



## employment & labour

Department:  
Employment and Labour  
REPUBLIC OF SOUTH AFRICA



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### REQUEST FOR PROPOSAL FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER TRAVEL, ACCOMMODATION, CONFERENCE AND EVENTS MANAGEMENT SERVICES TO THE UNEMPLOYMENT INSURANCE FUND FOR THE PERIOD OF THIRTY-SIX (36) MONTHS

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**TENDER NUMBER** : UIF2/2023

**DATE ISSUED** : 01 December 2023

**CLOSING DATE AND TIME** : 18 January 2024

**BID VALIDITY PERIOD** : 180 Calendar days

**TENDER BOX ADDRESS** : Unemployment Insurance Fund  
ABSA TOWERS  
Ground Floor  
230 Lillian Ngoyi Street  
Pretoria  
0002

**TENDER BRIEFING SESSION** : Refer to paragraph 4 on page 4

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WORKING FOR YOU

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## **A BID PROCEDURES AND APPLICABLE LEGISLATION**

### **1. INTRODUCTION**

The Unemployment Insurance Fund (UIF) is a schedule 3A public entity in terms of the Public Finance Management Act (PFMA), Act 1 of 1999. The supreme mandate of the Unemployment Insurance Fund (UIF) is derived from section 27(1) (c) of the Constitution of the Republic of South Africa. The Unemployment Insurance Fund provides social security to its contributors in line with section 27(1) (c) which states that “everyone has the right to social security”.

The mandate of the Unemployment Insurance Fund is stated in the Unemployment Insurance Act, No 63 of 2001 (as amended). The Unemployment Insurance Fund was established in terms of section 4(1) of the Unemployment Insurance Act. The Act empowers the Unemployment Insurance Fund to register all employers and employees in South Africa and pay those who qualify for unemployment insurance benefits.

### **2. PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)**

The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of travel, accommodation, Conference and events management services to the Unemployment Insurance Fund for a period of Thirty-six (36) months.

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the Unemployment Insurance Fund for the provision of travel, accommodation, Conference and events management services to the Unemployment Insurance Fund.

This RFP does not constitute an offer to do business with the Unemployment Insurance Fund, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.



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

#### **3.1 Tax Legislation**

In terms of National Treasury Instruction No. 09 of 2017/18, no tender may be awarded to any bidder whose Tax matters have not been declared by the South African Revenue Services (SARS) to be in order. Therefore, bidders must provide the Fund with the tax compliance PIN or the MAAA number obtainable when registering on the CSD. This is required in order for the Fund to verify the tax status of a bidder as part of the tender proposal. The bidder must also ensure that all sub-contractors (if applicable) are tax compliant.

It must be noted that bidders must not only be compliant when submitting a proposal to the Unemployment Insurance Fund but must 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).

#### **3.2 Unemployment Insurance Act, 63 of 2001 (as amended)**

The mandate of the Unemployment Insurance Fund is stated in the UIA. The UIF was established in terms of section 4(1) of the UIA No 63 of 2001 (as amended). The Act empowers the UIF to register all employers and employees in South Africa and pay those who qualify for unemployment insurance benefits.

#### **3.3 Procurement Legislation**

The Unemployment Insurance Fund 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), and the Unemployment Insurance Fund Act and the State Information Technology Agency Act, 1998 (Act No. 88 of 1998), as amended.

#### **3.4 Technical Legislation and/or Standards**

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



#### 4. BRIEFING SESSION

A virtual briefing- and clarification session will be held 13 December 2023 via the Microsoft Teams platform to clarify to bidder(s) the scope and extent of work to be executed by the bidder. **Attendance is optional but highly recommended.** Bidders who wish to attend the session should provide their email addresses to [UIFTenders@labour.gov.za](mailto:UIFTenders@labour.gov.za) . A link to the virtual session will be provided to all bidders who provided their email addresses before 08 December 2023.

#### 5. CLARIFICATION QUERIES

Bidders may raise any clarification queries and forward these via email to [UIFTenders@labour.gov.za](mailto:UIFTenders@labour.gov.za). The final date and time for receipt of clarification queries is 11 January 2024

The UIF undertakes to respond to all queries duly received by at 16h00. All clarification queries received and responses provided will be uploaded on the National Treasury E-Tender Portal, the Government Tender Bulletin (if available) and the Department of Labour and Employment (DEL) website up to three (3) working days before the closing of the bid, unless there is a compulsory tender briefing session. Responses to clarification queries will only be emailed to those bidders who attended the compulsory session when applicable.

#### 6. TIMELINE OF THE BID PROCESS

The period of validity of the tender and the withdrawal of offers, after the closing date and time is Hundred and Eighty (180) calendar days commencing from the tender closing date. Should it under exceptional circumstances be necessary to extend the validity period, bidders will be requested well in advance to agree to such extension. **Non-responsiveness by bidders, to the Fund's request for extension of validity periods, will be interpreted as acceptance by the bidder of the terms of the extension.**

The project timeframes of this bid are set out below:

**Table 1**

<b>Activity</b>	<b>Due Date</b>
<b>Advertisement of bid on National Treasury's E-tender portal, the Government Tender Bulletin (if available) and the DEL website:</b>	01 December 2023
<b>Briefing session, if applicable:</b>	13 December 2023
<b>Closing date for questions from prospective bidders relating the Bid:</b>	11 January 2024
<b>Bid/Tender closing date:</b>	18 January 2024

**Prospective bidders must also take note of the following:**

- 6.1** All dates and times in this bid document are South African standard times.
- 6.2** Any time or date in this bid is subject to change at the Unemployment Insurance Fund's discretion.
- 6.3** The establishment of a time or date in this bid does not create an obligation on the part of the Unemployment Insurance Fund to take any action, or create any right in any way for any bidder to demand that any action is taken on the date established.
- 6.4** The bidder accepts that, if the Unemployment Insurance Fund extends the deadline for the submission of bids (the Closing Date) for any reason, the requirements of this bid will apply equally to the extended deadline.

**7. CONTACT AND COMMUNICATION**

- 7.1** Bidder(s) can make enquiries in writing: e-mail **UIFTenders@labour.gov.za** regarding this bid, before the closure of the bid.
- 7.2** The delegated office of the Unemployment Insurance Fund may communicate with bidders where clarity is sought regarding the bidding process or the specifications as set out in this document, provided that such communication takes place prior to the closing date of the bid.



- 7.3 Bidders must note that communication with an official or a person acting in an advisory capacity for the Unemployment Insurance Fund in respect of the bid is discouraged between the closing date and the award of the bid.
- 7.4 Communication during this stage of the bid process can only take place between officials from the Fund and bidders in writing.
- 7.5 Whilst all due care has been taken in connection with the preparation of this bid, the Fund 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 Unemployment Insurance Fund, and its employees and advisors will not be liable with respect to any information communicated that may not be accurate, current or complete.
- 7.6 If bidders find or reasonably believe they have found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the Unemployment Insurance Fund (other than minor clerical/administrative matters), such bidders must promptly notify the Fund in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the Fund an opportunity to consider what corrective action is necessary (if any).
- 7.7 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by the Unemployment Insurance Fund will, if possible, be corrected and provided to all bidders without attribution to the bidders who provided the written notice.
- 7.8 All persons (including bidders 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 tender proposal in response to this bid.

## 8. LATE BIDS

Bids received after the closing date and time, at the address indicated in the bid document, will not be accepted for consideration and where practical, be returned unopened to the bidder(s). In terms of the Fund's policies, the closing time for all tenders is 11h00. Telkom's 1026 number is used to determine the accuracy of the closing time.



## **9. 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 may result in the invalidation of such bids.

## **10. FRONTING**

- 10.1** 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.
- 10.2** 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 the onus would be on the bidder/contractor to prove that fronting does not exist. Failure to do so within a period of fourteen (14) working days from the 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. This is in addition to any other remedies the Unemployment Insurance Fund may have against the bidder/contractor concerned.

## **11. SUPPLIER DUE DILIGENCE**

The Unemployment Insurance Fund reserves the right to conduct supplier due diligence prior to the final award or at any time during the contracting period to determine whether a bidder has the capability and ability to execute the contract. In this regard, the Fund may choose to conduct site visits and/or perform risk profile analysis and/or undertake financial viability exercises. Contractual arrangement may include the results of the due diligence audit.



