14.4.2. All enquiries must be investigated, and prompt feedback be provided within 5 working days in accordance with the signed Service Level Agreement.

14.4.3. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel Management Company in one smooth continuous workflow.

14.5. Financial Management

14.5.1. The TMC must implement the rates negotiated by South African Weather Service with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.

14.5.2. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to the South African Weather Service for payment within the agreed period.

14.5.3. Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.

14.5.4. 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 the South African Weather Service for the services rendered. In addition, the TMC must Consolidate Travel Supplier bill-back invoices.

14.5.5. Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.

14.5.6. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to the South African Weather Service'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. In addition, the TMC must ensure Travel Supplier accounts are settled timeously

14.6. Technology, Management Information and Reporting

14.6.1. Online Travel Booking System

RFP: SAWS-456/26
 Appointment of Travel Management Company
 To Provide Travel Management Services to South African Weather Service (SAWS)

The TMC must have the capability to implement an Online Travel Booking System to facilitate domestic bookings with the required service providers to optimise the services and related fees though:

- a) A single sign to access all features and travel booking functions.
- b) An integrated profile management with a single universal traveller profile
- c) The ability to book, amend and cancel flight, accommodation and car rental
- d) To comply with the National Treasury Travel Framework and all requirements of cost containment measures.
- e) Online approval process to obtain the necessary approvals for travel and or deviations according to the SAWS delegations.
- f) The OTBS should make provision for SAWS to add and remove cost centres and authorised approvers per cost centre as and when it is requested
- g) The OTBS should have the intellect of not issuing if travel is not approved by delegated officials
- h) The OTBS should be able to detect if an existing booking system exists in the system in order to avoid duplicate bookings
- i) The OTBS must have an integrated reporting ability linking the invoicing and payments to the order.
- j) The OTBS must cater for air travel, accommodation establishments and car rentals, reflecting the negotiated rates and the stipulated written directives issued by National Treasury or SAWS.
- k) In the event that the OTBS is offline, the TMC should be able to allow the travellers/travel booker to submit the travel request manually.
- l) The TMC should be able to capture the travel request on behalf of the traveller in case of emergency or if the OTBS is offline.
- m) must provide regular training on the OTBS and provide support to travel bookers / travellers during official working hours.
- n) TMS must ensure that measures and controls are implemented within the online booking system to safeguard information against loss, breaches, or compromise, and to ensure that access is restricted to authorised personnel only. This must comply with the prescribed the Protection of Personal Information Act (POPIA) and Cyber Security requirements.

14.6.2. **Data Management and Reporting**

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

- a) The TMC must have the capability to consolidate all management information related to travel expenses into a single document with automated reporting tools.
- b) The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
- c) All management information and data input must be accurate.
- d) The TMC will be required to provide the South African Weather Service with a minimum of three (3) standard monthly reports.
- e) Reports must be accurate and be provided as per the South African Weather Service'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).
- f) The South African Weather service may request the TMC to provide additional management reports.
- g) Reports must be available in an electronic format for example Microsoft Excel. The TMC will implement all the necessary processes and programs to ensure that all the data is always secure and not accessible by any unauthorised parties.
- h) Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:
 - i. For Travel: After hours' report, compliments and complaints, consultant productivity report, long term accommodation and car rental, extension of business travel to include leisure, upgrade of class of travel (air, accommodation and ground transportation, bookings outside Travel Policy.
 - ii. For 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 Statement Plan (BSP) report, refund log, open voucher report, and an open age Invoice analysis.

RFP: SAWS-456/26
 Appointment of Travel Management Company
 To Provide Travel Management Services to South African Weather Service (SAWS)

14.7. Account Management

- 14.7.1 An Account Management structure should be put in place to respond to the needs and requirements of the South African Weather Service and act as a liaison for handling all matters regarding delivery of services in terms of the contract.
- 14.7.2 The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the South African Weather Service's account.
- 14.7.3 The necessary processes should be implemented to ensure good quality management and always ensuring Traveller satisfaction.
- 14.7.4 A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 14.7.5 Ensure that the South African Weather Service's Travel Policy is enforced.
- 14.7.6 The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- 14.7.7 Ensure that workshops/training is provided to Travellers and/or Travel Bookers
- 14.7.8 During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

14.8. Value Added Services

The TMC must provide the following value added services:

