

NOTIFICATION OF TENDER ADVERT

Bid Number:SASSA: 22-23-CS-HO

Bid Description:The South African Social Security Agency hereby invites Travel Agencies to provide Travel Management Services For the period of 36 months.

Name of Institution:South African Social Security Agency

Place where goods, works or services are required:

SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria

Date Published: 12 July 2023

Closing Date / Time: 04 August 2023 @11:00am

Enquiries:

Contact Person:Ms Shadi Leshika

Email: SassaTravelBid2023@sassa.gov.za

Telephone number: 012 400 2392

FAX Number:

Where bid documents can be obtained:

Website:<https://etenders.treasury.gov.za/>

<https://sassa.gov.za>

Physical Address:Where bids should be delivered:

Physical Address:SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria

Compulsory Briefing Session

Non-Compulsory Briefing Session

19 July 2023

10:00 AM

Physical Address:SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria



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at the right time and place. NJALO!*

South African Social Security Agency
Head Office

SASSA House • 18 Ferreira Street
Nelspruit • Private Bag X55662 • Nelspruit. 1200
Tel: +27 13 754 9346 • Fax: 086 656 4166
www.sassa.gov.za

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	SASSA: 22-23-CS-HO	CLOSING DATE	04-08-2023	CLOSING TIME	11:00 AM
DESCRIPTION	The South African Social Security Agency hereby invites Travel Agencies to provide Travel Management Services For a period of 36 months.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO					
CONTACT PERSON	Ms Ms Shadi Leshika		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
TELEPHONE NUMBER	(012)400 2392		CONTACT PERSON	Mr Mashudu Ronald Mudau	
FACSIMILE NUMBER	N/A		TELEPHONE NUMBER	012 400 2397	
E-MAIL ADDRESS	SassaTravelBid2023@sassa.gov.za		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	SassaTravelBid2023@sassa.gov.za		E-MAIL ADDRESS	SassaTravelBid2023@sassa.gov.za	
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
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER PART B:3]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?					☐ YES
☐ NO					
DOES THE ENTITY HAVE A BRANCH IN THE RSA?					☐ YES
☐ NO					
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?					☐ YES
☐ NO					

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?

☐ YES

☐ NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?

☐ YES

☐ NO

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.

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
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, 2017, 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).
2. TAX COMPLIANCE REQUIREMENTS
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 WWW.SARS.GOV.ZA .
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 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 – FIRM PRICES (PURCHASES)

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....	Bid number SASSA: 22-23-CS-HO
Closing Time 11:00 am	Closing date 04 August 2023

OFFER TO BE VALID FOR...90...DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
----------	----------	-------------	---

-
- Required by:
 - At:
 - Brand and model
 - Country of origin
 - Does the offer comply with the specification(s)? *YES/NO
 - If not to specification, indicate deviation(s)
 - Period required for delivery
*Delivery: Firm/not firm
 - Delivery basis

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

*Delete if not applicable

STANDARD BIDDING DOCUMENT (SBD) 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

- 1.1** 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.
- 1.2** 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 interest¹ 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.

¹ 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.



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STANDARD BIDDING DOCUMENT (SBD) 4

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;

STANDARD BIDDING DOCUMENT (SBD) 4

- 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 consortium² 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.
- 3.5 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.
- 3.6 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.
- 3.7 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

² 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.

STANDARD BIDDING DOCUMENT (SBD) 4

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 **80/20** preference point system.

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
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 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:

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) & \text{or} & Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \end{array}$$

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)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	10	20		
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	9	18		
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	8	16		
B-BBEE Status Level 1 - 2 contributor	7	14		
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	5	12		
B-BBEE Status Level 3 - 4 contributor	4	8		
B-BBEE Status Level 5 - 8 contributor	2	4		
Others (Non-Compliant)	0	0		
Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points.				

Returnable document to claim points	Please tick below for the attached document
1. B-BBEE Certificate	
2. Sworn Affidavit (EME or QSE)	
3. CSD registration number	

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:

CONTRACT FORM - RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution).....**South African Social Security Agency**..... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number.....**22-23-CS-HO**..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid .
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Proof of tax compliance status;
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Preference claim form for Preferential Procurement in terms of the Preferential Procurement Regulations;
 - Bidder's Disclosure form;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES

1

2

DATE:

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I..... in my capacity as..... accept your bid under reference numberdated.....for the rendering of services indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	TOTAL PREFERENCE POINTS CLAIMED	POINTS CLAIMED FOR EACH SPECIFIC GOAL

4. I confirm that I am duly authorised to sign this contract.

SIGNED ATON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1

2

DATE:

THE NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT

July 2010

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.

TABLE OF CLAUSES

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2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
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19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Dumping and countervailing duties
25. Force Majeure
26. Termination for insolvency
27. Settlement of disputes
28. Limitation of liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. National Industrial Participation Programme (NIPP)
34. Prohibition of restrictive practices

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 any thing 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

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 Programme (NIP)

- 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.

REQUEST FOR PROPOSAL NO. _____

Appointment of Travel Agencies

To provide Travel Management Services to the South African Social Security Agency



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

**Request for Proposal to render Travel Management
Services to the South African Social Security Agency
(SASSA For the period of 36 months)**

[RFP NUMBER.....]

REQUEST FOR PROPOSAL NO. _____

Appointment of Travel Agencies

To provide Travel Management Services to the South African Social Security Agency

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1. DEFINITIONS

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

After-hours service means an enquiry or travel request that is actioned after normal working hours.

Agency means the Head Office and Regional Offices (including their respective District Offices, Local Offices and Service Points) of the South African Social Security Agency, a juristic entity established in terms of Section 2 of the South African Social Security Agency Act, 2004 (Act No. 9 of 2004).

Air travel means to travel by airline on authorised official business.

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

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

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

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

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

Regional travel means to travel across the border of South Africa to any of the SADC Countries, namely: Angola, Botswana, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe.

SASSA means the South African Social Security Agency.

Service Level Agreement (SLA) means the service standards which must be met by the Travel Agencies.

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

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

Transaction Fee means a fee charged for each specific service type e.g. international air ticket, charged per type per transaction per Traveller.

Travel Coordinator is an official mandated by the SASSA branch/department/unit/region to coordinate travel arrangements for Travelers within that branch/department/unit/region.

Travel Agency means the business or company contracted by **SASSA** to provide travel related services in accordance with the conditions of the contract.

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

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

VAT means Value Added Tax.

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

2. INTRODUCTION

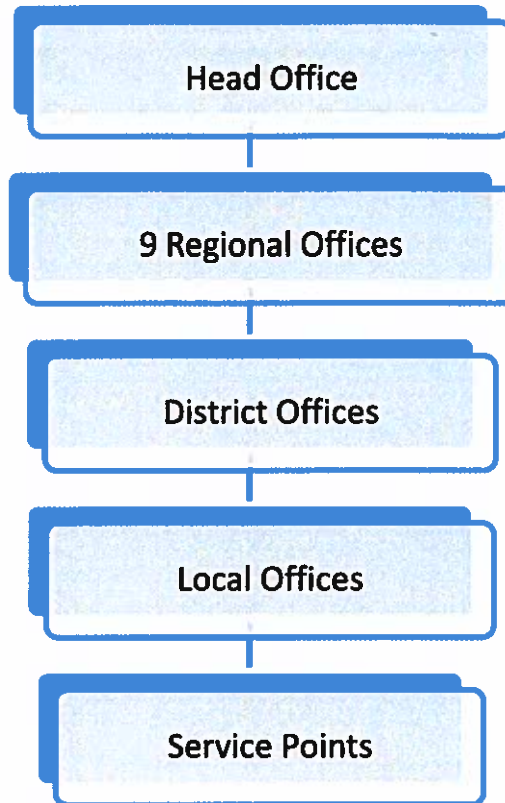
2.1. The South African Social Security Agency (SASSA) was established in terms of the South African Social Security Agency Act, 2004 (Act no. 9 of 2004) to administer social security grants in terms of the Social Assistance Act, 2004 (Act no. 13 of 2004). SASSA is mandated to ensure effective and efficient delivery of service of high quality with regard to the management and administration of social grants in such a way that the entire payment process and system from application to receipt of social grants by a beneficiary, is done in a manner that is sensitive, caring and restores the dignity of the beneficiaries as well as the integrity of the whole system.

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To provide Travel Management Services to the South African Social Security Agency

2.2. Currently the structure of SASSA is as follows:



2.3. **SASSA** employees are required, on a regular basis, to perform their duties away from their normal place of work and therefore require the services of competent Travel Agencies to co-ordinate their travel and accommodation arrangements.

3. PURPOSE OF THE REQUEST FOR PROPOSAL (RFP)

- 3.1. The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidders for the provision of travel management services to the South African Social Security Agency (SASSA).
- 3.2. This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidders required by **SASSA** for the provision of travel management services to the Agency.
- 3.3. This RFP does not constitute an offer to do business with **SASSA** but merely serves as an invitation to bidders to facilitate a requirements-based decision process.

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- 3.4. **SASSA** reserves the right to appoint more than one Service Provider/ Travel Agencies. Travel Agencies must be fully accredited members of IATA (International Air Transport Association) with access to a world-wide computerised reservation network which is valid and compliant to the travel industry requirements. The appointed Travel Agency will provide travel services onsite and the other Travel Agency will provide services offsite if SASSA appoint more than one Service Provider/Travel Agencies.
- 3.5. The successful bidders will therefore be expected to provide services in line with the office allocations which will be made by SASSA.

NB: The Travel Agency(s) must have passed all two (2) Stages to become a Service Provider to render Travel Services within SASSA.

4. NON-COMPULSORY BRIEFING SESSION

- 4.1. Non-compulsory briefing session will be conducted at SASSA Head Office (SASSA House Pretoria, 501 Prodinsa Building, Corner Steve Biko and Pretorius Street.
- 4.2. Bidders are required to send all the enquiries to the following email address: SassaTravelBid2023@sassa.gov.za.

5. COUNTER CONDITIONS

- 5.1. The 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.

6. FRONTING

- 6.1. 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 condemns any form of fronting.
- 6.2. The Government, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in the bid proposal. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such an enquiry / investigation, the onus will be on the bidder/contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the

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bid/contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies SASSA may have against the bidder/contractor concerned.

