



ROADS AGENCY
LIMPOPO
TOGETHER FOR BETTER ROADS

REGISTRATION NO. (2001/025832/30)

REQUEST FOR BID SERVICES

BID DETAILS

BID NUMBER: RAL/2024/TRAVEL MANAGEMENT/RFB004

CLOSING **Date:** 08 April 2024
 Time: 11:00

DESCRIPTION: **APPOINTMENT OF A SERVICE PROVIDER TO
PROVIDE TRAVEL MANAGEMENT SERVICES TO
ROADS AGENCY LIMPOPO (SOC) FOR A
PERIOD OF THREE (3) YEARS.**

BRIEFING SESSION: Yes ☐ No ☒
See Section A-1 Paragraph 2 on Bid Submission
Conditions and Instructions that the Bidder needs to
take note of.

DETAILS OF BIDDER

Service provider: _____
CSD number: _____
Bid price: _____
Contact person: _____
Telephone/ Cell number: _____
E-mail address: _____

GLOSSARY

Award	Conclusion of the procurement process and final notification to the effect to the successful bidder
Bid	Written offer in a prescribed or stipulated form in response to an invitation by RAL for the provision of goods, works or services
Contractor	Organisation with whom RAL will conclude a contract and potential service level agreement subsequent to the final award of the contract based on this Request for Bid
Core Team	The core team are those members who fill the non-administrative positions against which the experience will be measured.
dti	Department of Trade and Industry
EME	Exempted Micro Enterprise in terms of the Codes of Good Practice
GCC	General Conditions of Contract
IP	Intellectual Property
NIPP	National Industrial Participation Programme
Original Bid	Original document signed in ink, or Copy of original document signed in ink, or Submitted Facsimile of original document signed in ink
Originally certified	To comply with the principle of originally certified, a document must be both stamped and signed in original ink by a commissioner of oaths.
RAL	Limpopo Province Roads Agency (SOC) Ltd Registration No. 2001/025832/30 – t/a Roads Agency Limpopo
SCM	Supply Chain Management
SLA	Service Level Agreement

DOCUMENTS IN THIS BID DOCUMENT PACK

Bidders are to ensure that they have received all pages **(52)** of this document, which consist of the following sections:

SECTION A

Note: Documents in this section are for information to/instruction of bidders and must be returned with bids.

- ☐ Section A 1: Bid Submission Conditions and Instructions
- ☐ Section A 2: Terms of Reference
- ☐ Section A 3: Evaluation Process/Criteria
- ☐ Section A 4: Contract Form (Rendering of Services) (Parts 1 & 2)/Letter of Acceptance/Formal Contract
(The pro forma contract is only included for Bidders to take note of the contents of the contract that will be entered into with the successful contractor)

SECTION B

Note: Documents in this section must be completed and returned or supplied with bids.

- ☐ Section B 1: Special Conditions of Bid and Contract: Special conditions that the Bidder needs to accept
- ☐ Section B 2: Bidder's Disclosure
- ☐ Section B 3: Preference Points Claim Form in terms of the Preferential Procurement Regulations, 2022
- ☐ Section B 4: Invitation to Bid
- ☐ Section B 5: Pricing Schedule
- ☐ Section B 6: CV Template Guideline/Compulsory CV template

SECTION A

(This section must be returned as part of the bid document)

BID SUBMISSION CONDITIONS AND INSTRUCTIONS

CONDITIONS AND INSTRUCTIONS THAT BIDDERS NEED TO TAKE NOTE OF

1 FRAUD AND CORRUPTION

- 1.1 All providers are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act No 12 of 2004 and any other Act applicable.

2 BRIEFING SESSION

- 2.1 No briefing session will be held.

3 CLARIFICATIONS/ QUERIES

- 3.1 Any clarification required by a Bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the bid, is to be requested in writing (letter, facsimile or e-mail) from dinalamr@ral.co.za by not later than **15:00 on Friday, 29 March 2024**. A reply will be forwarded within two (02) working days. Telephonic requests for clarification will not be accepted. If appropriate, the clarifying information will be made available to all Bidders by e-mail only. The bid number should be mentioned in all correspondence.

4 SUBMITTING BIDS

- 4.1 One (1) original document must be handed in/delivered to:

DEPOSITED IN THE
BID/TENDER BOX
SITUATED AT
(Street address)

Roads Agency Limpopo
RAL Towers
26 Rabe Street
Polokwane

OR

* POSTED TO:

Roads Agency Limpopo
Private Bag X9554
Polokwane
0700

No faxed or e-mailed bids will be accepted.

Bidders should ensure that bids are delivered to RAL before the closing date and time to the correct physical address. If the bid is late, it will not be accepted for consideration.

*** Refer to Paragraph 5 below**

- ☐ Bids can be delivered and deposited into the tender box any time before or on the closing date.
- ☐ All bids must be submitted on the official forms (not to be re-typed).

Section A 1: Bid Submission Conditions and Instructions

4.2 Bids should be submitted in a sealed envelope, marked with:

- ☐ Bid number (RAL/2024/TRAVEL MANAGEMENT/RFB004)
- ☐ Closing date and time (**08 April 2024 @ 11:00**)
- ☐ The name and address of the Bidder.

4.3 Documents submitted on time by bidders shall not be returned.

5 LATE BIDS

5.1 Bids received late shall not be considered. A bid will be considered late if it arrived even one second after 11:00 or any time thereafter. The tender (bid) box shall be closed at exactly 11:00 and bids arriving late will not be considered under any circumstances. Bids received late shall be returned unopened to the bidder. Bidders are therefore strongly advised to ensure that bids be despatched allowing enough time for any unforeseen events that may delay the delivery of the bid.

5.2 The official Telkom time, which can be observed by dialling 1026 from any phone, will be used to verify the exact closing time.

5.3 Bids sent to the RAL via normal post or any other mechanism shall be deemed to be received at the date and time of arrival at the RAL premises (tender/bid box or reception). Bids received at the physical address after the closing date and time of the bid, shall therefore be deemed to be received late.

6 PAYMENTS

6.1 RAL will pay the Contractor the fees set out in the final contract according to the table of deliverables. No additional amounts will be payable by the RAL to the Contractor.