- 14.8.1 Destination information for regional and international destinations:
 - i. Health warnings;
 - ii. Weather forecasts;
 - iii. Places of interest;
 - iv. Visa information;
 - v. Travel alerts;
 - vi. Location of hotels and restaurants;
 - vii. Information including the cost of public transport;
 - viii. Rules and procedures of the airports;
 - ix. Business etiquette specific to the country;
 - x. Airline baggage policy; and
 - xi. Supplier updates (shuttle)

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

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

14.9. Cost Management

- 14.9.1 The National Treasury cost containment initiative and the South African Weather Service's Travel Policy is establishing a basis for a cost savings culture. It is the obligation of the TMC Consultant to always advise on the most cost-effective option, and costs should be within the framework of the National Treasury's cost containment instructions.
- 14.9.2 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.
- 14.9.3 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 the South African Weather Service'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.
- 14.9.4 A savings plan is required to be provided, indicating the areas targeted to achieve maximum cost savings or how the projected travel cost savings will be achieved during the duration the contract. In addition, the TMC must describe how they will assist the South African Weather Service in reducing annual travel expenditure

14.10. Quarterly and Annual Travel Reviews

- 14.10.1 Quarterly reviews are required to be presented by the Travel Management Company on all South African Weather Service travel activity in the previous three-month period. These reviews are comprehensive and presented to South African Weather Service as part of the performance management reviews based on the service levels.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

14.10.2 Annual Reviews are also required to be presented to the South African Weather Service.

14.10.3 These Travel Reviews will include without limitation the following information:

- I. Quarterly spend & Management report
- II. Performance review

14.11. Office Management

14.11.1 The TMC to ensure high quality service to be always delivered to the South African Weather Service's travellers. The TMC is required to provide the South African Weather Service with highly skilled and qualified human resources of the following roles but not limited to:

- a. Senior Consultants
- b. Intermediate Consultants
- c. Junior Consultants
- d. Account Manager

15 PRICING MODEL

South African Weather Service requires bidders to propose one pricing model called transactional fee model. The South African Weather Service has at its discretion selected this model as the best possible cost-effective solution for the SAWS.

15.11 Transaction Fees

Refer Annexure A3: Pricing Schedule

15.11.1 The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers.

15.11.2 SAWS indicated the estimated percentage split between Traditional booking and On-line bookings.

16 EVALUATION AND SELECTION CRITERIA

RFP: SAWS-456/26

Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

The South African Weather Service has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Administrative Compliance Requirements and Mandatory Requirements (Gate 0)	Technical Evaluation Criteria (Gate 1)	Price and Specific Goals Evaluation (Gate 2)
Bidders must submit all documents as outlined in paragraph 16.1 (Table 1) below.	Bidder(s) are required to achieve a minimum of 70 points out of 100 points to proceed to Gate 2 (Price and Specific Goals).	Bidder(s) will be evaluated out of 100 points and Gate 2 will only apply to bidder(s) who have met and exceeded the threshold of 70 points.

16.11 Gate 0: Administrative Compliance Requirements and Mandatory Requirements

Without limiting the generality of the South African Weather Service's other critical requirements for this Bid, bidder(s) must submit the documents listed in **Table 1** below. All documents must be completed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administrative compliance requirements and mandatory requirements.

SAWS reserves the right to accept or reject a bid based on the completeness and correctness of the documentation and information provided.

Table 1: Documents that must be submitted

Document description	Comments
Invitation to Bid (SBD 1)	Completed and signed (SBD 1)
Proof of registration on the Central Supplier Database (CSD) of National Treasury	Bidders must be registered on the CSD. CSD registration number must be provided.
SARS (South African Revenue Service) Tax Compliant	Bidders tax matters must be in order
Bidders Declaration (SBD 4)	Completed and signed (SBD 4)

RFP: SAWS-456/26
 Appointment of Travel Management Company
 To Provide Travel Management Services to South African Weather Service (SAWS)

Preference Point Claim Form (SBD 6.1)	Completed and signed if points are claimed (SBD 6.1)
BBBEE Certificate	Valid and compliant original B-BBEE and/or certified copies of Sworn Affidavit must be submitted for any points claimed.
Bidder Compliance form for Functional Evaluation (Annexure A2)	Completed and signed
Pricing Schedule (Annexure A3)	Submit full details of the pricing proposal as per Annexure A3.
MANDATORY requirement	
IATA Licence / Certificate <i>(Bidders MUST submit the required evidence at the time of bidding. Failure by a bidder to submit the required evidence at the time of bidding will result in the rejection of the bid.)</i>	16.11.1.1 Bidders are required to submit their International Air Transport Association (IATA) licence/ certificate (certified copy) at closing date. 16.11.1.2 Where a bidding company is using a 3rd party IATA licence, proof of the signed agreement by both parties must be attached and copy of the certificate to that effect at closing date.

