



## REQUEST FOR BIDS

### BID DETAILS

<b>BID NUMBER:</b>		<b>FB-SETA (23-24) T0002</b>
<b>CLOSING</b>	<b>Date:</b>	<b>30 October 2023</b>
	<b>Time:</b>	<b>12:00 pm</b>
<b>DESCRIPTION:</b>		<b>THE APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY</b>
<b>TECHNICAL QUERIES</b>		Lunga Mokoena
<b>EMAIL ADDRESS:</b>		<a href="mailto:scm@foodbev.co.za">scm@foodbev.co.za</a>
<b>COMPULSORY VIRTUAL BRIEFING SESSION:</b>		<b>Date:</b> <b>13 October 2023 @ 10:00am</b>
<b>Validity Period</b>		<b>120 Days</b>

### DETAILS OF BIDDER

**Organisation/individual:** .....

**Contact person:** .....

**Telephone/ Cell number:** .....

**E-mail address:** .....

**TOTAL      BID      PRICE**  
**(inclusive of VAT)** .....

## GLOSSARY

<b>AWARD</b>	Conclusion of the procurement process and final notification to the effect to the successful bidder
<b>B-BBEE</b>	Broad-based Black Economic Empowerment in terms of the Broad-based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003) and the Codes of Good Practice issued thereunder by the Department of Trade and Industry
<b>BID</b>	Written offer in a prescribed or stipulated form in response to an invitation by FOODBEV SETA for the provision of goods, works or services
<b>CONTRACTOR</b>	Organisation with whom FOODBEV SETA will conclude a contract and potential service level agreement subsequent to the final award of the contract based on this Request for Bid
<b>CORE TEAM</b>	The core team are those members who fill the non-administrative positions against which the experience will be measured.
<b>DTI</b>	Department of Trade and Industry
<b>EME</b>	Exempted Micro Enterprise in terms of the Codes of Good Practice
<b>GCC</b>	General Conditions of Contract
<b>GRAP</b>	A set of concepts that function as guidelines for the accounting processes in the public sector
<b>IP</b>	Intellectual Property
<b>FOODBEV SETA (FBS)</b>	Food and Beverage Manufacturing Sector Education and Training Authority
<b>ORIGINAL BID</b>	Original document signed in ink, or Copy of original document signed in ink,
<b>ORIGINALLY CERTIFIED</b>	To comply with the principle of originally certified, a document must be both stamped and signed in original ink by a commissioner of oaths.
<b>SCM</b>	Supply Chain Management
<b>SLA</b>	Service Level Agreement
<b>SCHEDULE 3A ENTITY</b>	As per the classification by National Treasury these refer to other National public entities
<b>ETQA</b>	Education and Training Quality Assurer
<b>HR</b>	Human Resources

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**TENDER NUMBER: FB-SETA (23-24) T0002**

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**THE APPOINTMENT OF TWO TRAVEL MANAGEMENT COMPANIES  
SECTION A**

**1. INTRODUCTION**

FoodBev SETA is a Schedule 3A Public Entity established in terms of the Skills Development Act 97 of 1998. FoodBev is currently operating in Johannesburg at number 13 Autumn Street, Rivonia. FoodBev SETA's function is to promote, facilitate and incentivize skills development in the food and beverages manufacturing sector. FoodBev SETA is one of 21 sector education and training authorities (SETAs) across the economy mandated to deliver on the National Skills Development Plan (NSDP) goals and objectives.

This document serves as Terms of Reference (TOR) for a tender inviting qualified service providers to offer comprehensive travel management services. The primary objective of this tender is to secure a cost effective, efficient, reliable and risk mitigated travel services without compromising service quality. It should be noted that volume of travel differ year on year and cannot therefore be predicted.

**2. SCOPE OF WORK**

The bidder must render the below mentioned services, amongst others, ensuring a smooth and efficient travel experience by the traveller by ensuring that all bookings are made on time, and are paid for before the traveller arrives at destination. The bidder must, in rendering the service, always adhere to the latest cost containment instructions as issued by National Treasury for Schedule 3A entities. The bidder must ensure that they comply to the FoodBev SETA travel policy when they make any type of bookings.