6.1.1 The Contractor shall from time to time during the duration of the contract, invoice RAL for the services rendered.

6.1.2 The invoice must be accompanied by supporting source document(s) containing detailed information, as RAL may reasonably require, for the purposes of establishing the specific nature, extent and quality of the services which were undertaken by the Contractor.

6.1.3 No payment will be made to the Contractor unless an original tax invoice complying with section 20 of the VAT Act No 89 of 1991, as amended, has been submitted to RAL.

6.1.4 Payment shall be made by bank transfer into the Contractor's back account normally 30 days after receipt of an acceptable, original, valid tax invoice. Money will only be transferred into a South African bank account. (Banking details must be submitted as soon as the bid is awarded).

6.2 The Contractor shall be responsible for accounting to the appropriate authorities for its income tax, VAT or other moneys required to be paid in terms of the applicable law.

7 GENERAL CONDITIONS OF CONTRACT

- 7.1 The General Conditions of Contract must be accepted. The GCC can be downloaded from the Treasury Website. Please refer to the link below:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf>

TERMS OF REFERENCE (TOR)

1. INTRODUCTION

Roads Agency Limpopo (RAL) is a statutory body established under its constitutive Act, the Northern Province Roads Agency Proprietary Limited Act and Provincial Roads Act 7 of 1998 and amended by the Northern Province Roads Agency Limited and Provincial Roads Amendment Act 3 of 2001. The Agency is registered under the Companies Act No 71 of 2008. Its registered name is the Roads Agency Limpopo SOC Ltd. RAL has been operational since 1999.

RAL's core functions are the planning, designing, construction, maintenance, and control of the provincial road network.

2. BACKGROUND

Roads Agency Limpopo (SOC) Ltd requires travelling management services when executing its mandate in the Limpopo Province. There is a need to procure this service internally, through an effective and efficient procurement method that will save the Agency more time and money.

It is against this background that RAL request to appoint a competent service provider to render travel management services to the Agency as an when required.

3. THE PURPOSE OF THIS REQUEST FOR PROPOSAL

The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of travel management services to Roads Agency Limpopo (SOC) Ltd through a competitive bidding process.

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the Agency for the provision of travel management services.

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

4. DEFINITIONS

'Accommodation'	means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.
'After-hours service'	refers to an enquiry or travel request that is actioned after normal working hours, i.e., 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.
'Agency'	means Roads Agency Limpopo (SOC) Ltd.

Section A 2: Terms of Reference

‘Air travel’	means 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 travel within the borders of the Republic of South Africa.
‘Entity’	Roads Agency Limpopo (SOC) Ltd: Public Entity that requires the provision of travel management services.
‘Emergency service’	means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.
‘gCommerce’	refers to the Government’s buy-site for transversal contracts.
‘International travel’	refers to travel outside the borders of the Republic of South Africa.
‘Lodge Card’	refers to a credit card which is specifically designed purely for business travel expenditure. There is typically one credit card number which is “lodged” with the TMC at to which all expenditure is charged.
‘Management fee’	refers to a fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets etc).
‘Merchant Fees’	are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.
‘Quality management system’	means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.
‘Regional travel’	means 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, Comoros and Zimbabwe etc.
‘Service Level Agreement’	SLA is a contract between the TMC and Government that defines the level of service expected from the TMC.
‘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’	refers to fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include visa fees and courier fees.
‘Transaction fee’	means the fixed negotiated fee charged for each specific service type e.g. international air ticket, charged per type per transaction per traveller.
‘Traveller’	refers to a Government official, consultant or contractor travelling on official business on behalf of Government.
‘Travel Authorisation’	means the official form utilised by Government reflecting the detail and order number of the trip that is approved by the relevant authorising official.
‘Travel Booker’	refers to the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g. the personal assistant of the traveller.
‘Travel Management company’	refers to the Company contracted to provide travel management services (Travel Agents).
‘Travel Voucher’	means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.
‘Value Added Services’	means 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 Government by a dedicated consultant to ensure a seamless travel experience.

4. SCOPE OF WORK

The successful bidder will be expected to achieve the following:

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

5.1 DELIVERABLES

The successful bidder will be expected to deliver on following outputs and/or deliverables:

5.1.1 Service Requirements

The successful bidder will be required to provide travel management services that include and without limitation, the following:

5.1.1.1 General requirements

- (a) Provide services to all Travellers travelling on behalf of Roads Agency Limpopo, locally, regionally and internationally. This will include employees and contractors, consultants and clients where the agreement is that RAL is responsible for the arrangement and cost of travel.
- (b) Provide travel management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services as stipulated in paragraph 5.1.16.
- (c) Familiarisation with current RAL travel business processes.
- (d) Familiarisation with current travel suppliers and negotiated agreements that are in place between RAL and third parties. Assist with further negotiations for better deals with travel service providers.
- (e) Familiarisation with current RAL's Travel Policy and implementations of controls to ensure compliance.
- (f) Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.
- (g) Provide a facility for RAL to update their travellers' profiles.
- (h) Manage the third-party service providers by addressing service failures and complaints against these service providers.
- (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 service provider to ensure a smooth transition.

5.1.1.2 Reservations

The Travel Management Company will:

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

- (g) Book parking facilities at the airports where required for the duration of the travel.
- (h) Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- (i) Facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- (j) Issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- (k) Advise the Traveller of all visa and inoculation requirements well in advance.
- (l) Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- (m) Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- (n) Facilitate the bookings that are generated through their own- or third-party Online Booking Tool (OBT) where it can be implemented.
- (o) Note that, unless otherwise stated, all cases include domestic, regional, and international travel bookings.
- (p) Visa applications will not be the responsibility of the TMC; however, the relevant information must be supplied to the traveller(s) where visas will be required.
- (q) Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by RAL are **non-commissionable**, where commission are earned for RAL bookings all these commissions should be returned to the Agency on a quarterly basis.
- (r) Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by RAL.
- (s) Timeous submission of proof that services have been satisfactorily delivered (invoices) as per RAL's instructions

5.1.1.3 Air Travel

- (a) The successful bidder must be able to book full-service carriers as well as low-cost carriers.
- (b) Book the most cost-effective airfares possible for domestic travel.
- (c) For international flights, book the airline which provides the most cost effective and practical routings may be used.
- (d) Obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- (e) The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- (f) Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.

