

PART A INVITATION TO BID

ECBD 1

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE EASTERN CAPE PROVINCIAL TREASURY					
BID NUMBER:	SCMU12-24/25-0008	CLOSING DATE:	13 JANUARY 2025	CLOSING TIME:	11h00
DESCRIPTION	APPOINTMENT OF A COMPETENT SERVICE PROVIDER TO FACILITATE TRAVEL MANAGEMENT SERVICES (FULL ONLINE BOOKING SYSTEM) FOR THE EASTERN CAPE PROVINCIAL TREASURY (ECPT) FOR THE PERIOD OF THIRTY-SIX (36) MONTHS				
BID RESPONSE DOCUMENTS MUST BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
EASTERN CAPE PROVINCIAL TREASURY					
SUPPLY CHAIN MANAGEMENT UNIT					
SHOP, NO.7 CORNER PHALO & INDEPENDENCE AVENUE					
TYAMZASHE BUILDING, BHISHO, 5605					
BIDDING PROCEDURE ENQUIRIES MUST BE DIRECTED TO			TECHNICAL ENQUIRIES MUST BE DIRECTED TO:		
CONTACT PERSON	Phumla Ndalenl		CONTACT PERSON	Mzuvukile Mququ	
TELEPHONE NUMBER	083 737 8622		TELEPHONE NUMBER	073 381 0599	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	Phumla.ndaleni@ectreasury.gov.za		E-MAIL ADDRESS	Mzuvukile.mququ@ectreasury.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER 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.					

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 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:

.....

**COMPLIANCE CHECKLIST TO BE COMPLETED BY THE BIDDER AS PROOF OF
SUBMISSION OF DOCUMENTS INDICATED BELOW**

NAME OF DEPARTMENT: _____

BID NUMBER: _____

BID DESCRIPTION: _____

Item No	Item Description	Checked by Bidder- (✓)	Verified by Department -(✓)	Bidder to indicate yes or no- where applicable	Bidder's Page Numbers- if applicable
1.	ECBD 1-Invitation to Bid				
2.	Copy of Central Supplier Database (CSD)				
3.	ECBD 3.1 – Pricing Schedule				
4.	ECBD 4- Bidder's Disclosure				
5.	ECBD 6.1- Preference Point Claim				
6.	General Conditions of Contract				
7.	Special Conditions of Contract including Annexures, if applicable				
8.	Terms of Reference/Specification				
9.	Bidder's proposal				
10.	Director/s:Gender (F-female or M-male)				
11.	Youth (Y=yes or N=no)				
12.	Disability (Y=yes or no)				
13.	Certified Copies of Identity Document (I.D's) for Directors.				

1. GENERAL CONDITIONS OF CONTRACT

The General Conditions of Contract for Supply Chain Management shall apply to this contract. These general conditions shall be read in conjunction with the amendments and additions set out in the special conditions of contract.

2. BID FORM

All bids shall be made on the bid forms incorporated in this document.

3. EVIDENCE OF EXPERIENCE OF BIDDERS

Bidders shall give satisfactory evidence of actual experience in the class of work being bid for, incorporating the following details:

Employer for whom the work was performed;

Nature of work;

Value of work;

Year completed.

Failure to complete this statement may prejudice the bid as being submitted by an inexperienced Bidder and it may be rejected for such reason.

4. COMPLETION OF BIDS

THE BIDDER SHALL COMPLETE ALL FORMS IN BLACK INK.

Mistakes made by the Bidder in the completion of the forms shall not be erased. A line shall be drawn through the incorrect entry and the correct entry shall be written above and the correction initialled by the Bidder. Failure to observe this rule may lead to the bid being disqualified. Bids shall be ineligible for consideration unless submitted on the forms bound in this document. A bid shall not be considered if alterations have been made to the bid form, unless such alterations have been duly authenticated by the Bidder, or of any particulars required therein have not been completed in all respects.

No unauthorized amendment shall be made to the bid form or to any other part of the bid document. If any such amendments are made, the bid may be rejected.

Bids submitted in accordance with this bid document shall not have any qualifications. Any point of difficulty of interpretation shall be cleared with the Eastern Cape Provincial Treasury as early as possible during the bid period. Should any query be found to be of significance, The Eastern Cape Provincial Treasury will inform all Bidders accordingly as early as possible.

5. SUBMISSION OF BIDS

Each Bidder is required to return the complete set of bid documents with all the required information and complete in all respects. Bidders shall not tamper with the bid documents which shall be submitted as issued. Any bid documents found to have been unbound and rebound could be deemed to be unacceptable.

Bids, in sealed envelopes clearly marked **“Appointment of a competent service provider to facilitate Travel Management Services (Full Online Booking System) for the Eastern Cape Provincial Treasury (ECPT) for the period of thirty-six (36) Months:SCMU 12-24/25-0008”**, and the Bidder's name and address, shall be delivered to the Eastern Cape Provincial Treasury, Tyamzashe Building- Shop No. 7, Corner Phalo & Independence Avenues, Bhisho **not later than 11:00 on the closing date, 13 January 2025**. Bids must not be faxed or e-mailed. Bids shall be opened in public shortly thereafter. Late bids shall be rejected.

6. DATA TO BE FURNISHED AT BID STAGE

Bidders shall submit with their bids the information that is applicable and as may be required in terms of the specifications. The Employer reserves the right, in the event of such details being insufficient, to call for further information. The Bidder shall furnish such additional information within seven (7) days of being called upon to do so.

7. WITHDRAWAL OF BIDS

A Bidder may, without incurring any liability, withdraw his bid. This will be a written advice and received before the date and time of closure of this bid. The notice must be received by the Eastern Cape Provincial Treasury, Bhisho, before the closure of this bid.

8. COSTS WHICH DEFAULTING BIDDERS MAY BE CALLED UPON TO PAY

Should the Service Provider, after he has been notified of the acceptance of his bid, fail to enter into a contract when called upon to do so, within the period stipulated in the conditions of bid or within such extended period as the Employer may allow, the Service Provider holds himself liable for any additional expense which may incur in having to call for bids afresh and/or

in having to accept any less favorable bid and that if he purports to withdraw his bid within the period for which he has agreed that it shall remain open for acceptance. The Service Provider shall indemnify the specified from any claim capable of being made against him either under the statute of common law in respect of any damage to any person or property arising out of the execution of this contract.

9. ACCEPTANCE OR REJECTION OF BIDS

Bids may be rejected if they show any additional items not originally included in the bid document. Conditional or incomplete offers, irregularities of any kind in the bid forms, or if the bid rates and amounts are obviously unbalanced and the Bidder, after having been called upon to adjust same in a reasonable manner, fails to do so within a period of seven (7) days having received notification to that effect. The Employer does not bind itself to accept the lowest or any bid and reserves the right to accept the whole or any part of a bid as it may deem expedient, nor will it assign any reason for the acceptance or rejection of any bid, be it the whole or part of a bid.

10. COMPULSORY BRIEFING SESSION

A compulsory briefing session will be held on the **05 December 2024 @10h00** to clarify to bidder(s) the scope and extent of work to be executed. Virtual link is as follows:

Time: 10:00am

11. FAILURE TO RETURN BID DOCUMENTS

A Bidder who does not submit a bid does not have to return the bid documents after the closing date for the receipt of bids.

12. TAXES AND LEVIES

Bidders shall include Value Added tax (VAT) in their bid rates.

13. BID VALIDITY PERIOD

Bids must remain valid for a period of ninety (90) days from the closing date of the bid.

14. ACCEPTANCE OF BID

The Department does not bind itself to accept the lowest or any bid received and reserves the right to accept the whole or part of the bid.

15. PENALTIES

In the event that the Contractor fails to comply with the conditions of the contract, the penalties will be stipulated in the Service Level Agreement.

CHAPTER 3: GENERAL CONDITIONS OF CONTRACT

PROVINCE OF THE EASTERN CAPE TRAVEL MANAGEMENT SERVICES GENERAL CONDITIONS OF CONTRACT

1. DEFINITIONS

The following terms shall be interpreted as indicated:

- 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
- 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
- 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
- 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
- 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 1.7 "Day" means calendar day.
- 1.8 "Delivery" means delivery in compliance with the conditions of the contract or order.
- 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
- 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
- 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

2. APPLICATION

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. GENERAL

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za.

4. STANDARDS

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. USE OF CONTRACT DOCUMENTS AND INFORMATION; INSPECTION

- 5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain

the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.

- 5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. PATENT RIGHTS

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. PERFORMANCE SECURITY

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque.
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. INSPECTIONS, TESTS AND ANALYSES

- 8.1 All pre-bidding testing will be for the account of the bidder.

- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.
- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. PACKING

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into

consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. DELIVERY AND DOCUMENTS

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

11. INSURANCE

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. TRANSPORTATION

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. INCIDENTAL SERVICES

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
 - (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall

- not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. SPARE PARTS

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. WARRANTY

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC

- 15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
- 15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser
- 15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. PAYMENT

- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. PRICES

- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. CONTRACT AMENDMENTS

- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. ASSIGNMENT

- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. SUBCONTRACTS

- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later,

shall not relieve the supplier from any liability or obligation under the contract.

21. DELAYS IN THE SUPPLIER'S PERFORMANCE

- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.
- 21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.
- 21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. PENALTIES

- 22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or

unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. TERMINATION FOR DEFAULT

- 23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
 - (b) if the Supplier fails to perform any other obligation(s) under the contract; or
 - (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.
- 23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.
- 23.4 If a purchaser intends imposing a restriction on a supplier or any 12 person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.
- 23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.
- 23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such

imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

- 23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. ANTI-DUMPING AND COUNTERVAILING DUTIES AND RIGHTS

- 24.1 When, after the date of bid, provisional payments are required, or antidumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

25. FORCE MAJEURE

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. TERMINATION FOR INSOLVENCY

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. SETTLEMENT OF DISPUTES

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier

28. LIMITATION OF LIABILITY

- 28.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not

apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

(B) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. GOVERNING LANGUAGE

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. APPLICABLE LAW

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

31. NOTICES

31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.

31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice

32. TAXES AND DUTIES

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

33. NATIONAL INDUSTRIAL PARTICIPATION (NIP) PROGRAMME

- 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

34 PROHIBITION OF RESTRICTIVE PRACTICES

- 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.
- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

STANDARD BID DOCUMENT 3.1

BID NO: SCMU 12-24/25-0008

FORM: SDB FROM 3.1

PRICING SCHEDULE – FIRM PRICES: TRAVEL MANAGEMENT SERVICES (PURCHASES)

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

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

Name of bidder..... Bid Number: SCMU 12-24/25-0008

Closing Time 11:00

Closing Date: 13 January 2025

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

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

- Required by:

- At:

- Brand and model

- Country of origin

- Does the offer comply with the specification(s)? *YES/NO

- If not to specification, indicate deviation(s).....

- Period required for delivery *Delivery: Firm/not firm

- Delivery basis

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

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

“Delete if not applicable”

**SCMU12-24/25-0008 TRAVEL MANAGEMENT SERVICES
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 interest¹ in the enterprise, employed by the state?

YES/NO

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

Full Name	Identity Number	Name of State institution

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.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

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

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the

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

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 ENHANCING COMPLIANCE, TRANSPARENCY AND ACCOUNTABILITY IN SUPPLY CHAIN MANAGEMENT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

SBD 6.1**TRAVEL MANAGEMENT SERVICES****PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL
PROCUREMENT REGULATIONS 2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB:BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

a) The applicable preference point system for this tender is the 80/20 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and Specific Goals	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**tender for income-generating contracts**” means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

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

Where

- P_s = Points scored for price of tender under consideration
- P_t = Price of tender under consideration
- P_{min} = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

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

Where

- Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
1.Eastern Cape based suppliers	2	
2.Women Owned entities: • 100% owned= 10 • 60% to 99%= 6 • 59% and below=4	10	
3.Youth owned entities =3	3	
4.Entities owned by people with disabilities=5	5	
Total Points	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, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....

BID POLICIES, PROCEDURES AND STANDARD CONDITIONS

In addition to those stipulated in any other sections of the bid documents, potential bidders should be especially aware of the following terms and conditions:

1. SUPPLIERS DATABASE

- 1.1 The bidder agrees that the bid/quotation will be subject to the provisions of the Centralised Suppliers Database (CSD) Policy.
- 1.2 The bidder confirms that the information that appears on the CSD, including the annexures with additional information, is correct and accurate, and if the information provided in this document differs from that contained in the CSD, the latter information will be deemed to be correct.
- 1.3 Where the bidder intentionally furnishes incorrect and/or misleading information and/or provides information that is contrary to that which has been provided for on the CSD, the quotation/bid may be rejected.
- 1.4 The provision of incorrect and/or misleading information, whether intentionally or not, may result in the bidder being deregistered from the CSD and restricted from doing business with the Provincial Government.

2. SUPPLY CHAIN MANAGEMENT COMPLAINTS MECHANISM

- 2.1 National Treasury Regulation 16A9.3 makes it mandatory for the National Treasury and each Provincial Treasury to establish a mechanism to consider complaints with regard to alleged abuses of the supply chain management framework within department/institutions. In this respect, the Provincial Treasury has established a uniform provincial policy to consider complaints, grievances and abuses of supply chain management processes.
- 2.2 In terms of the above, bidders may lodge a complaint for alleged abuses of the supply chain management mechanism by completing the complaint form obtainable from the Provincial Treasury's Supply Chain Management Office.
- 2.3 The department/institution shall follow the prescribed procedure laid out in the policy when considering complaints, grievances and abuses of the supply chain management framework.
- 2.4 The Uniform Provincial Policy to Consider Complaints, Grievances and Abuses of Supply Chain Management together with the Complaint Form may be obtained from the Provincial Treasury's Supply Chain Management Office, Shop No.5, Tyamzashe Building, Bhisho or accessed electronically from www.ectreasury.gov.za.

3. SPECIAL CONDITIONS OF CONTRACT (SCC)

- 3.1 Government's bidding procedures as prescribed by the Supply Chain Management Framework applies;
- 3.2 Only bidders that have met the requirements of the bid Specification/ Terms of Reference shall be considered during the adjudication process;
- 3.3 Bidders must attach a proof of CSD Registration Summary Report and Tax Compliance Status Pin Letter issued by SARS;
- 3.4 Copy of Companies and Intellectual Property Commission (CIPRO/ CIPC) document must be attached to the bid documents together with the share certificate of individual members/ directors;
- 3.5 Bidders are required to submit certified copies of Identity Documents (ID's) of owners and team members of the company as they will be subjected to vetting and used to claim points for specific goals.
- 3.6 The Departmental Bid Committee (DBC) and the Supply Chain Management Unit may, before a bid is adjudicated or at any time during the bidding process, oblige a bidder to substantiate any claims it may have made in its bid documents;
- 3.7 A contract may, on reasonable and justifiable grounds, be awarded to a bidder that did not score the highest number of points;
- 3.8 No bids will be considered if submitted after closing date and time;
- 3.9 Bidders are not allowed to amend the standard bidding forms;
- 3.10 Bidders are required to fully complete and sign all the relevant SBD Forms;
- 3.12 The Provincial Treasury reserves the right to accept or reject any bid in response to the advertisement and to withdraw its decision to seek provision of these services at any time and is not bound to accept the lowest bid;
- 3.13 Incomplete or late bids, telegraphic / e-mail or faxed bids / proposals will not be accepted for consideration;
- 3.14 Bidders must fully comply with all minimum requirements stipulated in the Terms of Reference as these requirements disqualifies bidders from evaluation;
- 3.15 Bidders must accurately cost all items/ price schedules as the wrong calculations will lead to a bid being disqualified for wrong calculations. The total price must include VAT where applicable and the Total Bid Price on the Pricing Schedule must be the same as **SBD 3.1.**
- 3.16 Bidders are required to consider the Pricing Index issued by Provincial Treasury on a quartley basis for Price Benchmarking (where applicable). It is available on the

Departmental Website @ www.ectreasury.gov.za Circulars issued by Provincial Treasury.

- 3.17 Bidders who are using courier services for delivery of their bid documents/ proposals must ensure the delivery is at the correct place/ location and time as the department will not be held responsible for late or incorrect delivery point.

4 CONSORTIUMS / JOINT VENTURE

It is recognized that bidders may wish to form consortia to provide the Services.