16.12 Gate 1: Technical Evaluation Criteria = 100 points

All bidders are required to respond to the technical evaluation criteria scorecard and compliance checklist. Refer to **Annexure A2** for detailed information.

Functionality will be evaluated as follows:

- i. Desktop Technical Evaluation – Bidders will be evaluated out of 100 points and are required to achieve minimum threshold of 70 points out of 100 points.
- ii. The overall combined score must be equal or above 70 points in order to proceed to Gate 2 for Price and Specific Goals evaluations.

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

Functionality	Maximum Points Achievable	Minimum Threshold
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Bidders who obtain 70 and more points out of 100 for Gate 1 Technical Evaluation will be further evaluated on Price and Specific Goals (Gate 2 evaluation).

No.	Criteria	Weight
1	General (Criterion 1) 1.1 Experience Bidders to provide company profile that lists entities indicating the number of years' travel management services had been rendered for each. 1.2 References: Bidders to provide the reference letters from contactable existing/current clients (within 5 past years) which are of annual transaction volumes of 6000 or more and organizational size of a minimum of 400 employees or more to the SAWS whom we may contact for references. 1.3 Company Capability Bidders to supply a list of testimonials/ reference letters from contactable existing/current clients (within past 5 years) reflecting the utilisation of an Online Travel Booking System by a company for at least 5 years	5 10 5
2.	RESERVATIONS (Criterion 2) 2.1. Manage all reservations/ bookings. Bidders to provide system records on the management of travel reservations/ bookings e.g. hotel (accommodation); car rental; flights etc. 2.2. After-hours and emergency services Bidders must have capacity to provide reliable and consistent after hours and emergency support system to traveller(s).	10 5
3.	COMMUNICATION (Criterion 3) Bidders to provide detailing the process used to communicate travel booking procedures to travel bookers. SOP must describe details how travel bookers are informed of the travel booking.	5
4.	Financial Management (Criterion 4) Bidders to provide SOPs and monthly reports, letter or records relating to the that describe the TMC's financial management processes relating to the implementation of negotiated rates established by the South African Weather Service and invoicing processes.	10
5.	ACCOUNT MANAGEMENT (Criterion 5) Bidders to provide the proposed Account Management structure / organogram	10

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RFP: SAWS-456/26
 Appointment of Travel Management Company
 To Provide Travel Management Services to South African Weather Service (SAWS)

Table below explains the rating guidelines for the evaluation of functional criterion

Requirements	Point=0	Points = 1	POINTS = 2	POINTS = 3	POINTS = 4	POINTS = 5
Criterion 1						
1.1 EXPERIENCE Provide, in the company profile a list of entities indicating the number of years' travel management services had been rendered for each.	No experience in the Travel Industry	Less than 2 years in the travel industry.	2-3 years in the travel industry.	4-5 years in the travel industry.	6-9 years' and more in the travel industry.	10 years' and more in the travel industry.
1.2 REFERENCE Provide the reference letters from contactable existing/recent clients (within past 5 years) of annual volumes of 6000 or more transactions and organizational size of 400 employees or more to the South African Weather Service whom we may contact for references. The letter must include company name, contact name, address, phone	No reference letter or reference letters/provided incomplete. (Reference section 14.3.1 (m))	One (1) reference letter provided. (Reference section 14.3.1 (m))	Two (2) Reference letters provided (Reference section 14.3.1.(m))	Three (3) reference letters provided (Reference section 14.3.1.(m))	Four (4) reference letters provided (Reference section 14.3.1 (m))	Five (5) or more letters provided (Reference section 14.3.1 (m))