- (g) Assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- (h) Responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- (i) Provide proof that bookings were made against the discounted rates on the published fairs where applicable during their report.
- (j) Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- (k) Assist with lounge access if and when required.

5.1.1.4 Visa Applications

- (a) Bidders must familiarise themselves with the visa requirements for officials, diplomatic and personal passports.
- (b) The relevant visa and health information related to the country to be visited not be provided to the traveller.

5.1.1.5 Accommodation and Conference package

- (a) The successful bidder will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- (b) Obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller
- (c) Planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with the Agency's travel policy.
- (d) RAL travellers may only stay at accommodation establishments with which the Agency has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National treasury and/or Limpopo Provincial Treasury.
- (e) Accommodation vouchers must be issued to all RAL travellers for accommodation bookings and must be invoiced to the Agency as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- (f) Provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury during their report period.
- (g) Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

5.1.1.6 Car Rental and Shuttle Services

- (a) The successful bidder will book the approved category vehicle in accordance with the RAL Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- (b) Advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- (c) Ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- (d) For international travel the successful bidder may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
- (e) Book transfers in line with the RAL Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- (f) Manage shuttle companies on behalf of the Agency and ensure compliance with minimum standards. The successful bidder should also assist in negotiating better rates with relevant shuttle companies.
- (g) Provide proof that negotiated rates were booked, where applicable during their report period.

5.1.1.7 After Hours and Emergency Services

- (a) The successful bidder must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- (b) A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour or emergency assistance.
- (c) After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
- (d) A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- (e) Must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

5.1.2 Communication

- (a) The successful bidder may be requested to conduct workshops and training sessions for Travel Bookers of the Agency. On an adhoc basis to update RAL on new travel management trends, bidder's systems and processes etc, at no cost to RAL.
- (b) All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.
- (c) Must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

- (d) Bidders together with RAL, to conduct monthly meetings, quarterly and annual reviews

5.1.3 Financial Management

- (a) The successful bidder must implement the rates negotiated by the Agency with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- (b) Manage the service provider accounts. This will include the timely receipt of invoices to be presented to RAL for payment within the agreed time period.
- (c) Enable savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.
- (d) Offer a 30-day bill-back account facility to RAL should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices the Agency for the services rendered.
- (e) Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- (f) Consolidate Travel Supplier bill-back invoices.
- (g) Consolidate invoices and supporting documentation to be provided to the Agency's Financial Department on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- (h) Ensure Travel Supplier accounts are settled timeously.
- (i) All pre-payments accounts for both domestic and international travel must be kept to date to avoid any inconvenience to RAL travellers being disallowed to check in.
- (j) All costs incurred due to the bidders' errors will be absorbed by the bidder.

5.1.4 Technology, Management Information and Reporting

- (a) The successful bidder must consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- (b) Implement an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
- (d) Ensure that all management information and data input are accurate.
- (e) Provide the Agency with a minimum of three (3) standard monthly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost. The reporting templates can be found on <http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>
- (f) Provide accurate reports as per RAL's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including

Section A 2: Terms of Reference

the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).

- (g) RAL may request the TMC to provide additional management reports.
- (h) Reports must be available in an electronic format e.g., Microsoft Excel.
- (i) Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

- (i) **Travel**

- (a) After hours' Report;
- (b) Compliments and complaints, register;
- (c) Consultant Productivity Report;
- (d) Long term accommodation and car rental;
- (e) Extension of business travel to include leisure;
- (f) Upgrade of class of travel (air, accommodation and ground transportation);
- (g) Bookings outside Travel Policy.
- (h) Cost containment exception reports

- (ii) **Finance**

- (a) Reconciliation of commissions/rebates or any volume driven incentives;
 - (b) Creditor's ageing report;
 - (d) Creditor's summary payments;
 - (e) Daily invoices;
 - (f) Reconciled reports for Travel Lodge card statement;
 - (g) No show report;
 - (h) Cancellation report;
 - (i) Receipt delivery report;
 - (j) Monthly Bank Settlement Plan (BSP) Report;
 - (k) Refund Log;
 - (l) Open voucher report, and
 - (m) Open Age Invoice Analysis.
- (j) Implement all the necessary processes and programs to ensure that all the data is always secure and not accessible by any unauthorised parties.

5.1.5 Account Management

- (a) Ensure that An Account Management structure is in place to respond to the needs and requirements of the Agency and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- (b) Appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the Agency's account.
- (c) Implement the necessary processes to ensure good quality management and always ensuring Traveller satisfaction.
- (d) Implement a complaint handling procedure to manage and record the compliments and complaints of the TMC and other travel service providers.
- (e) Ensure that the RAL's Travel Policy is enforced.
- (f) The Service Level Agreement (SLA) must be managed, and customer satisfaction surveys conducted to measure the performance of the TMC.
- (g) Ensure that workshops/training is provided to Travellers and/or Travel Bookers
- (h) During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

5.1.6 Value Added Services

The successful bidder must provide the following value-added services:

- (a) Destination information for regional and international destinations:
 - i. Health warnings;
 - ii. Weather forecasts;
 - iii. Places of interest;
 - iv. Visa information;
 - v. Travel alerts;
 - vi. Location of hotels and restaurants;
 - vii. Information including the cost of public transport;
 - viii. Rules and procedures of the airports;
 - ix. Business etiquette specific to the country;
 - x. Airline baggage policy; and
 - xi. Supplier updates
- (b) Electronic voucher retrieval via web and smart phones;
- (c) SMS notifications for travel confirmations;
- (d) Travel audits;
- (e) Global Travel Risk Management;
- (f) VIP services for Executives that include but is not limited to check-in support.

5.1.7 Cost Management

- (a) The successful bidder must adhere to cost containment measures as per RAL's Travel Policy and National Treasury regulations.
- (b) Advise on the most cost-effective option at all times, and costs should be within the framework of the National Treasury's cost containment instructions.
- (c) Provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.
- (d) Have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with RAL's Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

5.1.8 Quarterly and Annual Travel Reviews

- (a) Present quarterly reviews on all RAL travel activity in the previous three-month period. These reviews are comprehensive and presented to the Agency's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- (b) Present Annual Reviews to RAL's Senior Executives.

