TERMS OF REFERENCE

NT004-2025

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF TRAVEL MANAGEMENT COMPANY TO THE NATIONAL TREASURY FOR A PERIOD OF THREE (3) YEARS

CLOSING DATE: 25 APRIL 2025 AT 11:00AM

VALIDITY PERIOD: 90 DAYS

1   INTRODUCTION

The National Treasury is responsible for managing South Africa's national government finances. It is also mandated to promote government's fiscal policy framework; to coordinate macroeconomic policy and intergovernmental financial relations: to equitably and efficiently raise fiscal revenue, while enhancing efficiency and competitiveness of the SA economy; to sustainably manage and make effective use of government's financial assets and liabilities; and promote transparency to improve financial accountability and enforce effective financial management

The National Treasury (NT) seeks to engage service providers to provide travel services necessitated by the significant volume of both domestic and international travel for staff. Travel arrangements will consist of air travel, hotel accommodation, airport transfers, shuttle services and car rentals through the appointed service provider.

The NT intends to conduct a procurement exercise to solicit proposals from experienced and professional travel agencies for the provision of travel and related services. The Travel Agents selected will be required to provide its travel services through a dedicated "Service Station" to be set up within the premises of the NT headquarters. The services of the Travel Management Company will be accessible by the NT and other offices outside the NT headquarters.

The NT does not guarantee exclusive procurement from the Travel Management Company nor any minimum order or quantity of services. The Travel Management Company is expected to win over market share through its quality service and competitive prices.

2   PURPOSE

The proposed contract with the Travel Management Company will cover bookings for accommodation, car rentals, shuttle services, airline ticketing, visa services and incidental services such as issuance/delivery, revalidation, re-routing, re-issuance, reconfirmation, processing refunds and cancellations, and preparation of suitable itineraries (including alternative routings, departures and arrivals) at most direct and lowest cost for NT staff members (for purpose of official and non-official/personal travels) and consultants, government officials and participants attending meetings or on official business for the NT.

The successful bidder ("the Travel Management Company") will be required to sign a contract with the NT to perform travel services specified under this Terms of Reference and agree to clearly identified service levels. The contract will be three (3) years.

3   SCOPE OF WORK

3.1   Background

NT currently uses travel agency services to manage the travel requisition and travel expense processes within the travel management lifecycle.

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

- Provide NT with online and manual travel management services that are consistent and reliable that will maintain a high level of traveller satisfaction in line with the service levels;
- Achieve significant cost savings for NT without any degradation in the services; and
- Appropriately contain NT's risk and traveller risk.

3.2 **Previous Financial year travel volumes.**

The Travel management total volumes per annum include air travel, accommodation, car hire, forex, conference, etc. The table below details the number of transactions for the Financial Year 23/24 follows:

Table 1: Transactions for the Financial Year 23/24 follows

	2023/24 Financial Year	
Service Category	**No.**	**Value**
Air travel - Domestic	6,154	12,677,473.69
Air travel - Reg & Intl	646	26,689,528.75
Car Rental - Domestic	1,433	7,582,785.61
Car Rental - Reg & Intl	1	3,336.78
Accommodation - Domestic	3,228	16,764,814.33
Accommodation – Reg & Intl	264	9,696,986.69
Transfers - Reg & Intl	1,367	1,600,399.00
Transfers - Domestic	3,995	2,213,509.00
Bus/Coach bookings	-	-
International – Tour Operator	194	6,949,590.32
Conferences/ Events	49	6,116,468.89
After Hours	221	31,162.28
Train	1	59,616.00
Insurance	499	233,403.50
Forex	224	1,634,134.88
GRAND TOTAL	**18,276**	**92,253,209.72**

Note: The figures are meant for illustration purposes to assist the bidders to prepare their proposal.

3.3 **Service Requirements**

3.3.1 **General**

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

a) The travel services will be provided to all travellers travelling on behalf of NT, locally and internationally this will include employees and contractors, consultants and clients where the agreement is that NT is responsible for the arrangement and cost of travel.

b) Provide travel management services during normal office hours (Monday to Friday (08h00 – 17h00) and provide after hours and emergency services.

c) Familiarisation with current NT travel business processes.

d) Familiarisation with current travel suppliers and negotiated agreements that are in place between NT and third parties. Assist with further negotiations for better deals with travel service providers.

e) Familiarisation with current NT Travel Policy and implementations of controls to ensure compliance.

f) Provide a facility for NT to update their travellers' profiles.

g) Manage the third-party service providers by addressing service failures and complaints against these service providers.

h) Consolidate all invoices from travel suppliers.

i) Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

j) Provide the reference letters from at least three (3) contactable existing/recent clients (within past 3 years) which are of a similar size to NT.

k) Provide audited financial statements for the past 3 years.

l) The TMC should provide After Hours and Emergency Services.

m) The TMC should provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.

n) A dedicated consultant/s should be available to assist VIP/Executive Travellers with after hour or emergency assistance.