A bid in response to this invitation to bid by a consortium shall comply with the following requirements:-

- 4.1 It must be signed so as to be legally binding by all consortium members;
- 4.2 Companies that bid as consortiums / joint venture must submit an official signed business agreement by both parties together with the bid document. **Failure to submit the signed business agreement by both parties / members will result in disqualification;**
- 4.3 One of the members shall be nominated by the others as authorized to be the lead member and this authorization shall be included in the agreement entered into between the consortium members;
- 4.4 The lead member shall be the only authorized party to make legal statements, communicate with the department and receive instructions for and on behalf of any and all the members of the Consortium;
- 4.5 If not clearly stipulated in the agreement, a letter of authority stating which member may sign a bid document must be attached;
- 4.6 Bidders must attach a proof of CSD Registration Summary Report and Tax Compliance Status Pin Letter issued by SARS from all the affected parties and be submitted together with the bid;
- 4.7 A copy of business registration documents (CIPC/CIPRO) shall be submitted by all parties together with the share certificates of individual members/ directors;
- 4.8 The parties to the joint venture or consortium agreement must express in the bid proposal what aspects of the scope of the work each party would be adding value to and what percentage each parties will receive in terms of the total price quoted;
- 4.9 The Provincial Treasury reserves the right to accept or reject any bid in response to the advertisement and to withdraw its decision seek provision of these services at any time and is not bound to accept the lowest bid;
- 4.10 Both parties in the consortiums / joint venture are required to submit certified copies of Identity Document (ID's) of owners and team members to be used to claim points for specific goals.
- 4.11 Bidders must fully comply with all minimum requirements stipulated in the Terms of Reference as these requirements disqualifies bidders from evaluation;
- 4.12 Bidders must accurately cost all items/price schedules as the wrong calculations will lead to a bid being disqualify for wrong calculations. The total price must include VAT, where applicable and the Total Bid Price on the Pricing Schedule must be the same as **SBD 3.1;**

4.13 Bidders are required to consider the Pricing Index issued by Provincial Treasury on a quarterly basis for Price Benchmarking. It is available on the Departmental Website @ www.ectreasury.gov.za Circulars issued by Provincial Treasury.

Appointment of a competent service provider to facilitate Travel Management Services (full online booking system) for the Eastern Cape Provincial Treasury (ECPT) for the period of 36 months.



Province of the

EASTERN CAPE

PROVINCIAL TREASURY

Appointment of a Competent Service Provider to Facilitate Travel Management Services (full online booking system) for the Eastern Cape Provincial Treasury (ECPT) for the period of 36 months.

Appointment of a competent service provider to facilitate Travel Management Services (full online booking system) for the Eastern Cape Provincial Treasury (ECPT) for the period of 36 months.

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Appointment of a competent service provider to facilitate Travel Management Services (full online booking system) for the Eastern Cape Provincial Treasury (ECPT) for the period of 36 months.

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Appointment of a competent service provider to facilitate Travel Management Services (full online booking system) for the Eastern Cape Provincial Treasury (ECPT) for the period of 36 months.

1. INTRODUCTION

The mandate of the (ECPT) is to ensure financial health of the province through efficient management and utilisation of public finances and other provincial resources in order to optimise service delivery.

ECPT requires service providers to provide travel services through online bookings, as their officials travels extensively both domestic and internationally.

ECPT Online Business travel requirements include the following categories:

Air Travel	Car Hire for travelling individual or travelling in a group
- Domestic (Local) - Regional (Africa) - International - Airport Parking	- Domestic, Regional, and International - Busses / Coaches /Taxis - Shuttle Transfers - Fuel cards for car hire where applicable. - Rail transport where applicable. - Insurance, Accidents, Damages and traffic fine administration, and payments to car hire companies, except for fines.
Accommodation	International travel and other related requirements
- Domestic (National/Local) - Hotels & Lodges - Guest houses - Bed &Breakfasts - Conferencing, Venue and Facilities	- Travel insurance. - Subsistence allowance - Visa appointments - Arrange appointments for Vaccinations and inoculations
Security services (upon request)	Travel Lodge cards and payments
- Regional (Africa) - Chauffeur Driver	- Strict compliance - Authorised use only - Reporting - Virtual card for major accommodation suppliers, wherever possible

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2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of travel management services, full online to ECPT.

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

3. 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.

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.

Department means the organ of state, Department or Public Entity that requires the provision of travel management services.

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

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

Full training means that the Travel management service should provide the training to all system users until they can fully operate the system independently.

g-Commerce 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 is 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.

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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 and Zimbabwe.

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 are 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 is 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 is the person coordinating travel reservations with the (TMC) consultant on behalf of the Traveller, e.g. the personal assistant of the traveller.

Travel Management Company or TMC refers to the Company contracted to provide travel management services (Travel Agents).

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

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

VAT means Value Added Tax.

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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. LEGISLATIVE FRAMEWORK OF THE BID

4.1. Tax Legislation

- 4.1.1 Bidder(s) must be compliant when submitting a proposal to ECPT 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).
- 4.1.2 It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 4.1.3 The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 4.1.4 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.
- 4.1.5 Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.
- 4.1.6 Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

4.2. Procurement Legislation

ECPT has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

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4.3. POPIA STATEMENT

- 4.3.1 ECPT will process all information by the Respondent in terms of the requirements contemplated in Section 4(1) of the POPIA:
- 4.3.2 Accountability; Processing limitation; Purpose specification; Further processing limitation; Information quality; Openness; Security safeguards and Data subject participation.
- 4.3.3 The Parties acknowledge and agree that, in relation to personal information that will be processed pursuant to this BID, the Responsible party is "ECPT" and the Data subject is the "Respondent". ECPT will process personal information only with the knowledge and authorisation of the Respondent and will treat personal information which comes to its knowledge as confidential and will not disclose it, unless so required by law or subject to the exceptions contained in the POPIA.
- 4.3.4 ECPT reserves all the rights afforded to it by the POPIA in the processing of any of its information as contained in this BID and the Respondent is required to comply with all prescripts as detailed in the POPIA relating to all information concerning ECPT.
- 4.3.5 In responding to this bid, ECPT acknowledges that it will obtain and have access to personal information of the Respondent. ECPT agrees that it shall only process the information disclosed by Respondent in their response to this bid for the purpose of evaluating and subsequent award of business and in accordance with any applicable law.
- 4.3.6 ECPT further agrees that in submitting any information or documentation requested in this BID, the Respondent is consenting to the further processing of their personal information for the purpose of, but not limited to, risk assessment, assurances, contract award, contract management, auditing, legal opinions/litigations, investigations (if applicable), document storage for the legislatively required period, destruction, de-identification and publishing of personal information by ECPT and/or its authorised appointed third parties.
- 4.3.7 Furthermore, ECPT will not otherwise modify, amend, or alter any personal data submitted by the Respondent or disclose or permit the disclosure of any personal data to any third party without the prior written consent from the Respondent. Similarly, ECPT requires the Respondent to process any personal information disclosed by ECPT in the bidding process in the same manner.
- 4.3.8 ECPT shall, at all times, ensure compliance with any applicable laws put in place and maintain sufficient measures, policies, and systems to manage and secure against all forms of risks to

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any information that may be shared or accessed pursuant to this BID (physically, through a computer or any other form of electronic communication).

- 4.3.9 ECPT shall notify the Respondent in writing of any unauthorised access to information, cybercrimes, or suspected cybercrimes, in its knowledge and report such crimes or suspected crimes to the relevant authorities.
- 4.3.10 in accordance with applicable laws, after becoming aware of such crimes or suspected crime. The Respondent must take all necessary remedial steps to mitigate the extent of the loss or compromise of personal information and to restore the integrity of the affected personal information as quickly as is possible.
- 4.3.11 The Respondent may, in writing, request ECPT to confirm and/or make available any personal information in its possession in relation to the Respondent and if such personal information has been accessed by third parties and the identity thereof in terms of the POPIA. The Respondent may further request that ECPT correct (excluding critical/mandatory or evaluation information), delete, destroy, withdraw consent or object to the processing of any personal information relating to the Respondent in ECPT's possession in terms of the provision of the POPIA and utilizing Form 2 of the POPIA Regulations.
- 4.3.12 In submitting any information or documentation requested in this BID, the Respondent is hereby consenting to the processing of their personal information for the purpose of this BID and further confirming that they are aware of their rights in terms of Section 5 of POPIA.

4.4. Technical Legislation and/or Standards

Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services.

5. BRIEFING SESSION

A compulsory virtual briefing and clarification session will be held on the **05 December 2024 at 10:00** to clarify to bidder(s) the scope and extent of work to be executed. Bidders are required to register to access the link and bidders who do not attend the compulsory briefing will not be considered.

TEAMS LINK TO LOG IN

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6. TIMELINE OF THE BID PROCESS

The period of validity of tender and the withdrawal of offers, after the closing date and time is 90 days. The project timeframes of this bid are set out below:

Activity	Due Date
Advertisement of bid on Government e-tender portal / Tender Bulletin	29/11/ 2024
A compulsory virtual briefing and clarification session	5/12/2024
Questions relating to bid from bidder(s)	13/12/2024
Bid closing date	13/01/2025
Notice to bidder(s)	ECPT will endeavour to inform bidders of the progress until conclusion of the tender.

All dates and times in this bid are South African standard time.

Any time or date in this bid is subject to change at ECPT's discretion. The establishment of a time or date in this bid does not create an obligation on the part of ECPT's to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if ECPT's extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

7. CONTACT AND COMMUNICATION

- 7.1.** A nominated official of the bidder(s) can make enquiries in writing, to the specified person, Mr M Mququ email mzuvukile.mququ@ectreasury.gov.za and/or 073 381 0599/040 101 0397. Bidder(s) must reduce all telephonic enquiries in writing and send to the above email address.
- 7.2.** The delegated office of ECPT may communicate with Bidder(s) where clarity is sought in the bid proposal.