5.1.9 Office Management

- (a) To ensure continual delivery of high-quality service, the successful bidder must provide RAL with highly skilled and qualified human resources of the following roles but not limited to: Minimum personnel from the bidder to RAL account as follows:
 - i. 1 x Head of operations - to handle all escalations relating to SARS accounts.
 - ii. 1 x Account manager - to provide overall oversight on the RAL account and all RAL requirements.
 - iii. 1 x Operations manager – to manager day to day operations of all travel services.
 - iv. 1 x Senior Consultants – to process completed RAL travel requests.
 - v. Intermediate Consultants
 - vi. 2 x Junior Consultants – to process RAL travel requests admin back-office staff.
 - vii. Travel Manager (Operational)
 - viii. Finance Manager / Branch Accountant
 - ix. Admin Back Office (Creditors / Debtors/Finance Processors Senior Consultants

5.1.10 RAL Travel Volume

The current RAL total volumes per annum includes air travel, accommodation, car hire, forex, conference, shuttle services etc. The table below details the number of transactions for the FY 2022/2023 financial year as follows:

Service Category	Estimated Number of Transactions per annum	Estimated Expenditure per annum
Air travel – Domestic	78 trips	339 459
Air Travel – International	00 trips	
Car Rental – Domestic	13	57 041
Car Rental - International	00 trips	
Shuttle Services - Domestic	20 trips	80 000
Accommodation - Domestic	189 bookings	759 363
Accommodation - International	00 trips	
Transfers - Domestic	11	32 110
Transfers - International	00 trips	
Bus/Coach bookings	00 trips	
Conferences/Events	37 events	1 133 611
After Hours	00	
Parking	00	
Insurance	00	
Forex	00	
GRAND TOTAL	348	2 401 584

5.1.11 LEGISLATIVE FRAMEWORK OF THE BID

5.1.11.1 Tax Legislation

- 1.1. Bidder(s) must be compliant when submitting a proposal to RAL and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- 1.2. It is a condition of this bid that the tax matters of the successful bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 1.3. The Tax Compliance status requirements are also applicable to foreign bidders/ individuals who wish to submit bids.
- 1.4. It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.

5.1.11.2 Technical Legislation and/or Standards

- 2.1 Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services especially the Cost Containment measures on Travel and Subsistence issued by National Treasury and as amended.

6. COMPLIANCE

6.1 Administrative Requirements

The following administrative requirements will be considered. The information contained in the Table below is administrative requirements and will be used in assessing the responsiveness of bidders.

#	Description	Minimum Proof required	Tick	
			Yes	No
1.	Fully completed special conditions of contract and quotation	Completed, signed and submitted		
2.	SBD 1	Completed, signed and submitted		
3.	SBD 4	Completed, signed and submitted		
4.	SBD 6.1	Completed, signed and submitted (non-submission will lead to a zero allocation of points in specific goals.		
5.	Proof of JV or partnership or Consortia or sub-contractors' agreements (if applicable)	Signed agreement		
6.	Proof of Authority to sign (submit Letter / Board Resolution) company or JV agreement	Signed Letter/Board resolution		
7.	Valid COIDA certificate (letter of good standing)	Valid COIDA certificate		

6.2. Mandatory requirements

The following mandatory requirements to be considered. Failure to adhere will lead to automatic disqualification.

#	Description	Minimum Proof required	Tick	
			Yes	No
1.	Proof of the bidder's accreditation with Association of South African Travel Agencies (ASATA)	Certified copy of the valid licence / certificate		
2.	Proof of bidders' accreditation with International Air Transport Association (IATA)	Certified copy of the valid licence / certificate		
3.	Proof of Agreement (where a bidding company is using a 3 rd party IATA licence)	Letter of arrangement to use the IATA license signed by		

		both parties and a certified copy of third party's IATA certificate Letter of confirmation from third party / certified copy of third party's IATA certificate		
4.	Pricing Schedule	Completed, signed and submitted.		

NB: ALL CERTIFIED COPIES MUST NOT BE OLDER THAN SIX MONTHS.

7. PRICING SCHEDULE

The service provider will be required to provide a detailed cost-breakdown of the project. The proposed pricing model for this tender is **Transaction Fee Model for OFF-SITE Service**. The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers (**see annexure A**) All prices charged must be inclusive of business overheads and VAT. NB: Successful bidders who are not registered for VAT at the time of bidding must register, as required by law, immediately after the award.

8. GENERAL CONDITIONS OF CONTRACT

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

- (a) The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which RAL is prepared to enter into a contract with the successful Bidder(s).
- (b) The bidder submitting the General Conditions of Contract to RAL together with its bid, duly signed by an authorised representative of the bidder.

9. CONTRACT PRICE ADJUSTMENT

- (a) Contract price adjustments will be done annually on the anniversary of the contract start date. The price adjustment will be based on the Consumer Price Index (CPI).

10. SERVICE LEVEL AGREEMENT

- (a) Upon award RAL and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by the Agency, more or less in the format of the draft Service Level Indicators included in this bid pack.
- (b) RAL reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto.

- (c) RAL 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 the Agency or pose a risk to the organisation.
- (d) Post tender award – ensure that within 2 weeks from the date of award, the bidder is operational and ready to render the services.

11. SPECIAL CONDITIONS OF THIS BID

Roads Agency Limpopo reserves the right:

- (a) To award this tender to a bidder that did not score the highest total number of points, only in accordance with section 2(1)(f) of the PPPFA (Act 5 of 2000)
- (b) To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- (d) To accept part of a tender rather than the whole tender.
- (e) To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s).
- (f) To ensure that the quality of the services and/or venue provided is of a higher level that meet safety, health and hygiene standards.
- (g) To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.
- (h) To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.
- (i) Award to multiple bidders based either on size or geographic considerations.