## 12. SUBMISSION OF PROPOSALS

Bidders must take note of the following regarding the submission of proposals/bids:

- 12.1 Bid documents **must be sealed** and placed in the tender box at the aforesaid address on or prior to the closing date and time of the bid as indicated in this document. The responsibility to submit proposals before the bid closure date and time rests with the bidder. Bidders are therefore encouraged to ensure the method of delivery that they use for their respective bids will result in a timeous proposal submission in the UIF tender box;
- 12.2 Bid documents will only be considered if received by the Unemployment Insurance Fund and placed in the tender box prior to the closing date and time;
- 12.3 Bidders must complete and sign the bid register when placing a bid in the tender box;
- 12.4 The bidder(s) are required to submit three (3) sealed proposals: two (2) copies and one (1) original proposal by the closing date. Each file must clearly indicate whether it is the original or a copy and **sealed** separately for ease of reference during the evaluation process. **The bidders must ensure that original proposals are complete and that copies are exact replicas of the original.**
- 12.5 Files must clearly indicate the bidder's company name and details on each file cover.
- 12.6 **All bids must be completed in non-erasable ink.** Bidders are requested to initial each page of the tender document on the bottom right-hand corner. **All mistakes made within the bid proposal should also be initialled. In addition, all pages in the bid submission tender document should be numbered.**
- 12.7 For ease of reference during the evaluation process, **it is of utmost importance that bidders compile their proposals in the format as specified in Table 2 below:**

**Table 2**

<b>File Content</b>
<b>Section 1:</b>  Documents listed in Table 4, except for the pricing and specific goal documentation listed in Section 2 below.
<b>Section 2:</b> <ul style="list-style-type: none"><li>• SBD 3.3 form – Pricing Schedule (Annexure D)</li><li>• An original or valid B-BBEE Certificate or a certified copy thereof issued by a verification agency accredited by SANAS or an affidavit if applicable whichever is applicable to the bidder.</li><li>• A current valid CIPC certificate together with copies of the IDs of the directors who hold ownership.</li></ul>
<b>Section 3:</b> <ul style="list-style-type: none"><li>• Company Profile</li><li>• Supplementary information such as Joint Venture Agreement(s) (if applicable); Sub-contracting Agreement(s) (if applicable); etc.</li></ul>
<b>Section 4:</b>  Financial information as listed in paragraph 15.5
<b>Section 5:</b> <ul style="list-style-type: none"><li>• Technical mandatory bid requirements are listed under PART B - Specification and Scope of Work.</li><li>• Response to functionality criteria as indicated in Annexures A and B</li></ul>
<b>Section 6:</b>  All other documents

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

The successful bidder will be appointed for a maximum period of Thirty-Six (36) months.

## 14. VETTING OF SERVICE PROVIDERS

The successful bidder(s) will be security screened (vetted) prior to the commencement of the contract. Therefore, bidders must include copies of the Identity Documents (ID) of the persons who own, manage and control the company.

Bidders will be vetted in line with the Department of Employment and Labour (DEL) UIF policies.

## 15. EVALUATION AND SELECTION CRITERIA

### 15.1 MINIMUM STANDARDS

The Fund has set minimum standards (Phases) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

**Table 3**

Phase 1	Phase 2	Phase 3
Primary review of mandatory and other bid requirements	Technical Compliance	Price and Specific Goals
Bidders must submit the documents as outlined in paragraph -15.2 (Table 4) below. Only bidders that comply with these requirements will be evaluated in Phase 2.	Bidder(s) are required to achieve a minimum of 70 points out of 100 points for the technical evaluation criteria to proceed to Phase 3 (Price and Specific Goals).	Bidder(s) will be evaluated in terms of paragraph 15.4.1 and 15.4.2 of this bid document for price and applicable specific goals.

### 15.2 PHASE 1 – PRIMARY REVIEW OF MANDATORY AND OTHER BID DOCUMENTS

Without limiting the generality of the Fund's other critical requirements for this Bid, bidder(s) **must** submit the documents listed in **Table 4** below.

All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase, bidder responses will be reviewed to establish compliance with the listed administration and mandatory bid requirements.



**Table 4**

Bidders must submit all documents and information as per the table below. In order to avoid disqualification, it is imperative that bidders **MUST** familiarise themselves with the notes at the bottom of the table.

Documents that must be submitted	Non-submission will result in disqualification	
<b>Invitation to Bid – SBD 1 (Annexure C)</b>	No	Complete and sign the supplied pro forma document
<ul style="list-style-type: none"> <li><b>SBD 3.3 - Pricing Schedule (Annexure D)</b></li> </ul>	*Yes	Bidders must Indicate the total tender price (inclusive of all applicable taxes) for the duration of the contract period on the SBD or 3.3 – Pricing Schedule
<b>Declaration of Interest – SBD 4 (Annexure E)</b>	No	Complete and sign the supplied pro forma document.
<b>Preference Point Claim Form – SBD 6.1 (Annexure F)</b>	No	Complete and sign the supplied pro forma document. Bidders must also indicate the specific goal points claimed under Table 1 of the SBD 6.1 form.
<b>Registration on Central Supplier Database (CSD)</b>	No	<p>The bidders must be registered as service providers on the Central Supplier Database (CSD). Bidders who are not registered must proceed to complete the registration of your company prior to submitting your proposal.</p> <p>Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number.</p> <p>The proof is the registration certificate received from the CSD indicating the unique vendor number issued.</p>



Documents that must be submitted	Non-submission will result in disqualification	
Tax Compliance Status PIN	**No	Bidders must provide a tax compliance status PIN or the MAAA number obtainable when registering on the CSD in order for the Fund to verify the tax status of all bidders who submitted proposals.
<p><b><u>Important note:</u></b></p> <p><b>* SBD 3.3 - Pricing Schedule (Annexure D). The total price as per SBD 3.3 (Annexure D) will be considered by the Fund as the “price” for this tender and will be utilized in order to calculate points for Price and specific goals. Non-submission of a SBD 3.3 or a SBD 3.3 without a total bid price in the bid proposal, will lead to <u>immediate disqualification</u>.</b></p> <p><b>**Failure by a bidder to be tax compliant at the <u>award stage</u> or have written proof from SARS to verify their tax compliance status, or the arrangement the bidder has made with SARS to meet outstanding tax obligations, will lead to disqualification.</b></p>		
<p><b><u>TECHNICAL MANDATORY DOCUMENT REQUIREMENTS ARE LISTED UNDER PART B – TECHNICAL SPECIFICATION AND SCOPE OF WORK OF THIS BID DOCUMENT AND NON-SUBMISSION OF THESE DOCUMENTS WILL LEAD TO IMMEDIATE DISQUALIFICATION.</u></b></p>		

### 15.3 PHASE 2 - TECHNICAL/FUNCTIONAL COMPLIANCE

All bidders are required to respond to the technical evaluation criteria scorecard (refer to **Annexure A and B** and primary criteria checklist (refer to Table 4).

Only Bidders that have met the Primary Criteria in **Phase 1** will be evaluated in **Phase 2** for functionality. Functionality will be evaluated in **Phase 2** as follows:

Bidders will be evaluated out of 100 points in respect of their expertise in the relevant field. Any bidder that scores less than 70 points out of 100 on functionality shall not be considered for **Phase 3** of the evaluation process.

***Refer to Annexure B for the detailed scoring guideline on the applicable evaluation criteria that will apply.***



#### 15.4.1 PHASE 3 - PRICE AND SPECIFIC GOAL EVALUATION (80/20)

Only Bidders that have met the 70-point threshold in **Phase 2** will be evaluated in **Phase 3** for Price and Specific Goals. Price and Specific Goals will be evaluated as outlined in the paragraphs below.

It is not foreseen that the value of this bid will exceed R50 million. Therefore, 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:

##### **Price: 80**

Bidders must ensure that a comprehensive and relatively competitive bid price inclusive of VAT and all other related costs are submitted in terms of the price/rates proposal. The quoted price must be for the full duration of the contract period.

**Bidders MUST also complete the enclosed SBD 3.3 – Pricing schedule (Annexure D) that forms part of the tender pack provided to all bidders.**

##### **Specific Goals: 20**

Bidders will score a minimum of 0 (zero) points and a maximum of 20 (twenty) points, depending on their Specific Goal score.

- The bid price (maximum 80 points)
- Specific Goal score (maximum 20 points)

#### **Stage 1 – Price Evaluation (80 Points)**

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

$$Ps = 80 \left( 1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where:

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

However, if it becomes unclear during the course of the bidding process which preference point system will be applicable, then either the 80/20 or the 90/10 preference point system will apply, based on the lowest acceptable bid which will determine the applicable preference point system that will be used.

### ***Stage 2 – Specific Goal Evaluation (20 Points)***

#### ***Specific Goal Points allocation***

A maximum of 20 points may be allocated to a bidder for attaining the required specific goals in accordance with the table below:

**OR**

### **15.4.2 PHASE 3 - PRICE AND SPECIFIC GOAL EVALUATION (90/10)**

Only Bidders that have met the 70-point threshold in **Phase 2** will be evaluated in **Phase 3** for Price and Specific Goals. Price and Specific Goals will be evaluated as outlined in the paragraphs below.

It is foreseen that the value of this bid will exceed R50 million. Therefore, in terms of regulation 5 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 90/10-preference point system in terms of which points are awarded to bidders on the basis of:

#### **Price: 90**

Bidders must ensure that a comprehensive and relatively competitive bid price inclusive of VAT and all other related costs are submitted in terms of the price/rates proposal. The quoted price must be for the full duration of the contract period.

**Bidders MUST also complete the enclosed SBD 3.3 – Pricing schedule (Annexure D) that forms part of the tender pack provided to all bidders.**





**Specific Goals: 10**

Bidders will score a minimum of 0 (zero) points and a maximum of 10 (ten) points, depending on their Specific Goal score.

- The bid price (maximum 90 points)
- Specific Goal score (maximum 10 points)

**Stage 1 – Price Evaluation (90 Points)**

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

Where:

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

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

$P_t$  = Comparative price of bid under consideration

$P_{\min}$  = Comparative price of lowest acceptable bid

However, if it becomes unclear during the course of the bidding process which preference point system will be applicable, then either the 80/20 or the 90/10 preference point system will apply, based on the lowest acceptable bid which will determine the applicable preference point system that will be used.