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- 7.3. Any communication to an official or a person acting in an advisory capacity for ECPT in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 7.4. All communication between the Bidder(s) and ECPT must be done in writing.
- 7.5. All enquiries must be communicated 5 business days before the closing date.
- 7.6. Whilst all due care has been taken in connection with the preparation of this bid, ECPT makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. ECPT, and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current or complete.
- 7.7. If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by ECPT (other than minor clerical matters), the Bidder(s) must promptly notify ECPT in writing of such discrepancy, ambiguity, error, or inconsistency in order to afford ECPT an opportunity to consider what corrective action is necessary (if any). Such abnormalities identified must be addressed in the briefing session and corrected there.
- 7.8. Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by ECPT will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice by the time of briefing session and any communication that will be agreed upon on the said day.
- 7.9. All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid, or the Tendering process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

8. LATE BIDS

Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the Bidder(s).

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9. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

10. FRONTING

10.1. Government supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent, and legally compliant manner. Against this background the Government condemn any form of fronting.

10.2. The Government, in ensuring that Bidders conduct themselves in an honest manner will as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies ECPT may have against the Bidder / contractor concerned.

11. SUPPLIER DUE DILIGENCE

ECPT reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

12. SUBMISSION OF BID DOCUMENTS

12.1. Bid documents may either be posted to Private Bag X0029, Bisho, 5605 (preferably registered mail) or delivered to Supply Chain Management Unit, Shop No. 7 Old Standard Bank Building, Corner Phalo & Independence Avenue, Bisho, 5605 OR placed in the tender box OR couriered to the aforesaid address on or before the closing date and time.

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12.2. Bid documents will only be considered if received by ECPT before the closing date and time, regardless of the method used to send or deliver such documents to ECPT.

12.3. The bidder(s) are required to submit an original document by the closing date 13/01/2025. File must be marked correctly and sealed for ease of reference during the evaluation process. Furthermore, the file must be labelled and submitted in the following format:

BID PROPOSAL	YES/ NO	INDICATE PAGE NO.
Exhibit 1: Pre-qualification documents (Refer paragraph 16.1 - Gate 0: Pre-qualification Criteria (Table 1).		
Exhibit 2: Supporting documents for minimum requirement. (Refer to paragraph 16.2 - Gate 1: Minimum Requirements of the bid).		
Exhibit 3: - Supporting documents for Functionality Criteria. - Any other supplementary information (Refer to paragraph 16.3 - Gate 2 (Table 2)).		
Exhibit 4: - General Conditions of Contract (GCC). (Refer to paragraph 17). - Price and Specific Goals (refer to paragraph 16.4 Gate 3.		
Exhibit 5: - Annexure B Pricing Schedule attached. - Annexure B1 Escalations attached.		

12.4. Bidders are requested to initial each page of the tender document on the top right-hand corner.

13. DURATION OF THE CONTRACT

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

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13.1. Background

ECPT currently uses TMC -X to manage the travel requisition and travel expense processes within the travel management lifecycle. The Department is using a traditional method to procure the required services. The travel requisition process is currently a semi-automated process. The travel requisition is manually captured on forms that go through a manual authorisation approval procedure and are then forwarded to the ECPT travel co-ordinator. The ECPT travel co-ordinator captures the requisition into LOGIS which goes through an approval workflow process and then through to the TMC for travel booking who in turn make the booking and pays the airline or the accommodation establishment after a purchase order has been issued.

This approach has led to high airline costs for the department resulting into exploring other procurement strategies for travel management services. The Department has explored possible options to reduce travel management expenditure and has concluded on an online platform that is deemed to significantly reduce the current airline costs.

ECPT primary objective in issuing this bid is to enter into agreement with a successful bidder who will achieve the following:

Provide ECPT with the travel management services, full online bookings, offsite management system, that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service levels.

- a) Achieve significant cost savings for ECPT without any degradation in the services.
- b) Appropriately contain ECPT's risk and traveller risk
- c) Adhere to National Treasury Travel Management Framework Rates (as per the National Treasury Instruction Note No. 1A of 2024/2025).
- d) Manage the hand-holding period towards the implementation of the service.
- e) To provide contingency plan for system failures.

The desired system will be used by one hundred and five (105) travel bookers who will be responsible to book for their respective cost centres. This number may increase as and when required.

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13.2. OBJECTIVES

The objective of this bid is to appoint a service provider/s for the provision of travel management services, full online for ECPT. Reputable TMCs are required to provide a complete, managed full online travel management service for domestic, regional and international travel, including air travel, accommodation, airport transfers, shuttle services and car rentals through the appointed service provider as well as venues, conference services and facilities. The successful bidder will be required to provide full online travel management services. Deliverables under this section include without limitation, the following:

- a. The travel services will be provided to all Travellers travelling on behalf of ECPT locally, regionally and internationally. This will include employees, contractors, consultants and clients, where the agreement is that ECPT 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 15.3.6.
- c. The TMC must secure bookings for venues and facilities (e.g. for meetings, conferences, events, etc.).
- d. Familiarisation with current travel suppliers and negotiated agreements that are in place between ECPT and third parties. Assist with further negotiations for better deals with travel service providers.
- e. Familiarisation with current ECPT 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 ECPT 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.

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- k. Foreign travel support services (copies of foreign transactions undertaken or proof of international travels arranged within the last twelve months must be attached).
- l. The TMC must provide maximum insurance cover in respect of Domestic, Regional, and international travellers.

14. SCOPE OF SERVICES /DELIVERABLES:

- ECPT requires a Managed Integrated Travel System that is flexible and accessible on various digital platforms (e.g., but not limited to, laptops, desktops, iPads, smart cell phones, etc.) for its travel bookers to access the system and do end-to-end online travel bookings, with automated approvals of the travel bookings in the system, or via SMS or email.
- User acceptance testing must be conducted prior to implementation and training to ensure that the system features and functionality are working as documented.
- On boarding period, full training for all travel bookers with training guidelines and assistance must be made available for users.
- Travel bookers process the request, confirms availability, forward for recommendation and final approver. Upon the receipt of the relevant approval, the TMC will issue the required e-tickets and vouchers immediately and send it to the travel Booker and traveller via the agreed communication medium.

14.1. OPERATIONAL AND FUNCTIONAL REQUIREMENTS OF THE SYSTEM

- The system must be web-based
- The system must be supported by both iOS and Android platforms.
- The system must interface in real-time with popular third-party booking systems.
- The system must comply with all adopted security standards and policies including Minimum Information Security Standards (MISS) and Minimum Interoperability Standards (MIOS) for the public sector.
- Predefined users must be set up to book and authorize travel transactions. The system must enforce clear segregation of duties. The system must also show the level of authorized users e.g. User and Super User

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- The system must be user friendly and promote usability through the provision of user guides and online help.
- The system must provide for request and pre-authorization by allowing the Department to complete travel requests, coupled with real-time quotes, in a secure environment, with authorization that allows authorizers to approve travel in a customizable fashion, according to approval mandates.
- The Online Booking System must implement the Department's current approved policies (including airlines, road transport and accommodation) and enable the departmental officials to perform self-service functions.
- Automate approval of travel bookings.
- System must integrate with all domestic and most international airlines.
- System must have the capability to integrate with any online booking platform.
- The system must be able to automate e-ticketing vouchers to be sent to emails and cell phones of travellers.
- The system must allow for the setting of travel rules and policies of the Department.
- The system should have the capability to load manual inventories (e.g. Guest House/Bed and Breakfast list not on other booking platforms).
- The system must be able to generate an interface file that can be uploaded to the Basic Accounting System (BAS) in a format that meets the BAS parameters and requirements.
- The successful bidder must be able to reconcile transactions in the lodge card bank statements with the transactions in the Online Booking Tool.
- The system must be able to update traveller profiles and cost centres.
- The system should have the capability to pay travel suppliers and settle expenses. Should the TMC be unable to pay travel suppliers an alternative solution must be provided.
- The system must have the reporting capability (it should provide all required Management Information System (MIS & Customised) reports).
- The system should have different user profiles and be able to produce audit logs.
- The system must be able to log each travel request and be able to issue a unique reference number.
- Show the cheapest options to the traveller and the approver.
- Provide a self-help section to request assistance from a system communicator.
- Send notifications to the traveller at each change of the trip approval status.
- Send notification reminders to the approvers before trip request expires.