7. SUBMISSION OF PROPOSALS

- 7.1. Bid documents will only be considered if received by **SASSA** before and on the closing date and time stipulated on the bid document.
- 7.2. The bidders are required to submit two (2) copies of File 1 (original and one duplicate) and one original of File 2 – the on-site and offsite transaction fee models must be sealed in an envelope with Bid Number and closing date indicated. Each file must be marked correctly for ease of reference during the evaluation process. Furthermore, the file dividers must be clearly labelled and submitted in the following format:

SBD Forms • All SBD Forms	PRICING SCHEDULE • On-Site and Offsite Transaction Fee Models must be enclosed in an envelope separately with Bidders Name.
FILE DIVIDER • BBBEE Certificate/ Sworn Affidavits	
FILE DIVIDER • Joint Venture Agreement (where applicable)	FILE DIVIDER
FILE DIVIDER • Company Profile	• Letters on good Financial Standing with four main accommodation suppliers and two main car hire suppliers which confirm that the bidder has 30 days bill back accounts with the travel suppliers.
FILE DIVIDER • Current and valid proof of registration with <u>IATA</u>	
FILE DIVIDER • Two dated and signed letters from the bidder's clients	
FILE DIVIDER • Fully Completed Table of Experience (Annexure A)	➤ These letters must have the following information: ✓ Name of the supplier; ✓ Contact person; ✓ Contact numbers. ✓ Rank; ✓ Signed by authorised official.
FILE DIVIDER ○ RESERVATIONS	
FILE DIVIDER	

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○ COMMUNICATION FILE DIVIDER ○ FINANCIAL MANAGEMENT FILE DIVIDER ○ TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING FILE DIVIDER ○ ACCOUNT MANAGEMENT FILE DIVIDER ○ VALUE ADDED SERVICES FILE DIVIDER ○ COST MANAGEMENT FILE DIVIDER ○ OFFICE MANAGEMENT (Operations & Finance Management) FILE DIVIDER • <u>Letter of confirmation of experience of the employees of the Operations Manager, Finance Manager, Key Accounts Manager and Team Leader. Annexure B</u> FILE DIVIDER • Transitional Plan	✓ Letters on good Financial Standing with four main accommodation suppliers and two main car hire suppliers which confirm that the bidder has 30 days bill back accounts with the travel suppliers, this is the required content of the letter.
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7.3. **NB:** Bidders are requested to initial each page of the Bid document on the bottom right hand corner.

8. DURATION OF THE CONTRACT

8.1. The successful bidders will be appointed for a period of (36) thirty six months.

9. SCOPE OF WORK

9.1. Background

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- 9.1.1 **SASSA** has well established travel management processes from the inception of the booking until the invoicing stage. The successful bidders will therefore be required to align their processes with **SASSA's** and comply at all times. The applicable processes are attached as follows:
- a) Normal Booking Process (within official hours) – Refer to **Annexure C**;
 - b) Conference Booking Process – Refer to **Annexure D**;
 - c) Emergency Booking Process – Refer to **Annexure E**;
 - d) Afterhours Booking Process – Refer to **Annexure F**;
 - e) Invoicing Process – Refer to **Annexure G**.
- 9.1.2 **SASSA** is using an Oracle System to generate travel orders and process invoices. The number of travel orders issued per request depends on the number of services required by the Traveller, e.g. air travel, car hire, accommodation, shuttle, etc. Invoicing must therefore be aligned to the issued travel orders.
- 9.1.3 The Oracle System has down times of limited periods mainly during the December/January holidays for system maintenance purposes and at the beginning of each financial year for finalization of previous financial year end processes. This means travel orders and invoices cannot be processed during these down times, however travel booking requests still need to be processed by the Travel Agencies using the emergency letter issued by **SASSA**.
- 9.1.4 **SASSA** is currently busy automating Travel Services on Oracle System. The Service Provider to be appointed must be willing to align with the Agency System from Travel Requests to Invoicing for Payment.
- 9.1.5 **SASSA's** primary objective in issuing this RFP is to enter into an agreement with successful bidders who will achieve the following:
- a) Provide **SASSA** with the best travel management services that are consistent and reliable and will maintain a high level of Traveller satisfaction in line with the service standards;
 - b) Achieve significant cost savings for **SASSA** without any degradation in the services;
 - c) Appropriately contain **SASSA** risk and Traveller risk.

9.2. Travel Volumes

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- 9.2.1 The current travel transactions total volumes per annum include air travel, accommodation, car hire, conference, etc. The table below details the number of transactions for 01 April 2022 to 31 March 2023 , which also serve as estimated volumes for the new contract as follows:

Service Category	Estimated Number of Transactions per annum
Air Travel – Domestic	2 985
Air Travel - Regional & International	13
Car Rental – Domestic	2028
Car Rental - Regional & International	0
Shuttle Services – Domestic	1100
Accommodation – Domestic	13 970
Accommodation - Regional & International	26
Shuttle Services - Regional & International	6
Bus/Coach bookings	0
Train - Regional & International	0
Conferences/Events	459
After Hours	15
Parking	64
Insurance	9
Forex	0
GRAND TOTAL	20 669

NB: SASSA does not have a centralized budget for group bookings (i.e. 10 or more Travellers) nor does it have a centralised system for coordinating group bookings. SASSA is therefore unable to provide information on the number of groups processed in the current financial year. Secondly, the successful bidders must organise themselves internally so that they can be able to handle group bookings. If 10 or more Travellers from different areas/places are attending one meeting, the Travel Agencies will receive one order for the conference venue and individual orders for accommodation and other required services except in exceptional circumstances.

Note: These figures are projections based on the 2022/23 financial year and they may change during the tenure of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their proposals.

9.3. Service Requirements

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9.3.1 General

The successful bidders will be required to provide travel management services adhering to the following requirements:

- a. The travel services will be provided to all Travellers travelling on behalf of **SASSA**. This will include employees, contractors, consultants, clients, etc.; where the agreement is that **SASSA** is responsible for the arrangement and cost of travel.
- b. Familiarisation with current **SASSA** travel business processes.
- c. Familiarisation with current travel suppliers and negotiated agreements that are in place between **SASSA** and third parties/travel suppliers and also between National Treasury and third parties/travel suppliers.
- d. Familiarisation with current **SASSA** Travel Management Policy and implementation of controls to ensure compliance.
- e. Penalties incurred as a result of the inefficiency or fault of a Travel Consultant will be for the Travel Agencies' account, subject to the outcome of a formal dispute process.
- f. Wrong swiping of Diners Club card while paying ticket attract administration fees for transferring from one Diners Card to another Diners card. The fault of a Travel Consultant will be for the Travel Agencies' account.
- g. Provide a facility for **SASSA** to update their Travellers' profiles.
- h. Assist to manage the travel suppliers by addressing service failures and complaints against them.
- i. Consolidate all invoices from travel suppliers.
- j. Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent Travel Agencies to ensure a smooth transition.

9.3.2 Reservations

The Travel Agencies shall:

- a. Always endeavour to make the most cost effective travel arrangements.
- b. Be well conversant with all travel requirements for destinations to which Travellers will be travelling and advise the Travellers of alternative plans that are more cost effective and more convenient where necessary.
- c. Obtain a minimum of **three (3)** price comparisons for **flight and conferencing travel requests** where the routing or destination permits.

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- d. Book the negotiated discounted fares and rates where possible.
- e. 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.
- f. Book parking facilities at the airports where required for the duration of the trip.
- g. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- h. Have the ability to facilitate group bookings (e.g. for meetings, conferences, events, etc.).
- i. Issue all necessary travel documents, itineraries and vouchers timeously to a Traveller prior to departure dates.
- j. Advise the Traveller of all visa and inoculation requirements well in advance.
- k. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- l. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- m. Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- n. Note that visa applications will be the responsibility of the Travel Agencies as and when requested by **SASSA**. The relevant information must be supplied to the Traveller during the booking stage where visas will be required.
- o. Ensure that airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly or established by National Treasury or by **SASSA** are **non-commissionable**. Where commissions are earned for **SASSA** bookings, all these commissions should be returned to **SASSA** on a monthly basis. **SASSA** has a right to communicate this condition to the relevant travel suppliers.
- p. Facilitate international and regional travel services that the Department of International Relations and Cooperation is not able to process.

9.3.2.1 Air Travel

- a. Booking and amending air travel arrangements.
- b. Issuing electronic tickets (e-ticketing) as introduced and implemented by various service providers.
- c. Booking full service carriers as well as low cost carriers.
- d. Booking the lowest airfares possible for domestic travel.

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- e. For international flights, the airline which provides the most cost effective and practical routings may be used.
- f. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- g. Airline tickets must be delivered electronically to the Traveller promptly after booking before the departure times.
- h. Assisting with the booking of charters for VIPs utilising the existing transversal term contract (National Treasury) where applicable as well as the sourcing of alternative service providers for other charter requirements.
- i. Tracking and management of unused e-tickets as per agreement with the institution.
- j. The Management (MIS) Report must include the proof of savings on air travel.

9.3.2.2 Airport Parking

- a. Booking and amendments of airport parking arrangements as and when requested.
- b. Negotiating discounts on standard tariffs with all available airport parking providers.

9.3.2.3 Vehicle Rental

- a. Booking and amendments of car hire arrangements as and when requested.
- b. Negotiating discounts on standard tariffs for car rental with all available car hire companies.

9.3.2.4 Shuttle Service (including Rail and Bus Travel)

- a. Booking and amendments of shuttle arrangements as and when requested.
- b. Negotiating discounts on standard tariffs with all available shuttle providers.
- c. For international travel; the Travel Agencies may offer alternative ground transportation to the Traveller that may include rail, buses and shuttle services.

9.3.2.5 Accommodation

- a. Booking and amendments of accommodation arrangements with hotels, guest houses, etc. as and when required.
- b. Negotiating discounts on standard tariffs with all available accommodation providers.
- c. Confirming the suitability of domestic accommodation facilities.
- d. The Travel Agencies will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- e. The Travel Agencies will obtain four (4) 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

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of the Traveller. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house, lodge or Bed & Breakfast) in accordance with **SASSA's** Travel Management Policy.

- f. **SASSA** Travellers may only stay at accommodation establishments with which **SASSA** 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 Travel Agencies will source suitable accommodation bearing in mind the requirement of convenience for the Traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National Treasury or **SASSA**.

9.3.2.6 Conferences/Workshops/Teambuilding/Other Sessions

- a. Booking and amendments of conference arrangements with hotels, guest houses, etc. as and when required.
- b. Negotiating discounts on standard tariffs with the relevant travel suppliers.

9.3.2.7 Chauffeur Service

- a. Booking and amendments of shuttle arrangements as and when requested.
- b. Negotiating discounts on standard tariffs with all available travel suppliers.

9.3.2.8 Delivery Service

- a. All travel documentation (vouchers, etc.) must be timely delivered to the travelling official or his or her nominee via email or any other agreed upon means of delivery.

9.3.3 After-Hours Service

- a. The Travel Agencies must provide an after-hours service that will ensure availability of a team equipped to deal with any aspect of the Travellers' plans that may need last minute attention or adjustment – ranging from new bookings, cancellations, amendments, etc. The after-hours telephone number must be accessible at all times.
- b. A dedicated consultant/s must be available to assist VIP/Executive Travellers with after-hours or emergency assistance.
- c. After-hours services must be provided from Monday to Friday outside the official hours (17h00 to 08h00) 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. One quotation must be submitted for any new transaction processed after-hours.

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9.3.4 Travel Management Policy

- a. **SASSA** shall train the officials of the Travel Agencies on the Travel Management Policy and any amendments thereof.
- b. The Travel Agencies must be well conversant with the Travel Management Policy of **SASSA** and comply with all its provisions. It is the Travel Agencies' responsibility to ensure that all its newly appointed officials, processing **SASSA's** travel bookings, receive training on the provisions of the Travel Management Policy.
- c. The Travel Agencies will be expected to align their processes with **SASSA's** Travel Management Policy, processes and procedures. **SASSA will not change its internal Travel Policy, processes, procedures to suit the Travel Agencies' processes and procedures.**

9.3.5 Expected Performance Standards

- a. **SASSA** has compiled the draft expected performance standards which must be met by the Travel Agencies. The document is attached as **Annexure H**.
- b. Bidders are requested to:
 - Comment on the expected performance standards and where necessary make proposals;
 - Each comment and/or amendment must be explained; and
 - All changes and/or amendments made must be in an easily identifiable colour, font and easily tracked for ease of reference.
- c. **SASSA** reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to **SASSA** or pose a risk to the organization.
- d. The performance standards must be signed off by **SASSA** and the successful bidders within 30 days of signing the Services Agreement/Contract.