3.3.2 **Reservations**

The Travel Management Company (TMC) will:

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

p) Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.

q) The TMC should ensure due diligent risk management on all third parties involved in all sectors official bookings e.g. Property site visits etc.

r) Appraise themselves of all travel requirements for destinations to which travellers will be travelling and advice the traveller of alternative plans that are more cost effective and more convenient where necessary.

s) Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.

t) Book the negotiated discounted fares and rates where possible.

u) Should 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.

v) Book parking facilities at the airports where required for the duration of the travel.

w) Respond timely and process all queries, requests, changes and cancellations timeously and accurately.

x) Should be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)

y) Should issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.

z) Advise the Traveller of all visa and inoculation requirements well in advance.

aa) Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.

bb) Facilitate any reservations that are not bookable on the Global Distribution System (GDS).

cc) Provide NT with the online booking tool and facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.

dd) Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.

ee) Visa applications will not be the responsibility of the TMC; however, the relevant information should be supplied to the traveller(s) where visas will be required.

ff) Negotiate International fares where there are no pre-existing negotiated channels for government

gg) Negotiated international airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by NT are non-commissionable, where commissions are earned for NT's bookings all these commissions should be returned to NT on a quarterly basis.

hh) Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by NT.

ii) Timeous submission of proof that services have been satisfactorily delivered (invoices) as per NT's instructions.

3.3.3 Air Travel

a) The TMC should 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 should 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 also be responsible to provide support to Executive Members with bookings and related events at least within 24 hours.

i) 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.

j) The TMC should during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.

k) Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)

l) Assist with lounge access if and when required.

3.3.4 **Accommodation**

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

b) The TMC will obtain at least three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller

c) This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with NT's travel policy and cost containment measures

d) NT travellers may only stay at accommodation establishments with which NT 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 NT.

e) Accommodation vouchers should be issued to all NT travellers for accommodation bookings and should be invoiced to NT as per arrangement. Such invoices should be supported by a copy of the original hotel accommodation charges.

f) The TMC should during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates for NT.

g) Cancellation of accommodation bookings should be done promptly to guard against no show and late cancellation fees.

3.3.5 **Car Rental and Shuttle Services**

a) The TMC will book the approved category vehicle in accordance with the NT Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).

b) The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.

c) The TMC should ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.

d) For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.

e) The TMC will book transfers in line with the NT's Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.

f) The TMC should manage shuttle companies on behalf of the NT and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.

g) The TMC should during their report period provide proof that negotiated rates were booked, where applicable.

3.3.6 Communication

a) The TMC may be requested to conduct workshops and training sessions for Travel Bookers of NT.

b) All enquiries should be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.

c) The TMC should ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, TMC in one smooth continuous workflow.

3.3.7 Financial Management

a) The TMC should implement the rates negotiated by NT with travel service providers or the discounted air fares, or the maximum allowable rates established by the NT where applicable.

b) The rates negotiated directly or established by NT are non-commissionable, where commissions are earned for NT bookings, all these commissions should be returned to NT on a quarterly basis.

c) The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to NT for payment within the agreed time period.

d) Enable savings on total annual travel expenditure and this should be reported and proof provided during monthly and quarterly reviews.

e) 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 NT for the services rendered.

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

g) Consolidate Travel Supplier bill-back invoices.

h) NT have a travel lodge card in place, the TMC should be responsible to process the payment of air, accommodation and ground transportation and will also be responsible to consolidate through a corporate card vendor.

i) The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to NT's Financial Department on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.

j) Ensure Travel Supplier accounts are settled timeously.

3.4 **Technology, Management Information and Reporting**

3.4.1 The TMC should have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.

3.4.2 The implementation of a fully automated Online Booking Tool to facilitate all bookings should be considered to optimise the services and related fees.

3.4.3 All management information and data input should be accurate.

3.4.4 The TMC will be required to provide the NT with a minimum of three (3) standard monthly reports, as per NT's reporting requirements from time-to-time, at no cost.

3.4.5 Provide the Out of policy reports

3.4.6 Reports should be accurate and be provided as per NT's specific requirements at the agreed time. Information should be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).

3.4.7 NT may request the TMC to provide additional management reports.

3.4.8 Reports should be available in an electronic format for example Microsoft Excel.

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

3.4.10 **After hours' Report;**

a) Compliments and complaints;

b) Consultant Productivity Report;

c) Long term accommodation and car rental;

d) Extension of business travel to include leisure;

e) Upgrade of class of travel (air, accommodation and ground transportation);

    a. Bookings outside Travel Policy;

f) Reconciliation of commissions/rebates or any volume driven incentives;

g) Creditor's ageing report;

h) Creditor's summary payments;

i) Daily invoices;

j) Reconciled reports for Travel Lodge card statement;

k) No show report;

l) Cancellation report;

m) Receipt delivery report;

n) Monthly Bank Settlement Plan (BSP) Report;

o) Refund Log;

p) Open voucher report, and

q) Open Age Invoice Analysis.

3.4.11 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.

3.5 **Account Management**

3.5.1 An Account Management structure should be put in place to respond to the needs and requirements of the Government Department and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.

3.5.2 The TMC should appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the NT's account.

3.5.3 The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.

3.5.4 A complaint handling procedure should be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.

3.5.5 Ensure that the NT's Travel Policy is enforced.

3.5.6 The SLA should be managed and customer satisfaction surveys conducted to measure the performance of the TMC.

3.5.7 Ensure that workshops/training is provided to Travellers and/or Travel Bookers

3.5.8 During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA should be presented.

3.6 **Value Added Services**

The TMC should provide a minimum of the following value-added services:

3.6.1   Destination information for regional and international destinations:

   a) Health warnings;

   b) Weather forecasts;

   c) Places of interest;

   d) Visa information;

   e) Travel alerts;

   f) Location of hotels and restaurants;

   g) Information including the cost of public transport;

   h) Rules and procedures of the airports;

   i) Business etiquette specific to the country;

   j) Airline baggage policy; and

   k) Supplier updates

3.6.2   Electronic voucher retrieval via web and smart phones;

3.6.3   SMS notifications for travel confirmations;

3.6.4   Travel audits;

3.6.5   Global Travel Risk Management;

3.6.6   VIP services for Executives that include, but is not limited to check-in support.

3.7   **Cost Management**

3.7.1   The NT cost containment initiative and the NT's Travel Policy is establishing a basis for a cost savings culture.

