



Road Traffic Management Corporation

**APPOINTMENT OF A PANEL OF SERVICE
PROVIDERS TO PROVIDE VEHICLE
RENTAL SERVICES TO RTMC FOR A
PERIOD OF THREE (03) YEARS**

RTMC BID NO: 22/2021/22

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

1. Proprietary Information

Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal, which is provided to the bidder, to be proprietary to RTMC. It shall be kept confidential by the bidder and its officers, employees, agents and representatives. The bidder shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of RTMC.

2. Enquiries

- 2.1** All communication and attempts to solicit information of any kind relative to this bid should be channelled to the email below, however the cut-off date will be on the **18 February 2022**.

Name	RTMC
Email Address	Bidadmin@rtmc.co.za

- 2.2 All the documentation submitted in response to this bid must be in English.

- 2.3 The RTMC may respond to any enquiry in its sole discretion and the bidder acknowledges that it will have no claim against the RTMC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. Validity Period

Responses to this bid received from bidders will be valid for a period of **120 days** counted from the closing date of the bid.

4. Supplier Performance Management

- 4.1 Supplier Performance Management is viewed by the RTMC as critical component in ensuring value for money acquisition and good supplier relations between the RTMC and all its suppliers.

- 4.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude a SDB 7.2 and Service Level Agreement (SLA) with the RTMC, which will form an integral part of the agreement. The SLA will serve as a tool to measure, monitor and assess the Bidder 's performance level and ensure effective delivery of service, quality and value-add to RTMC business.

- 4.3 Should the successful bidder fail to sign the SDB 7.2 and the SLA when called upon to do so, the RTMC may without prejudice to any other rights it may have -

4.3.1 cancel the contract that may have been entered into between the successful bidder and the RTMC and the successful bidder shall pay to the RTMC any additional expenses incurred by the RTMC having either:

4.3.1.1 to accept any less favourable Bid or,

4.3.1.2 if new Bids have to be invited, the additional expenditure incurred by the invitation of fresh Bids and/ or by the subsequent acceptance of any less favourable Bidder.

5. Instructions on submission of Bids

5.1 Bids should be submitted as follows:

5.1.1 Technical envelopes

- Two (2) copies for technical responses/functional evaluation (1 Original and 1 copy)
- PDF soft copy in a memory stick of the technical responses/functional (to be enclosed in the envelope which contains the original document)

5.1.2 Financial envelopes

- Pricing schedule should be submitted separately Two (2) copies (1 Original and 1 copies)
- PDF soft copy in a memory stick of the pricing schedule (to be enclosed in the envelope which contains the original document)

5.2 All envelopes to be sealed and endorsed, **RTMC BID 22/2021/22 Appointment of a panel of service providers to provide vehicle rental services to RTMC for a period of three (3) years.**

5.3 The sealed envelope must be placed in the bid box at the Main Reception area of the **RTMC Eco Origin Office Park, Block F, 349 Witch-Hazel Street, Highveld, Centurion Ext 79, 0157 by no later than 11:00 am on 23 February 2022.**

5.4 **Compulsory Briefing session: Online/Virtual**

5.4.1 The online/Virtual compulsory briefing session will be held on **09 February 2022 at 10:00am.**

5.4.2 Bidders are required to register for a compulsory briefing session by submitting necessary information to bidadmin@rtmc.co.za by not later than **07 February 2022 at 14:00pm** to be eligible to participate in the compulsory briefing and the bid process.

The following information is required to register for a briefing session:

- Company Name
- CSD Registration number
- Name and Surname of the Representative

Bidder/s who fail to comply with the above requirement will not be considered the compulsory briefing session.

5.4.3 Upon registration a link will be shared with the bidders to enable them to participate on the stated virtual meeting.

5.4.4 Bidders will be required to login using their company name, thirty (30) minutes before the starting time of the briefing session to allow for a virtual registration. Example, if the session starts at 10:00am bidders will be allowed to login at 09:30am and session will start promptly at 10:00am. No bidder/s will be allowed in the briefing session past the starting time.

5.4.5 After the briefing session, a signed briefing certificate will be emailed to all the bidders who were part of the online/virtual briefing session.

NB: The mentioned briefing certificate must be attached on the bid documents upon submission on the closing date of the bid. (Failing which will invalidate the bid)

5.5 The bidder's company name, closing date and the return address must also be endorsed on the envelope.

5.6 All bids submitted must be signed by a person or persons duly authorised thereto.

5.7 If a courier service company is being used for delivery of the bid document, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the bid box. The RTMC will not be held responsible for any delays where documents are not placed in the bid box before closing time.