**Stage 2 – Specific Goal Evaluation (10 Points)**

**Specific Goal Points allocation**

A maximum of 10 points may be allocated to a bidder for attaining the required specific goals in accordance with the table below:





**Table 5**

Specific goals	20 points allocation based on 80/20	10 points allocation based on 90/10	The specific goals applicable to this tender [Mark with "X" in the relevant block and ensure that the total adds up to 10/20 points]	Evidence/Proof requirements [Refer to paragraphs (a) to (d) below Table 5 for detailed descriptions]
1. Black ownership (100%)	10	5	X	(a) & (b)
2. Women ownership (51-100%)	5	2	X	(b)
3. Youth ownership (51-100%)	3	2		(b)
4. Disability (51-100%)	2	1		(e)
5. EME/QSE black owned (51 - 100%)	5	3	X	(a) & (b)
6. Township and Rural Development	5	2		(c)
7. EME/QSE women owned (51-100%)	5	3		(b)
8. EME/QSE youth owned (51-100%)	5	3		(b)
9. Military Veteran ownership (100%)	5	3		(e)
10. Co-operatives	10	5		(b)

Specific goal points will be allocated to bidders on submission of the following documentation or evidence:

- (a) An original or valid B-BBEE Certificate or a certified copy thereof issued by a verification agency accredited by SANAS or an affidavit if applicable whichever is applicable to the bidder. The certificate must clearly indicate the percentages of the specific goals claimed. Also refer to Table 6 below for more detail.
- (b) A current valid CIPC certificate together with copies of the IDs of the directors who hold ownership.
- (c) Municipal rates and taxes statements not older than three months with physical business address of the bidder, must be attached to the proposal. In the case of rented facilities where no rates and taxes statements are available in the name of the bidder, a copy of a valid lease agreement for the rented facility must be attached as evidence.

Bidders must note that physical site-inspections may be conducted to verify addresses provided.

(d) A doctor's letter on a doctor's letterhead indicating the applicable International Disability Code 10 (IDC10).

(e) Proof of status as Military Veteran – must be registered on the central database for military veterans of the Department of Military Veterans

**Table 6**

Classification of different of enterprises

Classification	Turnover
Exempted Micro Enterprise (EME)	Below R10 million p.a.
Qualifying Small Enterprise (QSE)	Between R10 million and R50 million p.a.
Generic Enterprise (Large Businesses)	Greater than R50 million p.a.

### Joint Ventures and Consortiums

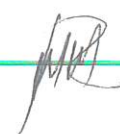
A trust, consortium or joint venture, will qualify for points for their specific goal points, provided that the entity submits the following documents or evidence

- An original or valid B-BBEE Certificate or a certified copy thereof issued by a verification agency accredited by SANAS or an affidavit if applicable whichever is applicable to the bidder. The certificate must clearly indicate the percentages of the specific goals claimed. Also refer to Table 6 below for more detail.
- A current valid CIPC certificate together with copies of the IDs of the directors who hold ownership

Non-compliance will lead to a zero score under the relevant specific goal.

### **Stage 3 (90 + 10 = 100 points) (80+20=100 points)**

The Price and specific goal points will be consolidated.





## 15.5 FINANCIAL ANALYSIS

A Financial Analysis will be conducted on the qualifying bidder(s) after the completion of Pricing and specific goal evaluation.

As a minimum requirement, the bidder must submit confirmation of its financial soundness to prove that it is a going concern. This could be done through one of the following options:

- (i) audited financial statements signed by the relevant parties; or
- (ii) proven statistics for the last financial year; or
- (iii) other form of documentary evidence to that effect; or
- (iv) through a letter signed by the CEO/ CFO indicating the financial statistics.

The information provided must cover the last full financial year **and** it must confirm in writing or must prove that the relevant party is a going concern.

In the case of an unincorporated Joint Venture (JV), the separate audited annual financial statements of the last full financial year of all the entities forming part of the JV should be submitted. A copy of the JV legal agreement detailing the percentage ownership of each entity should also be included in the submission. Incorporated JVs must submit financial statements in the name of the incorporated JV entity.

Note should be taken that the successful bidder(s) might be required to submit audited financial statements during the contract period should the Fund deem it necessary to mitigate any risks that may arise during this period.

## 16 GENERAL CONDITIONS OF CONTRACT

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

16.1.1 The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract (refer to **Annexure G**) as the minimum terms and conditions upon which the Fund is prepared to enter into a contract with the successful bidder(s); and

16.1.2 By submitting a proposal, a bidder accepts the conditions as contained in the General Conditions of Contract (**Annexure G**).

## **17. CONTRACT PRICE ADJUSTMENT/ANNUAL ESCALATION**

Annual escalations should be CPI related as published by Stats SA and other legislative taxes.

## **18. SERVICE LEVEL AGREEMENT / CONTRACT**

- 18.1 Upon award of the tender, the Fund and the successful bidder(s) will conclude a contract / service level agreement regulating the specific terms and conditions applicable to the goods and/or services being procured by the Fund.
- 18.2 The bid specifications of this bid will form an integral part of the contract / service level agreement tender document and therefore bidders must clearly indicate in their proposals whether the specific goods and/or services offered are according to specification or not.

## **19. SPECIAL CONDITIONS OF THIS BID**

19.1 The Fund reserves the right:

- 19.1.1 not to award or to cancel this tender (i) should there be no longer a need for the goods/services; (ii) funds are no longer available to cover the total envisaged expenditure; (iii) no acceptable bid is received; and (iv) there is a material irregularity in the tender process.
- 19.1.2 to negotiate a market-related price with a bidder in accordance with the provisions of the UIF's SCM Policy provisions.
- 19.1.3 to accept part of a tender rather than the whole tender;
- 19.1.4 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;
- 19.1.5 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;
- 19.1.6 to conduct Financial Analysis only on the recommended bidder(s) after completion of the pricing and specific goal evaluation stage. In this regard bidders are referred to paragraph 16.5 of this bid which outlines the financial documentation required from bidders.
- 19.1.7 not to award the tender to the bidder whose financial matters are not in order.
- 19.1.8 award to multiple bidders to spread the risk.



## **20. THE FUND REQUIRES BIDDER(S) TO DECLARE**

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

Confirm that the bidder(s) is to –

- 20.1.1 act honestly, fairly, and with due skill, care and diligence, in the interests of the Fund;
- 20.1.2 have and employ effectively the resources, procedures and appropriate technological systems and equipment for the proper performance of the services;
- 20.1.3 act with circumspection and treat the Fund fairly in a situation of conflicting interests;
- 20.1.4 comply with all applicable statutory or common law requirements applicable to the conduct of business;
- 20.1.5 make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with the Fund;
- 20.1.6 avoidance of fraudulent and misleading advertising, canvassing and marketing;
- 20.1.7 conduct their business activities with transparency and consistently uphold the interests and needs of the Fund as a client before any other consideration; and
- 20.1.8 to ensure that any information acquired by the bidder(s) from the Fund will not be used or disclosed unless the written consent of the client has been obtained to do so.

## **21. CONFLICT OF INTEREST, CORRUPTION AND FRAUD**

- 21.1 The Fund 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 the Unemployment Insurance Fund or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity") -
- 21.1.1 engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
  - 21.1.2 seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in

order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;

21.1.3 makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of the Fund's officers, directors, employees, advisors or other representatives;

21.1.4 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;

21.1.5 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;

21.1.6 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;

21.1.7 has in the past engaged in any matter referred to above; or

21.1.8 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.

21.2 Furthermore, a tenderer may be considered to have a conflict of interest with one or more parties in this tendering process, if:

21.2.1 they have a controlling partner/majority shareholder in common; or

21.2.2 they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the tender/proposal of another tenderer, or influence the decisions of the UIF regarding this bidding process.

**A Tenderer must not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified.**

## **22. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT**

- 22.1 The bidder should note that the terms of this bid will be incorporated in the proposed contract with the successful bidder by reference, and that the Fund relies upon the bidder's response to this bid as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.
- 22.2 It follows therefore, that misrepresentations in a bid response / proposal may give rise to service termination and a claim by the Fund against the bidder notwithstanding the conclusion of the Service Level Agreement between the Fund and the bidder for the provision of the service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

## **23. PREPARATION COSTS**

The bidder will bear all its costs in preparing, submitting and presenting any response or proposal to this bid and all other costs incurred by the bidder throughout the bid process. Furthermore, no statement in this bid will be construed as placing the Fund, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder in the preparation of their response to this bid.

## **24. INDEMNITY**

If a bidder breaches the conditions of this bid and, as a result of that breach the Fund 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 Fund harmless from any and all such costs which the Fund may incur and for any damages or losses the Fund may suffer.

## **25. 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 bid document by reference.



## **26. LIMITATION OF LIABILITY**

A bidder participates in this bid process entirely at its own risk and cost. The Fund 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.

## **27. TAX COMPLIANCE**

No tender shall be awarded to a bidder who is not tax compliant. The Fund reserves the right to withdraw an award made, or cancel a contract concluded with the 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 to be non-compliant. It remains the duty of a successful bidder to remain tax compliant for the full duration of the contract.

## **28. NATIONAL TREASURY - PROHIBITED BIDDERS**

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appears on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. The Fund 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.

## **29. 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.

## **30. 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 the Fund allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and the Fund will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors. However, the successful bidder may not change sub-contracting arrangements for the duration of the contract period without the explicit written approval of the Fund.

### **31. 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 the Fund's examination and evaluation of a Tender.

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

Throughout this bid process and thereafter, bidders must secure the Fund'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 that follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

No confidential information relating to the process of evaluating or adjudicating tenders or appointing a bidder will be disclosed to a bidder or any other person not officially involved with such process.

### **32. THE FUNDS PROPRIETARY INFORMATION**

Bidders must on their bid cover letter make a declaration that they did not have access to any of the Fund's proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidders.