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

number, and duration of contract, value of the travel expenditure, a brief description of the services that you provided and the level of satisfaction.						
1.3 COMPANY CAPABILITY Provide a list of testimonials/ reference letters from contactable existing/recent clients (within past 5 years) reflecting the utilisation of an Online Travel Booking System by a company for at least 5 years	No testimonial/ reference letter or reference letters provided is incomplete (Reference section 14.3.1 (n))	One testimonial /reference letter provided. (Reference section 14.3.1 (n))	Two testimonial/ reference letters provided. (Reference section 14.3.1 (n))	Three testimonial/ reference letters provided. (Reference section 14.3.1 (n))	Four testimonial/ reference letters provided. (Reference section 14.3.1 (n))	Five or more testimonial/letters provided. Reference section 14.3.1 (n)
Criterion 2						
2.1 RESERVATIONS Bidder to provide a system generated summary report/record illustrating the management of reservations and bookings. The system must describe how all travel reservations and bookings are performed, including accommodation, car rental,	No summary report/ record on reservations/ booking was submitted/ report provided was incomplete	The summary system report/record on reservations /booking complies with all criterions/ requirements from only 1 or 2 sections out of the 5 required sections namely; section 14.3.1(e)	The summary system report/record on reservation /bookings complies with all criterions/ requirements for only 3 or 4 sections out of the required 5 sections namely; section 4.3.1(e) section 14.3.2; section 14.3.3;	The summary system report/ record reservations/ bookings comply with all criterions/ requirements from all the required 5 sections namely; section 4.3.1(e) section 14.3.2; section 14.3.3; section 14.3.4;	The summary system report/ record reservations/ bookings comply with all criterions/ requirements from all the required 5 sections namely; section 4.3.1(e) section 14.3.2; section 14.3.3; section 14.3.4; section 14.3.5.	The summary system report/ record reservations/ bookings comply with all criterions/ requirements from all the required 5 sections namely; section 4.3.1(e) section 14.3.2; section 14.3.3; section 14.3.4; section 14.3.5.

RFP: SAWS-456/26
 Appointment of Travel Management Company
 To Provide Travel Management Services to South African Weather Service (SAWS)

flights, conference and related services. The submission should also include records of conference bookings and, an example of a detailed complex itinerary confirmation reflecting flight, hotel, car rental, passport requirements, confirmation numbers, and proof of competency.		section 14.3.2; section 14.3.3; section 14.3.4; section 14.3.5.	section 14.3.4; section 14.3. 5.	section 14.3.5.	TMC to submit a list of 1-5 venue bookings (e.g. for conferences, events etc.) made in the past 5 years. (Reference 14.3.2 (i))	TMC to submit a list of 6-10 venue bookings (e.g. for conferences, events) made in the past 5 years (Reference 14.3.2. (i))
2.2 AFTER HOURS The bidder to provide Standing Operating Procedure (SOP) and summary report to demonstrate company's capacity to provide reliable and consistent after-hours and emergency support services to travellers. a) The bidder is required to submit details and/or a Standard Operating Procedure (SOP) outlining the after-hours support, including how travellers access the service, the location and structure of	No Standard Operating Procedure (SOP) submitted or system report submitted/ SOP does not comply with stated requirements in section 14.3.6 (a-e).	SOP and system report submitted on after-hour support complies with only 1 or 2 of the criterions/ requirements out of the 5 listed in section 14.3.6 (a-e).	SOP and system report submitted on after-hour support complies with only 3 or 4 of the criterions/ requirements out of the 5 listed in section 14.3.6 (a-e).	SOP and system report submitted on after-hour support complies with all 5 of the criterions/ requirements listed in section 14.3.6 (a-e).	SOP and system report submitted on after-hour support complies with all 5 of the criterions/ requirements listed in section 14.3.6 (a-e). - Bidder to submit evidence/record of an automated notification system for after hour support	SOP and system report submitted on after-hour support complies with all 5 of the criterions/ requirements listed in section 14.3.6 (a-e). -Bidder to submit evidence/record of an automated notification system for after hour support. -Bidder to submit evidence/record of a multi-channel support platform, eg. mobile and messaging services to deliver

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

the support function (centralised, regionalised, in-country, owned or outsourced), and confirmation of 24/7/365 availability. b) The bidder must also attach a system generated report with logged after hours cases over a period of 12 months. The submission should include evidence of system capabilities such as notification functionalities or multi-channel support platform, eg. mobile and messaging services						after-hours support functionality
Criterion 3						
3.COMMUNICATION The bidder to provide standard operating procedure (SOP) detailing the process used to communicate travel booking procedures to travel bookers	No standard operating procedure (SOP) submitted/ SOP does not comply with any of the stated requirements in section 14.4. (14.4.1-14.4.3)	SOP on communication workflow and processes for travel bookings complies with only 1 criterions/ requirements out of the 3 listed in section 14.4.	SOP on communication workflow and processes for travel bookings complies with only 2 criterions/ requirements out of 3 listed in section 14.4. (14.4.1-14.4.3)	SOP on communication workflow and processes for travel bookings complies with all 3 criterions/ requirements listed in section 14.4. (14.4.1-14.4.3)	SOP on communication workflow and processes for travel bookings complies with all 3 criterions/ requirements listed in section 14.4. (14.4.1-14.4.3) - Bidder to submit	SOP on communication workflow and processes for travel bookings complies with all 3 criterions/ requirements listed in section 14.4. (14.4.1-14.4.3) -Bidder to submit