3.7.2   It is the obligation of the TMC Consultant to advise on the most cost-effective option at all times, and costs should be within the guideline of the NT's cost containment instructions.

3.7.3   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.

3.7.4   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 NT's Travel Policy

to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

3.8 Quarterly and Annual Travel Reviews

3.8.1 Quarterly reviews are required to be presented by the TMC on all NT travel activity in the previous three-month period. These reviews are comprehensive and presented to NT's Procurement and Finance teams as part of the performance management reviews based on the service levels.

3.8.2 Annual Reviews are also required to be presented to NT's Senior Executives.

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

a) Total travel spend
b) Air spend analysis
c) Accommodation Spend analysis
d) Car hire spend analysis
e) Top travellers
f) Top suppliers
g) Top after hours users
h) Savings report
i) Refunds report
j) After hours report
k) Most common routes, Domestic and International
l) Number of transactions
m) Advance booking analysis

3.9 Office Management

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

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

3.10 On-site Facilities

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

a) Office Space
b) Office Furniture
c) Telephones
d) Tea/Coffee making facilities
e) IT infrastructure (cabling, trunking and cabinet) for TMC to connect to and carry those costs
f) Direct line (can be used for fax machine)
g) Bathroom and kitchen facilities

4   Resources required for online travel services

a) Account Manager

The Account Manager is required to have a bachelor's degree in Tourism, Sales, Business Management, Communications, Marketing, and Customer Relationship Management, Business Administration or any other related field.

The resource must have a minimum of Five (5) years' or more experience in client relationship and accounts management in travel or hospitality industry. Experience working in a customer Service orientated environment, sales or marketing. Experience in solution development for the identified improvement areas, coordinating involvement of any relevant business personnel and addressing consumer concerns, Public sector client knowledge and relationship management etc.

The resource needs to understand the process and functionality:

- Online Solution System Build

- User Training

- Super-User Training

- Client Navigational Support

- Drive increased online adoption

- Virtual Credit Card payment

- Understand and promote the value of the VCC option where applicable

- Expense Management

- Understand and promote the value of our Expense Management platform where applicable

- Offer technical support

- System Integration

- Understand and promote the benefits of system integration

The resource will ensure that NT have a full understanding of the various products and services. Comparison of rates, peer benchmarking and ensuring alignment of rate offering according to the NT travel policy and perform duties below.

- Provide advisory services

- Virtual Credit Cards Customer benefits & processes

- VIP & BULK Service Offerings (Executive booking service offering / BULK – Service Offering arranging Meeting Incentive Conference and Events)

- Ensure delivery of MI reports monthly according to the client's requirements.

- Discuss areas of improvement, trends and opportunities for negotiations.

- Reviewing reporting in monthly meetings, ensure that discussions are minuted.

- All Ad hoc reporting must be charged out according to the client's specific pricing models.

- Ensure regular Travel Spend Reviews are presented according to the contractual obligations (Quarterly, Biannual, and Annual) analysing costs, supplier spend, trends and recommendations regarding improvements within the travel program.

- A valid Contract in place per client at all times (Signed & Valid)

- Service level Agreement in place and valid at all times

- Balanced Scorecard in place where applicable and supporting reporting requirements measured monthly/quarterly

- Client details updated at all times (contacts, addresses etc.)

- Corporate agreements and validity tracking information

- ECC usage and charges and Reporting

- Client review presentation to be saved in the relevant folders according to the client's needs (quarterly, annually, bi-annually)

- Client workshop presentations and trainings

- Ensure a communication time frame of 24 to 48 hours from receipt and acknowledgement of all communication within in 2 hours of receipt.

- Ability to manage task and deadlines accordingly.

- Maintain regular client visits as per SLA and minutes thereof

b) Operational Manager

The resource is required to have National diploma in hospitality, tourism, business management or relevant field and have a minimum of three (3) years of experience in the travel or hospitality industry. Experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel requirements, Customer Service. Knowledge of online travel platforms. Sound geographical global knowledge. Strong administration and communication skills. Public sector client knowledge and relationship management.

The resource needs to have the following understanding:

- Good understanding of the Travel Request system

- Basic knowledge of AGM

- Ability to embrace the Online technology solutions.

- Adherence to all TMC policies

- Creating shell profiles for clients

- Complete all mandatory monthly & adhoc training provided by TMC.

c) Travel Consultants (Two (2) CVs to be submitted)

The resource is required to have National diploma in hospitality, tourism, business or relevant field and have a minimum of three (3) years of experience in the travel or hospitality industry. Experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel requirements, Customer Service. Knowledge of online travel platforms. Sound geographical global knowledge. Strong administration and communication skills. Public sector client knowledge and relationship management.