## PROPOSAL SUBMISSION CHECKLIST



No	Description	To be returned by bidder at bid closure
1.	Three sealed proposals, One original and two copies prepared for submission on closing date (paragraph 12.4, page 8)	Yes
2.	Each page of the proposal numbered and initialed <u>as well as changes within pages initialed</u> (paragraphs 12.6, page 8)	Yes
3.	Contents of the proposal document is according to Table 2 (paragraph 12.7, page 8 and 9)	Yes
4.	Copies of ID's included for vetting (paragraph 14, page 10)	Yes
5.	Financial information as listed in paragraph 15.5 (paragraph 15.5, page 18)	Yes
6.	a) An original or valid B-BBEE Certificate or a certified copy thereof issued by a verification agency accredited by SANAS or an affidavit if applicable whichever is applicable to the bidder. The certificate must clearly indicate the percentages of the specific goals claimed. Also refer to Table 6 for more detail and Table 5 b) A current valid CIPC certificate together with copies of the IDs of the directors who hold ownership.	Yes
7.	SBD 3.3: The total tender price inclusive of VAT for the duration of the contract period MUST be completed and	Yes



No	Description	To be returned by bidder at bid closure
	submitted as part of the proposal (see Annexures D for detailed pricing requirements)	
8.	Other SBD documents listed in Table 4, page 11 Completed and signed pro forma documents submitted for - SBD 1 ( <i>Annexure C</i> ), SBD 4 ( <i>Annexure E</i> ) and SBD 6.1, including Table 1 ( <i>Annexure F</i> ),	SBD 1, SBD 4 and SBD 6.1
9.	TAX Compliance status PIN/Tax clearance certificate (Table 4, page 11)	Yes
10.	Proof of registration on the Central Supplier Database (CSD) (Table 4, page 11).	Yes
11.	Technical mandatory document requirements are listed under Part B – technical specification and scope of work of this bid document (if applicable). (page 28)	Yes



## PART B – TECHNICAL SPECIFICATION AND SCOPE OF WORK

### TECHNICAL MANDATORY REQUIREMENTS

1. Bidders are required to submit their **valid** International Air Transport Association (IATA) licence/ certificate (certified copy) at closing date.

**Non-submission of a valid** International Air Transport Association (IATA) licence/ certificate (certified copy) at closing date **will result in disqualification.**

2. Where a bidding company is using a 3rd party IATA licence, proof of the agreement and copy of a **valid** licence/certificate to that effect must be attached at closing date.

**Non-submission of a valid** 3rd party International Air Transport Association (IATA) licence/ certificate (certified copy) at closing date **will result in disqualification.**

3. Bidders must be a member of ASATA (Association of South African Travel Agents). Proof of such membership must be submitted with the bid at closing date and time.

**Non-submission of the Proof of membership will result in disqualification.**

## 1. SCOPE OF WORK

### 1.1 Background

The UIF is currently using a fully automated online system to create, approve and manage its travel management services. Travel management services include air travel, car hire, accommodation (lodging) and conferencing. Travellers capture their requisitions on the system, the requisition is received by the travel co-ordinator to capture on our Financial system which generates a purchase order, that is manually captured on the requisitions, the requisition is sent the approver. Upon approval the system generates a travel itinerary and vouchers to the traveller.

UIF's primary objective in issuing this RFP is to enter into agreement with a successful bidder(s) who will achieve the following:

- a) Provide the UIF with a fully automated online travel booking tool.
- b) Provide the UIF with the travel, accommodation, conference and management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service levels;



- c) Provide conference and events management services for attendees including amongst others UIF staff members, stakeholders, external experts, consultants, trainers and trainees;
- d) Achieve significant cost savings for the UIF without any degradation in the services;
- e) Appropriately contain UIF's risk and traveller risk.

## 1.2 Travel Volumes

The current UIF total volumes per annum includes air travel, accommodation, car hire, conference, etc. The table below details the number of transactions for the FY **2018/19** as follows:

Service Category	Estimated Number of Transactions per annum
<b>DOMESTIC</b>	
AIR TRAVEL	2695
ACCOMODATION	2720
CAR RENTAL	1350
TRANSFERS	1813
BUS/COACH BOOKINGS	626
<b>REGIONAL/FOREIGN/INTERNATIONAL</b>	
AIR TRAVEL	8
ACCOMODATION	8
INSURANCE	8
TRANSFERS	8
FOREX	5
<b>ADMINISTRATIVE COST</b>	
PROCESSING FEE	8008
BOOKING CHANGE FEE	181
<b>GRAND TOTAL</b>	<b>17 430</b>



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

### **1.3 Service Requirements**

#### **1.3.1 General**

The successful bidder will be required to provide air travel, car hire, accommodation, conference and events 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 UIF, local, regional and international. This will include employees and contractors, consultants and clients where the agreement is that the UIF is responsible for the arrangement and cost of travel.
- b. Provide travel management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services as stipulated in paragraph 1.3.7.
- c. Provide conference and events management services in major cities throughout the country for various workshops, conferences and training interventions hosted by the UIF and attended by UIF officials.
- d. Familiarisation with current UIF travel business processes.
- e. Familiarisation with the National Treasury maximum allowable rates matrix for domestic accommodation and meals, best prices of the day for flights as per PFMA SCM instruction no.7 of 2022/2023 (National Treasury cost containment instruction). Assist with further negotiations for better deals with travel service providers.
- f. Familiarisation with current Department of Labour and Employment Travel Management Policy, SCM and implementations of controls to ensure compliance.
- g. 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.
- h. Provide a facility for the UIF to update their travellers' profiles.

- i. Manage the third-party service providers by addressing service failures and complaints against these service providers.
- j. Consolidate all invoices from travel suppliers.
- k. Provide a detailed transition plan for implementing the service without service interruptions to ensure a smooth take over.

### **1.3.2 Reservations**

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 sent it to the travel booker and traveller via the agreed communication medium.
- b. Receive conference and event management services request from the conference booker, responds with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required confirmation and vouchers immediately and sent to the conference booker.
- c. Always endeavour to make the most cost-effective travel, accommodation and conference arrangements based on the request from the traveller or travel booker and/or conference booker.
- d. Appraise themselves of all travel, accommodation and conference and event requirements for destinations to which travellers or the conference booker will be travelling or booking venues and advise the Traveller or the Conference booker of alternative plans that are more cost effective and more convenient where necessary.
- e. Obtain a minimum of three (3) price comparisons where possible for all travel requests or conference and event management services where the routing or destination or venue permits.
- f. Book the negotiated discounted fares and rates where possible.
- g. 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.

- h. Book parking facilities at the airports where required for the duration of the travel.
- i. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- j. Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- k. Must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- l. Advise the Traveller of all visa and inoculation requirements well in advance.
- m. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- n. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- o. Facilitate the bookings that are generated through a fully automated Online travel booking Tool.
- p. Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- q. 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.
- r. Negotiated airline fares, accommodation establishment rates, conference and event management rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by the UIF are **non-commissionable**, where commissions are earned for the UIF bookings all these commissions must be returned to the UIF on a quarterly basis.
- s. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by the UIF.
- t. Timeous submission of proof that services have been satisfactorily delivered (invoices) as per UIF's instructions.



### **1.3.3 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 regarding airlines (like baggage policies, checking in arrangements, etc.)
- k. Assist with lounge access if and when required and approved by the relevant authority within the UIF.

### **1.3.4 Accommodation**

- a. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- b. The TMC will obtain 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, lodge or guest house) in accordance with the Department of Labour and Employment travel management policy.
- d. The UIF travellers may only stay at accommodation establishments with which National Treasury 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.
- e. Accommodation vouchers must be issued to all UIF travellers for accommodation bookings and must be invoiced to the UIF 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 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.

#### **1.3.5 Conference and Event Management**

- a. The TMC must facilitate the booking of conference and event management throughout the country.
- b. The TMC must ensure that the conference and event venues will meet the following UIF requirements:
  - i) Size is based on number of delegates;
  - ii) Has sound/PA system with recording facilities, if required;
  - iii) Can provide Audio/Visual recording services procurement on behalf of the UIF, if required;
  - iv) Provide Parking facilities at the venue where required for the duration of the conference booking;

The following will be applicable with regards to Conference and Events management services. The % fee must be completed in the pricing schedule.

#### **1.3.6 Car Rental and Shuttle Services**

- a. The TMC will book the approved category vehicle in accordance with the Department of Labour and Employment Travel Management Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- b. The system should indicate to the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- c. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, e-tags, refuelling, 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 Department of Labour and Employment Travel Management 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 UIF and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- g. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.
- h. The TMC must offer travellers with an option to use petrol cards to refill for the duration of travel, if required; subject to approval of the delegated authority.

#### **1.3.7 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 TMC 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.

#### **1.4 Communication**

- 1.4.1 The TMC may be requested to conduct workshops and training sessions for Travel bookers of the UIF.
- 1.4.2 All enquiries must be investigated and prompt feedback be provided in accordance with the Service Level Agreement.
- 1.4.3 The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

#### **1.5 Financial Management**

- 1.5.1 The TMC must implement the rates in compliance with the Cost Containment Instruction by National Treasury with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- 1.5.2 The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to the UIF for payment within the agreed time period.
- 1.5.3 Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- 1.5.4 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 UIF for the services rendered.



- 1.5.5 Where pre-payments are required for smaller Lodges /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- 1.5.6 Consolidate Travel Supplier bill-back invoices.
- 1.5.7 The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to the UIF's Supply Chain Management section 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 Lodge card statement.
- 1.5.8 Ensure Travel Supplier accounts are settled timeously.