RFP: SAWS-456/26
 Appointment of Travel Management Company
 To Provide Travel Management Services to South African Weather Service (SAWS)

Bidder to describe how travel bookers will be informed and guided on the travel booking processes. In addition, bidders must describe the communication workflow that ensures seamless interaction between the traveller, travel coordinator/booker, and the Travel Management Company (TMC). The submission should include evidence automated communication system that supports real-time notifications and updates across multiple channels eg. mobile applications, email, and messaging platforms		(14.4.1-14.4.3)			evidence /record of a communication system consists of an automated system for notifications and updates.	evidence/record of a communication system consists of an automated system for notifications and updates. -Bidder to submit evidence /record of multiple notification channels/platforms (mobile, email, messaging platform)
Criterion 4						
4.FINANCIAL MANAGEMENT The bidder to provide Standard Operating Procedure (SOPs) and monthly reports, letters, or relevant records that	No SOP(standard operating procedure), monthly reports, letters, or relevant records that complies with /requirements stated in section 14.5(14.5.1-14.5.6)	SOPs and monthly reports, letters, or relevant records submitted, describe the company's financial management processes that	SOPs and monthly reports, letters, or relevant records submitted, describe the company's financial management processes that	SOPs and monthly reports, letters, or relevant records submitted, describe the company's financial management processes that	SOPs and monthly reports, letters, or relevant records submitted, describe the company's financial management processes that complies to all the 6 criterions/ requirements	SOPs and monthly reports, letters, or relevant records submitted, describe the company's financial management processes that complies to all the 6

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

describe the TMC's financial management processes relating to the implementation of negotiated rates established by the South African Weather Service, including the management of the 30-day bill-back account facility and the handling of pre-payments for smaller Bed & Breakfast and Guest House establishments. Bidders must also explain the invoicing process, including the management and rectification of discrepancies between purchase orders and invoices, reconciliation of transactions, submission of supporting documentation, and the timely provision of invoices to the South African Weather Service. The submission to include evidence of an integrated Financial Management System that enables real-		complies with only 1,2 or 3 criteria /requirements out of the 6 listed in section 14.5(14.5.1-14.5.6)	complies with only 4 or 5 criteria /requirements out of the 6 listed in section 14.5(14.5.1-14.5.6).	complies to all the 6 criteria/ requirements listed in section 14.5(14.5.1-14.5.6).	listed in section 14.5(14.5.1-14.5.6). -The bidder to submit evidence of a Financial Management system that records information on real time weekly and monthly reporting (Dashboard)	criteria/ requirements listed in section 14.5(14.5.1-14.5.6). -The bidder to submit evidence of a Financial Management system that records information on real time weekly and monthly reporting (Dashboard) -The bidder to submit evidence of an electronic system for handling queries and discrepancies in payments of invoices.
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RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

time transaction recording, supports weekly and monthly dashboard reporting, and includes an electronic workflow for managing invoice queries and payment discrepancies						
Criterion 5						
5.ACCOUNT MANAGEMENT Bidders to provide the proposed Account Management structure or organogram of the company Bidders to submit SOP describing the quality control/ management procedures and processes implemented to ensure consistent service delivery to clients. Bidders submit SOP on complaints handling explaining how queries, requests, changes, and cancellations will be managed, including the mitigation and issue	No standard operating procedure (SOP), training supporting documents submitted complies with /requirements stated in section 14.7 (14.7.1-14.7.8)	SOP's, training presentation and attendance register complies with only 1, 2 or 3 criterions/ requirements out of the 8 listed in section 14.7 (14.7.1-14.7.8)	SOP's, training presentation and attendance register complies with only 4, 5,6 or 7 criterions/ requirements out of the 8 stated in section 14.7 (14.7.1-14.7.8)	SOP's, training presentation and attendance register complies with all with 8 criterions/ requirement listed in section 14.7 (14.7.1-14.7.8)	SOP's, training presentation and attendance register complies with all with 8 criterions/ requirement listed in section 14.7 (14.7.1-14.7.8) -The bidder to submit evidence of an Account Management system that includes an automated query and complaints system/ application.	SOP's, training presentation and attendance register complies with all with 8 criterions/ requirement listed in section 14.7 (14.7.1-14.7.8) The bidder to submit evidence of an Account Management system that includes an automated query and complaints system/application. -The bidder to submit evidence of an Account Management system that includes an automated travellers' feedback system.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