**2.1. Flight management**

- Booking of domestic and international flights
- Ensure cost effectiveness whilst maintaining service quality.
- Managing traveller profiles for preferences and loyalty programs.
- Providing risk assessment and mitigation for travel.
- Managing change requests
- All miles will be accumulated to the traveller.

**2.2. Travel documents and assistance**

- Sourcing of VISAs, interpreters, and travel insurance as required.
- Facilitating foreign currency exchange services
- Arranging security details in countries deemed unsafe for travel.
- Assisting with passport related matters where necessary

**2.3. Ground transportation**

- Coordinating car hire and shuttle services as per travellers' requirements
- Ensuring timely and reliable transportation solutions
- Managing change requests
- All miles will be accumulated to the traveller.

**2.4. Accommodation booking**

- Booking accommodation tailored to travellers' preferences.
- Monitoring room availability and rates
- Negotiating favourable rates for extended stays
- Managing change requests
- All miles will be accumulated to the traveller.

**2.5. Events and venue booking**

- Booking venues for conferences, workshops, and events on an all-inclusive basis
- Managing event logistics, including catering, audio-visual requirements, and decoration of the venue

**2.6. 24/7 service desk**

- Provide a 24/7 service desk for traveller's support and assistance.
- Handling emergency situations promptly and efficiently

**2.7. Cost containment**

- Ensuring that the total costs of flights and accommodation does not exceed 20% above the market price indicated in online booking platforms.
- Ensure compliance to FoodBev SETA policies, and regulations governing travel in Schedule 3A entities.

**2.8. Accreditation and technology**

- Must be fully accredited member of the International Air transport association (IATA) and the Association of South African Travel Agents.
- Must utilise a licenced online booking system such as AMADEUS or a similar global distribution system (GDS)

**2.9. Unused tickets/vouchers**

- On a monthly basis, the travel agents shall notify the SETA of unused tickets/vouchers, no show and refunds for all returned airline tickets and accommodation vouchers.
- All unused vouchers must be used when booking next travel.
- No shows must be clearly indicated.

**2.10. Reporting**

- Real time reporting and reconciliation of travel spend must be provided. The reports will be utilized to proactively advise management and assist in the reduction of respective travel expenditure.
- The following reports must be submitted to the SETA on a monthly basis:
  - Declined/missed saving opportunities.
  - Traveller behaviour with regard to advanced bookings and last-minute bookings

**2.11. Communication**

- Travel itinerary emails must be sent to the travel booker and the traveller.
- Travel itinerary SMS alerts must be sent to the traveller.
- The travel agents must accurately advise the travel booker of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellation of bookings.

## 2.12. Timeline of the project

- The duration of the contract will be for a three (3) year period effective from signing of contract and service level agreement date.

## SECTION B

### 3. THE BID EVALUATION PROCESS

Bid submissions will be evaluated in accordance with the below tender evaluation stages:

#### 3.1. STAGE 1: MANDATORY CRITERIA:

Failure to comply with the mandatory requirements will result in the rejection of the bidder's submission.

Description of the criteria	<p>a) Attendance of compulsory briefing session. A virtual briefing session will be held <b>from (10:00) to (11:00) via Microsoft Teams</b>. Interested bidders must RSVP (with the bid reference number as the subject of the email) two days before the session to the email below:  <a href="mailto:scm@FoodBev.co.za">scm@FoodBev.co.za</a></p> <p>b) Bid Submission Format</p> <p>i) The Potential bidder must submit three (3) bid proposals as follows: Two (2) Hard copies and one (1) electronic copy in PDF format saved on a memory stick, clearly marked, and indexed.</p> <p>ii) Bid proposals must be properly bonded, punched and numbered in line with the response format detailed in section 4 of this bid document.</p> <p>c) Bidder must be a fully accredited member of the International Air Transport Association (IATA)</p> <p>d) Bidder must be a fully accredited member of ASATA (Association of South African Travel Agents)</p>
Means of verification	<p>Bidder must submit the following documents, if certified must not be older than six (6) months:</p> <p>a) Certified copies of Accreditation with the International Air Transport Association (IATA).</p> <p>b) Submit valid proof of registration with ASATA (Association of South African Travel Agents),</p>

#### 3.2. STAGE 2: FUNCTIONAL EVALUATION CRITERIA:

- 3.2.1.** Bidders must meet the minimum functionality of **70.00** points out of 100 points in order to be evaluated further in terms of stage 4. Any bid that does not meet the minimum threshold will be automatically disqualified. See detailed scoring criteria below.