9.3.6 Meetings

- a. As part of contract management, **SASSA** and the successful Travel Agencies will convene various meetings, e.g. Operations meetings, Finance meetings, Supplier management meetings and the Travel Roadshows. The Travel Roadshows will happen once a year per region and Head Office, etc.
- b. **SASSA** will not be responsible for travel costs of the successful bidders linked to the above mentioned meetings and travel roadshows.

9.3.7 Surveys

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- a. The Travel Agencies must conduct surveys on a six monthly basis to measure client satisfaction and provide reports to **SASSA**.

9.3.8 Other Services

- a. The Travel Agencies must also assist, when required, with the arrangements of Visas, Passports, Foreign exchange, Traveller's cheques, excess baggage, flight meals and any other special assistance.

9.3.9 Communication

- a. The Travel Agencies may be requested to conduct workshops and training sessions for Travel Coordinators and Travellers of **SASSA**.
- b. All enquiries must be investigated and prompt feedback be provided in accordance with the service standards.
- c. The Travel Agencies must ensure sound communication with all stakeholders.

9.3.10 Financial Management

NB: The bidders must propose clearly articulated procedures and processes for handling all financial management matters linked to **SASSA's** requirements.

9.3.10.1 Invoicing

- a. Submit invoices (on a weekly basis) as proof that the required services have been rendered and used, so that payment can be made by **SASSA**. Invoices and all other required documentation must be submitted to relevant **SASSA** offices (Head Office and Regional Offices).
- b. Submit correct invoices with correct supporting documentation (e.g. laundry slips, meal slips for accommodation invoices, etc.) to correct **SASSA** offices.
- c. Submit only final invoices, not partial ones (e.g. invoice with outstanding laundry slips shall not be accepted and processed for payment, etc.).
- d. All invoices and supporting documentation relating to travel bookings for a specific month must be submitted together.
- e. Ensure that invoices are submitted within a 3-month period from date of service.
- f. Submit proof of all travel services that have been cancelled.

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- g. Provide access to invoice Hub (upload all invoices per month) per region for invoice copies (with supporting documentation) so that the relevant **SASSA** offices on a monthly basis to enable reprinting where necessary.
- h. Submit interim statements, on a weekly basis, to relevant **SASSA** offices with comments on the status of each invoice.
- i. Submit accurate account statements, on a monthly basis, which are a true reflection of outstanding amounts.
- j. Submit accurately reconciled Travel Lodge Card Statements weekly.
- k. All invoice queries must be resolved timeously.
- l. After-hours invoicing must be done per call.
- m. Checklists for documents to be attached on various invoices are attached as **Annexure G** to the Bid Document.

9.3.10.2 Payment for Services by SASSA

- a. The Travel Agencies shall make use of the Travel Lodge Cards (10 Lodge Cards – one for Head Office and 9 for Regions) arranged by **SASSA** to process the payment for air tickets.
- b. For all land arrangements, the Travel Agencies will be required to offer a 30-day bill-back account facility to SASSA. 'Bill back', refers to the supplier sending the bill back to the Travel Agencies, who, in turn, invoices SASSA for the services rendered. These invoices will be paid via an electronic funds transfer system within 30 days after receipt of invoices.
- c. All payments shall be done in line with the PFMA and SASSA's Finance Policies and Procedures.
- d. The Travel Agencies must maintain good 30-day bill-back accounts with the travel suppliers, to ensure smooth processing of travel bookings which meet the service standards prescribed by **SASSA**.
- e. Where pre-payments are required, the Travel Agencies shall be expected to pay upfront for services and SASSA shall only pay after the submission of the applicable invoices.

9.3.10.3 Adherence to Negotiated Rates

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The Travel Agencies must:

- a. Implement the rates negotiated by **SASSA** with travel suppliers or the discounted air fares, and the maximum allowable rates established by the National Treasury where applicable.
- b. Enable savings on total annual travel expenditure and this must be reported and proof provided during operations meetings.

9.3.10.4 Creation of Separate Accounts for Head Office and Regions

- a. The Travel Agencies must create separate accounts for **SASSA** Offices (Head Office and each Region). In total it will be ten accounts because each SASSA Office has its own budget.

9.4 Transitional Plan

- 9.4.1 The Travel Agencies must provide a detailed transitional plan for implementing the new contract without service interruptions and engage with the incumbent Travel Agencies to ensure a smooth transition. The transitional plan will form part of the Services Agreement between SASSA and the newly appointed Travel Agencies before commencement date.

9.5 Technology, Management Information and Reporting

- 9.5.1 The Travel Agencies must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- 9.5.2 The Travel Agencies must implement all the necessary processes and programs to ensure that all the data is secure at all times and not accessible to any unauthorised parties.

9.5.3 Management Information System (MIS) Reports

- 9.5.3.1 Management reports on detailed expenses (including hotels/lodges/B&Bs, car hire companies used, etc.) for the previous month for each service and inclusive of all savings must be submitted on or before the 7th day of the following month. Each SASSA office must have its individual report (Head Office and Regional Offices). In addition, an all-inclusive

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report reflecting expenditure for all **SASSA** offices must be compiled and submitted to Head Office within the same period. An example of the management report format must be attached to the bid proposal. The proposed management report will be refined (if necessary) and agreed upon with the successful bidders. The management report must be comprised of the following elements:

a. Operations

- Transactions per item code;
- Split of service fee per item;
- Supplier breakdown;
- Passenger spend;
- Savings achieved;
- Savings missed;
- Refunds processed per carrier;
- Conferences per supplier;
- Cost center spend;
- Number of transactions per month;
- Bookings outside Travel Policy;
- Traveller Behaviour (requiring attention);
- Long term accommodation and car rental;
- Compliments and complaints;
- Consultant Productivity Report;
- Upgrade of class of travel (air, accommodation and ground transportation, etc.).

b. Finance

- Reconciliation of commissions/rebates or any volume driven incentives;
- Creditor's ageing report;
- Creditor's summary payments;
- No show report;

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- Cancellation report;
- Invoice Receipt Delivery Report;
- Refund Log;
- Unused airline tickets;
- Open Age Invoice Analysis.

NB: The proposed management (MIS) report will be refined (if necessary) and agreed upon with the successful bidders.

9.5.4 Travel Orders/Open Vouchers Handling and Reports

9.5.4.1 The Travel Agencies must compile and submit a list of travel orders to each **SASSA** Office, that have not yet been invoiced and those that have been cancelled, on a monthly basis. This report must be submitted together with the management report.

9.5.4.2 Open vouchers must not be allowed to remain open beyond ninety days.

9.5.4.3 An example of the Travel Orders/Open Vouchers Report must be attached to the bid proposal. The proposed Travel Orders/Open Vouchers report will be refined (if necessary) and agreed upon with the successful bidders.

9.5.5 After-Hours Report and Documentation

9.5.5.1 The Travel Agencies must compile after hours reports for all affected **SASSA** offices and they must be in line with the format that will be agreed upon. The reports must be submitted on a daily basis – if an after-hours request(s) has been processed by the Travel Agencies.

9.5.5.2 The report must have the following information: **name of the caller, Traveller details, region, date and time of the call, purpose of the call, action taken, authorizer details and cost implications.**

9.5.5.3 An example of the After-Hours Report must be attached to the bid proposal and will be refined and agreed upon with successful bidders. Each report must be accompanied by one quotation per new request processed after-hours.

9.5.6 Disclosure of Commissions/Rebates

9.5.6.1 It is important to note the following:

- a. Government has negotiated non-commissionable fares and rates with the major travel suppliers.

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- b. No override commissions earned through **SASSA** reservations will be paid to the Travel Agencies.
- c. An open book policy shall apply – the Travel Agencies shall be expected to disclose any other commissions earned through **SASSA**'s travel transaction volumes and **SASSA** must be reimbursed accordingly.
- d. **NB:** **SASSA** has a right to, on a continuous basis, check and confirm with travel suppliers if any commissions have been/are paid to the Travel Agencies.
- e. Disclosure in this regard must be done on a quarterly basis via a formal letter signed by the CEO or Managing Director of each of the Travel Agencies.

9.6 Account Management

- 9.6.1 An Account Management structure must be put in place to respond to the needs and requirements of **SASSA** and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- 9.6.2 The Travel Agencies must have a Key Accounts Manager who will be responsible for the management of the **SASSA**'s separate accounts (i.e. Head Office and Regions).
- 9.6.3 The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- 9.6.4 A complaint handling procedure must be in place and implemented to manage and record the compliments and complaints of the Travel Agencies and travel suppliers.
- 9.6.5 Ensure that the **SASSA**'s Travel Management Policy is enforced.
- 9.6.6 The Key Accounts Manager must be well conversant with the Services Agreement and Service Level Agreement (SLA) and manage these documents efficiently. The Key Accounts Manager must further ensure that all Travel Agencies' staff connected to the **SASSA** accounts are well conversant with Services Agreement and SLA.

9.7 Value Added Services

- 9.7.1 The Travel Agencies must provide the following value added services:
 - 9.7.1.1 Destination information for regional and international destinations:
 - a. Health warnings;
 - b. Weather forecasts;
 - c. Places of interest;
 - d. Visa information;

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- 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.

9.7.2 Electronic voucher retrieval via web and smart phones;

9.7.3 Global Travel Risk Management;

9.7.4 VIP services for Executives that include, but is not limited to check-in support. The VIP services must be provided to the CEO, Executive Managers and **SASSA's** Guests (as advised by SASSA).

9.8 Cost Management

9.8.1 The National Treasury cost containment initiative and the **SASSA's** Travel Management Policy is establishing a basis for a cost savings culture.

9.8.2 It is the obligation of the Travel Agencies' Consultants to advice on the most cost effective and feasible options at all times.

9.8.3 The Travel Agencies play a pivotal role to provide high quality travel services that are designed to strike a balance between effective cost management, flexibility and Traveller satisfaction.

9.8.4 The Travel Agencies must have in-depth knowledge of the relevant supplier(s)' products; in order to be able to provide the best option and alternatives that are in accordance with **SASSA's** 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.

9.9 Human Resources for Operations and Finance Management Functions

9.9.1 The Travel Agencies must ensure that an adequate number of highly skilled, qualified and experienced Travel Consultants are appointed to ensure effective and efficient provision of the travel services. This must be done taking into account **SASSA's** requirements and transaction volumes. SASSA reserves the right, after consultation with the Travel Agencies, to replace any consultant who does not comply with **SASSA's** corporate culture.