12. CONFLICT OF INTEREST, CORRUPTION AND FRAUD

12.1 RAL reserves the right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of [Institution name] or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")

- (a) Engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- (b) Seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation

to procurement or services provided or to be provided to a Government Entity;

- (c) Makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of RAL's officers, directors, employees, advisors or other representatives;
- (d) Makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- (e) 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;
- (f) Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- (g) Has in the past engaged in any matter referred to above; or
- (h) Has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

13. PREPARATION COSTS

The Bidder will bear all its costs in preparing, submitting, and presenting any response or Tender 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 RAL, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

14. INDEMNITY

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

15. PRECEDENCE

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

16. LIMITATION OF LIABILITY

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

17. TAX COMPLIANCE

No tender shall be awarded to a bidder who is not tax compliant. RAL 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 the Agency, or whose verification against the Central Supplier Database (CSD) proves non-compliant. RAL 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.

18. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

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

19. KEY ASPECTS OF THE BID PROPOSAL AND INSTRUCTIONS

Bidders must take note of the following fundamental aspects before submission of their bid proposals:

- (a) The successful bidder will be bound by Government Procurement: Special Conditions of Contract (SCC), which will form part of the signed contract with the successful bidder. However, RAL reserves the right to include or waive any condition in the signed contract.
- (b) The signed contract, which is inclusive of the GCC, SCC and Technical specification shall be signed within seven (7) days after the acceptance of award of the bid. SLA which is regarded as a performance agreement by the Roads Agency Limpopo shall be negotiated with the end-user and signed off 30 days after signing of the contract with the Accounting Officer.
- (c) RAL reserves the right to –

- (i) Negotiate the conditions, or
 - (ii) Automatically disqualify a bidder for not accepting these conditions
- (d) In the event that the bidder qualifies the proposal with own conditions and does not specifically withdraw such own conditions when requested upon to do so; RAL shall disqualify the bid.
- (e) Bidders must submit their bids on the stipulated closing date and time. Late bids will not be accepted.
- (f) In order to evaluate and adjudicate bid effectively, it is imperative that bidders submit responsive bids. To ensure a responsive bid it is imperative to comply with all conditions pertaining to terms of reference.
- (g) The bid document must be completed with indelible ink and alterations/corrections must be signed (No correction fluid/eraser allowed).
- (h) Each bidder must attach all applicable documents in support of its bid in accordance with the requirements set out in this bid as well as any other relevant materials, photographs and/or attachments.
- (i) The department reserves the right to verify any information supplied by the bidder and should the information be found to be false or incorrect, the department will disqualify the bid and may further exercise any of the remedies available to it.
- (j) Each bid, once submitted, constitutes a binding and irrevocable offer to provide the services on the terms set out in the bid, which offer cannot be amended after its date of submission except for arithmetic errors.
- (k) The department reserves the right to invite any bidder for a formal presentation during the evaluation. A bidder should be prepared to do so at a venue that is convenient to the Agency. All costs involved in the presentation or demonstration shall be borne by the bidder.
- (l) The department may, for any reason and at any time during the selection process, request any bidder to supply further information and/or documentation.
- (m) Bid document and required supporting documents must be chronologically indexed with contents list.

20. BID AWARD AND CONTRACT CONDITIONS

- (a) Bidders must submit their bid in line with the bid specification. Failure to comply shall invalidate the bid.
- (b) Bidders shall be notified about the decision of the Agency by means of publication in the Provincial Tender Bulletin, RAL website and E-tender portal

21. THE BID ALLOCATION STRATEGY

The department reserves the right to award the bid to one or more service providers, wholly or in part or not to award in the following manner:

- (a) The bid shall be allocated based on scoring ranking of price and specific goals.
- (b) The price of the winning bidder shall be utilized to pass the bid from winning bidder to acceptable bids in terms of price and specific goals ranking (on a sliding scale).

22. RISK MANAGEMENT ON PRICING AND AWARDING

- (a) The Agency shall conduct market research to determine if preferred bidder did not underquote or overcharge their offer.
- (b) Overcharged prices by the preferred bidder shall be subjected to price negotiation or a price offer by the department (as a process to kickstart the negotiation).
- (c) Underquoted prices shall be subjected to price justification (preferred bidder shall be required to justify their price failure which will render their bid unacceptable/disqualified).
- (d) All prices charged must be inclusive of business overheads, applicable taxes, and VAT. NB: Successful bidders who are not registered for VAT at the time of bidding must register as required by law within 30 days after award.
- (e) Bidders must quote for all items under this bid and those who do not quote for all items shall be unaccepted/disqualified.
- (f) Arithmetic errors on the provided locked Excel pricing schedule will be rectified on the following basis:
 - (i) If there is a discrepancy between the unit price and the total price that is obtained by multiplying and/or adding the unit price and quantity, the unit price shall prevail. If the bidder does not accept the correction of errors, its bid shall be disqualified.
 - (ii) Bids that fail to conform to the conditions as set out under this pricing structure and schedule shall be disqualified.
 - (iii) Bidders to take note that the bid shall be valid for the period of 120 days and the validity period may be extended if necessary.

ALL BIDDERS MUST TAKE NOTE OF THE EVALUATION PROCESS THAT WILL BE FOLLOWED

1 EVALUATION PROCESS

1.1 COMPLIANCE WITH MINIMUM REQUIREMENTS

1.1.1 Evaluation criteria is based on **Compliance, Functionality, Price, and Specific goals**. Non submission and fully completion of the mandatory requirements will render proposals non- responsive and will be eliminated from further consideration.

1.1.1.1 Administrative compliance

- Special conditions of contract and bid
- SBD 1
- SBD 4
- SBD 6.1
- Proof of JV or partnership agreements (if applicable)
- Proof of Authority to sign (submit letter/Board Resolution)
- Valid COIDA certificate (letter of good standing)

1.1.1.2 Mandatory Requirements

- Proof of company's membership of Association of Southern African Travel Agents (ASATA)
- Proof of bidders' accreditation with International Air Transport Association (IATA)
- Proof of Agreement (where a bidding company is using a 3rd party IATA licence)
- Pricing Schedule

1.2 DETERMINATION OF SCORE FOR FUNCTIONALITY

1.2.1 The evaluation criteria and weights for functionality as indicated in the table in below, will apply.

FUNCTIONAL CRITERIA	MAXIMUM TO BE AWARDED
<u>Company Experience</u> The experience of the bidder in the provision of Travel Management services. Points are awarded based on the number of reference letters submitted confirming completion of the projects by the bidder. (Signed reference letters on client's letterhead must be attached with valid contactable references). RAL reserves the right to verify reference letters. • No reference = 0 points • 1 – 2 references = 5 points • 3 – 5 references = 15 points • 6 – 8 references = 20 points • 9 and above references = 35 points	35