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- Send notification reminders to the approvers before trip request expires.
- The system must be available 24/7.
- Technical assistance to be available 24/7.
- Restriction of travellers/bookers to approve own booking.
- Restriction of travellers booking a travel more than once in the same period date and time.
- The generated invoice must be linked and reflect the traveller's cost centre with a booking reference number.
- Automated invoicing and payment.
- Integrated/Automated cost allocation and payment reconciliations.
- The system must not require any additional infrastructure from the Department.
- ECPT always requires a minimum of ninety-nine (99%) percent system availability.
- In the event that the system is unavailable for whatever reason / and or power outage the system must be able to recover data. Bookings that are currently being done need to be rolled back. A travel consultant must be available during and after business hours.

14.2. SECURITY

- Bidders must comply with the following standards ISO 9001, 27001 and 27002.
- Provide details on their hosting model, detailing whether the solution is on premise or cloud based.
- Bidders must provide details of their security model in line with the industry standards or web-based security controls as defined by the ISO-IEC 27001.
- Provide details on their security model, including its role-based capabilities.
- Details of preventative measures in place against any possible cyber-crime.
- Full user account management capabilities (frequent password changes, number of log ins, audit trail of activities, exception reports etc).

14.3. TRAVEL VOLUMES

The current ECPT total volumes per annum includes air travel, accommodation, car hire, forex, conference, etc. The table below details the number of transactions for the FY 2023/2024 as follows:

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Service Category	Estimated Number of Transactions per annum	Expenditure R
Air travel – Domestic (one way)	193	1,013,493.66
Air Travel - International (one way)	6	98,172.33
Air Travel – Regional (one way)	3	35,000.00
Air Travel – Domestic (reissue)	1	3,500.00
Air Travel –International (reissue)	1	0
Air Travel – Regional (reissue)	1	0
Refunds – Air Domestic	1	0
Refunds – International	1	0
Refunds – Air Regional	1	0
Car Rental – Domestic (class A - E)	77	270,321.13
Car Rental – International	1	0
Car Rental - Regional	1	0
Shuttle Services – Domestic	12	34,760.00
Accommodation – Domestic	1048	2,973,867.92
Accommodation – International	5	0
Accommodation – Regional	5	7,650.00
Transfers – Domestic	1	0
Transfers – International	1	0
Transfers – Regional	1	0
Bus/Coach bookings	15	0
Train - Regional & International	3	0
Venue & Facilities /Conferences/Events	26	645,101.07
After Hours	5	575.00
Parking bookings	1	0
Insurance (International Travellers)	5	785.00
Insurance (Regional Travellers)	1	0
Insurance (Domestic Travellers)	1	0
Forex	5	0
Visa Assistance (Provision of documents and advice)	1	0
Courier Services for travel documentation	1	0
SMS notifications	1	0
Cancellations	37	1,293.75
Changes to bookings	5	103.50
Additional Ad-Hoc reports (per report)	1	0
Customized report (per report)	4	0
Car hire fuel card	40	14,838.78
GRAND TOTAL		R4,849,458.00

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Note: These figures (estimated number of transactions per annum) are projections based on the current trends and they may change during the tenure of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their proposal.

Any additional costs over and above the table including disbursements will be negotiated with the successful bidder limited to the National Treasury approved standards rates.

14.4. SERVICE REQUIREMENTS

14.4.1. Booking Process

- a. The travel bookers will book for the traveller using online platform provided by the TMC.
- 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. Book the negotiated discounted fares and rates where possible issued by National/ Provincial Treasury from time to time.
- e. Must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- f. Book parking facilities at the airports where required for the duration of the travel.
- g. Respond timely and process all queries, requests, changes, and cancellations timeously and accurately.
- h. Must issue all necessary travel documents, itineraries, and vouchers timeously to traveller(s) prior to departure dates and times.
- i. Advise the Traveller of all visa and inoculation requirements well in advance.
- j. Assist with the arrangement of foreign currency where applicable and the issuing of travel insurance for international trips where required.
- k. Facilitate any reservations that are not bookable on the online booking tool. Note that, unless otherwise stated, all cases include domestic, regional, and international travel bookings.

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- l. 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 and secure the appointment on behalf of the traveller.
- m. Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury (NT) or by ECPT are non-commissionable, where commissions are earned for ECPT bookings all these commissions should be returned to ECPT on a quarterly basis.
- n. The online system will be required to provide real time quotations for domestic and international travel arrangements from all airlines, vehicle hire companies and a range of properties for accommodation and conferences. An e-ticket or confirmation and detailed itineraries, showing the accurate status of the airline, road transport and accommodation reservations on all segments of the journey must be provided.
- o. In case of a system failure/maintenance period, the TMC should have a contingency plan for all system generated bookings to assist the Department.
- p. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by ECPT.
- q. Timely submission of proof that services have been satisfactorily delivered (invoices) as per ECPT 's instructions.

14.4.2. Air Travel

- a. The TMC must be able to book full-service carriers as well as low-cost carriers.
- b. The TMC will book the most cost-effective airfares possible for domestic travel.
- c. For international flights, the airline must provide the most practical and cost-effective routing for the department.
- d. For all international flights, the TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- e. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- f. Airline tickets must be delivered electronically (SMS and/or email format) to travel bookers and the traveller(s) immediately after booking approval.

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- g. The TMC will also assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- h. The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- i. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- 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 when required.
- l. The TMC shall keep abreast of and provide an information service to the Department with regards to airport closings, carrier schedule changes, as well as all other alterations, safety conditions which may affect travel, when necessary, e-tickets and billings shall be modified or issued to reflect these changes.

14.4.3. Accommodation

- a. The TMC will provide price comparisons within the maximum allowable rate matrix as per the National Treasury Instruction Note No. 3 of 2017/2018 (cost containment measures)/ECPT applicable rates, access to content (pictures and descriptions of amenities) and real time rates must be displayed to the travel booker.
- b. The TMC will provide three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate that is located as close as possible to the venue or office or location or destination of the traveller.
- c. This includes planning, booking, confirming, and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with ECPT's travel policy.
- d. ECPT travellers may only stay at accommodation establishments with which TMC 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 ECPT.

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- e. Accommodation vouchers/booking confirmations must be issued to all ECPT travellers for accommodation bookings and must be invoiced to ECPT as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- f. The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
- g. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.
 - A fully flexible policy, whereby officials only pay when they stay at the property, and can cancel free of charge during a time frame say 7 – 14 days prior to check in.
 - On a regular basis, service provider(s) within the travel management's database especially B&Bs should be graded by the Tourism Grading Council, and regular site inspections done to check for compliance. This is important especially during long stays.
 - In the event where conditions are health hazardous to the traveler or inducing health complications or sub-standard, the traveler is allowed to cancel or change establishment and TMC must provide a conducive alternative accommodation at no additional costs to the Department.
 - If the service provider(s) is fully booked, overflows are not permitted unless it is of the same grading as the initial service provider(s) booked and the online solution together with the department made aware of the overflow. If an overflow service provider(s) is chosen, then the rate charged for the officials staying at the overflow should be according to the grading of that service provider(s). A separate invoice is to be provided by the overflow service provider(s) for the officials staying at the property.

14.4.4. Car Rental and Shuttle Services

- a. The Travel Booker will book the approved category vehicle in accordance with the ECPT Travel Policy & National Treasury Travel Framework with the available car rental service providers from the closest rental location (airport, hotel, and venue).
- b. The system should enable the Travel Booker to select the best time and location for collection and return of the vehicle considering the Traveller's specific requirements.

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- c. The TMC must ensure that relevant information is shared with travellers regarding rental of vehicles, like e-tolls/tollgates, refuelling, keys, rental agreements, damages, and accidents, etc. in writing.
- d. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses, and transfers.
- e. The TMC will book transfers in line with the ECPT Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- f. The TMC should manage shuttle companies on behalf of the ECPT and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- g. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.
- h. The TMC must during the subsistence of the contract period, provide car rental solution which includes comprehensive insurance cover for the vehicle with a reasonable excess payable when applicable. This shall be built into the invoice when billing is done.
- i. The TMC must activate and pay for petrol card utilisation for ECPT officials when performing oversight roles that require travelling using car rental for more than 500 kilometres or for a certain number of days with a rand value range from R10 000.00 to R50 000.00 linked to multiple cards to be utilised. (activation & service fee).

14.4.5. After Hours and Emergency Services

- a. The TMC 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 all travellers 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. The TMC 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.

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14.4.6. Conferencing, Venue and Facilities

The TMC will arrange hiring of conferencing, venues, and facilities as and when required by the department, negotiating discounts on standard rates with all available hotel groups or conferencing suppliers on behalf of the department (this shall exclude contracting of facilitators, training equipment and stationery).

14.4.7. Communication

- a. The TMC may be requested to conduct workshops and training sessions for Travel Bookers of ECPT as and when required.
- b. All enquiries must be investigated, and prompt feedback be provided in accordance with the SLA
- c. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, TMC in one smooth continuous workflow.
- d. The TMC must be able to communicate through mobile communication to travellers and email.