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- 9.9.2 The Travel Agencies must ensure that there is an adequate number of competent officials who shall efficiently and properly reconcile the **SASSA's** travel accounts and invoice correctly.
- 9.9.3 The human resources must play the following roles:
- a. Team Leader;
 - b. Consultants – there must be Senior Consultants; Intermediate Consultants; Junior Consultants and a VIP Consultant;
 - c. Operations Manager;
 - d. Finance Manager;
 - e. Key Accounts Manager;
 - f. Admin Back Office Staff (Creditors/Debtors/Finance Processors).
- 9.10 Onsite/In-House Facility**
- 9.10.1 **SASSA shall:**
- 9.10.1.1 Decide on which of the successful Travel Agencies will be based onsite. The other/s Travel Agency will be expected to service **SASSA** from its own premises.
 - 9.10.1.2 Provide suitable office accommodation that complies with Occupational Health and Safety (OHS) requirements and facilities management norms and standards, for the establishment of the in-house travel office. **SASSA** shall also provide cleaning services as well as water and electricity. **NB: SASSA** will not be able to provide car parking space for the onsite officials due to limited space in the building.
 - 9.10.1.3 Provide telephone instruments and fax connection lines (**NB: The telephone and fax accounts shall be settled by the Travel Agency**). **NB: The Travel Agency may install their telephones lines.**
 - 9.10.1.4 Provide all reasonable assistance to the successful Travel Agency to establish an in-house travel office.
 - 9.10.1.5 ICT will provide server room space and network points.
 - 9.10.1.6 Require that any alterations to the premises to suit the in-house travel office needs, be first submitted to **SASSA** for approval prior to being effected. Alterations effected to ensure a fully functional In-House Office shall be for the account of the Travel Agency. Any alterations, if approved by **SASSA**, shall at all times comply with the applicable building requirements.
 - 9.10.1.7 Require that the successful onsite Travel Agency comply with all requests to vacate all or part of the office space allocated to them should a need arise for renovations/repairs/relocation/emergencies, etc. Any relocation to new **SASSA** Head Office building and related costs, shall be for the onsite Travel Agency's account.

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9.10.1.8 Allow the contractors of the successful onsite Travel Agency to enter the premises for the purposes of inspecting, repairs, servicing or modifying any of the Travel Agency's equipment during **SASSA's** normal working hours.

9.10.2 **The Travel Agency shall:**

9.10.2.1 Bear the cost of furniture, equipment and all other activities to set-up and operate an In-house Travel Office.

9.10.2.2 ICT requirements – Provide switch and router to connect to its own internet and its own devices at own cost.

9.11 **Other Responsibilities**

9.11.1 **SASSA shall:**

9.11.1.1 Provide the successful Travel Agencies with reasonable information relating to the travel services required as well as **SASSA's** internal policies and procedures regulating travel services.

9.11.1.2 Grant the successful Travel Agencies' staff access to **SASSA's** premises in line with the applicable security requirements.

9.11.2 **The Travel Agencies shall:**

9.11.2.1 Bear the cost of the travel services procured without following the Travel Management Policy by the Travel Consultants.

9.11.2.2 Maintain confidentiality with regard to all **SASSA** Operations and all **SASSA** Travelers and only release travel related information to authorized **SASSA** officials.

9.11.2.3 Manage the internal disputes among its staff such that **SASSA** is not affected by those disputes.

9.11.2.4 Have a contingency plan to ensure uninterrupted provision of travel services.

NB: The onus is upon the Travel Agencies to ensure that all officials dedicated to the SASSA travel accounts fully understand SASSA's Travel Management Policy, Processes and Procedures. And also the location of SASSA Head Office and Regional Offices for submission of travel invoices.

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10. REMEDIAL ACTION

- 10.1. Failure to perform in line with the set service standards shall result in **SASSA** implementing remedial actions that are deemed appropriate to ensure continuity in the provision of effective and efficient Travel Management Services.

11. PRICING MODEL

- 11.1. **SASSA** requires bidders to propose both On-Site and Off-Site Transaction Fee Models.
- 11.2. In line with SASSA's decision making process, the On-Site Travel Agency shall be evaluated on the basis of the On-Site Transaction Fee Model and the Off-Site Travel Agency shall be evaluated on the basis of the Off-Site Transaction Fee Model.
- 11.2.1 **On-Site and Off-Site Transaction Fee Models [Refer to templates on Annexures I (Offsite) & J (Onsite)].**
- 11.2.2 **NB:** No other formats/templates shall be accepted except **Annexures I & J** for capturing transaction fees.
- 11.2.3 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 the travel suppliers, except for conference and group fees as outlined in the attached price templates.
- 11.2.4 **NB:** The attached Transaction Fee Models must be completed in full and signed off by the bidder. Any other service charges must be listed in the same templates.

12. EVALUATION AND SELECTION CRITERIA

- 12.1. All proposals will be evaluated in terms of the criteria stipulated in the bid document. The proposals will be evaluated in two stages:

Stage One

- Phase 1– Special Conditions
- Phase 2- Administrative Compliance
- Phase 3 – Functionality Criteria

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Stage Two

- Phase 1- Price and Specific Goals.

12.1 STAGE ONE – PHASE ONE- SPECIAL CONDITIONS

12.1.1 The bidder must have a minimum of 4 (four) years' experience in the travel industry. This must be confirmed by the fully completed table of experience on **Annexure A**.

12.1.2 The Experience of employees (Complete **Annexure B** - Letter of confirmation of experience of the employees) :

- The Operations Manager, shall have a minimum of 4 (four) years' experience in the Travel Industry.
- The Key Accounts Manager shall have a minimum of 4 (four) years' experience in the Travel Industry.
- The Finance Manager shall have a minimum of 4 (four) years' experience in Financial Management for accurate invoices and statements and overall financial management of multiple Travel Accounts.
- The Team Leader/ Office Manager shall have a minimum of 3 (three) years' experience in the Travel Industry.

12.1.3 The bidder is required to have experience of processing a minimum of 18 000 transactions per year as referenced in the fully completed table of experience. (**Annexure A**)

12.1.4 Submit letters from the Travel Suppliers confirming a good financial standing of the Travel Agency. Letters on good Financial Standing with four main accommodation suppliers and two main car hire suppliers which confirm that the bidder has 30 days bill back accounts with the travel suppliers.

➤ These letters must have the following information:

- ✓ Name of the supplier;
- ✓ Contact person;
- ✓ Rank;
- ✓ Contact numbers.
- ✓ Signed by authorised official.
- ✓ Letters on good Financial Standing with four main accommodation suppliers and two main car hire suppliers which confirm that the bidder has 30 days bill back accounts with the travel suppliers, this is the required content of the letter.

▪ **NB: letters must not be older than 3 months.**

NB: Non-compliance with the special conditions above shall disqualify the bid for all the item(s) concerned.

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12.2 STAGE ONE – PHASE TWO: ADMINISTRATIVE COMPLIANCE

Service provider to submit the following:

12.2.1.1 SARS Tax Compliance Status Pin.

12.2.1.2 Proof of Registration with Central Supplier Database (CSD).

12.2.1.3 Fully completed and signed standard bidding documents (SBD).

12.2.1.4 IATA Licence / Certificate Bidders are required to submit their current and valid International Air Transport Association (IATA) licence/ certificate (certified copy not older than 3 months) at closing date. The registration date on the certificate must be current.

NB: FAILURE TO COMPLY WITH THE ABOVE MENTIONED REQUIREMENTS MAY RESULT IN THE BID PROPOSAL BEING DISQUALIFIED

12.3 STAGE 1: PHASE THREE : FUNCTIONALITY EVALUATION CRITERIA = 100 POINTS

Values: 1= Poor; 2=Average; 3= Good; 4 = Very good; 5= Excellent

12.3.1 Only bidders that have met the administrative compliance and special conditions will be evaluated in Stage 1 Phase 3 for functionality. Functionality will be evaluated as follows:

#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
FUNCTIONALITY EVALUATION		100	
1.	RESERVATIONS	29	APPLICABLE SECTIONS
1.1	Travel Bookings Coordination Approach: (a) Handling of bookings for accommodation, flights, etc. (original booking, changes, follow-ups, refunds for air tickets, tracking	12	Section 9.3.2, Annexures: C, D, E, and H

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#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
	of air ticket refunds, cancellations and amendments). NB: Submit process flow for each of the above mentioned processes. NB: Specify service standards for the above mentioned processes. NB: Submit Contingency Plan to prevent disruption on processing bookings.		
1.2	(b) Handling of bookings related complaints NB: Submit process flow for the above mentioned process. NB: Specify service standards for the above mentioned process.	3	Section 9.3.1 (h), Section 9.6.4.
1.3	(c) Management of Conference and Group Bookings NB: Submit a process flow of handling conference and group bookings NB: Specify service standards for the above mentioned processes.	3	Section 9.3.2 (h), Section 9.3.2.6 and Annexures C,D,E and H.
1.4	Proposed Approach for After-hours Services (a) Handling of calls; (b) Daily Reporting; (c) Issuing of Quotations; (d) Invoicing afterhours calls (per call). NB: Submit a process flow for each of the above mentioned processes. NB: Specify service standards for the above mentioned processes	2 2 2 2	Section 9.3.3, Annexure F & H, Section 9.5.5 Section 9.3.3, Annexures F & H Section 9.3.10.1 Annexure H

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#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
1.5	Directly Negotiated Rates Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by South African Social Security Agency are non-commissionable , where commissions are earned for SASSA bookings all these commissions should be returned to SASSA on a quarterly basis. NB: (i) Describe how these specific rates will be secured. (ii) Submit a process flow of processing negotiated rates. NB: Specify service standards for the above mentioned processes.	3	Section 9.3.1 (c), Section 9.3.2 (d) & (o), Section 9.3.2.5 (f), Section 9.3.10.3, Section 9.5.6
2.	COMMUNICATION	2	APPLICABLE SECTIONS
2.1	Describe your communication process where the Traveller, Travel Co-ordinator, Travel Management Section and Travel Agency will be linked in one smooth continuous workflow.	2	Section 9.3.9
3.	FINANCIAL MANAGEMENT	35	APPLICABLE SECTIONS
3.1	Billing Method (a) Lodge Card Invoicing (air tickets) (b) Handling of Lodge Card Reconciliation and Statement (c) Handling of Credit Notes (air tickets)	12	Section 9.3.10, Annexures G & H, Section 9.1.2

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#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
	NB: Submit process flow (Covering a, b and c above) NB: Specify service standards for the above mentioned processes		
3.2	(d) Land Arrangements Invoicing (e) Handling of Land Arrangement Reconciliation and Statements (f) Allocation of Payments (g) Handling of Credit Notes (land arrangements) (h) Management of the 30-day bill-back account facility with SASSA and travel suppliers. NB: Submit process flow (covering d, e, f, g and h above) NB: Specify service standards for the above mentioned processes.	10	Section 9.3.10, Annexures G & H
3.3	Handling of Queries NB: Submit Process Flow NB: Specify service standards for the above mentioned process.	2	Section 9.3.10, Section 9.3.10.1 (k) Annexures H.
3.4	Handling of open vouchers (open vouchers must not be older than 90 days) NB: Submit Process Flow NB: Specify service standards for the above mentioned process.	8	Section 9.5.5 Annexures H.
3.5	Handling of Pre-Payments NB: Submit Process Flow NB: Specify service standards for the above mentioned process.	3	Section 9.3.10.2 (e)
4.	TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING	8	APPLICABLE SECTIONS
4.1	Reporting as per reports specified in the Terms of Reference : (a) MIS Report	6	Section 9.5, Annexure H

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#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
	(b) After-hours Report (c) Open Vouchers Report (d) Disclosure of Commissions NB: Examples of a, b, c, d reports types must be submitted.		
4.2	Describe how you will manage data and management information such as: (a) Traveller profiles, (b) Missed savings; (c) Tracking of unused airline tickets; (d) Traveller behaviour. NB: Submit process flow for the above mentioned process. NB: Specify service standards for the above mentioned aspects.	2	Section 9.5
5.	ACCOUNT MANAGEMENT	14	APPLICABLE SECTIONS
5.1	Provide the proposed Key Account Management (KAM) Structure/ Organogram. Outline roles and responsibilities of KAM official.	2	Section 9.6 and Section 9.3.4,
5.2	Describe Control Measures to be put in place to ensure compliance to Travel Management Policy.	3	
5.3	Describe quality control procedures/ processes that you have in place to ensure that your clients receive consistent quality service.	3	
5.4	Describe how you will manage the Services Agreement and Service Standards in the SLA. Also describe how you will go about conducting customer satisfaction surveys on a six monthly basis?	3	