## **1.6 Technology, Information and Reporting**

- 1.6.1 The TMC must have the capability to consolidate all on related to travel expenses into a single source document with automated reporting tools.
- 1.6.2 The implementation of an Online travel booking tool to facilitate domestic bookings is required to optimise the services and related fees.
- 1.6.3 All management information and data input must be accurate.
- 1.6.4 The TMC will be required to provide the UIF with one (1) standard monthly reports must include:
- Travel categories;
  - Service Fees;
  - Supplier Breakdown;
  - Saving;
  - Refund;
  - No Show;
  - Cancellations;
  - After-hour calls.

- 1.6.5 Reports must be accurate and be provided as per UIF'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 car hire, air travel, shuttle, accommodation) and cost benefit analysis.
- 1.6.6 The UIF may request the TMC to provide additional management reports e.g. Active users on the online travel system, List of approvers etc.
- 1.6.7 Reports must be available in an electronic format for example Microsoft Excel.
- 1.6.8 Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:
- 1.6.8.1 Travel
- a) Long term accommodation and car rental;
  - b) Upgrade of class of travel (air, accommodation and car rental);
  - c) Bookings outside Travel management policy.
- 1.6.8.2 Finance
- a) Reconciliation of commissions/rebates or any volume driven incentives;
  - b) Creditor's ageing report;
  - c) Creditor's summary payments;
  - d) Daily invoices;
  - e) Reconciled reports for travel lodge card statement;
  - f) No show report;
  - g) Cancellation report;
  - h) After hour report;
  - i) Receipt delivery report;
  - j) Monthly Bank Settlement Plan (BSP) Report;
  - k) Refund Log;
  - l) Open voucher report, and
  - m) Open Age Invoice Analysis.
- 1.6.9 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.



## **1.7 Account Management**

- 1.7.1 An Account Management structure should be put in place to respond to the needs and requirements of the UIF and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- 1.7.2 The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the UIF's account.
- 1.7.3 The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- 1.7.4 A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 1.7.5 Ensure that the Department of Labour and Employment Travel Management Policy is enforced.
- 1.7.6 The Service Level Agreement (SLA) will be managed by the UIF must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- 1.7.7 Ensure that workshops/trainings are provided to Travellers, Stakeholders or Travel bookers and/or Conference bookers.
- 1.7.8 During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented by both the UIF and TMC.

## **1.8 Value Added Services**

The TMC must provide the following value added services:

- 1.8.1 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. Rules and procedures of the airports;
  - viii. Business and cultural etiquette specific to the country;
  - ix. Airline baggage policy; and



- x. Supplier updates
- 1.8.2 Electronic voucher retrieval via web and smart phones;
- 1.8.3 SMS notifications for travel and conference and events confirmations;
- 1.8.4 Global Travel Risk Management;
- 1.8.5 VIP services for Executives that include, but is not limited to check-in support.

## **1.9 Cost Management**

- 1.9.1 The National Treasury cost containment initiative and the Department of Labour and Employment Travel Management Policy is establishing a basis for a cost savings culture.
- 1.9.2 It is the obligation of the TMC online system to ensure on the most cost-effective option at all times, and costs should be within the framework of the National Treasury's cost containment instructions.
- 1.9.3 The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.
- 1.9.4 The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with the Department of Labour and Employment Travel Management 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.

## **1.10 Quarterly Travel Management Reviews**

- 1.10.1 Quarterly review reports detailing expenditure as table in paragraph 1.2 are required to be presented by the Travel Management Company on all UIF travel activity per category. These reviews must be comprehensive and be available to the UIF's Cost Centre and Supply Chain Management team as these will form part of the performance management reviews based on the service levels.
- 1.10.2 Non-Submission of these report may result in penalties and will discussed during supplier performance review



- 1.10.3 These reports must be available on the online travel booking tool and must have live to date update.

### **1.11 Office Management**

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

- a. Junior Consultants
- b. Floor Supervisors
- c. Senior Consultants
- d. Travel Manager (Operational)
- e. Finance Manager / Branch Accountant
- f. Admin Back Office (Creditors / Debtors/Finance Processors)
- g. Strategic Account Manager (per hour)
- h. System Administrator (General Admin)

### **1.12 PRICING MODEL OFF-SITE**

#### **1.13 Transaction Fees**

##### **Refer Annexure D: Pricing Schedule- online option selected by the UIF**

- 1.13.1 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 with exclusion of conferencing and events management.
- 1.13.2 The pricing should be the unit transaction or service fee charged for each service (incl VAT) and must be fixed and firm for the particular year of service.
- 1.13.3 The Bidder must further indicate the estimated percentage split between Traditional/Manual booking (Traditional Bookings is a contingency to the online booking tool) and On-line bookings.
- 1.13.4 If the bidder does not charge for a particular service or transaction it should indicate 0.00**

#### **1.14 Management Fee for conferencing and Events Management**

- 1.14.1 The management fee is the % fee for the event/ conference.





## **1.15 Volume driven incentives**

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

- i. National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers;
- ii. No override commissions earned through the UIF reservations will be paid to the TMCs;
- iii. An open book policy will apply and any commissions earned through the UIF volumes must be reimbursed to the UIF.

TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution



## ANNEXURE A – EVALUATION CRITERIA ON FUNCTIONALITY

#	TECHNICAL EVALUATION CRITERION	WEIGHT
<b>DESKTOP EVALUATION</b>		<b>90</b>
<b>1</b>	<b>GENERAL</b>	<b>16</b>
1.1	Provide a detailed transition plan for implementing the service without service interruptions and how the bidder plans to engage with the incumbent service provider to ensure smooth transition.	3
1.2	Provide the reference letters from at least three (3) contactable existing/recent clients (within past 3 years) whom we may contact for references. The letters must include: company letter head, company name, contact name, address, phone number, and duration of contract, value of the travel expenditure, a brief description of the services that you provided and the level of satisfaction.	3
1.3	Track record and Experience of the TMC providing Travel, Accommodation, Conference and Events management	10
<b>2</b>	<b>RESERVATIONS</b>	<b>35</b>

#	TECHNICAL EVALUATION CRITERION	WEIGHT
2.1	<p><b>Manage all reservations/ bookings.</b></p> <p><b>Describe how all travel reservations/ bookings are handled (Detailed Plan):</b></p> <p>This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air travel , car rental , hotel accommodation, conference and events venue requirements, passport requirement, confirmation numbers and additional proof of competency</p>	<p>5</p> <p>5</p>
2.2	<p><b>Manage group bookings.</b></p> <p>Provide a Detailed plan of how the bidder would handle group bookings:</p> <ul style="list-style-type: none"> <li>• Accommodation;</li> <li>• Conferences;</li> <li>• Events etc.</li> </ul> <p>Please specify if these bookings would be done by the TMC or outsourced.</p>	5
2.3	<p><b>Directly negotiated rates</b></p> <p>Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by the Unemployment Insurance Fund. Where commissions are earned for the Unemployment Insurance Fund bookings, all these commissions should be returned to the Unemployment Insurance Fund on a quarterly basis and should be used in all travel quotes.</p> <ul style="list-style-type: none"> <li>• Provide a detailed plan of how these specific rates will be secured.</li> <li>• Provide a detailed plan for any automated tools that will be used to assist with maintenance and processing of the said negotiated rates.</li> </ul>	8



#	TECHNICAL EVALUATION CRITERION	WEIGHT
	<ul style="list-style-type: none"> <li>• Provide a detailed plan of how the refunds will be processed successfully to the UIF I.R.O cancellations, no shows and etc.</li> <li>• Provide a detailed plan on how the Travel Agency negotiated rates will be filtered to the UIF (process).</li> </ul>	
2.4	<p><b>Manage airline reservations.</b></p> <p>Provide a <b>detailed plan</b> on how the process of booking the most cost-effective and practical routing for the traveller.</p> <p>This will include, without limitation, the refund process:</p> <ul style="list-style-type: none"> <li>• Provide a detailed plan on how the TMC would manage the unused non-refundable airline tickets,</li> <li>• Provide a detailed plan on how the TMC would secure special arrangement for people with disabilities/ secure preferred seating.</li> <li>• Provide a detailed plan on how the TMC would secure waitlist clearance and special meals</li> </ul>	6
2.5	<p><b>After-hours and emergency services</b></p> <p>The bidder must have capacity to provide reliable and consistent after hours and emergency support to traveller(s).</p> <p>Please provide details/ Standard Operating Procedure of your after-hour support and emergency services i.e.</p> <ul style="list-style-type: none"> <li>• Turnaround Time - Immediately.</li> <li>• Provide the Standard Operating Procedure on how the emergency and the afterhours process is locating i.e. centralized/ regionalised, in-country (owned)/ outsourced etc.</li> </ul>	6

#	TECHNICAL EVALUATION CRITERION	WEIGHT
	<ul style="list-style-type: none"> <li>Evidence that the services its 24/7/365. Reminders to the Unemployment Insurance Fund to process purchase orders within 24 hours to reduce queries on invoices.</li> </ul>	
3	COMMUNICATION	4
3.1	<p>Provide a detailed Plan on how the TMC will ensure that travel bookers are informed of the travel booking processes.</p> <p>Provide a detailed work Plan on how the TMC will communicate with all stakeholders (i.e. traveller, travel co-ordinator/booker and travel management company) for a linked smooth continuous workflow.</p>	<p>2</p> <p>2</p>
4	FINANCIAL MANAGEMENT	10
4.1	<p>Provide a detailed Plan on the use of the lodge card, reconciliation process, timing and deliverables.</p> <p>Provide the process plan on how TMC will implement the negotiated rates and maximum allowable rates established either by the Unemployment Insurance Fund or the National Treasury.</p> <p>Provide the detailed Plan on how TMC will manage the 30-day bill-back account facility.</p> <p>Provide the detailed Plan on how TMC will manage the pre-payments will be handled where it is required for smaller Bed &amp; Breakfast /Guest House facilities.</p> <p>Provide a detailed Plan on how invoicing will be handled, including the process of rectifying discrepancies between purchase orders and invoices, supporting documentation, reconciliation of transactions and the timely</p>	10