14.4.8. Financial Management

- a. The TMC must implement the rates negotiated by National Treasury/ECPT with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury /ECPT where applicable.
- b. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to ECPT 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. The TMC will use the departmental travel lodge card for the payment of all third-party invoices, and in turn submit the invoices, reconciliation, and statements to ECPT for the settlement.
- e. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to ECPT's Financial Management on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting

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documentation to the invoices reflected on the TMC's statement and the travel lodge card statement.

- f. Ensure Travel Supplier accounts are settled timeously

14.4.9. Billing Process

- a. Provide a transparent inclusive service fee structure.
- b. Reconcile invoices and supporting documentation with bank statement and approved orders.
- c. Payment and streamlining of reconciliation process.
- d. All fees to be charged must be included in the bid document.
- e. Air transactions to be settled prior to ticketing via a lodge card. There must be a system generated invoice.
- f. System service fees charged to the lodge card at the time of order creation must be supported by a system generated invoice.
- g. Direct settlement to suppliers, reconciliation of payments against card statement based on supporting documentation (receipts, invoices from vendors, etc.) and submission to the relevant Department/entity, to streamline the reconciliation process.
- h. The system must be able to manage different forms of payment for flights, road transport and accommodation. The system must reflect the limit still available on the lodge card.

14.4.10. Technology, Management Information and Reporting

- a. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- b. The implementation of an OBT to facilitate all bookings to optimise the services and related fees.
- c. All management information and data input must be accurate.
- d. Reports must be accurate and be provided as per ECPT's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).

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- e. ECPT may request the TMC to provide additional management reports.
- f. Reports must be available in an electronic format for example Microsoft Excel.
- g. SLA reports must be provided on the agreed date. It will include but will not be limited to the following:

Travel

- After hours' Report.
- Compliments and complaints.
- Consultant Productivity Report.
- Long term accommodation and car rental.
- Extension of business travel to include leisure.
- Upgrade of class of travel (air, accommodation, and ground transportation).
- Bookings outside Travel Policy.
- Name of establishment (B&B or Hotel), area and grading status.

Finance

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

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14.4.11. Account Management

- a. An Account Management structure should be put in place to respond to the needs and requirements of ECPT and act as a liaison for handling all matters with regards to delivery of services in terms of the contract.
- b. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the ECPT's account.
- c. The necessary processes should be implemented to ensure good quality management and ensuring traveller satisfaction at all times.
- d. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- e. Ensure that the National Treasury Framework Rates and ECPT's Travel Policy and amendments thereto are enforced.
- f. The TMC must provide a monthly customer satisfaction survey report.
- g. Ensure that workshops/training is provided to Travellers and/or Travel Bookers
- h. During quarterly reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

14.4.12. Value Added Services

The TMC must provide the following value-added services:

14.4.12.1 Destination information for regional and international destinations:

- Health warnings.
- Weather forecasts.
- Places of interest.
- Visa information.
- Travel alerts.
- Location of hotels and restaurants.
- Information including the cost of public transport.
- Rules and procedures of the airports.
- Business etiquette specific to the country.
- Airline baggage policy; and

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- Supplier updates

14.4.12.1 Electronic voucher retrieval via web and smart phones.

14.4.12.2 SMS notifications for travel confirmations.

14.4.12.3 Travel audits.

14.4.12.4 Global Travel Risk Management.

14.4.12.5 VIP services for Executives that include but is not limited to check-in support and airport lounge.

14.4.13. Cost Management

- a. The National Treasury cost containment initiative and the ECPT's Travel Policy is establishing a basis for a cost savings culture.
- b. It is the obligation of the TMC Consultant to advise on the most cost-effective option at all times, and costs should be within the framework of the NT's cost containment instructions.
- c. The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.
- d. The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with ECPT'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.

14.4.14. Quarterly and Annual Travel Reviews

- a. Quarterly reviews are required to be presented by the TMC on all ECPT travel activity in the previous three-month period. These reviews are comprehensive and presented to ECPT's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- b. Annual Reviews are also required to be presented to ECPT's Senior Executives.
- c. These Travel Reviews will include without limitation the following information expenditure on a quarterly basis (In line with paragraph 15.6)
 - Venue hiring.

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- Air travel.
- Accommodation; and
- Car rental/ shuttle services.

14.4.15. Office Management

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

- Senior Consultants
- Intermediate Consultants
- Junior Consultants
- Travel Manager (Operational)
- Finance Manager / Branch Accountant
- Admin Back Office (Creditors / Debtors/Finance Processors)
- Strategic Account Manager
- System Administrator (General Admin)

14.4.16. Off-site Facilities

The TMC is required to aid with the software utilised as they will be the hosting facility for the software service for all ECPT Officials.

15. PRICING MODEL

15.1 ECPT requires bidders to do pricing based on the transactional fee model. 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.

15.2 Bidders must complete the entire three (3) columns of Pricing Schedule. Incomplete pricing schedule will invalidate the submitted bid.

15.3 Bidders must accurately cost all items where applicable as zero or no cost items will be accepted as a free costing, meaning no charge will be claimed to the department.

15.4 Costing should be informed by the following:

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- a. On-line bookings for all travel related services which will be undertaken through offsite option.
- b. Traditional booking where the Institution/establishment is not available on the systems currently utilised by the TMC.
- c. TMC is to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

16. EVALUATION AND SELECTION CRITERIA

ECPT has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Pre-qualification Criteria (Gate 0)	Minimum Requirements Criteria (Gate 1)	Functionality Criteria (Gate 2)	Pricing Schedule and Specific Goals (Gate 3)
Bidders must submit all documents as outlined in paragraph 16.1 (Table 1) below. Only bidders that comply with ALL these criteria will proceed to Gate 1.	Bidders must meet all the criteria stipulated under Minimum Requirements on paragraph 16.2 in order to proceed to Gate 2 (Functionality criteria)	Bidders that have met the 65 out of 80 points in Gate 2 will be evaluated in Gate 3 for price and Specific Goals.	Bidder(s) will be evaluated out of 100 points. (Price and Specific goals

16.1 Gate 0: Pre-qualification Criteria

Without limiting the generality of ECPT's other critical requirements for this Bid, bidder(s) must submit the documents listed in **Table 1** below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal must ensure that all documents are signed and submitted as required.

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Table 1: Documents that must be submitted for Pre-qualification.

Document that must be submitted	Non-submission may result in disqualification?	
Invitation to Bid – ECBD 1	YES	Complete and sign the supplied pro forma document
Tax Status SARS Pin Letter –	YES	i. Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. (Refer Section 4.1.4) ii. Vendor number iii. In the event where the Bidder submits a SARS Pin Letter, the CSD verification outcome will take precedence.
Pricing Schedule-Firm Prices - ECBD 3.1	YES	Complete and sign the supplied pro forma document
Bidders Disclosure – ECBD 4	YES	Complete and sign the supplied pro forma document
Preference Point Claim Form – ECBD 6.1	NO	Non-submission may lead to a zero (0) score on Specific Goals.
Bidder Compliance form for Functional Evaluation	YES	Complete and sign the supplied pro forma document
Registration on Central Supplier Database (CSD)	NO	The Travel Management Company (TMC) must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number. Submit proof of registration.
IATA Licence / Certificate	YES	Bidders are required to submit their valid International Air Transport Association (IATA) licence/ certificate (certified copy) at closing date. Where a bidding company is using a 3rd party IATA licence, proof of the signed agreement must be attached, letter from the third party to confirm the existence of agreement and copy of the certificate to that effect at closing date.
ASATA Licence / Certificate	NO	Proof of a valid certified ASATA (Association of South African Travel Agents) membership must be submitted with the bid at closing date and time.
Pricing Schedule	YES	Submit full details of the pricing proposal as per pricing schedule in Annexure B.
Company Profile	YES	Bidders to submit a detailed company profile reflecting full online travel services including number of years in the relevant industry.
Annexure A (Declaration)	YES	Bidders must complete Annexure A attached.

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16.2 Gate 1: Minimum requirements Criteria

Bidders are required to provide all the information below with regards to a full online system. Failure to do so will result in disqualification of the bid:

16.2.1 The service provider must have at least (2) two clients from either public or private sector for whom they have completed full online travel management services with a minimum period of twenty- four (24) months. The twenty- four (24) months period may comprise of the following:

- A completed contract of minimum 24 months uninterrupted, or
- Where a bidder does not have a completed 24-months uninterrupted contract, such bidder must have contracts totalling 24 months where for each contract a minimum uninterrupted period of 12 months must be completed as at the bid closing date.

Bidder to complete Annexure C- Track record and submit 2 client reference letters indicating full online travel management services.