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#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
5.5	Indicate workshops/training that will be provided to Travellers and Travel Coordinators.	3	Section 9.3.9 (a)
6.	VALUE ADDED SERVICES	2	APPLICABLE SECTIONS
6.1	Please provide information on how you will provide the following Value-Add Services (a) VIP Services for CEO, Executive Managers & SASSA's Guests; (b) Electronic voucher retrieval via web and smart phones; (c) Destination information for regional and international destinations; (d) Global Travel Risk Management.	2	Section 9.7
7.	COST MANAGEMENT	4	APPLICABLE SECTIONS
7.1	(a) Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results? (b) Describe how you will assist the South African Social Security Agency to realise cost savings on annual travel spend.	2 2	Section 9.8
8.	OFFICE MANAGEMENT (OPERATIONS AND FINANCE MANAGEMENT)	6	APPLICABLE SECTIONS
8.1	Provide structure/organogram for Travel Operations and Financial Management.		Section 9.9

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#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
	Describe roles and responsibilities of assigned staff for Travel Operations and Finance Management Functions.		
	(a) Provide the management hierarchy.	2	
	(b) Describe type of training provided to the assigned staff.	2	
	(c) Describe the forecasting system employed to manage staff operations in response to transaction volume changes owing to conferences, project-related volumes, staff absenteeism, etc.	2	

12.3.1.1 **Functionality Evaluation – Bidders will be evaluated out of 100 points and are required to achieve a minimum threshold of 70 points out of 100 points to proceed to Stage 2 for Price and Specific Goals evaluation.**

12.4 STAGE TWO – PHASE ONE - PRICE AND SPECIFIC GOALS

12.4.1 This bid will be evaluated in terms of 80/20 preference point system.

EVALUATION CRITERIA ON PRICE AND SPECIFIC GOALS

Price and Specific Goals	100
Price	80
Specific Goals	20

12.4.2 80 points will be for price and the 20 points will be for specific goals.

Price

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$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

Specific Goals

Preference points will be awarded to a bidder for attaining the specific goals in accordance with the table below:

Specific Goals	Number of points (80/20)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	20
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	18
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	16
B-BBEE Status Level 1 - 2 contributor	14
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	12
B-BBEE Status Level 3 - 4 contributor	8
B-BBEE Status Level 5 - 8 contributor	4
Others (Non-Compliant)	0
Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points.	

- Bidders must submit a B-BBEE verification certificate from a verification agency accredited by the South African National Accreditation System (SANAS) or certified copies thereof and/or a CSD MAAA number and/or a sworn affidavit indicating the percentage of ownership of all shareholders and/or owners and signed by the commissioner of oaths. A

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sworn affidavit should be submitted over and above the SANAS or CSD MAAA number to claim for the below contributor level points:

- B-BBEE Status Level 3-4 contributor with at least 51% women ownership
 - B-BBEE Status Level 3-8 contributor with at least 51% youth or disabled ownership
- Failure to submit the required documents shall be interpreted to mean that preference points for specific goals are not claimed.

13 DECLARATION REQUIRED BY SASSA FROM THE BIDDERS

13.1 In the bidder's technical response, bidders are required to declare the following:

13.1.1 Confirm that the bidders are to:

- 13.1.1.1 Act honestly, truthfully, fairly, and with due skill, care and diligence, in the interests of SASSA;
- 13.1.1.2 Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- 13.1.1.3 Act with circumspection and treat SASSA fairly in a situation of conflicting interests;
- 13.1.1.4 Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- 13.1.1.5 Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with SASSA;
- 13.1.1.6 Avoidance of fraudulent and misleading advertising, canvassing and marketing;
- 13.1.1.7 Conduct their business activities with transparency and consistently uphold the interests and needs of SASSA as a client before any other consideration; and
- 13.1.1.8 Ensure that any information acquired by the bidders from **SASSA** will not be used or disclosed unless the written consent of the client has been obtained to do so.

14 CONFLICT OF INTEREST, CORRUPTION AND FRAUD

- 14.1 Engages in any collusive bidding, 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;
- 14.2 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

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

- 14.3 Makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SASSA's officers, directors, employees, advisors or other representatives;
- 14.4 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;
- 14.5 Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any Bid, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- 14.5.1 Has in the past engaged in any matter referred to above; or
- 14.5.2 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 Bid Defaulters kept at National Treasury.

15 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

- 15.1 The bidder should note that the terms of its Bid will be incorporated in the proposed contract by reference and that **SASSA** relies upon the bidder's Bid as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.
- 15.2 It follows therefore that misrepresentations in a Bid may give rise to service termination and a claim by **SASSA** against the bidder notwithstanding the conclusion of the Services Agreement between **SASSA** and the bidder for the provision of the Service in question.

16 PREPARATION COSTS

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

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17 INDEMNITY

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

18 PRECEDENCE

- 18.1 This document will prevail over any information provided during any inquiries on this email SassaTravelBid2023@sassa.gov.za.

19 LIMITATION OF LIABILITY

- 19.1 A bidder participates in this bid process entirely at its own risk and cost. **SASSA** 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.

20 TAX COMPLIANCE

- 20.1 No bid shall be awarded to a bidder who is not tax compliant. **SASSA** reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to **SASSA**, or whose verification against the Central Supplier Database (CSD) proves non-compliant. **SASSA** further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

21 NATIONAL TREASURY

- 21.1 No bid shall be awarded to a bidder whose names (or any of its members, directors, partners or trustees) appear on the Register of Bid Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. **SASSA** 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.

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22 GOVERNING LAW

- 22.1 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.

23 CONFIDENTIALITY

- 23.1 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 bid(s) will be disclosed by any bidder or other person not officially involved with **SASSA's** examination and evaluation of a bid.
- 23.2 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 bid. This bid and any other documents supplied by **SASSA** remain proprietary to **SASSA** and must be promptly returned to **SASSA** upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.
- 23.3 Throughout this bid process and thereafter, bidders must secure **SASSA's** written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.
- 23.4 No confidential information relating to the process of evaluating or adjudicating bids or appointing a bidder will be disclosed to a bidder or any other person not officially involved with such process.

24 SASSA's PROPRIETARY INFORMATION

- 24.1 The bidder will on their bid cover letter make declaration that they did not have access to any **SASSA** 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.

25 CONDITIONS OF THE CONTRACT

Bidders must comply with the following conditions:

25.1 BID CONDITIONS

- a. Presentation – bidders may be required to present their bid proposals for clarity provision purposes.

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- b. Bidders shall be disqualified if found to have misrepresented information in their bid proposals.
- c. Bidders must submit their bid proposals in line with the bid specifications and the attached **Annexures**.
- d. In order to evaluate and adjudicate bids effectively, it is imperative that bidders submit responsive bids. To ensure that a bid is regarded as responsive, it is imperative to comply with all conditions pertaining to this bid and to complete all the mandatory response fields for the individual items specified.
- e. **SASSA** reserves the right:
 - (i) Not to award or cancel this Bid at any time and shall not be bound to accept or any bid.
 - (ii) To negotiate with one or more preferred competent and compliant (passed through all stages) bidders identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidders who have not been awarded the status of the highest scoring bidder.
 - (iii) To cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the preferred bidders have been notified of their status as such.

25.2 SUPPLIER DUE DILIGENCE/MONITORING CONTRACT COMPLIANCE

SASSA reserves the right to monitor compliance to the service standards during the contract period. This may include site visits.

26 CONTACT AND COMMUNICATION

26.1 Enquiries for Supply Chain Management (SCM) can be directed to SassaTravelBid2023@sassa.gov.za.

26.1.1 The delegated office (SCM) of **SASSA** may communicate with bidders where clarity is sought in the bid proposal.

26.1.2 Any communication to an official or a person acting in an advisory capacity for **SASSA** in respect of the bid between the closing date and the award of the bid by the Bidders is discouraged.

26.1.3 All communication between the bidders and **SASSA** must be done in writing.

26.1.4 Whilst all due care has been taken in connection with the preparation of this bid, **SASSA** makes no representations or warranties that the content of the bid document or any information communicated to or provided to bidders during the bidding process is, or will be, accurate,

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current or complete. **SASSA**, and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current or complete.

- 26.1.5 If bidders find or reasonably believe they have found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by **SASSA** (other than minor clerical matters), the bidders must promptly notify **SASSA** in writing of such discrepancy, ambiguity, error or inconsistency in order to afford **SASSA** an opportunity to consider what corrective action is necessary (if any).
- 26.1.6 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by **SASSA** will, if possible, be corrected and provided to all bidders without attribution to the bidders who provided the written notice.
- 26.1.7 All persons (including Bidders) obtaining or receiving the bid and any other information in connection with the Bid or the Bidding process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

27 LATE BIDS

- 27.1 Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the bidders.

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ANNEXURE A

TABLE OF EXPERIENCE

CURRENT/RECENT CONTRACTS (CLIENT BASE)

A list of current and recent contracts which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.

Indicate all the current and recent contracts in the table below and ONLY those relevant to the Travel services required in the bid specifications. Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2019 to 31 March 2023	Is the service provided onsite or offsite (please indicate accordingly)	Nature of services provided (air travel, accommodation, shuttle, car hire, conference, airport parking, bus, train services and all related services)	Name and telephone numbers of Travel Contract Manager	Transactions Processed per annum	Value of the Contract per annum	Scope of Work (Domestic, Regional International)	Reason for Contract Termination
<u>Example:</u> South African Social Security Agency	1 April 2019 to 31 March 2023	Onsite	Air travel, accommodation, shuttle, car hire, conference, airport parking, bus, train services and all related services	Mashudu Mudau 012 400 2397	35 000 transactions per annum	R95 million per annum	All	Expiry of contract term

Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2019 to 31 March 2023	Is the service provided onsite or offsite (please indicate accordingly)	Nature of services provided (air travel, accommodation, shuttle, car hire, conference, airport parking, bus, train services and all related services)	Name and telephone numbers of Travel Contract Manager	Transactions Processed per annum	Value of the Contract per annum	Scope of Work (Domestic, Regional International)	Reason for Contract Termination

Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2019 to 31 March 2023	Is the service provided onsite or offsite (please indicate accordingly)	Nature of services provided (air travel, accommodation, shuttle, car hire, conference, airport parking, bus, train services and all related services)	Name and telephone numbers of Travel Contract Manager	Transactions Processed per annum	Value of the Contract per annum	Scope of Work (Domestic, Regional International)	Reason for Contract Termination

Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2019 to 31 March 2023	Is the service provided onsite or offsite (please indicate accordingly)	Nature of services provided (air travel, accommodation, shuttle, car hire, conference, airport parking, bus, train services and all related services)	Name and telephone numbers of Travel Contract Manager	Transactions Processed per annum	Value of the Contract per annum	Scope of Work (Domestic, Regional International)	Reason for Contract Termination

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal. The experience listed on this template shall be used to determine whether bidders meet special conditions number (A & C).

NB: Number of Transactions will be calculated according to current contracts running con-currently or previous contracts that were running con-currently.

ANNEXURE B

Company Logo is not necessary

Letter of confirmation of experience of the employees

Supply Chain Management
Head Office
SASSA House
501 Prodinsa Building
Cnr Steve Biko and Pretorius Streets
Arcadia

Re: Letter of confirmation of experience of the employees.