FUNCTIONAL CRITERIA	MAXIMUM TO BE AWARDED
<u>Required Capacity</u> Points are awarded based on the experience and certified relevant qualifications of the project team leader. CV, certified copies of ID and qualifications <u>must</u> be attached.	
<u>Project leader: Qualifications</u> - No qualifications = 0 points - National Diploma/Degree in Tourism / Hospitality management = 10 points - Post-Graduate/Honour's degree and above in Tourism Management / Hospitality Management = 20 points	20
<u>Project leader: Experience</u> - Less than 3 years = 0 points 3 – 5 years = 15 points - More than 5 years = 25 points	25
<u>Company Financial Ability</u> Points are awarded based on submitted rating letter from the bank indicating bank rating (RAL reserves the right to verify) Bank rating E downwards = 0 points Bank rating D = 5 points Bank rating C = 10 points Bank rating B = 15 points Bank rating A = 20 points	20
TOTAL	100

1.2.2 The score for functionality shall be calculated as follows:

- ☐ Each panel member shall award values for each individual criterion on a score sheet. The value scored for each criterion shall be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for the various criteria. These marks should be added to obtain the total score for functionality.
- ☐ The score of each panel member shall be added together and divided by the number of panel members to establish the average score obtained by each individual respondent for functionality.

1.2.3 A bidder will be disqualified if the combined score for functionality fails to meet the minimum threshold for functionality as per paragraph 1.5.1.

1.3 ELIMINATION OF PROPOSALS ON GROUNDS OF FUNCTIONALITY

1.3.1 Bids that score less than **70 points** for functionality will be eliminated from further consideration. Marks will therefore not be awarded for their cost proposals or for preference.

1.4 PRICE AND SPECIAL GOALS STATUS LEVEL POINTS

- 1.4.1 All remaining bids will be evaluated as follows:
- 1.4.2 The **80/20** preference point system will be applied. Points for price and Special Goals will be awarded in accordance with the stipulations in the Preference Point Claim Form in terms of the Preferential Procurement Regulations, 2022.
- 1.4.3 If appropriate, implied contract price adjustments will be made to the cost proposals of all remaining bids.
- 1.4.4 The point scored for the special goals status level for each acceptable bid will now be added to the price point.
- 1.4.5 The Evaluation Committee may recommend that the contract be awarded to the bidder obtaining the highest aggregate mark as determined by **1.4.4** or to a lower scoring bid on justifiable grounds.

1.5 ADJUDICATION OF BID

- 1.5.1 The relevant award structure will consider the recommendations and make the final award. The successful bidder will usually be the service provider scoring the highest number of points or it may be a lower scoring bid on justifiable grounds or no award at all.

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/we hereby undertake to render services described in the attached bidding documents to RAL in accordance with the requirements and task directives/proposals specifications stipulated in Bid Number at the price/s quoted. My/our offer/s remain binding upon me/us 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:
 - 2.1 Bidding documents, viz
 - ☐ Invitation to bid
 - ☐ Pricing schedule(s)
 - ☐ Filled in terms of reference/task directive/proposal
 - ☐ Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2022;
 - ☐ Bidders' Disclosure
 - ☐ Special Conditions of Contract
 - 2.2 General Conditions of Contract
 - 2.3 Other (specify)
3. I/we confirm that I/we have satisfied myself as to the correctness and validity of my/our 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/we accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me/us under this agreement as the principal liable for the due fulfilment of this contract.
5. I/we declare that I/we 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 number dated for the rendering of services indicated hereunder and/or further specified in the annexures.

1. An official order indicating service delivery instructions is forthcoming.

2. 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 (VAT INCL)	COMPLETION DATE	SPECIAL GOALS STATUS LEVEL OF CONTRIBUTION

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

SIGNED AT ON

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1

2

DATE:

SECTION B

This section must be completed and returned or supplied with bids as prescribed.

SPECIAL CONDITIONS OF BID AND CONTRACT

Return as Part 1

	SPECIAL CONDITIONS
1	GENERAL
1.1	The Bidder must clearly state if a deviation from these special conditions are offered and the reason therefor. If an explanatory note is provided, the paragraph reference must be indicated in a supporting appendix to the application submission.
1.2	Should Bidders fail to indicate agreement/compliance or otherwise, the RAL will assume that the Bidder is in compliance or agreement with the statement(s) as specified in this bid.
1.3	Bids not completed in this manner may be considered incomplete and rejected.
1.4	RAL shall not be liable for any expense incurred by the Bidder in the preparation and submission of a bid.
2	CANCELLATION OF PROCUREMENT PROCESS
2.1	This procurement process can be postponed or cancelled at any stage at the sole discretion of RAL provided that such cancellation or postponement takes place prior to entering into a contract with a specific service provider to which the bid relates.
3	BID SUBMISSION CONDITIONS, INSTRUCTION AND EVALUATION PROCESS/CRITERIA
3.1	Bid submission conditions and instructions as well as the evaluation process/criteria have been noted.
4	NEGOTIATION AND CONTRACTING
4.1	RAL have the right to enter into negotiation with one or more Bidders regarding any terms and conditions, including price(s), of a proposed contract.
4.2	Under no circumstances will negotiation with any Bidders, including preferred Bidders, constitute an award ¹ or promise/ undertaking to award the contract.
4.3	RAL shall not be obliged to accept the lowest or any bid, offer or proposal.
4.4	A contract will only be deemed to be concluded when reduced to writing in a formal contract and Service Level Agreement (if applicable) signed by the designated responsible person of both parties. The designated responsible person of RAL is the CEO.
4.5	RAL also reserves the right to enter into one contract with a Bidder for all required functions or into more than one contract with different Bidders for different functions.
5	ACCESS TO INFORMATION

¹ See GLOSSARY.