5   EVALUATION

5.1   **Stage 1a: MANDATORY REQUIREMENTS**

A paper-based administrative evaluation will be carried out on all the bids received and if the under mentioned documentation is not signed or attached such a bid will be eliminated from any further evaluation.

a)   Proof of company registration on Central Supplier Database Registration (CSD)
b)   Submit a copy of a valid ASATA (Association of South African Travel Agents) Membership.
c)   Submit a copy of a valid International Air Transport Association (IATA) Membership.
d)   Submit a proof of TMC 24 hours emergency call centre (e.g. After-Hours call report, invoices or any other proof of the 24 hours emergency call.
e)   CVs of the proposed/nominated resource(s) must be submitted in the prescribed format in **(Annexure A1).** The bidder must provide a CV for the nominated Account Manager, operational manager and two (2) CVs for consultants as required below. Each CV must clearly indicate the position of the resource as per our requirements and CVs must be signed by the proposed resource and not signed on behalf of the proposed resource. Where a bidder submits more than four (4) CVs only the first 4 will be considered in order of the required resources listed below.
f)   In the case of a Joint Venture, Consortium, Trust, or Partnership a Valid Tax Clearance Certificate and/or SARS issued pin code for both companies must be submitted (which will be verified)
g)   In the case of a Joint Venture, Consortium, Trust, or Partnership, a signed teaming agreement must be submitted.
h)   In the case of a Joint Venture, Consortium, Trust, or Partnership a Consolidated or for both companies Central Supplier Database Registration (CSD) or both companies CSD are required.

   FAILURE TO ADHERE TO THE CONDITIONS OF THE BID WILL LEAD TO DISQUALIFICATION.

   Note: Additional documents but not for disqualifications

   a) Tax compliance status verification Pin issued by SARS. (which will be verified)

b) Submit a copy of Companies and Intellectual Property Commission (CIPC) registration previously known as CK Document.

c) Proof of valid registration with Compensation for Occupational Injuries and Disaster (COIDA) (which will be verified)

d) All copies of qualification(s) must be certified, and the certification must be valid for six (6) months from the required bid submission date, if not the lowest points will be allocated

e) All foreign qualifications must be accompanied by South African Qualifications Authority (SAQA) certificate of evaluation, if not the lowest points will be allocated.

5.2 **Stage 1b: Functionality**
A bidder that scores less than 70 points out of 100 as per categories in respect of functionality will be regarded as submitting a non-responsive proposal and will be disqualified.

5.3 **Transaction Fees**

Refer Annexure A2: Pricing Schedule

5.3.1 The transaction fee must be a fixed amount per service subject to Consumer Price Index (CPI). 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. on/off-site option (**Template 1)**

5.3.2 The Bidder must further indicate the estimated percentage split between Traditional booking and Online bookings.

AND / OR

5.4 **Management / Service Fee**
Refer Annexure A2: Pricing Schedule

5.4.1 The management fee is the total fee per annum that will be charged to NT and is subjected to CPI.

5.5 **Volume driven incentives**
5.5.1 It is important for bidders to note the following when determining the pricing:
NT has negotiated non-commissionable fares and rates with various airlines carriers and other service providers.
a) No override commissions earned through NT reservations will be paid to the TMCs;
b) An open book policy will apply and any commissions earned through the NT volumes will be reimbursed to NT.

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

7 **Table 2: FUNCTIONALITY EVALUATION** (Bidders who meet a minimum threshold of 70% for functionality will be expected to present Online Booking Tool via Microsoft Teams at an allocated Time Slot.

	Technical Evaluation Criterion	Weight	Rating Scores
1	Industrial Experience	10	
1.1	**COMPANY EXPERIENCE** Summary of Company and its key focus areas. Demonstrate at least ten (10) years relevant experience in travel management within the public sector. Provide at least three (3) or more similar Projects with evidence that were executed in the past ten (10) years (2014 to current) as per the scope of work. The list and provided evidence must address successfully completed project/s in the following sequence: • Reference letter/s, description of the project. Client name, Client contact (i.e., email and office number), Project start date, project end date, contract value. **NB Referees will be contacted to confirm. Letter that does not reflect all required items will be allocated the lowest score**	10	**5- Excellent** 5 points= 5 or more reference letters submitted reflecting all items and discussed in detail. 4**- Very Good** 4 points =4 reference letters submitted reflecting all items. **3 -Good** 3 Points= 3 reference letters submitted reflecting all the items. **2- Average** 2 points= 2 reference letters submitted reflecting some items with little to no detail. **1-Poor** 1 Point= 0-1 reference letters submitted reflecting some items with little to no detail.
2	**KEY PROJECT EXPERTISE, QUALIFICATION AND EXPERIENCE** Bidder(s) are required to submit certified proof/copy of educational qualification(s) for all resources required. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications. CVs of the proposed/nominated resource(s) must be submitted in the prescribed format in **(Annexure A1).** The bidder must provide a CV for the nominated Account Manager (1), operational manager (1) and two (2) CVs for consultants as required below. Each CV must clearly indicate the position of the resource as per our requirements and CVs must be signed by the proposed resource and not signed on behalf of the proposed resource. Where a bidder submits more than four (4) CVs only the first 4 will be considered in order of the required resources listed below.		
2.1	**Accounts Manager**		**5** = Master's degree (NQF 9) or higher