16.2.2 Bidders must attach a minimum of 1 copy of foreign transaction (not a reservation/ quote) undertaken or proof of international travel arranged within the last twenty- four (24) months.

16.2.3 Bidders must provide in the bid proposal the system capabilities and methodology as indicated in Table 2 (Gate 2) below.

16.2.4 The bidder must demonstrate/describe how they will provide the service using an online platform for a travel management service. Should the bidder use a third-party service/franchise, proof of agreement must be provided.

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16.3. Gate 2: Functionality Criteria = 80 points

Bidders must obtain a minimum of 65 out of 80 points on technical functionality in Table 2 below. Bidders who have obtained less than 65 points will not proceed to the next evaluation stage. Bidders that have met the minimum of 65 points and above will proceed to (Gate 3) (Price and specific goals).

FUNCTIONALITY CRITERIA

Functionality will be evaluated on technical requirements listed below as follows:

Table 2 – Technical Functionality

Criteria	Reference in Bid Proposal (Paragraph and page number)	Points	Rating Scores
Functionality Technical Evaluation Criterion		80	
INDUSTRIAL EXPERIENCE. Number of years the company has been operating in the Travel Industry using full online travel management systems.		10	10= Very good 8= Good 6= Acceptable
MANAGE ALL FULL ONLINE RESERVATION/ BOOKING PROCESSES. Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); car rental; flights etc. This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air, car, hotel, confirmation numbers. Reference to paragraph 14.4.1.		10	10= Very good 8= Good 6= Acceptable 0= Not acceptable
DIRECTLY NEGOTIATED RATES. Negotiated airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly or established by National Treasury Framework Rates or		10	10= Very good 8= Good

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ECPT Travel Policy and amendments thereto are non-commissionable, where commissions are earned for ECPT bookings, all these commissions should be returned to ECPT on a quarterly basis. Describe how these specific rates will be secured. Provide access to view new negotiated rates on the OBT (Online Booking Tool) Describe any automated tools that will be used to assist with maintenance and processing of the said negotiated rates. Reference to paragraph 14.4.1 (m).			6= Acceptable 0= Not acceptable
MANAGE AIRLINE RESERVATIONS. Describe in detail the process of booking the most cost-effective and practical routing for the traveller. This will include, without limitation, the refund process and how you manage the unused non-refundable airline tickets, your ability to secure special airline services for traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities, etc. Reference to paragraph 14.4.2.		10	10= Very good 8= Good 6= Acceptable 0= Not acceptable
AFTER-HOURS AND EMERGENCY SERVICES The bidder should have capacity to provide reliable and consistent after hours and emergency support to traveller(s). Please provide details/ Standard Operating Procedure of your after-hour support e.g. - how it is accessed by Travellers, - where it is located, centralized/ regionalised, in-country (owned)/ outsourced etc. - is it available 24/7/365 Reminders to ECPT to process purchase orders within 24 hours to reduce queries on invoices. Reference to paragraph 14.4.5.		5	5= Very good 3= Acceptable 0=Not Acceptable

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COMMUNICATION Describe how you will ensure that travel bookers are informed of the travel booking processes. Describe Applications in place to receive and view Itinerary (Mobile App Platform) and SMS Messaging capabilities. Describe your communication process where the traveller, travel co-ordinator/booker and travel management company will be linked in one smooth continuous workflow. Reference to paragraph 14.4.7.		5	5= Good 3= Acceptable 0=Not Acceptable
TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING Describe the proposed booking system e.g. available online booking tools, (OBT) or Self-Booking tool (SBT). Clearly outlining Solution modules that Comes with the OBT e.g. Bookings, Approvals, Safety & Risk, Payments and Expense, Reporting and analytics and Mobile Applications. Describe how travel consultants' access and book web airfares i.e. non-OBT inventories (low cost carriers/ consolidators), and hotel web rates. Describe how you will manage data and management information such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data, etc. Give actual examples of standard reports that you currently have available. Give an indication if reports can be customised. Provide a description of all technology and reporting products proposed for ECPT. Reference to paragraph 14.4.10.		10	10= Very good 8= Good 6= Acceptable 0= Not acceptable
ACCOUNT MANAGEMENT Provide the proposed Account Management structure / organogram. Describe what quality control procedures/ processes you have in		5	5= Good

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place to ensure that your clients receive consistent quality service. Describe how queries, requests, changes and cancellations will be handled. What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues. Complaint handling procedure should be submitted. What is in place to ensure that the National Treasury Framework Rates/ ECPT's Travel Policy and amendments thereto is enforced? How will you manage the service levels in the SLA and how will you go about doing customer satisfaction surveys? Indicate what workshops/training will be provided to Travellers and /or Travel Bookers. Reference to paragraph 14.4.11.			3= Acceptable 0=Not Acceptable
COST MANAGEMENT Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results? Describe the capability to show cost savings alerts during travel requests and the ability to track out of policy bookings trail in order for ECPT to identify trends and traveller behaviour to policy compliance. Describe how you will assist ECPT to realise cost savings on annual travel spend. Reference to paragraph 14.4.13.		10	10= Very good 8= Good 6= Acceptable 0= Not acceptable
UPLOADING FILES ON BAS Describe how the system will generate and interface file that can be uploaded to the Basic Accounting System (BAS) in a format that meets the BAS parameters and requirements.		5	5= Good 3= Acceptable 0=Not Acceptable

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Reference to TMC system requirements paragraph 14.1.			
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16.4. Gate 3: Price and Specific goals Evaluation (80+20) = 100 points

Only Bidders that have met the 65 out of 80 points in Gate 2 will be evaluated in Gate 3 for Price and Specific Goals. Price and Specific Goals will be evaluated as follows:

In terms of regulation 6 of the Preferential Procurement Regulations 2022 pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act .5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum 80 points)
- Specific Goals (maximum 20 points)

16.4.1 Price Evaluation (80 Points)

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

The following formula will be used to calculate the points for price:

Where

- P_s = Points scored for comparative price of bid under consideration
 P_t = Comparative price of bid under consideration
 $P_{\min}$ = Comparative price of lowest acceptable bid

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16.4.2 Specific Goals Evaluation (20 Points)

a. Specific Goals Points allocation

A maximum of 20 points may be allocated to a bidder for attaining their Specific Goals in accordance with the table below:

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Specific goals	Allocation of 80/20 Preference points criteria.			Points allocated	Points Breakdown	Evidence required to substantiate the points claimed.
	Measurements					
Eastern Cape based Suppliers.	N/A			2	2	Municipal Utility Bill statement / Valid Lease agreement/ Letter from the councillor.
Women owned Entities.	100 % owned			10	10	Company Registration, Share certificates, Deed of trust Document and ID document/s.
	60 % to 99%				6	
	59% and below				4	
Youth owned entities.				3	3	ID document/s.
Entities owned by people with disabilities.	N/A			5	5	Proof of disability from the medical doctor.
Total				20		

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Specific Goals points will be allocated to bidders on submission of the documentation or evidence specified on the table above:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and

b. Joint Ventures, Consortiums and Trusts

A trust, consortium or joint venture, will qualify for points for their Specific Goals as a legal entity, provided that the entity submits their Joint Venture / Consortiums agreement with documentation specified on the table above.

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. ECPT will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

16.4.3 Stage 2 (80 + 20 = 100 points)

The Price and Specific Goals points will be consolidated.

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17. 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 ECPT is prepared to enter into a contract with the successful Bidder(s).
- b. The bidder submitting the General Conditions of Contract to ECPT together with its bid, duly signed by an authorised representative of the bidder.

18. CONTRACT PRICE

Bidders must complete the attached pricing schedule in full and complete annual percentage increase for years 2 and 3 separately as per attached Annexure B and Annexure B1. The following items will be at no charge:

- Changes to bookings
- Cancellation fees
- SMS notifications

19. SERVICE LEVEL AGREEMENT

- 19.1 Upon award ECPT and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by ECPT.
- 19.2 ECPT reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto.
- 19.3 The successful bidder(s) shall:
 - a. Comment on draft Service Level Indicators and where necessary, make proposals to the indicators.
 - b. Explain each comment and/or amendment; and
 - c. Use an easily identifiable colour font or "track changes" for all changes and/or amendments to the Service Level Indicators for ease of reference.
- 19.4 ECPT 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 ECPT or pose a risk to the organisation.

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20 CONDITIONS OF THIS BID

ECPT reserves the right:

- 20.1 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).
- 20.2 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).
- 20.3 To accept part of a tender rather than the whole tender.
- 20.4 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), whether before or after adjudication of the Bid.
- 20.5 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.
- 20.6 To cancel and/or terminate the tender process at any stage, including after the Closing Date, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.
- 20.7 Award to multiple bidders at its discretion.
- 20.8 To request shortlisted bidders to demonstrate their solution through presentation to the Bid Committees.

