



# INGONYAMA TRUST BOARD

• 65 Trelawney Road, Southgate, Pietermaritzburg, 3201 • P.O. Box 601, Pietermaritzburg, 3200  
 •Tel: 033 846 9900 •Fax: 033 386 2528 •www.ingonyamatrust.org.za

**SBD1**

## PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE INGONYAMA TRUST BOARD					
BID NUMBER:	ITB/10/08/2023	CLOSING DATE:31/08/2023		CLOSING TIME:	15H00
DESCRIPTION	APPOINTMENT OF THE TRAVEL AGENT TO RENDER TRAVEL AND ACCOMMODATION SERVICES TO INGONYAMA TRUST BOARD AND INGONYAMA TRUST FOR A PERIOD OF THIRTY-SIX (36) MONTHS.				
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)</b>					
65 Trelawney Road					
Southgate					
Pietermaritzburg					
3201					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ms T Khenisa		CONTACT PERSON		
TELEPHONE NUMBER	060 998 0448		TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	khenisat@ingonyamatrust.org.za		E-MAIL ADDRESS		
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>					

<p>ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?</p>	<p><input type="checkbox"/>Yes                      <input type="checkbox"/>No</p> <p>[IF YES ENCLOSE PROOF]</p>	<p>ARE YOU A FOREIGN BASED SUPPLIER FOR <b>THE GOODS /SERVICES /WORKS OFFERED?</b></p>	<p><input type="checkbox"/>Yes                      <input type="checkbox"/>No</p> <p>[IF YES, ANSWER THE QUESTIONNAIRE BELOW ]</p>
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**QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS**

<p>IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>DOES THE ENTITY HAVE A BRANCH IN THE RSA?</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p><b>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.</b></p>	

**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 PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED: .....  
(Proof of authority must be submitted e.g. company resolution)

DATE: .....

## REGISTRATION ON THE CENTRAL SUPPLIERS DATABASE

1. In terms of the National Treasury Instruction Note, all suppliers of goods and services to the State are required to register on the Central Suppliers Database.
2. Prospective suppliers should self-register on the CSD website [www.csd.gov.za](http://www.csd.gov.za)
3. If a business is registered on the Database and it is found subsequently that false or incorrect information has been supplied, then the Department may, without prejudice to any other legal rights or remedies it may have;
  - 3.1 cancel a bid or a contract awarded to such supplier, and the supplier would become liable for any damages if a less favourable bid is accepted or less favourable arrangements are made.
4. **The same principles as set out in paragraph 3 above are applicable should the supplier fail to request updating of its information on the Central Suppliers Database, relating to changed particulars or circumstances.**
5. IF THE SUPPLIER IS NOT REGISTERED AT THE CLOSING TIME OF BID, THE SUPPLIER WILL BE DISQUALIFIED AT THE BID EVALUATION PROCESS.

**DECLARATION THAT INFORMATION ON CENTRAL SUPPLIER DATABASE IS CORRECT AND UP TO DATE**  
(To be completed by bidder)

THIS IS TO CERTIFY THAT I (name of bidder/authorized representative) ....., WHO  
REPRESENTS (state name of bidder) .....CSD Registration  
Number.....

AM AWARE OF THE CONTENTS OF THE CENTRAL SUPPLIER DATABASE WITH RESPECT TO THE BIDDER'S DETAILS AND REGISTRATION INFORMATION, AND THAT THE SAID INFORMATION IS CORRECT AND UP TO DATE AS ON THE DATE OF SUBMITTING THIS BID.

AND I AM AWARE THAT INCORRECT OR OUTDATED INFORMATION MAY BE A CAUSE FOR DISQUALIFICATION OF THIS BID FROM THE BIDDING PROCESS, AND/OR POSSIBLE CANCELLATION OF THE CONTRACT THAT MAY BE AWARDED ON THE BASIS OF THIS BID.

.....  
**SIGNATURE OF BIDDER OR AUTHORISED REPRESENTATIVE**

**DATE:** .....

**PRICING SCHEDULE**  
(Professional Services)

<b>NAME OF BIDDER:</b> .....		
<b>BID NO.:</b> ITB/10/08/2023	<b>CLOSING DATE:</b> 31/08/2023	<b>CLOSING TIME:</b> 15H00 PM

OFFER TO BE VALID FOR **120 DAYS** FROM THE CLOSING DATE OF BID.