	Technical Evaluation Criterion	Weight	Rating Scores
	Project Account Manager X1: Qualification Bachelor's degree in Travel Management/ Sales/ Business Management/ Communications/ Marketing and Customer Relationship Management/ Business Administration, or any other related business/accounting qualifications Provide copies of qualifications. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications. Where certification is older than six (6) months bidder will be rated the lowest score.	10	**4** = Honours degree or Post Graduate Diploma (NQF 8) **3** = Bachelors' Degree/ Advance Diploma (NQF 7) **2** = National Diploma/ (NQF6) **1** = Matric or less
	Project Account Manager: Experience Minimum of 5 years' experience in Travel Management but not limited to: • Client Relationship • Accounts Management • Financial Management • Experience of working in a Customer Service Orientated Environment • Solution Development for identified Improvement areas • Coordinating involvement of any relevant business personnel • Address consumer concerns • Information management and reporting. • Data and business system analysis. • Understanding of government systems. • Training and skills transfer. • VIP and executive client handling, and • Public sector client knowledge and relationship management.	10	**5** = 8 or more years' of relevant experience with contactable references. **4**= 6 - 7 years' of relevant experience with contactable references. **3** = 5 years' relevant experience. with contactable references. **2** = 3 – 4 years relevant experience with contactable references. **1** = 2 years or less relevant experience with contactable references.
2.2	**Operational Manager X1:**		**5** = Honours degree or Post

	Technical Evaluation Criterion	Weight	Rating Scores
	Qualifications National diploma in hospitality/ tourism/ business/ or relevant field. Provide copies of qualifications. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications. Where certification is older than six (6) months bidder will be rated the lowest score.	5	Graduate Diploma (NQF 8) or higher **4** = Bachelors' Degree/ Advance Diploma (NQF 7) **3** = National Diploma/ (NQF6) **2** = Higher Certificate (NQF 5) **1** = Matric or less
	Operational: Experience Minimum of three (3) years of experience in the travel or hospitality industry. Experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel requirements, Customer Service. Knowledge of online travel platforms. Sound geographical global knowledge. Strong administration skills, understanding public sector environment, worked on VIP clients and Public sector client knowledge and relationship management.	10	**5** = 5 or more years of relevant experience with contactable references. **4** = 4 years of relevant experience with contactable references. **3** = 3 years' relevant experience. with contactable references. **2** = 2 years relevant experience with contactable references. **1** = 1 year or less relevant experience with contactable references.
	Travel Consultants X2: Qualification Minimum qualification: National diploma in hospitality/ tourism/ business management or relevant qualification. Provide copies of qualifications. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications. Where certification is older than six (6) months bidder will be rated the lowest low.	5	**5** = Honours degree or Post Graduate Diploma (NQF 8) or higher **4** = Bachelors' Degree/ Advance Diploma (NQF 7) **3** = National Diploma/ (NQF6) **2** = Higher Certificate (NQF 5) **1** = Matric or less
	Travel Consultants X2: Experience Minimum three (3) years of experience in	5	**5** = 5 or more years' of relevant experience with contactable references.

	Technical Evaluation Criterion	Weight	Rating Scores
	the travel or hospitality industry. Experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel requirements, Customer Service. Extensive knowledge of online travel platforms. Sound geographical global knowledge. VIP and Executive client handling, Strong administration skills and public sector knowledge.		**4** = 4 years of relevant experience with contactable references. **3** = 3 years' relevant experience. with contactable references. **2** = 2 years relevant experience with contactable references. **1** = 1 year or less relevant experience with contactable references.
2	**Methodology and Approach**	45	
2.1	RESERVATIONS	20	
	Describe Management of all reservations/bookings • **Hotels (Accommodation) Reservations** • **Car Rental Bookings** • **Flight Bookings** • **Visa & Passport Requirements** • **Travel Insurance & Documentation** • **Special Requests & Preferences** • **After-hours and emergency services:** The bidder should have capacity to provide reliable and consistent after hours and emergency support to traveller(s) and how it is accessed. • **Management of itinerary confirmations in relation to all reservations and coordination.**	5	5 = Excellent All 8 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 8 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 8 relevant elements are outlined and are aligned to the project. 2 = Average 7 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 6 elements are outlined.
2.2	**Describe Managing of group bookings:** • **Meetings & Conferences Arrangements** • **Event Venue Bookings & Coordination** • **Group Flight Reservations** • **Hotel Block Bookings** • **Ground Transportation & Logistics** • **Catering & Special Requirements** • **On-Site and off-Site Support & Coordination**	5	5 = Excellent All 7 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 7 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 7 relevant elements are outlined and are aligned to the project.

	Technical Evaluation Criterion	Weight	Rating Scores
	Specify whether these bookings are managed by the **Travel Management Company (TMC)** or **outsourced** based on the event scale and requirements.		2 = Average 6 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 5 elements are outlined
2.3	**Directly negotiated rates** **Describe how these specific rates will be secured**. • **Negotiation & Contracting** (Securing Competitive Rates) • **OBT (Online Booking Tool) Integration** (Providing Access to Updated Rates) • **Automated Rate Management** (Loading, Updating & Maintaining Accuracy) • **Rate Auditing & Compliance** (Ensuring Proper Application & Cost Savings) • **Reporting & Monitoring Tools** (Tracking Utilization & Identifying Discrepancies)	5	5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 5 relevant elements are outlined and are aligned to the project. 2 = Average 4 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 3 elements are outlined
2.4	**Outline how to manage airline reservations** • **Flight Route Optimization** (Balancing Cost effectiveness & Convenience) • **Fare Comparison & Negotiation** (Securing Best Available Rates) • **Refund Process Management** (Handling Refundable & Non-Refundable Tickets) • **Unused Non-Refundable Ticket Management** (Credit Tracking & Reuse) • **Special Airline Services** (Preferred Seating, Waitlist Clearance) • **Special Meal Requests** (Dietary Accommodations)	5	5 = Excellent All 6 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 6 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 6 relevant elements are outlined and are aligned to the project. 2 = Average 5 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 4 elements are outlined