#	TECHNICAL EVALUATION CRITERION	WEIGHT
	provision of invoices to the Fund.	
5	<b>TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING</b>	7
5.1	<p>Provide evidence of the proposed booking system e.g. Global Distribution System, Online Booking Tool or Self-Booking tool.</p> <p>Provide a process plan of how travel consultants' access and book web airfares i.e. low cost carriers/ consolidators and hotel website rates.</p> <p>Provide evidence of how TMC will manage data and information (taking into account the POPIA compliance) such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data, etc.</p> <p>Provide an actual example of the system standard and customised reports that TMC has.</p> <p>Provide the type technologies and reporting products proposed for the Fund.</p> <p>Provide evidence that TMC will comply with the Fund's monthly reporting requirement as prescribed by National Treasury.</p>	7



#	TECHNICAL EVALUATION CRITERION	WEIGHT
	Provide a detailed plan of how TMC's system will be compatible to online solution that can fully integrate into fund's ICT System.	
6	<b>ACCOUNT MANAGEMENT</b>	6
6.1	<p>Provide the proposed Account Management structure / organogram.</p> <p>Provide the quality control process that TMC has in place to ensure that clients receive consistent quality service.</p> <p>Provide the customer's complaints/queries management plan, requests, changes and cancellations processes.</p> <p>Provide a mitigation and issue resolution process.</p> <p>Provide a detailed response indicating performance standards with respect to resolving service issues.</p> <p>Complaint handling procedure must be submitted.</p>	6
7	<b>COST MANAGEMENT</b>	6
7.1	Provide a detailed strategic cost savings plan for the contract duration. Include items targeted for maximum cost savings results.	3
	Provide a detailed cost saving Plan that will assist the Fund to realise the maximum cost	

#	TECHNICAL EVALUATION CRITERION	WEIGHT
	savings on annual travel spend.	3
8	<b>QUARTERLY TRAVEL REVIEW</b>	3
8.1	Provide a sample of a System Quarterly travel review used for performance management during the life cycle of the contract.	3
9	<b>OFFICE MANAGEMENT</b>	3
9.1	Provide a Detailed Work Plan of the TMC's back-office Structure detailing the automation of air tickets workflow, ground arrangements and workflow.	2
	Provide detailed roles and responsibilities of assigned staff. Furthermore, provide the management hierarchy.	1
<b>PRESENTATION</b>		10
	<p><b><u>Part A:</u> Provide a Video Presentation not exceeding 90 minutes, including the PowerPoint presentation slides. The Presentation <u>MUST</u> Cover the following items:</b></p> <ul style="list-style-type: none"> <li>- Summary of the proposal</li> <li>- Value added Services - Provide information on any value-added services that can be offered to Unemployment Insurance Fund.</li> <li>- Cost saving strategy - Describe and provide examples of cost savings initiatives implemented and achieved at previous</li> </ul>	10

#	TECHNICAL EVALUATION CRITERION	WEIGHT
	<p>clients. Indicate what items were targeted for maximum cost savings results</p> <ul style="list-style-type: none"> <li>- How the TMC will assist with improving traveller behaviour.</li> <li>- Conference and Events management.</li> <li>- Lodge card option.</li> <li>- Reference checks</li> <li>- Q&amp;A on technical submission.</li> </ul>	



## ANNEXURE B – SCORING GUIDELINE FOR FUNCTIONALITY

The Bidders will be evaluated according to the technical evaluation criteria in the scorecard below.

Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation.

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
DESKTOP EVALUATION		90			
1	GENERAL	16	SECTION 1.3.1		
1.1	<p>Provide a detailed transition plan for implementing the service without service interruptions and how the bidder will engage with the incumbent service provider to ensure smooth transition.</p> <p><i>0 Points – No detailed transition plan, interruption resolution plan and Communication plan. provided.</i></p> <p><i>1 Point – Detailed transition plan and No interruption resolution</i></p>	3	Section 1.3.1 (k)		

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	<p><i>plan and Communication plan provided.</i></p> <p><i>2 Points - Detailed transition plan and interruption resolution plan and No Communication plan provided.</i></p> <p><i>3 Points - Detailed transition plan and interruption resolution plan and Communication plan provided.</i></p>				
1.2	<p>Provide the reference letters from at least three (3) contactable existing/recent clients (within past 3 years) whom we may contact for references. The letter must include: company letter head, company name, contact name, address, phone number, and duration of contract, a brief description of the services that you</p>	3			



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	<p>provided and the level of satisfaction.</p> <p><b>Note: Failure to comply with the above requirements will lead to the bidder being allocated the score of zero.</b></p> <p><i>0 Point – No Reference letters provided.</i></p> <p><i>1 Point – One (1) Reference letter provided.</i></p> <p><i>2 Points - Two (2) Reference letters provided.</i></p> <p><i>3 Points - Three (3) Reference letters provided.</i></p>				
1.3.	<p>Track record and Experience of the TMC providing Travel, Accommodation, Conference and Events management.</p> <p><b><u>Note:</u> Bidders MUST submit service reference letters as evidence of the track</b></p>	Ten (10) Points			



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	<p><b>record and experience. Non-Submission of the reference letters would lead to the score of zero (0) being allocated for evaluation.</b></p> <p><i>0 Points – The Bidders has a minimum of 0 years to a maximum of 4 years track record and experience on Travel management.</i></p> <p><i>5 Points - The Bidders has a minimum of 5 years and a maximum of 9 years track record and experience on Travel management.</i></p> <p><i>10 Points – The Bidders has a minimum of 10 years and above track record and experience on Travel management.</i></p>				



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
2	RESERVATIONS	35	SECTION 1.3.2 TO 1.3.6		
2.1	<p><b>Manage all reservations/ bookings.</b></p> <p><b>Describe how all travel reservations/ bookings are handled (Detailed Plan):</b></p> <ul style="list-style-type: none"> <li>• Air Travel</li> <li>• Hotel (Accommodation);</li> <li>• Car rental;</li> <li>• Transfers;</li> <li>• Conference and events;</li> </ul> <p>This will include, without limitation, an example of a detailed complex itinerary confirmation that includes Air Travel, Car rental, hotel (Accommodation),</p>	<p>Total: 5 Points</p> <p>One (1) Point</p> <p>One (1) Point</p> <p>One (1) Point</p> <p>One (1) Point</p> <p>One (1) Point</p>	<p>Section 1.3.2</p> <p>Section 1.3.3</p> <p>Section 1.3.4</p> <p>Section 1.3.5</p> <p>Section 1.3.6</p>		

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	<p>Conference and events requirements, passport requirement, confirmation numbers and additional proof of competency.</p> <p><b>Provide an example of a detailed complex itinerary confirmation for:</b></p> <ul style="list-style-type: none"> <li>• Air Travel,</li> <li>• Hotel (Accommodation);</li> <li>• Car rental;</li> <li>• Transfers;</li> <li>• Conference and events;</li> </ul>	<p>Total: 5 Points</p> <p>One (1) Point</p> <p>One (1) Point</p> <p>One (1) Point</p> <p>One (1) Point</p> <p>One (1) Point</p>			
2.2	<p><b>Manage group bookings.</b></p> <p>Provide a Detailed plan of how the bidder would handle group bookings:</p> <ul style="list-style-type: none"> <li>• Accommodation;</li> <li>• Conferences;</li> <li>• Events etc.</li> </ul>	<p>Total: 5 Points</p> <p>One (1) Point</p> <p>Two (2) Point</p> <p>Two (2) Point</p>	Section 1.3.2 (j)		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	<i>Please specify if these bookings would be done by the Travel Management Company or outsourced.</i>				
2.3	<b>Directly negotiated rates</b>  Airline fares, Accommodation establishment rates, Car rental rates, etc., that are negotiated directly or established by National Treasury or by the Unemployment Insurance Fund., where commissions are earned for the Unemployment Insurance Fund bookings, all these commissions should be returned to the Unemployment Insurance Fund on a quarterly basis and must be used in all travel quotes.	Total: 8 Points	Section 1.3.2 (k)		
	<ul style="list-style-type: none"> <li>Provide a detailed plan of how these</li> </ul>	Two (2) Point			

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
<b>TO BE COMPLETED BY THE TENDERING INSTITUTION</b>				<b>TO BE COMPLETED BY THE BIDDER</b>	
	<p>specific rates will be secured.</p> <ul style="list-style-type: none"> <li>• Provide a detailed plan for any automated tools that will be used to assist with maintenance and processing of the said negotiated rates.</li> <li>• Provide a detailed plan of how the refunds will be processed successfully to the UIF I.R.O cancellations, no shows and etc.</li> <li>• Provide a detailed plan on how the Travel Agency negotiated rates will be filtered to the UIF (process).</li> </ul>	<p>Two (2) Point</p> <p>Two (2) Point</p> <p>Two (2) Point</p>			
2.4	<p><b>Manage airline reservations.</b></p> <p>Provide a <b>detailed plan</b> on how the process of booking the most cost-effective and practical routing for the traveller.</p> <p>This will include,</p>	<p>Total: 6 Points</p>	Section 1.3.3		