**DESCRIPTION & PRICE DETAILS OF SERVICE REQUIRED**

Quantity	Description	Prices
	<b>Booking administration fees in respect of the following (inclusive of charges ):</b>	
	a) Domestic travel Bundled fee-All sectors (flight, road transport and accommodation) per traveller, per return trip	
	b) International travel Bundled fee-All sectors (flight, road transport accommodation, and visas) per traveller, per return trip	
	c) Road Transport Only	
	d) Domestic Flights	
	e) International Flights	
	f) Domestic Multi Leg Booking	
	g) Refund Admin Fee	
	h) Conference (group booking)	
	i) After Hours Service	
	j) Accommodation only	
	<b>Sub-total</b>	
	<b>(If a VAT Vendor provide proof of VAT Registration) @ 15%</b>	
	<b>TOTAL</b>	
<b>AMOUNT IN WORDS</b>		
<b>VALIDITY PERIOD OF OFFER (in months)</b>	120 days (4 Months)	
<b>Supplier/Service Provider Business Stamp</b>		

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*I (full name) \_\_\_\_\_, in my capacity as \_\_\_\_\_, the duly authorized representative of \_\_\_\_\_ (business name) hereby declares that the offer is in accordance with the attached specification, notes to suppliers & accepts all conditions/clauses contained in the said documents.*

<b>Signature of duly authorised representative</b>		Date: _____
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.....  
(Signature of Service Provider)

.....  
Date

.....  
(Signature of Witness)

.....  
Date

**NB: FAILURE TO FULLY COMPLETE THIS SBD 3.3 WILL RENDER YOUR PROPOSAL REGARDED AS NON-RESPONSIVE AND WILL THEREFORE NOT BE CONSIDERED FOR FURTHER EVALUATION.**

**BIDDER'S DISCLOSURE**

**1. PURPOSE OF THE FORM**

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

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

**2. Bidder's declaration**

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

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

Full Name	Identity Number	Name of State institution

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**

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.



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

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

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

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)..... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... 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;
    - Tax clearance certificate;
    - Pricing schedule(s);
    - Filled in task directive/proposal;
    - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2011;
    - Declaration of interest;
    - Declaration of bidder's past SCM practices;
    - Certificate of Independent Bid Determination;
    - 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	.....

**AUTHORITY TO SIGN A BID**

The bidder must indicate the enterprise status by signing the appropriate box hereunder.

(I) CLOSE CORPORATION	(II) COMPANIES	(III) SOLE PROPRIETOR	(IV) PARTNERSHIP	(V) CO-OPERATIVE	(VI) JOINT VENTURE / CONSORTIUM	
					Incorporated	
					Unincorporated	

I/We, the undersigned, being the Member(s) of Cooperative/ Sole Owner (Sole Proprietor)/ Close Corporation/ Partners (Partnership)/ Company (Representative) or Lead Partner (Joint Venture / Consortium), in the enterprise trading as:

.....

hereby authorise Mr/Mrs/Ms .....

acting in the capacity of .....

whose signature is .....

to sign all documents in connection with this bid and any contract resulting therefrom on behalf of the enterprise.

NAME	ADDRESS	SIGNATURE	DATE

*(if the space provided is not enough please list all the director in the resolution letter)*

**Note:**  
The following document must be attached to this form according to the status of the enterprise, in the form of a resolution authorising the signatory to sign all documents in connection with this bid and any contract resulting therefrom on behalf of the enterprise, and **such resolution shall include a specimen signature of the signatory.**

- Co-operative: Resolution letter from the directors
- Close Corporation: Resolution letter from the directors
- Company: Resolution letter from the director/s
- Sole Proprietor: Resolution letter from the director
- Partnership: Resolution letter from the director
- Joint Venture / Consortium: Resolution/agreement passed/reached' signed by the authorised representatives of the enterprises

**Note: Director/s may appoint themselves if they will be the one signing all documents in connection with this bid and any contract resulting therefrom on behalf of the enterprise.**