1. CRITERIA: BIDDER'S RELEVANT EXPERIENCE		WEIGHTING ALLOCATED
The bidder must provide three (3) or more relevant reference letters (testimonials) from contactable public sector clients (excluding FoodBev), for the provision of travel management services.		20.00
✓ No relevant reference letters submitted	0.00	
✓ One (1) relevant reference letter	5.00	
✓ Two (2) relevant reference letters	10.00	
✓ Three (3) or more relevant reference letters	20.00	
<b>REQUIRED SUPPORTING DOCUMENTATION:</b> The bidder must submit duly signed reference letters or testimonials – which must be in the client's letterheads entailing the details of the services, level of performance, and types of service rendered and the names, contacts details of the client's representative. The reference letters must not be older than five (5) years.		
2. CRITERIA: EXPERIENCE OF THE PROJECT TEAM		WEIGHTING ALLOCATED
<b>2.1 ACCOUNTS MANAGER</b>		20.00
<ul style="list-style-type: none"><li>• The Accounts Manager should have at least 5 years' experience in managing similar projects.</li><li>• Demonstration of practical knowledge and experience in travel.</li><li>• Must possess a NQF level 7 (degree) or relevant qualification in Tourism/Hospitality Management and/or similar.</li></ul>		
✓ Less than five years' Experience (4 Years and below)	0.00	
✓ Five (5) years' experience with qualification	10.00	
✓ More than five (5) years' experience with qualification	20.00	
<b>REQUIRED SUPPORTING DOCUMENTATION:</b> <ul style="list-style-type: none"><li>• Abridged CV for the account's manager clearly indicating experience in managing similar projects and qualification.</li><li>• Certified copies of NQF level 7 relevant qualification in Tourism/Hospitality Management and/or equivalent.</li></ul>		
<b>2.2 TEAM MEMBERS EXPERIENCE</b>		10
<ul style="list-style-type: none"><li>• The abridged CVs of the project team that will be allocated to this project clearly detailing their experience in working on similar projects and an NQF level 6 qualification on Tourism/Hospitality and/or equivalent.</li><li>• Team members must have a minimum of 3 years' experience of working on similar projects.</li></ul> <p>The bidder must provide at least two (2) team members that will work on the account.</p>		
✓ Less than three years' experience (2years and below)	0.00	
✓ Three (3) years' experience with qualification	5.00	
✓ More than five (5) years' experience with qualification	10.00	
<b>REQUIRED SUPPORTING DOCUMENTATION:</b> <ul style="list-style-type: none"><li>• Abridged CV for at least two team members clearly indicating experience in managing similar projects and qualification.</li><li>• Certified copies of NQF level 6 relevant qualification in Tourism/Hospitality Management and/or equivalent.</li></ul>		