resolution process, as well as the performance standards for resolving service-related matters. Bidders must describe how service levels outlined in the SLA will be managed and how customer satisfaction surveys will be conducted, supported by a relevant SOP. Bidders must indicate the workshops and/or training that will be provided to travellers and travel bookers and attach a presentation as evidence of the proposed training programme. The submission to include evidence of an Account Management System that incorporates automated workflows for handling queries and complaints, as well as an traveller feedback management function.						
Criterion 6						

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

6.VALUE ADDED SERVICES Bidders to provide a service portfolio/ catalogue or customer value proposition document detailing any value-added services offered by the company that may enhance the travel management service.	No, The service portfolio/ catalogue or customer value proposition document was submitted that complies criteria/ requirements stated in section 14.8 (14.8.1 -14.8.6)	The service portfolio/ catalogue or customer value proposition document consists of only 1,2,3 criteria/ requirements stated in section 14.8 (14.8.1 -14.8.6)	The service portfolio/ catalogue or customer value proposition document consists of only of 4 or 5 criteria/ requirements stated in section 14.8 (14.8.1 -14.8.6)	The service portfolio/ catalogue or customer value proposition document consists of all 6 criteria/ requirements stated in section 14.8 (14.8.1 -14.8.6)	The service portfolio/ catalogue or customer value proposition document consists of all 6 criteria/ requirements stated in section 14.8 (14.8.1 -14.8.6) -The bidder to submit value added product features that includes for example, dashboard function, CRM system.	The service portfolio/ catalogue or customer value proposition document consists of all 6 criteria/ requirements stated in section 14.8 (14.8.1 -14.8.6) -The bidder to submit value added product features that includes for example dashboard function, CRM system. - The bidder to submit value added product features includes for example, with multiple integrated applications, user friendly and accessible features on the TMC online booking system website.
Criterion 7						
7.COST MANAGEMENT Bidders to provide a detailed strategic cost savings plan for the duration of the contract,	No strategic cost savings plan was submitted that complies with criterion/requirements stated in section 14.9	The strategic cost savings plan complies with only 1 criterion/ requirement out of 3 listed in section	The strategic cost savings plan complies with only 2 or 3 criteria/ requirements out of 3 listed in section 14.9	The strategic cost savings plan complies with all 4 criteria/ requirements listed in section 14.9	The strategic cost savings plan complies with all 4 criteria/ requirements listed in section 14.9 (14.9.1-14.9.4)	The strategic cost savings plan complies with all 4 criteria/ requirements listed in section 14.9 (14.9.1-14.9.4)

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

indicating the areas targeted to achieve maximum cost savings or how the projected travel cost savings will be achieved, In addition, bidders must describe how they will assist the South African Weather Service in reducing annual travel expenditure.	(14.9.1-14.9.4)	14.9 (14.9.1-14.9.4)	(14.9.1-14.9.4)	(14.9.1-14.9.4)	-The bidder to submit evidence of cost savings system that consists of a notification/update status (monthly and/or quarterly)	- The bidder to submit evidence of cost savings system that consists of a notification/update status (monthly and/or quarterly) - The bidder to submit consist of a cost savings monthly and/or quarterly generated report/ dashboard
Criterion 8						
8.OFFICE MANAGEMENT Bidders to provide CV's and management hierarchy /organogram that describes the roles and responsibilities of assigned staff. Bidders to submit attendance registers and training material from previous training sessions. The training records must	No CV's, organogram, training records or planning schedule was submitted.	CVs and organogram comply with roles and responsibilities from section 14.11 its managed.	CVs and organogram comply with roles and responsibilities from section 14.11 The training records consists of attendance registers and training details.	CVs and organogram comply with roles and responsibilities from section 14.11 The training records consists of attendance registers and training details. The system generated report/ planning schedule	CVs and organogram comply with roles and responsibilities from section 14.11 The training records consists of attendance registers and training details. The system generated report/ planning schedule illustrates travel volumes and how	CVs and organogram comply with roles and responsibilities from section 14.11 The training records consists of attendance registers and training details. The system generated report/ planning schedule illustrates travel volumes and how