**Failure to complete, sign and date this form or failure to provide the certificate(s) in the form of a resolution as described above shall result in the tender being considered non-responsive and rejected.**

**TERMS OF REFERENCE FOR THE APPOINTMENT OF THE TRAVEL AGENT TO RENDER TRAVEL AND ACCOMMODATION SERVICES TO INGONYAMA TRUST BOARD AND INGONYAMA TRUST FOR A PERIOD OF THIRTY-SIX (36) MONTHS.**

**1. INTRODUCTION AND BACKGROUND:**

**Ingonyama Trust Board (ITB) and Ingonyama Trust (IT)** is inviting a suitable travel agent to assist with travel and accommodation for official ITB and IT business, including the negotiation of rates and fares and subsequent cost savings for ITB and IT. The travel agent must meet the ITB and IT needs for cost savings, be efficient in the ITB travel environment.

- 1.2 The ITB is a National Public Entity listed in terms of Schedule 3(A) of the Public Finance Management Act.
- 1.3 The ITB is a National Public entity which administers the affairs of the Ingonyama Trust and the Trust land.
- 1.4 Ingonyama Trust is a corporate body established to be administered for the benefit, material welfare and social well-being of the members of the tribes, communities, and residents.

**2. OBJECTIVES**

- 2.1. The scope of the contract with the travel agent will cover airline ticketing (domestic and international flights), accommodation reservations, conference booking, car hire and shuttle services (domestic and international).
- 2.2. The successful travel agent will be required to sign a 36-month contract with ITB or IT to carry out travel services specified under these Terms of Reference and agreeing to clearly identified service levels.

**3. SCOPE OF SERVICES**

**3.1. General**

- 3.1.1. The travel agent is expected to negotiate discounts in terms of bookings and must be prepared to offer special fares.
- 3.1.2. The scope shall include travel and accommodation for ITB and IT and or on behalf of our stakeholders.
- 3.1.3. The travel agent is expected to account for all administrative booking costs, extra costs

incurred, and cost savings. This statement should reach ITB not later than the 21<sup>st</sup> day of the following month.

3.1.4. Penalties as a result of inefficient behavior will be at the travel agent's account.

3.1.5. The travel agent must ensure a 24-hour support service to facilitate amendments to travel arrangements, including airport car hire in case of emergency, revalidation, reconfirmation, processing refunds and cancellations, preparation of alternative routings, departures and arrivals at the lowest cost for the ITB account.

3.1.6. The travel agent shall provide a list of contactable references by stating the name of the client, position, contact telephone number, work performed, dates when work was performed, reference letter of reputable businesses of the same size.

## **3.2. Reservations and ticketing**

3.2.1 Reservations and ticketing services are to be provided during office hours Monday to Friday. In addition the travel agent shall provide contact numbers which shall be manned by a competent travel agent for 24 hours emergency services, services on weekends and official holidays as and when required due to unexpected changes to travel plans and or accommodation.

3.2.2 Prior to booking, ITB official shall obtain a printed confirmation of the travel agent's airfare quote with air fare cost breakdown, booking conditions, travel dates, airline and date of quote clearly shown.

3.2.3 For every approved ITB travel request, the travel agent shall immediately prepare appropriate schedule and make bookings at the lowest fare available and shall ensure that all travelling staff official has complete travel documents required for the journey before departure. All flights will be economy class. Business class will only be issued in compliance with ITB travel guidelines.

3.2.4 The travel agent shall notify the requesting party of the problem and present alternative routings and quotations for consideration, if the required travel arrangements cannot be confirmed.

3.2.5 The travel agent shall issue accurate tickets and detailed route, showing the status of the airline on all segments of the journey. When required tickets and billing shall be modified and issued to reflect the changes.

3.2.6 The travel agent must have on hand, and be able to apply the following information to ensure efficient and seamless travel:

- Overview of the current air travel market (i.e. airline's new destinations, discount fares, special offers, promotions, etc.)

- Airline's fare and policy changes
- Upcoming strikes and disruptions
- Airport closures, flight cancellation and delays which may affect travel to any particular destination, and
- The business continuity plan for disruptions.