Section B 1: Special Conditions of bid and Contract

5.1	All bidders will be informed of the status of their bid once the procurement process has been completed.
5.2	Requests for information regarding the bid process will be dealt with in line with the RAL SCM Policy and relevant legislation.
6	REASONS FOR REJECTION
6.1	RAL shall reject a proposal for the award of a contract if the recommended Bidder has committed a proven corrupt or fraudulent act in competing for the particular contract.
6.2	The RAL may disregard the quote of any bidder if that bidder, or any of its directors: ☐ Have abused the SCM system of the RAL. ☐ Have committed proven fraud or any other improper conduct in relation to such system. ☐ Have failed to perform on any previous contract and the proof exists. Such actions shall be communicated to the National Treasury.
7	GENERAL CONDITIONS OF CONTRACT
7.1	The General Conditions of Contract must be accepted.
8	ADDITIONAL INFORMATION REQUIREMENTS
8.1	During evaluation of the bids, additional information may be requested in writing from Bidders. Replies to such request must be submitted, within 5 (five) working days or as otherwise indicated. Failure to comply, may lead to your bid being disregarded.
8.2	No additional information will be accepted from any individual Bidder without such information having been requested
9	CONFIDENTIALITY
9.1	The bid and all information in connection therewith shall be held in strict confidence by Bidders and usage of such information shall be limited to the preparation of the bid. Bidders shall undertake to limit the number of copies of this document.
10	INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT
10.1	Copyright of all documentation relating to this contract belongs to the client. The successful Bidder may not disclose any information, documentation or products to other clients without the written approval of the accounting authority or the delegate.
10.2	This paragraph shall survive termination of this contract.
11	NON-COMPLIANCE WITH DELIVERY TERMS
11.1	As soon as it becomes known to the contractor that he/she will not be able to deliver the services within the delivery period and/or against the quoted price and/or as specified, RAL must be given immediate written notice to this effect. RAL reserves the right to implement remedies as provided for in the GCC.
12	WARRANTS

Section B 1: Special Conditions of bid and Contract

12.1	The Contractor warrants that it is able to conclude this Agreement to the satisfaction of RAL.
12.2	Although the contractor will be entitled to provide services to persons other than RAL, the contractor shall not without the prior written consent of RAL, be involved in any manner whatsoever, directly or indirectly, in any business or venture which competes or conflicts with the obligations of the contractor to provide Services.
13	PARTIES NOT AFFECTED BY WAIVER OR BREACHES
13.1	The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this contract by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and conditions hereof.
13.2	No favour, delay, relaxation or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this contract shall operate as a waiver of such power or right nor shall any single or partial exercise of any such power or right under this agreement.
14	RETENTION
14.1	On termination of this agreement, the contractor shall, on demand hand over all documentation provided as part of the project and all deliverables, etc., without the right of retention, to RAL.
14.2	No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force and effect unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.
15	FORMAT OF BIDS
15.1	Bidders must complete all the necessary bid documents and undertakings required in this bid document. Bidders are advised that their proposal should be concise, written in plain English and simply presented.
15.2	Bidders are to set out their proposal in the format prescribed hereunder. This means that the proposal must be structured in the parts noted below. <u>Information not submitted in the relevant part, may not be considered for evaluation purposes.</u>
15.3	Part 1: Special Conditions of Bid and Contract
15.3.1	Bidders must sign the last page and return the Special Conditions of bid and Contract (Section B-1). Bids submitted without a completed Special Conditions of Bid form will be deemed to be non-responsive.
15.3.2	A recommended bidder must be CSD complaint at the time of appointment. Recommended who is not CSD compliant must be notified in writing to comply within seven (7) working days.

Section B 1: Special Conditions of bid and Contract

15.4	Part 2: Bidder's Disclosure
15.4.1	Each party to the bid must complete and return the "Bidder's Disclosure" (Section B-2). Bids submitted without a complete and signed Bidder's Disclosure will be deemed to be non-responsive.
15.5	Part 3: Preference Points Claim Form in terms of the Preferential Procurement Regulations 2022
15.5.1	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 . 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.
15.6	Part 4: Invitation to Bid
15.6.1	Bidders must complete, sign and return the full "Invitation to Bid" (Section B-4) document. Bids submitted without a completed and signed Invitation to Bid will be deemed to be non-responsive.
15.7	Part 5: Pricing Schedule
15.7.1	Any budget amount that may be indicated in this document shall be deemed to be a guide only and Bidders are expected to submit a costing that is fair and reasonable.
15.7.2	All costs related to this assignment are to be allowed for in the pricing schedule and in the formats prescribed and must be returned as part of the submission (Section B-5). Bids submitted without a price or with an incomplete price, will be deemed to be non-responsive.
15.7.3	Rates for the first year of the contract must be firm and must be indicated in the formats prescribed. <u>All normal operating costs and out of pocket expenses such as photocopies, telephone calls, printing, travel, etc. must be covered in the rates quoted.</u>
15.7.4	A pricing schedule with one of the specified elements (fees and reimbursable costs) omitted from the costing, may be considered non-responsive.
15.7.5	Note 1: The cost of travel and accommodation for persons who are not part of the prospective contractor's team should not be included. These costs will be borne by the Client.
	Note 2: No handling fee on disbursements will be considered
	☐ VAT: Value Added Tax must be included and shown separately.
15.8	Part 6
15.8.1	In this part that must be returned as part of the submission, Bidders must provide

Section B 1: Special Conditions of bid and Contract

	details of the team named in the previous part.
15.8.1	In this part that must be returned as part of the submission, Bidders must provide details of the team named in the previous part.
15.8.2	For each team member there must be:
	☐ A complete curriculum vitae confirming suitability for the position. A format is provided as a guideline only for the compilation of the CVs.
15.9	Part 7: Experience in this field
15.9.1	Bidders should provide in this part, and return as part the submission, at least the following information. ☐ Details of contracts for similar work. ☐ Contact details of a maximum of 1 organisation for which work was done.

I/we herewith accept all the above-mentioned special conditions of the bid. If I/we do consider a deviation therefrom, I have noted those as per the instruction in paragraph 1 (General) above.

Name of applicant: _____

Signature of applicant: _____

Date: _____

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 interest² in the enterprise, employed by the state?

YES/NO

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

Full Name	Identity Number	Name of institution	State

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

- 2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

YES/NO

- 2.3.1 If so, furnish particulars:

.....

3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

³ 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.

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

.....

SBD 6.1

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 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:

- (c) Price; and
- (d) Specific Goals.