Dear Sir

I _____ (Initials and Surname), the **CEO/Managing Director** of _____ (Company name) hereby confirm that, if appointed as the service provider to render Travel Management Services for SASSA Head Office and nine (9) Regions, in relation to the **SASSA bid**..... we shall provide team to SASSA Head Office and nine (9) regions , in line with the requirements specified in the Terms of Reference as follows:

1. The Operations Manager shall have a minimum of 4 (four) years' experience in the Travel Industry.
2. The Key Accounts Manager shall have a minimum of 4 (four) years' experience in the Travel Industry.
3. The Finance Manager shall have a minimum of 4 (four) years' experience in Financial Management for accurate invoices and statements and overall financial management of multiple Travel Accounts.
4. The Team Leader/ Office Manager shall have a minimum of 3 (three) years' experience in the Travel Industry.

Kind regards

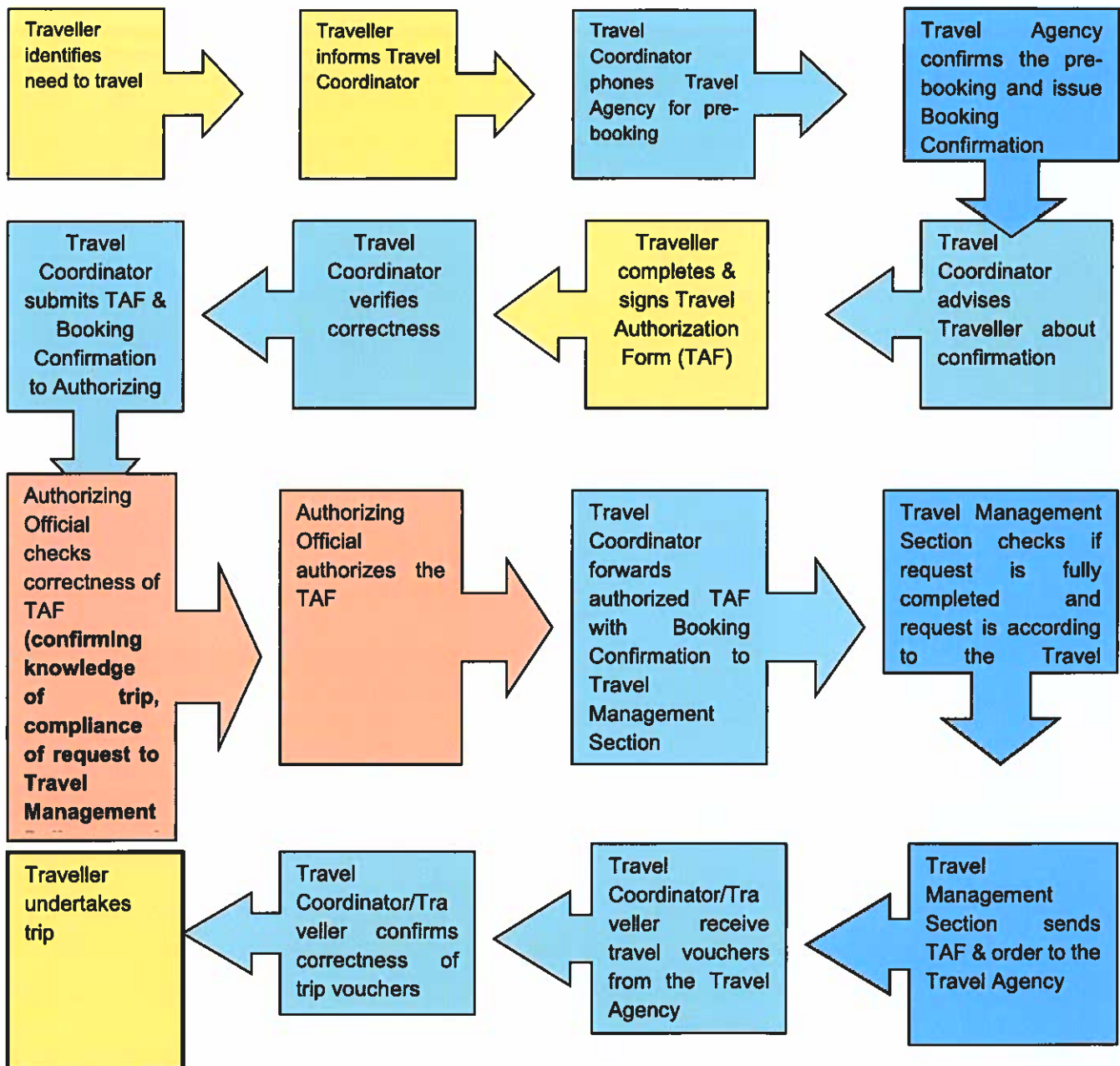
Signature: _____

Surname and Initials: _____

Date: _____

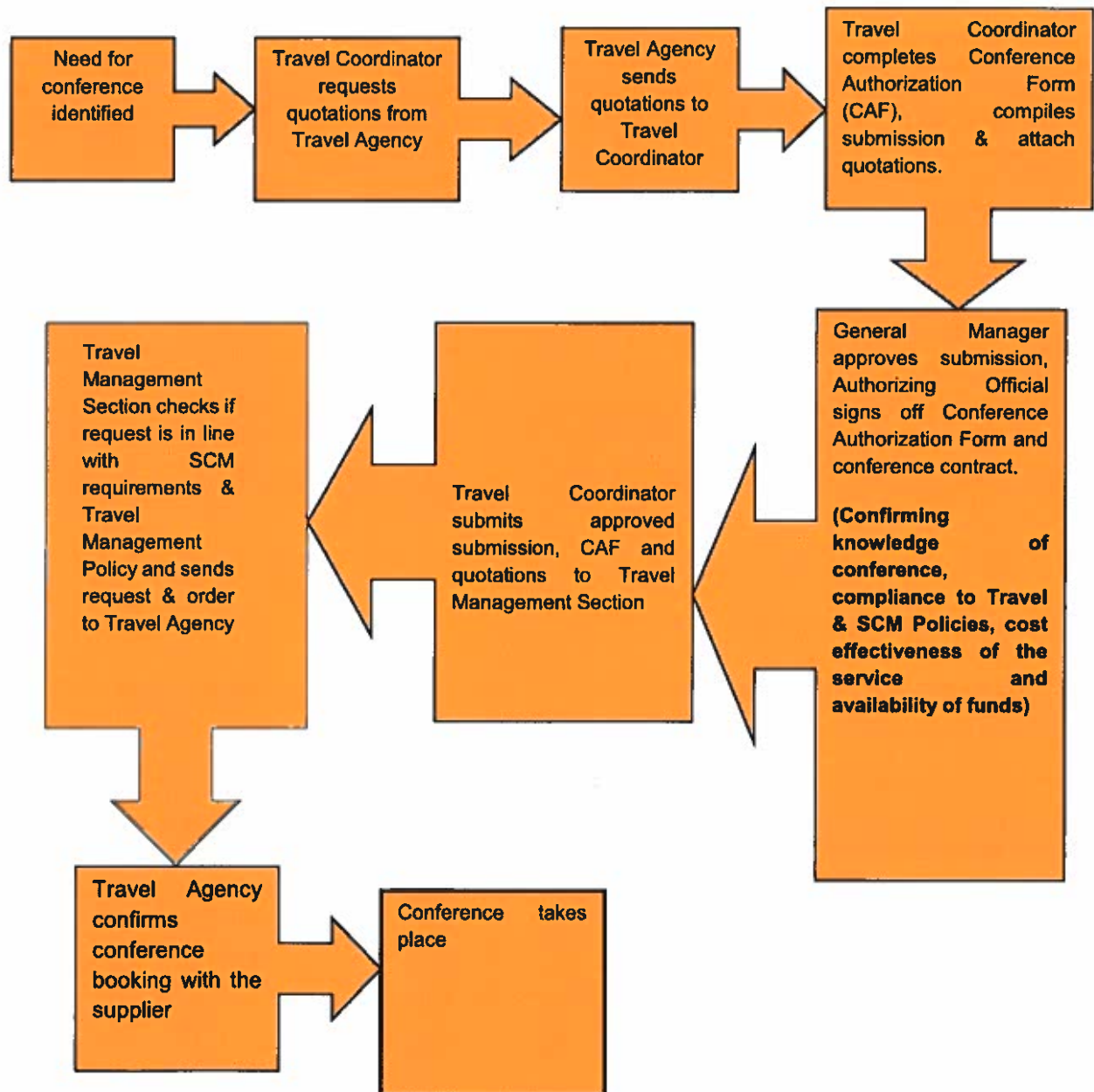
ANNEXURE C

FLOW CHART FOR PROCESSING OF TRAVEL REQUEST (NORMAL BOOKING WITHIN OFFICIAL HOURS)