21 ECPT REQUIRES BIDDER(S) TO DECLARE

In the Bidder's Technical response, bidder(s) are required to declare the following:

- 21.1 Confirm that the bidder(s) is to: –
 - a. Act honestly, fairly, and with due skill, care, and diligence, in the interests of ECPT.
 - b. Have and effectively employ the resources, procedures and appropriate technological systems for the proper performance of the services.

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- c. Act with circumspection and treat ECPT fairly in a situation of conflicting interests.
- d. Comply with all applicable statutory or common law requirements applicable to the conduct of business.
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with ECPT.
- f. Avoidance of fraudulent and misleading advertising, canvassing and marketing.
- g. To conduct their business activities with transparency and consistently uphold the interests and needs of ECPT as a client before any other consideration; and
- h. To ensure that any information acquired by the bidder(s) from ECPT will not be used or disclosed unless the written consent of the client has been obtained to do so.

22 CONFLICT OF INTEREST, CORRUPTION AND FRAUD

ECPT reserves its 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 ECPT 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 ECPT's officers, directors, employees, advisors, or other representatives.

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- 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 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.

23 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

- 23.1 The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that ECPT relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.
- 23.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by ECPT against the bidder notwithstanding the conclusion of the SLA between ECPT and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the SLA concluded between the parties, the SLA will prevail.

24 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 ECPT, its employees

Appointment of a competent service provider to facilitate Travel Management Services (full online booking system) for the Eastern Cape Provincial Treasury (ECPT) for the period of 36 months.

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.

25 INDEMNITY

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

26 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.

27 LIMITATION OF LIABILITY

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

28 TAX COMPLIANCE

No tender shall be awarded to a bidder who is not tax compliant. ECPT 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. ECPT 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. Furthermore, it is recommended that the third parties are encouraged to register on Central Supplier Database (CSD) for all domestic bookings.

29 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.

Appointment of a competent service provider to facilitate Travel Management Services (full online booking system) for the Eastern Cape Provincial Treasury (ECPT) for the period of 36 months.

ECPT 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.

30 GOVERNING LAW

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

31 RESPONSIBILITY FOR THIRD PARTIES AND BIDDER'S PERSONNEL

A successful bidder is responsible for ensuring that its personnel (including third parties, officers, directors, employees, advisors, and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that ECPT allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and ECPT will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

32 CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with ECPT's examination and evaluation of a Tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by ECPT remain proprietary to ECPT and must be promptly returned to ECPT upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

Throughout this bid process and thereafter, bidder(s) must secure ECPT's written approval prior to the release of any information that pertains to

- (i) the potential work or activities to which this bid relates; or

Appointment of a competent service provider to facilitate Travel Management Services (full online booking system) for the Eastern Cape Provincial Treasury (ECPT) for the period of 36 months.

- (ii) (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

33 ECPT PROPRIETARY INFORMATION

Bidder will on their bid cover letter make declaration that they did not have access to any ECPT proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidder(s).

34 AVAILABILITY OF FUNDS

Should funds no longer be available to pay for the execution of the responsibilities of this bid (...), the ECPT may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure: Provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.



MR A. REDDY

CHAIRPERSON: BID SPECIFICATION COMMITTEE

APPROVED/~~NOT APPROVED~~

25/11/2024

DATE



MR D. MAJEKE
HEAD OF DEPARTMENT

26/11/2024

DATE



Appointment of a competent service provider to facilitate Travel Management Services (full online booking system) for the Eastern Cape Provincial Treasury (ECPT) for the period of 36 months.

ANNEXURE A: BID NO:

PROVISION OF TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF 36 MONTHS

NAME OF BIDDER:

DECLARATION

I (full names) do hereby confirm that I am duly authorised to make this declaration on behalf of (name of bidding entity).

Do hereby declare that (name of bidding entity) and or its director(s) or representatives did not have access to any ECPT proprietary information or another matter that may have unfairly placed its bid in a preferential position in relation to any other bidder.

Singed on the(day).....(month).....(year)
at (place).

Name and surname of duly authorised representative.

Signature

Date: _____

Witness signature

Witness signature

Date: _____

Appointment of a competent service provider to facilitate Travel Management Services (full online booking system) for the Eastern Cape Provincial Treasury (ECPT) for the period of 36 months.



Province of the

EASTERN CAPE

PROVINCIAL TREASURY

TRANSACTION FEE MODEL TEMPLATE

OFF-SITE SERVICES

ANNEXURE B

BID NO:					
BID NAME:		REQUEST FOR PROPOSAL FOR THE APPOINTMENT OF REPUTABLE TRAVEL MANAGEMENT COMPANY			
BIDDER NAME:		SCMU12-24/25-0002			

1.1 TRANSACTION FEES

ITEM	Transaction Type	Estimated Annual Volume	Unit Price (excl VAT)	ONLINE BOOKINGS		TOTAL Price (incl VAT)
				Unit Price (incl VAT)		
1	Air Travel – International (one-way)	6	R	-	R	-
2	Air Travel – Regional (one-way)	6	R	-	R	-
3	Air Travel – Domestic (one-way)	152	R	-	R	-
4	Air Travel – International (Re-issue)	1	R	-	R	-
5	Air Travel – Regional (Re-issue)	1	R	-	R	-
6	Air Travel – Domestic (Re-issue)	1	R	-	R	-
7	Refunds – Air Domestic	1	R	-	R	-
8	Refunds – Air Regional	1	R	-	R	-
9	Refunds – Air International	1	R	-	R	-
10	Car Rental – Domestic	72	R	-	R	-
11	Car Rental – Regional	1	R	-	R	-
12	Car Rental – International	1	R	-	R	-
13	Transfers/Shuttle – Domestic	12	R	-	R	-
14	Transfers/Shuttle – Regional	4	R	-	R	-
15	Transfers/Shuttle – International	10	R	-	R	-
16	Accommodation – Domestic	1048	R	-	R	-
17	Accommodation – Regional	4	R	-	R	-
18	Accommodation – International	18	R	-	R	-
19	Bus/Coach Bookings	3	R	-	R	-
20	Train bookings – International	5	R	-	R	-
21	Visa Assistance	3	R	-	R	-
22	(Provision of documents and advice)	18	R	-	R	-
23	Insurance (International Travellers)	1	R	-	R	-
24	Insurance (Regional Travellers)	1	R	-	R	-
25	Courier services for travel documentation (visa & passports)	1	R	-	R	-
26	Parking bookings	1	R	-	R	-
27	After Hours Services	20	R	-	R	-
28	Additional Ad-hoc Reports (per report)	1	R	-	R	-
29	Customised Reports (per report)	1	R	-	R	-
30	Car Hire Fuel Card	40	R	-	R	-
31	Travel Lodge card Reconciliation	1	R	-	R	-
32	Debtors Account Reconciliation	1	R	-	R	-
33	Conference, Venue hire & Facilities	1	R	-	R	-
34	Other (Specify)	1	R	-	R	-
35	Other (Specify)	1	R	-	R	-
36	Other (Specify)	1	R	-	R	-
37	Other (Specify)	1	R	-	R	-
Total		1 480			R	-
TOTAL PRICE FOR YEAR 1					R	-
PRICE THAT WILL BE USED FOR EVALUATION PURPOSES					R	-

1.2 CONFERENCE TRANSACTION FEE

Item	Description	Estimated Turnover (incl. VAT)	Percentage	Calculated Rand Value
1	Conference Transaction Fee (as a % of the Total turnover of the event)	R 700 000		R

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ANNEXURE B1

BIDDERS TO CAPTURE THEIR PRICE ESCALATION PERCENTAGES FOR YEARS 2 AND 3 FOR THE DURATION OF THE CONTRACT

TOTAL PRICE FOR YEAR 1	% Adjustment for escalation
TOTAL PRICE FOR YEAR 2	% Adjustment for escalation

Bidders Name: _____ **Date:** _____

Signed by: _____ **Signature:** _____

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ANNEXURE C – BIDDERS MUST COMPLETE THE FOLLOWING TABLE INDICATING THEIR TRACK RECORD ON USING FULL ONLINE BOOKING SYSTEM FOR TRAVEL MANAGEMENT AND REFERENCES

NO.	PUBLIC SECTOR / PRIVATE CLIENT'S NAME	PROJECT NAME	START DATE dd/mm/yyyy	END DATE dd/mm/yyyy	CONTACTABLE REFERENCES		
					NAME OF CONTACT PERSONS	WORK E-MAIL ADDRESS	CONTACT NUMBERS
1.							
2.							
3.							
5.							
6							

Bidders Name: _____ Date: _____

Signed by: _____ Signature: _____