3. CAPACITY TO DELIVER		WEIGHTING ALLOCATED
Bidders must submit evidence of a licensed online booking system used		20.00
✓ No evidence submitted	0.00	
✓ Evidence of a licensed online booking system	20.00	
4. METHODOLOGY AND APPROACH		WEIGHTING ALLOCATED
<p>Bidder must provide a detailed plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition. The response must indicate how the scope of work as indicated in clause 2 above, will be implemented, and should include the following amongst others:</p> <ul style="list-style-type: none"> <li>• Description of your reservations processes, group bookings, after hours, and emergency services in detail, including applicable turnaround times.</li> <li>• Description of your communication process where the traveller, travel co-ordinator/booker and travel management company will be linked in one smooth continuous workflow and how you will ensure that travel bookers are informed of the travel booking processes, including applicable turnaround times.</li> <li>• An overview of your back-office processes, describe roles and responsibilities of assigned staff and provide the staff structure for this account, including applicable turnaround times.</li> <li>• Bidder must clearly indicate how they will cost contain and adhere to not charging more than a reasonable percentage above the market price, as indicated in the open online booking systems.</li> <li>• Description of the proposed booking system which includes access, user rights, approval workflows (integration with the incumbent service provider) approval levels, allowance for accounting and reporting as and when required.</li> <li>• Describe how travel consultant/ users' access and book web airfares, and hotel web rates.</li> <li>• Describe how you will manage data and management information (in compliance with the POPI Act 4 of 2014) such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, and transaction level data.</li> <li>• Provide actual examples of standard reports, customised reports and dashboards currently available.</li> <li>• Provide monthly reporting process and structure of reporting.</li> <li>• Describe as to how they will respond to the request from the client for services to be rendered and the response time to process the requests as well as attending to queries from the client including reports and reconciliation method to be applied.</li> </ul>		30.00
✓ <b>Excellent:</b> Satisfies the requirements The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	30.00	
✓ <b>Good:</b> Satisfies the requirements. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.	20.00	
✓ <b>Acceptable:</b> Satisfies the requirement. The response shows an acceptable level of understanding of the requirement and provides some satisfactory level of details on how the requirements will be fulfilled.	10.00	
✓ <b>Unacceptable:</b> Does not meet the requirement. Does not comply and/or insufficient/no information provided.	0.00	
TOTAL POINTS		100.00



### 3.3. STAGE 3: PREFERENCE POINTS SYSTEM

- a. The 80/20 preference points system will be utilized for this bid. This preference points system is for the acquisition of goods or services with a Rand value up to R50 million as follows:

Criteria	Means of Verification	Points
Price	Proposed Bid Price	80.00
Preference Points	Specific Goals	20.00
<b>Total Points</b>		<b>100.00</b>

#### 3.1 Specific Goals

- a. The following allocation will determine the specific goals (20.00 points) for this tender process:

Category	% Allocation for each category	Points allocated
Black People Ownership (> 51% blacks)	50%	10.00
Woman Ownership	30%	6.00
Black Youth Ownership	20%	4.00
<b>Total</b>	<b>100%</b>	<b>20.00</b>

- b. Bidders must submit the following documents as a means of verification for specific goals:
- CIPC documents (company registration documents),
  - A certified copy of the B-BBEE certificate (or an original affidavit signed by a Commissioner of Oaths regarding the B-BBEE status), and
  - Submission of proof of the bidder's registration on the CSD (Full report)
- c. Bidders who fail to submit the mandatory documents will not qualify for points allocated for specific goals.

#### 3.2 Pricing

- a. The current FBS Travel Management total volumes per annum includes air travel, accommodation, car hire, conferences etc. The table below details the travel cost for the previous financial year, however this list is not exhaustive and where there is zero, it does not mean that, that service will not be required in the future.

Group	Total Fare
Accommodation (Acc)	R 727 940,52
Accommodation International (Aci)	R 1 377 600,00
Bus Services (Bus)	R 29 000,00
Car Hire (Car)	R 585 430,01
Conference/Groups (Con)	R 1 519 859,18
Accident Damage (Dam)	R 375,00
Domestic Air Travel (Dom)	R 794 931,57

Group	Total Fare
Insurance (Ins)	R 19 080,00
International Air Travel (Int)	R 1 148 925,20
Handling Fee (Neg)	R 88 343,49
Ticket Re-Issue (Dom) (Red)	R 99,00
Service Fee Land Arrangements (Sel)	R 10 785,00
Service Fees (Ser)	R 5 775,00
International Service Fees (Sin)	R 1 755,00
Sundry (Sun)	R 388,94
Traffic Fine (Tff)	R 1 475,00
Ticket Re-Issue Fees (Dom) (Trd)	R 1 495,00
Transfers (Trf)	R 282 847,50
Visas And Passports (Vis)	R 76 853,44
<b>Total</b>	<b>R 6 672 958,85</b>

- b. **Please Note:** these figures must be used as a baseline for projections and estimations. The figures are meant for illustration purposes only, to assist bidders to prepare their pricing proposals.
- c. Bidders must complete the below pricing table for full price evaluation. The following table illustrates the price breakdown required. Any other price structure not indicated thereon may not be added herein.