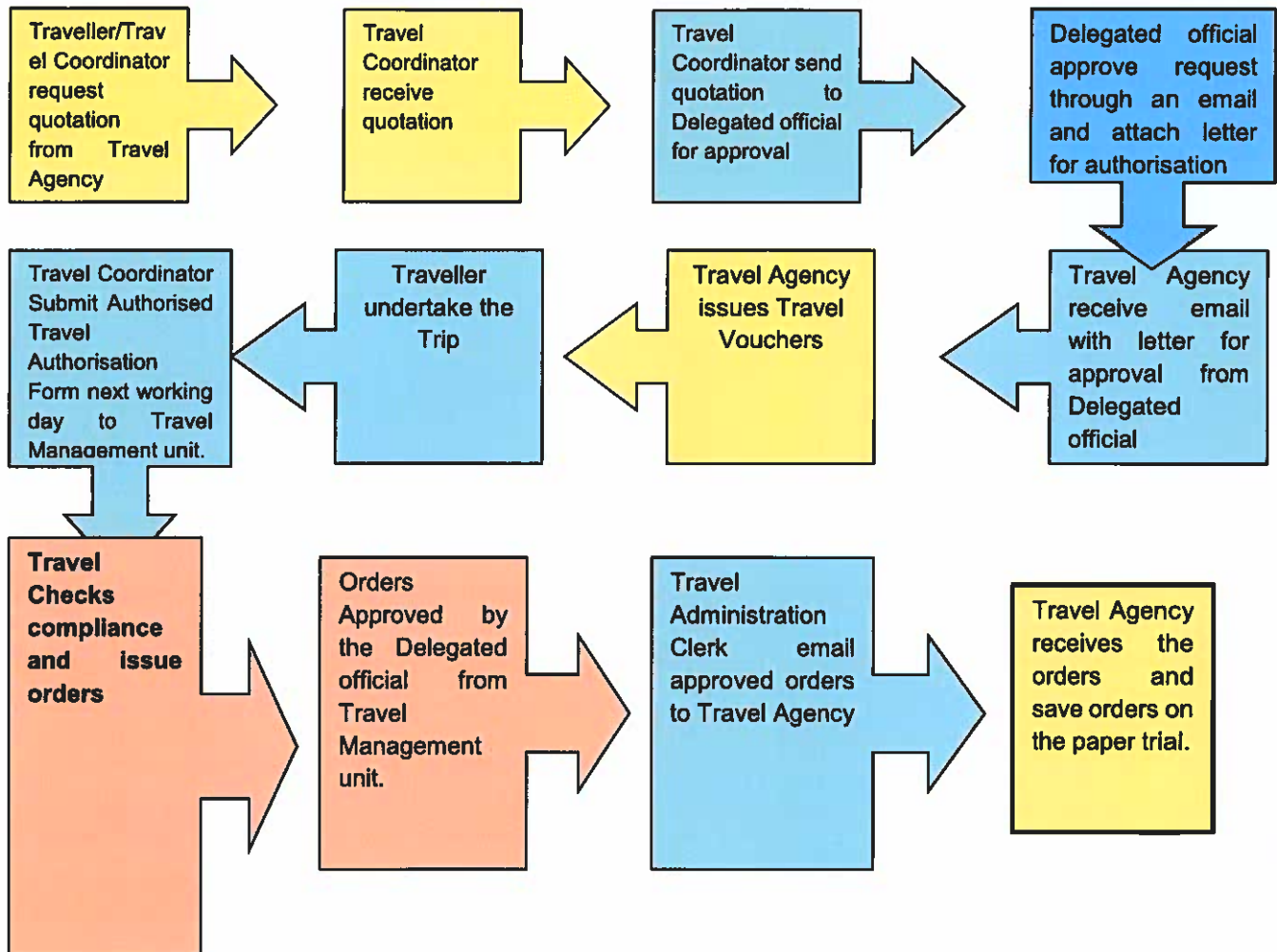
ANNEXURE D

FLOW CHART FOR PROCESSING A CONFERENCE REQUEST

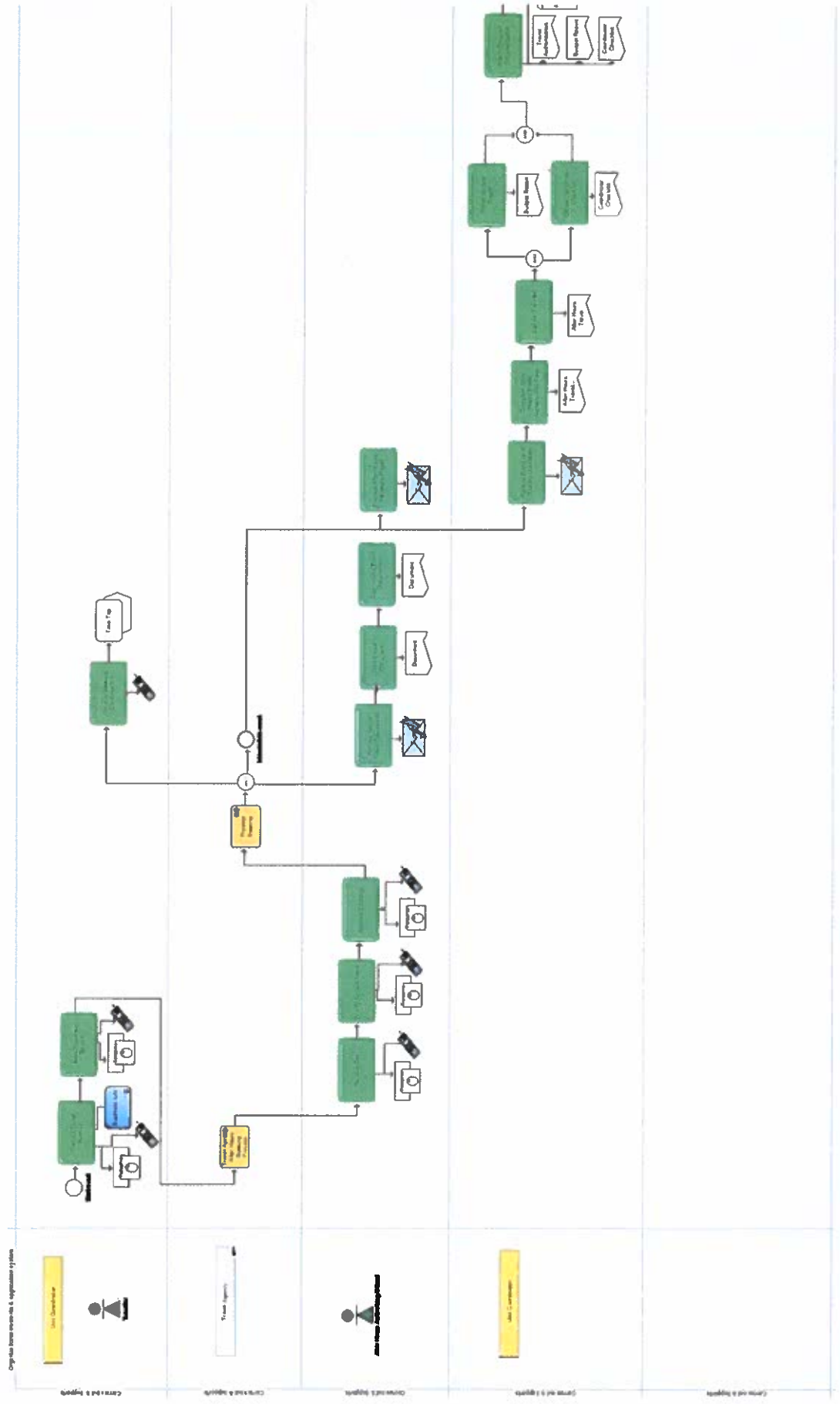


ANNEXURE E

FLOW CHART FOR PROCESSING OF TRAVEL REQUEST (EMERGENCY BOOKING PROCESS)



Afterhours Booking Process



ANNEXURE G

Invoices of Accommodation Services must adhere to the following when submitted to SASSA

NO	Compulsory Attachments	Tick
1.	Attach Check-in slip signed off by official by the Traveller/ or Invoices Signed off /or Meal slips signed off by the Traveller. In case of Guest Houses the Letter from Guest House must be attached.	
2.	Approved Travel Authorisation Form must be attached	
3.	Correct release order must be attached	
4.	Voucher Issued Attached	
5.	Dates of supplier invoice Correspond with Travel Agency and Travel Authorisation Form.	
6.	If there is amendments form it must be attached.	
7.	The amount on the supplier invoice and Travel Agency invoice correspond	
8.	Final Invoice	
	I hereby sign off that the invoices have been checked and adhered to the requirements specified. Sign off By Manager Accounts: Travel Agency Name and Surname: Signature: Date:	



sassa
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ANNEXURE G

Invoices of Conference must adhere to the following when submitted to SASSA

NO	Compulsory Attachments	Tick
1.	Conference Invoice must be signed off / or slips signed off	
2.	Approved Conference Authorisation Form must be attached	
3.	Correct release order must be attached	
4.	Voucher Issued Attached	
5.	Dates of supplier invoice Correspond with Travel Agency and Conference Authorisation Form.	
6.	If there is amendments form it must be attached.	
7.	Final Invoice	
	I hereby sign off that the invoices have been checked and adhered to the requirements specified. Sign off By Manager Accounts: Travel Agency Name and Surname: Signature: Date:	

ANNEXURE G

Invoices of Shuttle Services must adhere to the following when submitted to SASSA

NO	Compulsory Attachments	Tick
1.	Attach Shuttle Pickup signed off / Drop off signed off by the Traveller	
2.	Approved Travel Authorisation Form must be attached	
3.	Correct release order must be attached	
4.	Voucher Issued Attached	
5.	Dates of supplier invoice Correspond with Travel Agency and Travel Authorisation Form.	
6.	If there is amendments form it must be attached.	
7.	The amount on the supplier invoice and Travel Agency invoice correspond	
8.	Final Invoice	
	I hereby sign off that the invoices have been checked and adhered to the requirements specified. Sign off By Manager Accounts: Travel Agency Name and Surname: Signature: Date:	

ANNEXURE G

Invoices of Afterhours Services must adhere to the following when submitted to SASSA

NO	Compulsory Attachments	Tick
1.	Attach Detail after-hours report	
2.	Approved Afterhours Travel Authorisation Form must be attached	
3.	Correct release order must be attached	
4.	Date of the After-hours indicated in the invoices	
5.	If there is amendments form it must be attached.	
6.	After-hours Invoices must be checked before it is swiped in the Diners Club	
7.	The amount on the supplier invoice and Travel Agency invoice correspond	
8.	Final Invoice	
	I hereby sign off that the invoices have been checked and adhered to the requirements specified. Sign off By Manager Accounts: Travel Agency Name and Surname: Signature: Date:	



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ANNEXURE G

Invoices of Damaged on Car Hire/ Rental must adhere to the following when submitted to SASSA

NO	Compulsory Attachments	Tick
1.	Attach Car Hire Contract signed off by the Traveller.	
2.	Approved Travel Authorisation Form must be attached	
3.	Old release order corresponding must be attached	
4.	Visible clear comments and Signed Off Incident Report	
5.	Quotations from panel beater company	
6.	Signed off Pickup Car Checklist by Traveller	
7.	Voucher Issued Attached	
8.	Dates of supplier invoice Correspond with Travel Agency and Travel Authorisation Form.	
9.	If there is amendments form it must be attached.	
10.	The Damaged Vehicles cases must be treated separately.	
11.	The amount on the supplier invoice and Travel Agency invoice correspond	
12.	Final Invoice	
	I hereby sign off that the invoices have been checked and adhered to the requirements specified. Sign off By Manager Accounts: Travel Agency Name and Surname: Signature: Date:	

ANNEXURE G

Invoices of Traffic Administration Fees must adhere to the following when submitted to SASSA

NO	Compulsory Attachments	Tick
1.	Attach Car Hire Contract signed off by the Traveller.	
2.	Approved Travel Authorisation Form must be attached	
3.	Old release order corresponding must be attached	
4.	Old Voucher Issued Attached	
5.	Dates of supplier invoice Correspond with Travel Agency and Travel Authorisation Form.	
6.	If there is amendments form it must be attached.	
7.	Must not be swiped before concluding the case within SASSA. The Traffic Fine cases must be treated separately.	
8.	The amount on the supplier invoice and Travel Agency invoice correspond	
9.	Final Invoice	
	I hereby sign off that the invoices have been checked and adhered to the requirements specified. Sign off By Manager Accounts: Travel Agency Name and Surname: Signature: Date:	

ANNEXURE G

Invoices of Flights must adhere to the following when submitted to SASSA

NO	Compulsory Attachments	Tick
1.	Approved Travel Authorisation Form must be attached	
2.	Correct release order must be attached	
3.	Attach E Ticket for Traveller	
4.	Dates of supplier invoice Correspond with Travel Agency and Travel Authorisation Form.	
5.	The amount on the supplier invoice and Travel Agency invoice correspond	
6.	If there is amendments form it must be attached.	
7.	The amount on the supplier invoice and Travel Agency invoice correspond	
8.	Diners Statement for the swiped amount attached	
9.	Final Invoices	
	I hereby sign off that the invoices have been checked and adhered to the requirements specified. Sign off By Manager Accounts: Travel Agency Name and Surname: Signature: Date:	

NB: This will be applicable to the awarded bidder/s.