### **3.3. Travel Itineraries**

3.3.1. Once the booking has been confirmed, the travel agent shall provide a travel itinerary (domestic and international) This must be sent to traveler.

3.3.2. The record journey and or proposed route and other matters will be included in the itinerary but not be limited to the following:

- The cost and savings of the ticket
- Departure and arrival time(s) for each segment of the trip;
- Flight number(s) and seat number(s);
- Intermediate stops;
- Confirmed upgrade (if applicable);
- Airport and other taxes;
- Visa obtained or not obtained, and,
- Any other international mandatory requirements.

### **3.4. Accommodation, transportation and conference booking**

3.4.1. The travel agent will arrange for accommodation reservations and transport or car rental service within a car range communicated by ITB or Trust. All information shall be provided within one working day.

3.4.2. The travel agent shall negotiate discounts on standard tariffs including net rates, with at least 3 suppliers to enable maximum savings.

3.4.3. In terms of conference booking and accommodation, reservation must be made with due consideration of proximity.

### **3.5. Conditions of service**

3.5.1. The travel agent shall provide information on inoculation certificate immigration clearance, foreign exchange control regulation and other government restrictions. Also it shall provide assistance in obtaining travel tax exemption certifications, passports, entry visas and permits to the country.

3.5.2. The travel agent shall carry out investigations on any travel complaints from travellers, i.e.

recovery of lost baggage, flight changes etc. The travel agent shall assist with regard to dietary requirements, health issues and disabilities.

3.5.3. This scope of work shall include travel and accommodation for ITB or IT and stakeholders.

3.5.4. The turnaround time for travel request must be 2 hours during working hours and 01 hour afterhours.

### **3.6. Traveller's profile**

3.6.1. The travel agent shall maintain online profiles of travellers, as designated by ITB. Profiles shall include but not be limited to setting the travellers' preference regarding dates, routes, preferred seating, dietary requirements, and assistance.

### **3.7. Agent Administration fees**

3.7.1 The travel agent shall submit a detailed fee per transaction in respect of the following:

3.7.1.1 Domestic and international air travel arrangements,

3.7.1.2 Accommodation arrangements.

3.7.1.3 Conference bookings.

3.7.1.4 Car hire and or shuttle arrangements.

3.7.1.5 24-hour support service requests, and

3.7.1.6 All fees shall be inclusive of VAT and other relevant taxes and charges.

## **4. Provision of resources**

a. The ITB shall provide a travel booker and contact details.

b. The travel agent must provide a consultant for ITB during office hours and for after hours in case of emergency.

## **5. MANDATORY REQUIREMENTS**

Quotation offers that do not comply with the mandatory requirements will not be considered for further evaluation.

## Mandatory Requirements

CRITERIA		YES	NO
1.	Fully Accredited member of the International Air Transport Association (IATA).  A certified copy of a valid certificate must be submitted.		
2.	Fully Accredited member of the Association of South African Travel Agencies (ASATA).  A certified copy of a valid certificate must be submitted.		
3.	Proof of Registration on Central Supplier Database (CSD), not more than two months from the closing date.		
4.	Tax Pin/SARS Letter		
6.	Company Profile (including proof of previous experience of 03 to 05 years with contactable references.		

## 6. DURATION OF CONTRACT

The travel agent contract is for a period of 36 months.

## 7. SUBMISSION

- 7.1. Interested service providers are expected to comply and submit their quotations as required:
- 7.1.1. Quotation documents must be delivered to the **Ingonyama Trust Board, 65 Trelawney Road, Southgate, Pietermaritzburg 3201.**
- 7.1.2. Quotation document must be sealed and endorsed with **Bid No. ITB/10/08/2023: 'Provision of Travel Agent services to Ingonyama Trust Board.**
- 7.1.3. Quotation document must be placed in the Tender Box located in the reception area of the Ingonyama Trust Board's offices by **15h00 on 31 August 2023.**
- 7.1.4. Late submissions will not be considered and faxed or emailed applications will not be accepted

## 8. BRIEFING SESSION

There will be no compulsory briefing session for this quotation.