1.4 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) **“highest acceptable tender”** means a tender that complies with all specifications and conditions of tender and that has the highest price compared to other tenders;
- (b) **“lowest acceptable tenders”** means a tender that complies with all the specifications and conditions of tender that has lowest price compared to other tenders;
- (c) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (d) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (e) **“specific goals”** means specific goals as contemplated in section 2(1)(d) of the Act which may include contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability including the implementation of programmes of the Reconstruction and Development Programme as published in *Government Gazette* No. 16085 dated 23 November 1994;
- (f) **“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;
- (g) **“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
- (h) **“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:

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

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:

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

Where

P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = 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 2022, preference points must be awarded for specific goals stated in the 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,

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

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 (80/20 system)	Number of points claimed (80/20 system)	Required documents as a means of verification
Enterprises with ownership of 51% or more by person/s who are black person/s	5		- ID copies of company director/s - CSD report
Enterprises with ownership of 51% or more by person/s who are women	5		- ID copies of company director/s - CSD report
Enterprises with ownership of 51% or more by person/s who are youth	4		- ID copies of company director/s - CSD report
Enterprises with ownership of 51% or more by person/s with disability	3		- Medical certificate - CSD report
Enterprises located in Limpopo Province	3		Proof of residence of where the enterprise is located (municipal letter/bill in business name /Permission to occupy (PTO) from local authority)
Total points for specific goals	20		

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,

Section B 3: Preference Points Claim Form to the Preferential Procurement Regulations 2022

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 4.1, the contractor is 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:

.....
.....
.....

SBD 1

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	RAL/2024/TRAVEL MANAGEMENT/RFB004		CLOSING DATE:08 APRIL 2024	CLOSING TIME:	11:00
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE TRAVEL MANAGEMENT SERVICES TO ROADS AGENCY LIMPOPO (SOC) LTD FOR A PERIOD OF THREE (3) YEARS.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
ROADS AGENCY LIMPOPO					
RAL TOWERS					
26 RABE STREET					
POLOKWANE 0700					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	DINALA MATSOBANE		CONTACT PERSON	MAKUNGO RABELANI	
TELEPHONE NUMBER	015 284 4600		TELEPHONE NUMBER	015 284 4600	
FACSIMILE NUMBER	015 291 2433		FACSIMILE NUMBER	015 291 2433	
E-MAIL ADDRESS	dinalamr@ral.co.za		E-MAIL ADDRESS	makungor@ral.co.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
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
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.					

SBD1

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, 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:

PRICING SCHEDULE

NAME OF Bidder:	
OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID	

Bidders are to complete and insert rates/prices for all the listed below: Note that failure to provide costs as per attached pricing schedule will result in the bid being disqualified.

ANNEXURE A			
PRICING SUBMISSION			
RFB NO:		RAL/2024/TRAVEL MANAGEMENT/RFB004	
RFB NAME:		THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO ROADS AGENCY LIMPOPO (SOC) LTD FOR A PERIOD OF THREE (3) YEARS	
BIDDER NAME			

1.1 TRANSACTION FEES					
			TRADITIONAL BOOKINGS		
ITEM	Transaction Type	Estimated Volume	Unit Price (excl VAT)	Unit Price (incl VAT)	TOTAL Price (incl VAT)
1	Air Travel – International	1	R -	R -	R -
2	Air Travel – Regional	1	R -	R -	R -
3	Air Travel – Domestic	1	R -	R -	R -
4	Air Travel – International (Re-issue)	1	R -	R -	R -
5	Air Travel – Regional (Re-issue)	1	R -	R -	R -
6	Air Travel – Domestic (Re-issue)	1	R -	R -	R -
7	Refunds – Air Domestic	1	R -	R -	R -
8	Refunds – Air Regional	1	R -	R -	R -
9	Refunds – Air International	1	R -	R -	R -
10	Car Rental – Domestic	1	R -	R -	R -
11	Car Rental – Regional	1	R -	R -	R -
12	Car Rental – International	1	R -	R -	R -
13	Transfers/Shuttle – Domestic	1	R -	R -	R -

14	Transfers/Shuttle – Regional	1	R -	R -	R -
15	Transfers/Shuttle – International	1	R -	R -	R -
16	Accommodation – Domestic	1	R -	R -	R -
17	Accommodation – Regional	1	R -	R -	R -
18	Accommodation – International	1	R -	R -	R -
19	Bus/Coach Bookings	1	R -	R -	R -
20	Train bookings – International	1	R -	R -	R -
21	Visa Assistance (Provision of documents and advice)	1	R -	R -	R -
22	Courier services for travel documentation (visa & passports)	1	R -	R -	R -
23	SMS Notifications	1	R -	R -	R -
24	Parking bookings	1	R -	R -	R -
25	Cancellations	1	R -	R -	R -
26	Changes to bookings	1	R -	R -	R -
27	After Hours Services	1	R -	R -	R -

28	Additional Ad-hoc Reports (per report)	1	R -	R -	R -
29	Customised Reports (per report)	1	R -	R -	R -
30	Travel Lodge card Reconciliation	1	R -	R -	R -
31	Debtors Account Reconciliation	1	R -	R -	R -
Total		31	R -	R -	R -
Percentage for Traditional Booking			Percentage Traditional	100,00%	0
PRICE THAT WILL BE USED FOR EVALUATION PURPOSES				R -	
1.2 CONFERENCE TRANSACTION FEE					
Item	Description	Percentage Fee	Comment		
1	Conference Transaction Fee (as a % of the Total turnover of the event)				

CV TEMPLATE GUIDELINE/COMPULSORY CV TEMPLATE

Proposed role in the project:

1. Family name
2. First name:
3. Date of birth:
4. Nationality
5. Education

Institution (Date from - Date to)	Degree(s) or Diploma(s) obtained

6. Membership of professional bodies
7. Other skills (e.g. computer literacy, etc.)
8. Present position:
9. Years within the organisation:
10. Key qualifications (relevant to the project)
11. Professional experience

Date (From – To) (mm/yy)	
Organisation	
Location	
Position	
Description of duties	

Date (From – To) (mm/yy)	
Organisation	
Location	
Position	
Description of duties	

12. Other relevant information
(e.g. Publications)
13. References