[Travel Agency Logo]



ANNEXURE H

EXPECTED PERFORMANCE STANDARDS

1.1 Expected Performance Standards

1.1.1 Each KPA is allocated 100 points.

1.1.2 If the threshold is not adhered to, points shall be deducted as follows:

KEY PERFORMANCE AREA	Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINT (Deduct 100 if exceeded)
A. Processing of Travel Bookings Domestic bookings/reservations (flights, accommodation, car hire, shuttle, chauffeur, charter)	Before 15:30 on a daily basis	- Quotations issued in 2 Hours of receiving travel request. - Vouchers issued in 2 hours after receiving order. - Urgent requests processed in 1 – 2 hours.	- Quotations with accurate information submitted to Travel Coordinators/Travellers within prescribed time frame. - Vouchers with accurate information issued to Travellers/Travel Coordinators within prescribed time frame. - Travellers not asked to make payment at hotel reception. - Any Service Provider-created challenges at hotel reception, car hire reception resolved in 30 minutes. - Urgent requests processed within time frame, except where there are justifiable difficulties. - Requests made during office hours dealt with during office hours and not transferred to afterhours.	- Justifiable and verified complaints. - Complaints Register received by the Service Provider from the Agency. - Compliments from the Agency Travellers. - Compliance / Non Compliance Letters from the Agency.	Less than 5 Service related complaints per month	70 px

KEY PERFORMANCE AREA					MEASURED BY	THRESHOLD	PENALTY POINT (Deduct 100 H if exceeds 30 p)
Turnaround Time for the Agency		Turnaround Time for the Service Provider		INDICATOR			
• International Bookings	A week before the international trip	• Quotation submitted to Travel Coordinators/Travellers in 4 – 8 hours of request. • Vouchers issued in 2 hours after receiving order. • Complicated routes processed and finalized in 48 hours.	• Quotations with accurate information submitted to Travel Coordinators/Travellers within prescribed time frame. • Vouchers with accurate information issued to Travellers/Travel Coordinators within prescribed time frame. • Travellers not asked to make payment at hotel reception.	• Justifiable and verified complaints. • Complaints Register received by the Service Provider from the Agency. • Compliments from the Agency Travellers. • Compliance / Non Compliance Letters from the Agency.	No complaints for international trips.		
	Requests must be submitted to the Service Provider as follows: • Conferences between 3000 up to 5000 pax (4 weeks in advance); • Conferences for 500 – 3000 pax (1 week in advance);	• Conferences between 3000 up to 5000 pax: ✓ Quotations submitted to Travel Coordinators/Travelers in 2 weeks of request. ✓ Pre-Payments and Vouchers made in 1 week after receiving order. • Conferences for 500 – 3000 pax (minimum 1 week): ✓ Quotations submitted to Travel Coordinators/Travelers in 48 hours of request. ✓ Pre-Payments and Vouchers made	• Quotations with accurate information submitted to Travel Coordinators/Travellers within prescribed time frame. • Vouchers with accurate information issued to Travellers/Travel Coordinators within prescribed time frame. • No pre-payment issues raised by the host to SASSA before or during the conference.	• Justifiable and verified complaints. • Complaints Register received from SASSA. • Compliments from the Agency Travellers • Compliance / Non Compliance Letters from the Agency.	No complaints for conference bookings.		

KEY PERFORMANCE AREA	Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINT (Deduct 100 H score)
	- Conferences for 500 and below pax – (1 week in advance); - Conferences for small workshops and meetings – 48 hours in advance.	- Conferences for 500 and below pax: ✓ Quotations submitted to Travel Coordinators/Travelers in 48 hours of request. ✓ Pre-Payments and Vouchers made in 24 hours after receiving order. - Conferences for small workshops and meetings Quotations submitted to Travel Coordinators/Travelers in 24 hours of request. ✓ Quotations submitted to Travel Coordinators/Travelers in 24 hours of request. ✓ Pre-Payments and Vouchers made in 12 hours after receiving order.				
Afterhours Requests	Anytime during after-hours period.	- Calls answered after 5 rings. - Calls/Messages returned within 10 minutes.	- Afterhours well-conversant with SASSA Management Policy. - Calls answered by Afterhours Consultants. - Challenges resolved by Afterhours Consultants. - All after-hours requests authorized by Authorizers	- Justifiable and verified complaints. - Complaints Register received by the Service Provider from the Agency. - Submission of accurate afterhours report and quotations - Compliments from the Agency	2 complaints per month	85

KEY PERFORMANCE AREA	Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINT (Deduct 100 H if exceed)
B	Availability of properly qualified and experienced staff as per contract to provide Travel Management Services	N/A	For the duration of the contract.	provided by the Agency. Accurate and clear afterhours reports and quotations sent to the affected SASSA Office/Region on a daily basis.	Travellers. Compliance / Non Compliance Letters from the Agency.	100
			The following required staff appointed and replaced in time: - Competent Key Accounts Manager. - Competent Operations Manager. - Competent Financial Manager. - Competent Team Leader. - Competent and adequate number of Consultants – in line with SASSA's demand for travel services. - Timeous notification (1 day after change) on changes of staff from the Service Provider. - Swift replacement of incompetent staff. - Continuous availability of	- Justifiable and verified complaints. - Complaints Register received by the Service Provider from the Agency. - Compliments from the Agency Travellers. - Compliance / Non Compliance Letters from the Agency.	Only 2 months for filling of vacant post by the Service Provider	

KEY PERFORMANCE AREA					MEASURED BY	THRESHOLD	PENALTY POINT (Deduct 100 H or more)
		Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR			
C	Efficient Coordination of	N/A	For the duration of the contract.	- the required staff in the employ of the Service Provider. - An operational and efficient Buddy System implemented. - Responsible and accountable Team Leader/Second in Charge available in the absence of Team Leader. - Calls answered after 5 rings. - Messages left on voice mail returned within 1-hour. - E-mail enquiries returned within an hour. - No delays in the processing of travel requests. - Visible sense of urgency in handling of travel requests. - Challenges/issues addressed within agreed time frames by Key Accounts Manager/Operations Manager/Team	- Justifiable and verified complaints. - Complaints Register received by the Service Provider from the Agency. - Compliments from the Agency Travellers. - Compliance / Non Compliance Letters from the Agency.	Less than 9 complaints per month	80

KEY PERFORMANCE AREA					MEASURED BY		THRESHOLD	PENAL POINT (Deduct 100 if exceeds 100)
Turnaround Time for the Agency		Turnaround Time for the Service Provider		INDICATOR				
E	Handling of Reconciliation • Diners Club • Land Arrangements	Reconciliation (response) submitted to the Travel Agency by 15 th of each month.	Consolidated Reconciliations submitted by 7 th of Each month.	- Signed Statement (Consolidated Reconciliation) submitted. - Correct Off (Consolidated Reconciliation) balancing invoices submitted. - Complaints about incorrect statements (Consolidated Reconciliation).	- Statements (Consolidated Reconciliation) balancing invoices submitted. - Complaints about incorrect statements (Consolidated Reconciliation).	No complaints of incorrect statements (Consolidated Reconciliation).		100
F	• Commissions and Overrides reports	N/A	Reports on Commissions and Overrides submitted monthly – on the 7 th day of each month.	Report submitted as per stipulated time frame.	- The Service Provider not reminded to provide the report. - Service provider's report corresponding to confirmation by travel suppliers.	One reminder in 3 months All reports confirmed as correct by suppliers.		100
G	Handling of Complaints	- Individual complaints - immediately upon receipt - Consolidated complaints register - monthly	- All complaints must be acknowledged within 4 hours of receipt. - The Service Provider related Complaints must be actioned and/or resolved within 24 hours of receipt. - Supplier related complaints must be actioned and/or resolved within 48 hours.	- Acknowledgement received within stipulated time from the Service Provider. - Feedback from the Service Provider including (apology letter where necessary) received within stipulated time.	- Justifiable and verified complaints. - Complaints Register received by the Service Provider from the Agency. - Compliance / Non Compliance Letters from the Agency	Less than 2 complaints unresolved.		90

KEY PERFORMANCE AREA		Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINT (Deduct 100 if exceeds 70)
H	Customer Service • Conduct Customer Service Satisfaction Surveys	N/A	Quarterly.	Report on the survey conducted submitted to SASSA 15 days after the end of the quarter.	4 surveys conducted per year.	All 4 surveys conducted and report submitted.	70
I	Monthly Management Reports (MIS)	N/A	Monthly – on the 7 th of each month.	MIS Reports submitted on the 7th of each month..	- Correct reports submitted to the Agency. - Clear & detailed MIS Reports in line with agreed upon format.	All monthly MIS Reports submitted (clear & detailed).	60
J	Open Vouchers Reports	N/A	Monthly – on the 7 th of each month.	Open vouchers reports submitted on the 7th of each month.	Correct open Voucher reports.	All monthly open voucher reports submitted.	70



ANNEXURE I: TRANSACTION FEE MODEL OFFSITE SERVICES

RFP NO:

RFP NAME:

REQUEST FOR PROPOSAL TO RENDER TRAVEL MANAGEMENT SERVICES TO THE SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) FOR THE PERIOD OF 36 MONTHS

BIDDER NAME

NB: All bidders are required to submit their price proposals in line with this template. All charges for the required services must be clearly indicated in South African Rand. All charges that include VAT (15%) must be captured as such. A successful bidder shall not be allowed to alter the price later, claiming that it did not include VAT (15%) in the bid proposal or that there are elements which were not charged in the initial price. Price proposals that do not comply with this template will not be considered.

Having read through and examined the Request For Proposal (RFP) Document, the General Conditions, The Requirement and all other Annexures to the RFP Document, we offer to provide OFFSITE travel management service to SASSA at the following amounts (including VAT)

Is your price fixed for the duration of the Contract? If it is not fixed the escalation will only be based on the CPI. Please tick the relevant box. Yes, Means it is fixed. No, Means it not fixed it will be based on CPI on Second Year of the Contract.

YES

NO

1.1 TRANSACTION FEES

		TRADITIONAL BOOKINGS	
ITEM	Transaction Type	Unit Price (excl VAT)	TOTAL Price (incl VAT)
1	Air Travel – International		
2	Air Travel – Regional		
3	Air Travel – Domestic		
4	Air Travel – International (Re-Issue)		
5	Air Travel – Regional (Re-Issue)		
6	Air Travel – Domestic (Re-Issue)		
7	Refunds – Air Domestic		
8	Refunds – Air Regional		
9	Refunds – Air International		
10	Car Rental – Domestic		
11	Car Rental – Regional		
12	Car Rental – International		
13	Transfers/Shuttle – Domestic		
14	Transfers/Shuttle – Regional		
15	Transfers/Shuttle – International		
16	Accommodation – Domestic		
17	Accommodation – Regional		
18	Accommodation – International		
19	Bus/Coach Bookings		
20	Train Bookings – International		
21	Visa Assistance (Provision of documents and advice)		
22	Courier services for travel documentation (Visa & passports)		
23	SMS Notifications		
24	Parking bookings		

25	Cancellations			
26	Changes to bookings			
27	After Hours Services			
28	Additional Ad-hoc Reports (per report)			
29	Customised Reports (per report)			
30	Travel Lodge Card Reconciliation			
31	Debtors Account Reconciliation			
32	Courier services for travel Invoiss			
33	Group Fee (if one travel order for 10 or more Travellers is issued from one cost centre)			
34	Shuttle (Bus Services & Coaches) Group Fees			
35	Train Booking (Internationals) Group Fees			
36	Train Booking (Domestic) Group Fees			
37	Train Booking - Domestic			
38	Other (Specify)			
39	Other (Specify)			
40	Other (Specify)			
41	Other (Specify)			
1.2 CONFERENCE TRANSACTION FEE				
Item	Description	% and Comment		
1	Conference Transaction Fee (as a % of the Total turnover of the event)			
We undertake to hold this offer open for acceptance for a period of 90 days from the date of submission of offers. We further undertake that upon final acceptance of our offer, we will commence with the provision of service when required to do so by the SASSA				