## 9. ENQUIRIES

All enquiries should be directed to Miss T Khenisa on 060 998 0448 or emailed to [khenisat@ingonyamatrust.org.za](mailto:khenisat@ingonyamatrust.org.za). During office hours from 09h00 to 15h00, Monday to Friday. No query will be attended to, if sent within 3 days from the closing date of this bid.

## 10. ACCOMPANYING DOCUMENTS

10.1 The quotation submission must also be accompanied by the documents attached in these Terms of Reference:

## 11. EVALUATION CRITERIA

**This quotation will be evaluated in three (3) phases as indicated hereunder:**

Phase 1: Testing compliance to the eligibility criteria (mandatory requirements)

Phase 2: Bidders which complied with the mandatory requirements will be evaluated against the technical evaluation criteria as indicated below. The service provider must achieve a **minimum of 60 points** to proceed to the next Phase of the evaluation, quotations that fail to achieve the minimum required points will be disqualified, consequently not be considered for further evaluation.

Phase 3: In this Phase quotations will be evaluated on Price.

It is the responsibility of each bidder to ensure that all applicable taxes are included in the offer. Bidders must ensure that they factor in VAT for offers above R1 million as it is a compulsory requirement of the VAT Administration Act. If an entity is not registered as a VAT vendor, the entity is expected to register for VAT within 21 days of being awarded a contract and produce such proof of registration to the ITB.

As a rule, the ITB is not responsible for making any payments towards VAT on bidders that were awarded contracts without the inclusion thereof at the time of the bid closure.

## 12. TECHNICAL EVALUATION CRITERIA

The Bidder must achieve a minimum of 60 points to be considered for the next Phase of Evaluation. Any service provider that fails to meet the above threshold will be disqualified automatically.

	Criteria	Sub-criteria	Weight of criterion
1	<b>METHODOLOGY:</b> Extent to which the proposal meets the criteria detailed in the scope of work.	Detailed broad methodologies that cover the proposed scope of work including task descriptions and how such tasks will be performed on daily basis. <b>10 points</b> Proposed work schedule/ work plan with clear milestones and timeframes for each task to be completed. <b>10 points</b> Flexibility in customer service in terms of turnaround times with regards to solving problems which may arise during the execution of the contract i.e., contingency. <b>10 points</b>	30
2	<b>Experience of proposed personnel:</b>  Demonstration of sufficient capability with the necessary education, training, technical knowledge, and experience for their assigned functions.	Demonstrate the company ability and experience in executing the required services. The company must have a team of resource with extensive experience in the travel and accommodation services. Attach a curriculum vitae (CV) One (1) Manager and one (1) supervisor which must include clearly reflected experience and number of years managing activities detailed in the scope of work or similar:  Team members who have managed similar projects for more than 5 years. <ul style="list-style-type: none"> <li>• Manager – 15 points</li> <li>• Supervisor – 15 points</li> </ul> Team members who have managed similar projects for 4 to 5 years. <ul style="list-style-type: none"> <li>• Manager – 10 points</li> <li>• Supervisor – 10 points</li> </ul> Team members who have managed similar projects between 1 to 3 years. <ul style="list-style-type: none"> <li>• Manager - 5 points</li> <li>• Supervisor - 5 points</li> </ul>	30

3	<b>Track record and experience of the bidder:</b> Ability to demonstrate successfully and or performed similar work to the terms of reference.	Company experience in travel agency services (three reference letters/ testimonials from clients that the company is managing or managed previously must be attached. The letter must strictly be from the clients and must contain the address of the premises, contact details, and be signed.  NB: The content of the reference letters/testimonials must indicate the type of services rendered, period and value of the project.  More than 5 years' experience – 40 points 4 to 5 years' experience - 30 points 1 to 3 years' experience – 10 points.	40
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Bids must score a minimum of 60 points (60%) in the functionality evaluation in phase 2 to proceed to Phase 3 of the evaluation process. Bidders meeting the minimum functionality passing score will then be scored on their price. The applicant with the highest total number of points will be awarded the contract.

#### 14. REQUEST FOR FURTHER INFORMATION

All enquiries regarding the quotation may be directed to:

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