ITEM	Transaction Type	Travel Commission Rate per item (inclusive of VAT)
1	Air Travel – International	
2	Air Travel – Regional	
3	Air Travel – Domestic	
4	Air Travel – International (Re-issue)	
5	Air Travel – Regional (Reissue)	
6	Air Travel – Domestic (Reissue)	
7	Refunds – Air International	
8	Refunds – Air Regional	
9	Refunds – Air Domestic	
10	Car Rental – Domestic	
11	Car Rental – Regional	
12	Car Rental – International	
13	Transfer /Shuttle – Domestic	
14	Transfer /Shuttle – Regional	
15	Transfer /Shuttle – International	
16	Accommodation – Domestic	
17	Accommodation – Regional	
18	Accommodation – International	
19	Visa Assistance (Provision of documents and advice)	
20	Parking bookings	
21	Cancellations	

ITEM	Transaction Type	Travel Commission Rate per item (inclusive of VAT)	Agent's Rate per item (inclusive of VAT)
22	Changes to bookings		
23	After hour services		
24	MIS reports (per report)		
25	Debtors accounts reconciliations		
26	Conference reservation fee		

- d. Bidders must quote for all or provide explanations for lines not quoted for, failing to quote all lines with no explanations provided may lead to the bid considered non-responsive. Failing to submit the required pricing as prescribed above will result in the bid considered as none-responsive.

**e. Pricing Special Conditions**

- i. Pricing Schedule: In terms of General Conditions of contract, the price schedule remains unchanged for the duration of the contract with FBS accepting no changes, extensions, or additional ad hoc costs to the pricing conditions of the contract with the exception of any price adjustments approved in the Special Conditions of Contract for pricing set out below:
- ii. FoodBev SETA applies the transactional fee model to deliver the best possible cost-effective solution. The transaction fee must be a fixed amount per service linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers.
- iii. Estimated quantities/volumes: The FBS provides estimated quantities of what its requirements and estimated timing during the contract period for bidders to establish their pricing. The FBS may require quantities above or below these estimates during the current period with the actual quantity and time of delivery being determined when such quantities are needed.
- iv. Total bid price: For bidding purposes the total unit price will be used to establish the total bid price for comparing price offers of bidders. The unit price will be used as contract unit price should the bidder be successful.
- v. The FoodBev SETA may require a breakdown of rates on any of the items priced and travel agents are required to provide same.
- vi. The travel agent must include all transaction types that they anticipate incurring that might not be included in the list.

## SECTION C

### 4. TENDER SUBMISSION INSTRUCTIONS

- 4.1. Tenders should be submitted in triplicate consisting of Two hard copies (one original and one copy) and one electronic copy, all bound in a sealed envelope endorsed, BID No: FB-SETA (23-24) T0001: The Appointment of a travel management service provider. The sealed envelope must be placed and be deposited in the FoodBev SETA Tender Box, Ground Floor, 7 Wessels, Rivonia, Sandton, 2128 no later than closing time and date.
- 4.2. Bids must be submitted in a prescribed response format herewith enclosed as 'Response Format'.
- 4.3. The closing date, company name and the return address must also be endorsed on the envelope.
- 4.4. If a courier service company is being used for delivery of the tender document, the tender description must be endorsed on the delivery note/courier packaging and the courier must ensure that documents are placed / deposited into the tender box. FoodBev SETA will not be held responsible for any delays where tender documents are handed to the FoodBev SETA Receptionist and/or arrives late.
- 4.5. Courier Company should indicate on the submission register who they are submitting on behalf of.
- 4.6. No bids received by telegram, telex, email, facsimile, or similar medium will be considered.
- 4.7. Where a tender document is not in the tender box at the time of the tender closing, such a tender document will be regarded as a late tender. FoodBev SETA reserves the right not to consider/evaluate any late tender response.
- 4.8. All the documentation submitted in response to this bid must be in English.
- 4.9. The bidder is responsible for all the costs that they shall incur related to the preparation and submission of the tender document.
- 4.10. Bids submitted by bidders must be signed by a person or persons duly authorised thereto by a resolution of a Board of Directors (if applicable), a copy of which Resolution, duly certified be submitted with the Tender.
- 4.11. Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by FoodBev SETA regarding anything arising from the fact that pages are missing or duplicated.
- 4.12. A valid tax clearance certificate or confirmation of pin must be included in the bid response.
- 4.13. A copy(s) of certificates from the organizations/ bodies that the bidder is affiliated to must be included in the bid response.
- 4.14. FoodBev SETA reserves the right to call bidders for further presentation of their service or perform due diligence before awarding.
- 4.15. The FoodBev SETA reserves the right to conduct supply chain due diligence process, including site visits and inspections at any time during the bidding and contract period.