	Technical Evaluation Criterion	Weight	Rating Scores
3	COMMUNICATION	5	
3.1	Outline How Travel Bookers Will Be Informed of the Travel Booking Processes • **Training & Guidance** (Workshops, Manuals, and Online Resources) • **User-Friendly Booking Platforms** (Step-by-Step Assistance) • **Itinerary Access & Notifications** (Mobile App & SMS Updates) • **Real-Time Communication Tools** (Live Chat, Email Alerts) • **Integrated Workflow** (Seamless Coordination Between Traveller, Travel Booker & TMC)	5	5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 5 relevant elements are outlined and are aligned to the project. 2 = Average 4 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 3 elements are outlined
4	FINANCIAL MANAGEMENT	5	
4.1	**Describe Implementation & Management of Negotiated and Allowable Rates** • **Implementation of Negotiated & Maximum Allowable Rates** (Ensuring Compliance with NT Regulations and legislations) • **30-Day Bill-Back Account Facility Management** (Efficient Processing & Reconciliation) • **Pre-Payment Handling for Smaller B&Bs & Guesthouses** (Secure & Timely Payments) • **Invoicing Process & Discrepancy Resolution** (Matching Purchase Orders & Invoices, Supporting Documentation, Reconciliation) • **Timely Invoice Provision to NT** (Ensuring Accuracy & Compliance) • **Credit Card Reconciliation Process** (Transaction Tracking, Timing, Reporting & Deliverables)	5	5 = Excellent All 6 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 6 relevant elements are outlined and are aligned to the project with 1 added service. 3 = Good All 6 relevant elements are outlined and are aligned to the project. 2 = Average 5 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 4 elements are outlined
5	TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING	5	

	Technical Evaluation Criterion	Weight	Rating Scores
5.1	**Describe the Proposed Booking System & Data Management** • **Booking System Overview** (GDS, OBT, or SBT Capabilities) • **Solution Modules in OBT** (Bookings, Approvals, Safety & Risk, Payments & Expense, Reporting & Analytics, Mobile Applications) • **Access to Non-GDS Inventories** (Low-Cost Carriers, Consolidators, Hotel Web Rates) • **Data & Management Information Handling** (Traveller Profiles, Savings Tracking, Unused Tickets, Cancellations, Behaviour Analysis, Transaction-Level Data) • **Standard & Custom Reports** (Examples of Available Reports, Customization Options) • **Technology & Reporting Solutions for NT** (Proposed Tools & Features) • **Compliance with NT Monthly Reporting Requirements** (Alignment with NT Travel Guide) • **Integration with NT's ERP System** (Compatibility, Turnaround Time, Cost Breakdown if Required)	5	5 = Excellent All 8 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 8 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 8 relevant elements are outlined and are aligned to the project. 2 = Average 7 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 6 elements are outlined
6	ACCOUNT MANAGEMENT	5	
6.1	**Describe Account Management, Quality Control & Service Assurance** • **Proposed Account Management Structure** (Detailed Organogram) • **Quality Control Procedures** (Processes to Ensure Consistent Service Delivery) • **Handling of Queries, Requests, Changes & Cancellations** (Issue Resolution, Mitigation Strategies, Performance Standards) • **Complaint Handling Procedure** (Detailed Steps for Addressing & Resolving Complaints) • **Customer Satisfaction Surveys** (Feedback Collection & Continuous Improvement) • **Workshops & Training for Travellers & Travel Bookers** (Capacity Building & Policy	5	5 = Excellent All 6 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 6 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 6 relevant elements are outlined and are aligned to the project. 2 = Average 5 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 4 elements are outlined

	Technical Evaluation Criterion	Weight	Rating Scores
	Awareness)		
7	COST MANAGEMENT	5	
7.1	**Describe Strategic Cost Savings Plan & Compliance Monitoring** • **Comprehensive Cost Savings Strategy** (Planned Initiatives for Contract Duration) • **Targeted Cost Reduction Areas** (Airfare, Accommodation, Car Rental, Service Fees, Policy Compliance) • **Cost Savings Alerts During Travel Requests** (Real-Time Notifications for Cheaper Alternatives) • **Tracking of Out-of-Policy Bookings** (Audit Trail for Identifying Trends & Traveller Behaviour) • **Data Analysis for Policy Compliance** (Insights on Non-Adherence & Cost Impact) • **Annual Travel Spend Optimization** (Strategies to Maximize Savings for NT) • **Reporting & Benchmarking** (Tracking Cost Savings Achieved & Future Opportunities)	5	5 = Excellent All 7 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 7 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 7 relevant elements are outlined and are aligned to the project. 2 = Average 6 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 5 elements are outlined
	Total	100	
	THRESHOLD	70%	

8   ONLINE BOOKING TOOL PRESENTATION

Bidders who meet the minimum threshold of 70% in the functionality evaluation will be invited for a virtual presentation session.

Presentations will be used to verify the bidder's specific knowledge, experience and abilities in area/s specified in the evaluation criteria table below.

Bidders who do not meet the minimum threshold of 70% on presentation will not be evaluated on price and specific goals.