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

indicate the type of training provided to travel agency personnel. Bidders to provide evidence in the form of a generated system report or daily planning schedule or dashboard that describes the forecasting system used to manage staffing operations in response to fluctuating travel volumes, such as conferences and project-related travel demands. must be provided.				illustrates travel volumes and how its managed.	its managed. -The submitted evidence consists of dedicated personnel for different travel arrangements. (domestic/international/ conferences). (Reference to 14.11)	its managed. - The submitted evidence consists of dedicated personnel for different travel arrangements. (domestic/international/ conferences). (Reference to 14.11) -The submitted evidence consists of a dashboard showing the management of travel volumes and requests
Criterion 9						
9. TECHNOLOGY MANAGEMENT INFORMATION AND REPORTING 9.1 Online Booking System Bidder to provide an overview of the TMC online booking system showing back-office processes, including the level of automation for air ticket	The bidders did not present the TMC a demo of online booking system.	The bidders presented the TMC online booking system includes functionalities that complies with only 1,2,3, 4 or 5 criterions/ requirements out of the 12 listed in section 14.6.1 (a-m)	The bidders presented the TMC online booking system includes functionalities that complies with only 6,7,8,9,10 or 11 requirements out of the 12 listed in section 14.6. (a-m)	The bidders presented the TMC online booking system includes functionalities that complies with all 12 requirements listed in section 14.6. (a-m)	The bidders presented the TMC online booking system includes functionalities that complies with all 12 requirements listed in section 14.6. (a-m). - The bidder TMC online booking system consists of a cross-platform feature, that is accessible on both	The bidders presented the TMC online booking system includes functionalities that complies with all 12 requirements listed in section 14.6. (a-m) - The bidder TMC online booking system consists of a cross-platform feature, that is accessible on both

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

workflows, ground arrangements, and bill-back processes. Bidders must describe the measures implemented within the online booking system to safeguard information against loss, breaches, or compromise, and to ensure that access is restricted to authorised personnel only.					website platform and mobile devices.	website platform and mobile devices. -The bidder to submit evidence demonstrating compliance with the Protection of Personal Information Act (POPIA) and the implementation of robust cybersecurity controls for the online booking system
9.2 Data Management and Reporting Bidders to provide evidence describing the online booking system's reporting capabilities, including the ability to generate reports on booking information, travel/trip information, and financial information. This may include electronic reports, system generated reports and dashboards. Reports should reflect details such as traveller		The bidders presented a reporting system that includes functionalities that complies with only 1, 2, or 3 criterions/ requirements out of the 8 listed in section 14.6.2 (a-h and (hii))	The bidders presented a reporting system that includes functionalities that complies with only 4, 5, 6, or 7 criterions/ requirements out of the 8 listed in section 14.6.2 (a-hii)	The bidders presented a reporting system that includes functionalities that complies with all 8 criterions/ requirements listed in section 14.6.2 (a-hii)	The bidders presented a reporting system that includes functionalities that complies with all 8 criterions/ requirements listed in section 14.6.2 (a-hii)	The bidders presented a reporting system that includes functionalities that complies with all 8 criterions/ requirements listed in section 14.6.2 (a-hii)

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

names, travel dates, spend categories, after-hours activity, compliments and complaints, bookings outside the Travel Policy, reconciliation of commissions or rebates, daily invoices, and cancellation reports.						
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RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

16.13 Gate 2: Price and Specific Goals Evaluation (80+20) = 100 points

Only Bidders that have met the 70-point threshold in Gate 1 will be evaluated in Gate 2 for Price and Specific Goals. Price and Specific Goals will be evaluated as follows:

In terms of regulation 4 of the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid Price (maximum 80 points)
- Specific Goals (maximum 20 points)

a. Joint Ventures, Consortiums and Trusts

A trust, consortium or joint venture, will qualify for points for their Specific Goals (B-BBEE status level) as a legal entity, provided that the entity submits their B-BBEE status level certificate.