### 5. RESPONSE FORMAT

- 5.1. Bidders are requested to note that this is a mandatory criteria and failure to comply with the requirements as set below will result in a bidder's submission being rejected. The soft and hard copy responses from all bidders must be prepared in line with the following section:
- 5.2. Bidders shall submit their responses in accordance with the response format specified below (each schedule must be clearly marked, indexed and /or numbered):

**5.2.1. Cover Page:** The cover page must clearly indicate the bid reference number, bid description and the bidder's name.

**5.2.2. Schedule 1:**

- a. Executive Summary/Cover Letter – The cover letter should be brief (not more than two pages maximum). Describe why your company/consortium considers it to be best qualified to achieve any of the services listed in scope of work.
- b. Brief company profile (Five pages maximum)
- c. List of relevant contracts completed within the past five years.
- d. References from each respective in relation to the above listed contracts.
- e. Qualifications and Experience – This section shall contain relevant information on qualifications and experience related to the relevant profession.
- f. List of Project Personnel – This list should include the identification of the contact person who will have primary responsibility for the FoodBev SETA contracts, other personnel to be used for project planning, documentation, and supervision, including partners and/or sub-consultants.
- g. Signature Requirements: All bids must be signed. A bid may be signed by an officer or other agent of a registered vendor, if authorised to sign contracts on its behalf; a member of a consortium or joint venture or other agent authorised by a Power of Attorney. The name and title of the individual(s) signing the bid must be clearly shown immediately below the signature.
- h. Rejection of bids: FoodBev SETA reserves the right not to proceed with the award of the proposal.
- i. Section 5 of this tender document (duly completed and signed)

**5.2.3. Schedule 2:**

- a. Valid tax clearance certificate or confirmation of pin.
- b. Originally Certified copies of the bidders CIPC / or company registration documents listing all members with percentages, in case of a CC. Or latest certified copies of all share certificates in case of a company.
- c. Original certified copy of the company's professional accreditation (not a copy of a certified copy)
- d. Certified ID copies of all directors.
- e. A certified copy of the B-BBEE certificate (or an original affidavit signed by a Commissioner of Oaths regarding the B-BBEE status)
- f. Submission of proof of the bidder's registration on the CSD (Full report)

***Note: If a Consortium, Joint Venture or Subcontractor, the documents listed above must be submitted for each Consortium/ JV member or subcontractor. A consolidated B-BBEE certificate is required for Joint Venture bidders.***

## 6. AUTHORISATION

*The **Bid Adjudication Committee (BAC)** hereby confirms that the information included in this bid document is agreed upon by all members, compliant, accurate and complete.*

### SIGNATORIES:

**Approval by the BAC Chairperson: Mr Magugu Maphiwa**

Signature: \_\_\_\_\_

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

**Noted by the CEO: Ms Nokuthula Selamolela**

Signature: \_\_\_\_\_

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

## **7. ANNEXURES**

**7.1. ANNEXURE A - COMPLIANCE DOCUMENTS AND CONDITIONS TO TENDER**

**7.2. ANNEXURE B – SBD FORMS**