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	<p>without limitation, the refund process:</p> <ul style="list-style-type: none"> <li>• Provide a detailed plan on how the TMC would manage the unused non-refundable airline tickets,</li> <li>• Provide a detailed plan on how the TMC would secure special arrangement for people with disabilities/ secure preferred seating.</li> <li>• Provide a detailed plan on how the TMC would secure waitlist clearance,</li> <li>• Provide a detailed plan on how the TMC would secure special meals,</li> </ul>	<p>Two (2) Point</p> <p>Two (2) Point</p> <p>One (1) Point</p> <p>One (1) Point</p>			
2.5	<p><b>After-hours and emergency services</b></p> <p>The bidder must have capacity to provide reliable and consistent after hours and</p>	Total: 6 Points	Section 1.3.7		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	<p>emergency support to traveller(s).</p> <p>Please provide details/ Standard Operating Procedure of your after-hour support and emergency services i.e.</p> <ul style="list-style-type: none"> <li>• Turnaround Time - Immediately. <i>Two (2) Point</i></li> <li>• Provide the Standard Operating Procedure on how the emergency and the afterhours process is locate i.e. centralized/ regionalised, in-country (owned)/ outsourced etc. <i>Two (2) Point</i></li> <li>• Evidence that the services its 24/7/365 <i>One (1) Point</i></li> <li>• Reminders to the Unemployment Insurance Fund to process purchase orders within 24 hours to reduce queries on invoices. <i>One (1) Point</i></li> </ul>				

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
3	COMMUNICATION	4	SECTION 1.4		
3.1	<p>Provide a detailed Plan on how the TMC will ensure that travel bookers are informed of the travel booking processes.</p> <p>Provide a detailed work Plan on how the TMC will communicate with all stakeholders (i.e. traveller, travel co-ordinator/booker and travel management company) for a linked smooth continuous workflow.</p>	<p>One (2) Point</p> <p>Two (2) Point</p>	Section 1.4		
4	FINANCIAL MANAGEMENT	10	SECTION 1.5		
4.1	<p>Provide a detailed Plan on the use of the lodge card, reconciliation process, timing and deliverables.</p> <p>Provide the process plan on how TMC will</p>	Two (2) Points	Section 1.5		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	implement the negotiated rates and maximum allowable rates established either by the Unemployment Insurance Fund or the National Treasury.	Two (2) Points			
	Provide the detailed Plan on how TMC will manage the 30-day bill-back account facility.	Two (2) Points			
	Provide the detailed Plan on how TMC will manage the pre-payments will be handled where it is required for smaller Bed & Breakfast /Guest House facilities.	Two (2) Points			
	Provide a detailed Plan on 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	Two (2) Points			





#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	invoices to the Fund.				
5	<b>TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING</b>	7	SECTION 1.6		
5.1	<p>Provide evidence of the proposed booking system e.g. Global Distribution System, Online Booking Tool or Self-Booking tool.</p> <p>Provide a process plan of how travel consultants' access and book web airfares i.e. low cost carriers/ consolidators and hotel website rates.</p> <p>Provide evidence of how TMC will manage data and information (taking into account the POPIA compliance) such as traveller profiles, tracking of savings and missed savings, tracking of unused</p>	<p>One (1) Point</p> <p>One (1) Point</p> <p>One (1) Point</p>	Section 1.6		

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
<i>TO BE COMPLETED BY THE TENDERING INSTITUTION</i>				<i>TO BE COMPLETED BY THE BIDDER</i>	
	<p>airline tickets, cancellation, traveller behaviour, transaction level data, etc.</p> <p>Provide an actual example of the system standard and customised reports that TMC has.</p> <p>Provide the type technologies and reporting products proposed for the Fund.</p> <p>Provide evidence that TMC will comply with the Fund's monthly reporting requirement as prescribed by National Treasury.</p> <p>Provide a detailed plan of how TMC's system will be compatible to online solution that can fully integrate into fund's ICT System.</p>	<p>One (1) Point</p> <p>One (1) Point</p> <p>One (1) Point</p> <p>One (1) Point</p>			
6	ACCOUNT MANAGEMENT	6	SECTION 1.7		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
6.1	<p>Provide the proposed Account Management structure / organogram.</p> <p>Provide the quality control process that TMC has in place to ensure that clients receive consistent quality service.</p> <p>Provide the customer's complaints/queries management plan, requests, changes and cancellations processes.</p> <p>Provide a mitigation and issue resolution process.</p> <p>Provide a detailed response indicating performance standards with respect to resolving service issues.</p>	<p>One (1) Point</p> <p>One (1) Point</p> <p>One (1) Point</p> <p>One (1) Point</p> <p>One (1) Point</p>	<p>Section 1.7.1 and 1.7.2</p> <p>Section 1.7.3</p> <p>Section 1.7.4</p> <p>Section 1.7.5</p> <p>Section 1.7.6</p> <p>Section 1.7.7</p>		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	Complaint handling procedure must be submitted.				
7	<b>COST MANAGEMENT</b>	<b>6</b>	<b>SECTION 1.9</b>		
7.1	<p>Provide a detailed strategic cost savings plan for the contract duration. Include items targeted for maximum cost savings results.</p> <ul style="list-style-type: none"> <li>Provide a detailed cost saving Plan that will assist the Fund to realise the maximum cost savings on annual travel spend.</li> </ul>	<p>Three (3) Points</p> <p>Three (3) Points</p>	Section 1.9		
8	<b>QUARTERLY TRAVEL REVIEW</b>	<b>3</b>	<b>SECTION 1.10</b>		
8.1	Provide a sample of a System Quarterly travel review used for performance management during the life cycle of the contract.	Three (3) Points	Section 1.10		

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
9	OFFICE MANAGEMENT	3	SECTION 1.11		
9.1	<p>Provide a Detailed Work Plan of the TMC's back-office Structure detailing the automation of air tickets workflow, ground arrangements and workflow.</p> <p>Provide detailed roles and responsibilities of assigned staff. Furthermore, provide the management hierarchy.</p>	<p>Two (2) Points</p> <p>One (1) Points</p>	Section 1.11		
PRESENTATION		10			
	<p><b><u>Part A:</u> Provide a Video Presentation not exceeding 90 minutes, including the PowerPoint presentation slides. The Presentation <u>MUST</u> Cover the</b></p>	Ten (10) Points			



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
<i>TO BE COMPLETED BY THE TENDERING INSTITUTION</i>				<i>TO BE COMPLETED BY THE BIDDER</i>	
	<b>following items:</b> <ul style="list-style-type: none"> <li>- Summary of the proposal</li> <li>- Value added Services - Provide information on any value-added services that can be offered to Unemployment Insurance Fund.</li> <li>- Cost saving strategy - Describe and provide examples of cost savings initiatives implemented and achieved at previous clients. Indicate what items were targeted for maximum cost savings results</li> <li>- How the TMC will assist with improving traveller behaviour.</li> </ul>				



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
<i>TO BE COMPLETED BY THE TENDERING INSTITUTION</i>				<i>TO BE COMPLETED BY THE BIDDER</i>	
	<ul style="list-style-type: none"> <li>- Conference and Events management.</li> <li>- Lodge card option.</li> <li>- Reference checks Q&amp;A on technical submission.</li> </ul>				

## **LIST OF ANNEXURES ATTACHED TO BID**

### **PART B**

**Annexure A: Evaluation criteria on functionality**

**Annexure B: Scoring guideline for functionality**

### **PART C**

**Annexure C: SBD 1 - Invitation to Bid**

**Annexure D: SBD 3.3 – Pricing Scheme for Professional Services including detailed pricing schedule**

**Annexure E: SBD 4 – Bidder's disclosure**

**Annexure F: SBD 6.1 – Preferential points**

**Annexure G: General Conditions of contract**



PART A  
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:		CLOSING DATE:		CLOSING TIME:	
DESCRIPTION					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON			CONTACT PERSON		
TELEPHONE NUMBER			TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS			E-MAIL ADDRESS		
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA



<p>1.1.1.1</p> <p>ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>[IF YES ENCLOSE PROOF]</p>	<p>1.1.1.2</p> <p>RE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>[IF YES, ANSWER THE QUESTIONNAIRE BELOW]</p>
--	---	--	---

**QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS**

<p>IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>DOES THE ENTITY HAVE A BRANCH IN THE RSA?</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.</p>	



## PART B

### TERMS AND CONDITIONS FOR BIDDING

---

<b>1. BID SUBMISSION:</b>
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
<b>2. TAX COMPLIANCE REQUIREMENTS</b>
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE <a href="http://WWW.SARS.GOV.ZA">WWW.SARS.GOV.ZA</a> .
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

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

DATE:

.....