Table 3: Online booking tool presentation criteria

	Evaluation Criterion	Weight	Rating Scores
1	**OBT RESERVATIONS (ONLINE)**	**50**	
1.1	**Demonstrate Online Booking Management & Process Integration** • **Management of All Online Bookings** (End-to-End Coordination & Oversight) • **Online Travel Request Booking Process Flow** (Step-by-Step Workflow on OBT) • **Automated Order Number Linking** (Seamless Integration of Travel Requests) • **Configuration of NT Negotiated Rates on OBT** (Ensuring Visibility for All Categories) • **Full Access to New Negotiated Rates** (Transparency & Compliance Monitoring)	20	5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 5 relevant elements are outlined and are aligned to the project. 2 = Average 4 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 3 elements are outlined
1.2	**Notification Workflows for Approvals** Demonstrate the process of notification workflows to keep all stakeholders informed: • **Travel Booker**: Receives confirmations upon submission, approval, or rejection of the booking request. • **Travel Coordinator**: Gets alerts when a new booking requires policy compliance review. • **Line Manager**: Is notified of pending approvals and any out of policy bookings.	15	5 = Excellent All 3 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 3 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 3 relevant elements are outlined and are aligned to the project. 2 = Average 2 relevant element is outlined and are aligned to the project. 1 = Poor 1 element is outlined

1.3	**Mobile Application for Flexible Risk Mitigation** • **Real-Time Alerts**: Deliver instant notifications about flight delays, cancellations, gate changes, and other travel disruptions. • **Traveler Tracking**: Monitor travellers' locations to ensure their safety and provide assistance when needed. • **Emergency Assistance**: Offer direct access to emergency contacts and support services, including medical assistance and local emergency numbers. • **Health and Safety Information**: Provide up-to-date information on health advisories, travel restrictions, and safety guidelines relevant to the traveller's destination. • **Communication Tools**: Enable two-way communication between travellers and support teams, allowing for quick dissemination of information and assistance.	15	5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 5 relevant elements are outlined and are aligned to the project. 2 = Average 4 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 3 elements are outlined.
2.1	**Demonstrate On-Demand Data, Insights & Reporting Capabilities** • **Real-Time Access to Travel Data & Insights** (Comprehensive Monitoring of Travel Activity) • **Full Visibility of Travel Spend** (Detailed Breakdown Across Categories) • **Traveller Behaviour Trend Analysis** (Identifying Patterns & Policy Compliance) • **AI-Driven Reporting Capabilities** (Automated Insights & Predictive Analytics) • **Dashboard View & Report Conversion** (Excel, PDF, and Customizable Formats) • **Out-of-Policy Bookings Tracking** (Audit Trail for Non-Compliance) • **Missed Savings Identification** (Flagging Cost-Saving Opportunities) • **Spend Analysis by Category:**	30	5 = Excellent All 8 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 8 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 8 relevant elements are outlined and are aligned to the project. 2 = Average 7 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 6 elements are

	o **Total Travel Spend** (Consolidated Overview) o **Flight Expenditure** (Airfare Costs & Savings) o **Accommodation Expenditure** (Hotel & Lodging Costs) o **Car Rental Expenditure** (Vehicle Hire Costs) o **Conference & Events Spend** (Meetings & Venue Costs) o **Shuttle & Transfers Spend** (Ground Transportation Costs)		outlined
3	**TRAVELLER MOBILE APPLICATION**	**20**	
3.1	**Describe Mobile Application Capabilities** • **Traveller Messaging** (Real-Time Communication & Notifications) • **Mobile Approval Requests** (Managers Can Approve Travel on the Go) • **Traveller Itinerary & Booking Confirmations** (Instant Access to Travel Details) • **Urgent Alerts & Traveller Safety Information** (Emergency Updates & Risk Management) • **Full Booking Confirmation Functionality** (Travel Booker & Manager Approval for Confirmed Bookings)	20	5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services. 4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service. 3 = Good All 5 relevant elements are outlined and are aligned to the project. 2 = Average 4 relevant elements are outlined and are aligned to the project. 1 = Poor Less than 2 elements are outlined
	Total	**100**	
	THRESHOLD	**70%**	

9 Stage 3: Price and Specific Goals

Evaluation Preferential procurement evaluation based on 80/20 principle

- A maximum of 20 points may be awarded to a tenderer for the specified goals envisaged in section

- 2(1)(d) and (e) of the Act. The points scored must be rounded off to the nearest two decimal places. Subject to regulation 9, the contract must be awarded to the tenderer scoring the highest points. Below is the terminology used for specific goals:

Table 4: Specific Goals allocation table

#	Specific goals	Score	Required proof/ documents to be submitted for evaluation purposes
1	**The company owned by people who are Youth**. • 100% company owned by people who are Youth = 5 points • ≥51% and <100% company owned by people who are Youth = 3 points • >0% and <51% company owned by people who are Youth = 1 point • 0% company owned by people who are Youth = 0 point	5 points	**Proof of claim as declared on SBD 6 .1 (one or more of the following will be used verifying the tenderer's status:** • Company Registration Certification/ document (CIPC) • Company Shareholders certificate • Certified identification documentation of company director/s • CSD report/ CSD registration number (MAAA number) • B-BBEE Certificate of the tendering company. • Consolidated B-BBEE certificated if the tendering companyisa Consortium, Joint Venture, or Trust (Issued by verification agency accredited by the South African Accreditation System). • Agreement for a Consortium, Joint Venture, or Trust.
2	**The company owned by Historically Disadvantaged Individuals (HDI) (Black)**. • 100% company owned by HDI = 10 points • ≥51% and <100% company owned by HDI = 8 points • >0% and <51% company owned by HDI = 4 points • 0% company owned by HDI = 0 point	10 points	
3.	**The company owned by HDI (Women)**. • 100% company owned by HDI = 5 points • ≥51% and <100% company owned by HDI = 3 points • >0% and <51% company owned by HDI = 1 point	5 points	