A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. The South African Weather service will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

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

17 GENERAL CONDITIONS OF CONTRACT

Any award made to a bidder(s) under this bid is conditional, amongst others, upon –

RFP: SAWS-456/26
 Appointment of Travel Management Company
 To Provide Travel Management Services to South African Weather Service (SAWS)

- a. The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which South African Weather service is prepared to enter into a contract with the successful Bidder(s).
- b. The bidder submitting the General Conditions of Contract to South African Weather service together with its bid, duly signed by an authorised representative of the bidder.

18 CONTRACT PRICE ADJUSTMENT

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

STATS SA P0141 (CPI), Table E	Table E - All Items
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19 SERVICE LEVEL AGREEMENT

- 19.1 Upon award the South African Weather Service and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by the South African Weather Service, more or less in the format of the draft Service Level Indicators included in this tender pack.
- 19.2 The South African Weather Service reserves the right, as mutually agreed upon, to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto.
- 19.3 Bidder(s) are requested to:
 - a. Comment on draft Service Level Indicators and where necessary, make proposals to the indicators;
 - b. Explain each comment and/or amendment; and
 - c. Use an easily identifiable colour font or “track changes” for all changes and/or amendments to the Service Level Indicators for ease of reference.
- 19.4 South African Weather service reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to South African Weather service or pose a risk to the organisation.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

20 SPECIAL CONDITIONS OF THIS BID

The South African Weather Service reserves the right:

- 20.1 To award this tender to a bidder that did not score the highest total number of points, only in accordance with section 2(1)(f) of the PPPFA (Act 5 of 2000)
- 20.2 To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- 20.3 To accept part of a tender rather than the whole tender.
- 20.4 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.
- 20.5 To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.
- 20.6 To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.
- 20.7 Award to multiple bidders based either on size or geographic considerations.

21 THE SOUTH AFRICAN WEATHER SERVICE REQUIRES BIDDER(S) TO DECLARE

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

- 21.1 Confirm that the bidder(s) is to: –
 - a. Act honestly, fairly, and with due skill, care and diligence, in the interests of South African Weather service
 - b. Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;

RFP: SAWS-456/26
 Appointment of Travel Management Company
 To Provide Travel Management Services to South African Weather Service (SAWS)

- c. Act with circumspection and treat South African Weather service fairly in a situation of conflicting interests;
- d. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with South African Weather service
- f. Avoidance of fraudulent and misleading advertising, canvassing and marketing;
- g. To conduct their business activities with transparency and consistently uphold the interests and needs of South African Weather service as a client before any other consideration; and
- h. To ensure that any information acquired by the bidder(s) from South African Weather service will not be used or disclosed unless the written consent of the client has been obtained to do so.

22 CONFLICT OF INTEREST, CORRUPTION AND FRAUD

- 22.1 The South African Weather service reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of South African Weather Service or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")
- a. engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid.
 - b. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

- relation to procurement or services provided or to be provided to a Government Entity;
- c. makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of South African Weather service's officers, directors, employees, advisors or other representatives;
 - d. makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
 - e. accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
 - f. pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
 - g. has in the past engaged in any matter referred to above; or
 - h. has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

23 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

- 23.1 The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that South African Weather service relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.
- 23.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by the South African Weather Service against the bidder notwithstanding the conclusion of the Service Level Agreement between the South African Weather Service and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

Level Agreement concluded between the parties, the Service Level Agreement will prevail.

24 PREPARATION COSTS

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

25 INDEMNITY

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

26 PRECEDENCE

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

27 LIMITATION OF LIABILITY

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

28 TAX COMPLIANCE

No tender shall be awarded to a bidder who is not tax compliant. The South African Weather Service reserves the right to withdraw an award made, or cancel a contract

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or whose verification against the Central Supplier Database (CSD) proves non-compliant. The South African Weather Service further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

29 TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

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

30 GOVERNING LAW

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

31 RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL

A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that South African Weather service allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and the South African Weather Service will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

32 CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with South African Weather service's examination and evaluation of a Tender.

RFP: SAWS-456/26
Appointment of Travel Management Company
To Provide Travel Management Services to South African Weather Service (SAWS)

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

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

33 SOUTH AFRICAN WEATHER SERVICE PROPRIETARY INFORMATION

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

34 AVAILABILITY OF FUNDS

Should funds no longer be available to pay for the execution of the responsibilities of this RFP, the South African Weather Service may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure: Provided that the successful bidder shall there upon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.

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