**PRICING SCHEDULE**  
(Professional Services)

NAME OF BIDDER: .....	BID NO.:
CLOSING TIME 11:00	CLOSING DATE:

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

IO	ITEM	DESCRIPTION	BID PRICE IN RSA CURRENCY
	**(ALL APPLICABLE TAXES INCLUDED)		





## TRANSACTION FEES

RFP NO

RFP NAME

BIDDER NAME

## 1.1 TRANSACTION FEES

Item	Transaction type	Total Estimated Volumes per year	Percentage split of online volumes	Percentage split of traditional booking volumes	Online bookings - YEAR 1			Traditional/Manual bookings YEAR 1			Online bookings - YEAR 2			Traditional bookings YEAR 2			Online bookings - YEAR 3			Traditional bookings YEAR 3			Online bookings	Traditional bookings	Total bookings
					Online bookings - YEAR 1		Total Price (Ind VAT)	Traditional/Manual bookings YEAR 1		Total Price (Ind VAT)	Online bookings - YEAR 2		Total Price (Ind VAT)	Traditional bookings YEAR 2		Total Price (Ind VAT)	Online bookings - YEAR 3		Total Price (Ind VAT)	Traditional bookings YEAR 3		Total Price (Ind VAT)			
					Unit Price (excl vat)	Unit Price (incl vat)		Unit Price (excl VAT)	Unit Price (Ind VAT)		Unit Price (excl VAT)	Unit Price (Ind VAT)		Unit Price (excl VAT)	Unit Price (Ind VAT)		Unit Price (excl VAT)	Unit Price (Ind VAT)		Unit Price (excl VAT)	Unit Price (Ind VAT)				
			80%	20%	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
1	Air travel - Domestic				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
2	Air travel - Regional				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
3	Air Travel-International				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
4	Car rental - Domestic				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
5	Transfer/Shuttle - Regional/International				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
6	Transfer/Shuttle - Domestic				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
7	Accommodation - Domestic				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
8	Accommodation - Regional/International				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
9	Transfers - Regional/International				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
10	Transfers - Regional/International				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
11	Bus/Coach Bookings				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
12	Train Bookings - Regional/International				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
13	Train Bookings - Domestic				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
14	Parking services				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
15	Travel Insurance-International				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
16	Travel Insurance-International				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
17	Forex				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
18					R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
19					R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
20					R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
21					R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
22					R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
23					R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
24					R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
25					R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
	Total				R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
TOTAL TRANSACTION FEE FOR A PERIOD OF 36 MONTHS																									
R																									

THE GRAND TOTAL IS FOR EVALUATION

Item	Description	Percentage Fee	Comment
1	Conference Transaction Fee (as a % of the total cost of the event)		Indicate Y1, Y2, Y3
2	Bill Back Option (Merchant Fee as a % of a booking cost)		Indicate Y1, Y2, Y3

GRAND TOTAL TO EVALUATION PURPOSES.

MUR

## MANAGEMENT FEES

RFP NO

RFP NAME

BIDDER NAME

ESTIMATED TRANSACTION VOLUMES PER ANNUM

### 2.1 MANAGEMENT FEE

TRADITIONAL BOOKING		ONLINE BOOKING	
Item	Transaction type	Annual Management Fees (Exc VAT)	Annual Management Fees (Exc VAT)
Fixed charges ( Management Fees)		Estimated #	
1	Compensation	R	-
	Receptionist	R	-
	Senior Travel Consultants	R	-
	Intermediate Travel Consultants	R	-
	Junior Travel Consultants	R	-
	Travel Manager	R	-
	Finance Manager/Accountant	R	-
	Admin Back Office (Debtors/Creditors)	R	-
	Finance Processors	R	-
	Strategic Account Manager	R	-
	System Administrator	R	-
	Other (Specify)	R	-
	Other (Specify)	R	-
	Other (Specify)	R	-
	Standard Monthly Reports (3 Std reports x 12 months)	R	-
	Standard Weekly Reports (3v Std reports x 52 weeks)	R	-
4	Communications (SMS, Email Alert, Industry updates)	R	-
5	Marketing	R	-
6	Technology (Software Licences)	R	-
7	Computing	R	-
8	Office leasing (leasing)	R	-
9	Utility bills (phone, broadband, electricity, etc)	R	-
10	Association Membership Fees	R	-
11	Banking Services (Interest, Merchant Fees,etc )	R	-
Total (Exc VAT)		R	-

			ONLINE BOOKING	TRADITIONAL BOOKING
Item	Transaction type		Annual Management Fees (Exc VAT)	Annual Management Fees (Exc VAT)
	Variable charges	Estimated#		
1	After- Hours ( VIP/Executive Travel Consultant )		R -	R -
	(Estimated at 40 calls per month)		R -	R -
2	After-Hours Call Centre/Contact Number (17h00-08h00 Weekdays), 24 hours weekends and public holidays)		R -	R -
	(Estimated at 60 calls per month)		R -	R -
	Total (Exc VAT)		R -	R -

<b>TOTAL MANAGEMENT FEE PER ANNUM (Excl VAT)</b>	R	-	R	-
<b>Percentage Split between Online Booking and Traditional Booking)</b>		80%		20%

<b>GRAND TOTAL FOR MANAGEMENT FEE (Exc VAT)</b>	R	-
<b>VAT</b>	15%	
<b>GRAND TOTAL FOR MANAGEMENT FEE (Incl VAT) YEAR 1</b>	R	Monthly Management Fee (Incl VAT)
<b>GRAND TOTAL FOR MANAGEMENT FEE (Incl VAT) YEAR 2</b>	R	-
<b>GRAND TOTAL FOR MANAGEMENT FEE (Incl VAT) YEAR 3</b>	R	-
<b>TOTAL PRICE OF MANAGEMENT FEE FOR A PERIOD OF 36 MONTHS</b>	R	-



## Event and conference management cost.

The management fee is the ..... % fee for the event/ conference cost.

A handwritten signature in black ink, located in the bottom right corner of the page. The signature is stylized and appears to be a combination of initials and a surname.



## BIDDER'S DISCLOSURE

### 1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### 2. Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise,

employed by the state?

**YES/NO**

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of institution	State

<sup>1</sup> the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....  
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....  
.....

### 3 DECLARATION

I, the undersigned, (name).....  
in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

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<sup>2</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.



- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder





**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL  
PROCUREMENT REGULATIONS 2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

## **1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to invitations to tender:

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

### **1.2 To be completed by the organ of state**

- a) The applicable preference point system for this tender is the **90/10** preference point system.
- b) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

### **1.4 To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
<b>PRICE</b>	90
<b>SPECIFIC GOALS</b>	10
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

## **2. DEFINITIONS**

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

### 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

#### 3.1. POINTS AWARDED FOR PRICE

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

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

80/20

or

90/10

$$Ps = 80 \left( 1 - \frac{Pt - P_{min}}{P_{min}} \right) \text{ or } Ps = 90 \left( 1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

#### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

##### 3.2.1. POINTS AWARDED FOR PRICE

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

80/20

or

90/10

$$Ps = 80 \left( 1 + \frac{Pt - P_{max}}{P_{max}} \right) \text{ or } Ps = 90 \left( 1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender



#### 4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
  - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

*(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)*

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

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Black ownership (100%)	5			
Women ownership (51-100%)	2			
EME/QSE black owned (51 -100%)	3			



## DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

Partnership/Joint Venture / Consortium

One-person business/sole propriety

Close corporation

Public Company

Personal Liability Company

(Pty) Limited

Non-Profit Company

State Owned Company

[TICK APPLICABLE BOX

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution, if deemed necessary

.....  
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: .....

DATE: .....

ADDRESS: .....

.....

.....



**THE NATIONAL TREASURY**

**Republic of South Africa**



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**GOVERNMENT PROCUREMENT: GENERAL  
CONDITIONS OF CONTRACT**

**July 2010**

A handwritten signature in black ink, located in the bottom right corner of the page.

**GOVERNMENT PROCUREMENT**  
**GENERAL CONDITIONS OF CONTRACT**  
**July 2010**

**NOTES**

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.



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## General Conditions of Contract

### 1. Definitions

1. The following terms shall be interpreted as indicated:
  - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
  - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
  - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
  - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
  - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
  - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
  - 1.7 "Day" means calendar day.
  - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
  - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
  - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
  - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such



obligations of the supplier covered under the contract.

- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

## **2. Application**

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

## **3. General**

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from [www.treasury.gov.za](http://www.treasury.gov.za)

## **4. Standards**

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

## **5. Use of contract documents and information; inspection.**

- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

## **6. Patent rights**

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

**7. Performance security**

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
  - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

**8. Inspections, tests and analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or





analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

## **9. Packing**

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

## **10. Delivery and documents**

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

- 10.2 Documents to be submitted by the supplier are specified in SCC.

## **11. Insurance**

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

## **12. Transportation**

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

## **13. Incidental services**

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
  - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
  - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;



- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

#### **14. Spare parts**

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
  - (i) advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
  - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

#### **15. Warranty**

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

- 16. Payment**
- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.
- 17. Prices**
- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.
- 18. Contract amendments**
- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.
- 19. Assignment**
- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.
- 20. Subcontracts**
- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.
- 21. Delays in the supplier's performance**
- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the



supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

## **22. Penalties**

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

## **23. Termination for default**

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any



person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

- 23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.
- 23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:
- (i) the name and address of the supplier and / or person restricted by the purchaser;
  - (ii) the date of commencement of the restriction
  - (iii) the period of restriction; and
  - (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

- 23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

#### **24. Anti-dumping and countervailing duties and rights**

- 24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

- 25. Force Majeure**
- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.
- 26. Termination for insolvency**
- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.
- 27. Settlement of Disputes**
- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- (b) the purchaser shall pay the supplier any monies due the supplier.
- 28. Limitation of liability**
- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and



- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
- 29. Governing language**
- 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English
- 30. Applicable law**
- 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
- 31. Notices**
- 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
- 32. Taxes and duties**
- 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
- 33. National Industrial Participation (NIP) Programme**
- 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
- 34 Prohibition of Restrictive practices**
- 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.



- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

Js General Conditions of Contract (revised July 2010)