	• 0% company owned by HDI = 0 point		

11   CONTRACTUAL CONDITIONS:

- The Service Provider will be contract directly with the National Treasury.
- National Treasury reserves the right to screen and vet shortlisted service providers before appointment.
- National Treasury reserves the right to terminate the contract if there is enough information for the termination of the contract.
- National Treasury reserves the right to communicate with the service providers pertaining to information submitted on the closing date and time.
- The contract value should be inclusive of all costs and VAT.
- The bidder acknowledges and agrees to fully comply with the Protection of Personal Information Act (POPIA), 2013 (Act No. 4 of 2013) and all relevant data protection legislation in handling any personal and sensitive information provided by the Department during the tender process and thereafter.
- The bidder is required to sign a Non-Disclosure Agreement (NDA) to safeguard the confidentiality of all information provided by the Department during the tender process. This includes, but is not limited to, any personal, sensitive, or proprietary information. The bidder shall not disclose any such information to any third party without prior written consent from the Department.

10   TIME FRAMES/ DURATION

OUTPUT	CONTRACT PERIOD
Appointment of the service provider(s)	36 months

The details of the Annual Workplan will be discussed with the successful Service Provider as part of the project inception meeting.

11   REPORTING AND MONITORING REQUIREMENTS:

11.1   An inception meeting will be held with the successful bidder via MS Teams on the first day of the project to establish milestones, deliverables, and timeframes. These milestones will provide the basis for monitoring progress on the project.

11.2   Any issues identified by the Service Provider that may hamper the timeous achievement of these milestones must be escalated immediately to the NT project manager who will endeavour to address it promptly.

11.3   Performance reviews will be based on monthly reports comparing actual achievements against the targets agreed upon as signed on the Annual Workplan.

11.4   The following project reports will be required to be submitted in the pre-agreed formats as proof of delivery of services:
- Inception Report and Annual Workplan
- Project progress reports at key milestones
- Ad-hoc reports and those defined in the Annual Workplan to be determined at inception.
- Project close-out reports

11.5   A close out report is required at the end of the assignment specifying the work done, the outputs generated, the institutions and individuals consulted, skills transferred, overall successes and failures, lessons learnt, and recommendation for future assignments of this nature.

11.6   Reports shall be written in English. All reports, files, notes, electronic files, and documents shall be structured, formatted, and completed according to the requirements of the NT project manager.

12   BID VALIDITY PERIOD:

12.1   The bid will be valid for a period of 90 (ninety) days.

13   TENDER COSTS

13.1   The Bidder will be liable for all costs incurred.

14   BIDDERS RESPONSIBILITY

14.1   The Service Provider is expected to fully acquaint themselves with the conditions, requirements and specifications of the National Treasury before submitting a completed proposal. Failure to do so will be at the bidder's own risk and the Service Provider cannot secure relief on the grounds of any mistake.

14.2   The selected Service Provider will be required to enter into a written agreement with the National Treasury. This Request for Proposal or any part thereof may be incorporated into and made part of such an agreement. National Treasury shall not incur any obligation or liability towards the selected Service Provider until a written contract has been signed by the duly authorised National Treasury representative and the Service Provider.

15   ENDERING DETAILS
15.1   Contact Details for administrative procurement enquiries.
        E-mail Address: NTAdministrativeTenders@Treasury.gov.za

16   INSTRUCTIONS TO THE BIDDER

16.1   This Request for Proposal does not constitute an offer. The Request for Proposal intends to provide enough information for the preparation and submission of comparable proposals by the Service Providers.

16.2   The National Treasury requires a clear, concise and factual proposal. Bidders shall consult, in writing, with the National Treasury's official responsible should there appear to be any discrepancy, ambiguity or uncertainty pertaining to the meaning or effect of any description, dimension, quality, quantity or any other information contained in this Request for Proposal.

16.3   All proposals must be submitted on or before the closing date and time of this Request for Proposal. The following information must appear on the cover page of the proposal.
   •   Name of bidder
   •   Description of proposal
   •   Bid Number
   •   Closing date and time.

17   COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS:

17.1   Copyright of all documentation arising from this contract belongs to the National Treasury. The Service Provider may not disclose any information, documentation or products to other clients, or to any other party, without the written approval of the government client concerned.

17.2   The intellectual property rights arising from the execution of a contract shall vest with the National Treasury. The Service Provider undertakes to honour the client's intellectual property rights and all future rights by keeping all published and unpublished material confidential.

17.3   The intellectual property associated with the service offering will remain that of the Service Provider. However, all data and associated information is sole ownership of the National Treasury and would be provided to the National Treasury as and when required with no cost implications.

18   LATE SUBMISSIONS

18.1   Proposals submitted after the specified closing date and time will not be considered for evaluation.

19   DECLARATION

I/We the undersigned hereby declare that I/We have read and understand the above and agree to be bound by the stated terms and conditions.

Name of Service Provider	
Name of contact Person	
Capacity	
Signature	**Date**