5.8 Bid received by email, facsimile or similar medium will not be considered.

5.9 Where a bid document is not placed in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **Late bids will not be considered.**

- 5.10 Amended bids may be sent in an envelope marked **“Amendment to Bid”** and should be placed in the bid box before the closing time.
- 5.11 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by RTMC regarding anything arising from the fact that pages are missing or duplicated.

6. Undertakings by the Bidder

- 6.1 The bidder accepts that all costs incurred in preparation, presentation, and any demonstration in relation to this bid shall be for the account of the bidder.
- 6.2 The bidder hereby offers to render all or any of the services described in the attached documents to the RTMC on the terms and conditions and in accordance with the specifications stipulated in this bid documents (and which shall be taken as part of, and incorporated into, this proposal at the prices inserted therein).
- 6.3 The bidder shall prepare for a possible presentation should RTMC require such and the bidder shall be notified thereof no later than 4 (four) days before the actual presentation date. Such presentation may include demonstration of products or services as called for by the RTMC in relation to this bid.
- 6.4 The successful bidder hereby accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.
- 6.5 Bidders should note that should its Bid be accepted, and should the Bidder be unwilling or unable to commence the Services on the commencement date due to circumstances that are within its control, the RTMC shall be entitled, without prejudice to any other rights it may have –
- 6.5.1 to terminate the contract; or

6.5.2 claim specific performance from the successful bidder;

and claim damages from the successful bidder.

6.6 The bidder furthermore confirm that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accept that any mistakes regarding price(s) and calculations will be at his/her risk

7. RTMC's Rights

7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or in whole. RTMC normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is technically acceptable and/or financially advantageous to the RTMC.

7.2 The RTMC also reserves the right to award this bid as a whole or in part without furnishing reasons.

7.3 The RTMC reserves the right to conduct a site visit at the premises of the offices or at any client sites if so required.

7.4 The RTMC reserves a right to amend any bid conditions, validity period, specifications, or extend the closing date of bid prior to the initially stated closing date. Bidders will be advised in writing of such amendments in good time.

7.5 The RTMC reserves the right to request all relevant information, agreements, and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.

7.6 The RTMC acknowledge and agree that all data and Personal Information provided by the bidder to the RTMC, or to which the RTMC may be exposed, shall constitute Personal Information.

7.7 The RTMC hereby undertakes–

7.7.1 in favour of the bidder that it shall at all times strictly comply with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) and any other legislation related to the protection of Personal Information;

7.7.2 to use its best efforts to keep Personal Information confidential and shall not disclose any Personal Information to any other person except as required by law, save to the extent set out in this bid; and

7.7.3 not process Personal Information for any purpose other than to perform its obligations under this bid.

8. Supplier Development and Promotion of Emerging Black Owned Service Provider

8.1 The RTMC promotes enterprise development in this regard, successful bidders are encouraged to mentor SMME's and/or Youth owned businesses. The implications of such arrangement will be subject to negotiations between the RTMC and the successful bidder.

8.2 It is also the objective of the RTMC to promote transformation of the South African economy and as such, bidders are encouraged to partner with a black owned entity (being 50%+1 black owned and controlled). Such partnership may include the formation of a Joint Venture and/ or subcontracting agreement etc., where a portion of the work under this bid would be undertaken by black owned entities.

8.3 To give effect to this requirement, bidders are required to submit a partnership/ sub-contracting proposal detailing the portion of work to be outsourced, level of involvement of the black owned partner and where relevant, submit a consolidated B-BBEE scorecard in-line with the provisions of the PPPFA Regulations which will be considered as part of the B-BBEE scoring.

9. SPECIAL INSTRUCTIONS TO BIDDERS

9.1 Bidders shall provide full and accurate answers to the questions posed in this document.

9.2 Bidders **must** substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/technical requirements. All documents as indicated must be supplied as part of the bid response.

9.3 RTMC reserves the right to determine the number of service providers.

- 9.4** The RTMC reserves the right to sign a Service Level Agreement (SLA) with the service provider to supplement services in an agreement in this regard.
- 9.5** RTMC reserves the right to include any additional related items on the contract that are currently not part of the bid document.
- 9.6** The RTMC will not be held responsible for any costs incurred in the preparation and submission of bid documents.
- 9.7** RTMC reserves the right to verify information provided by bidders and any misrepresentation will lead to disqualification of the bidder.
- 9.8** The bidder/s must indicate with a tick (✓) provincial footprint in the table below:

PROVINCE	TICK (✓)
Eastern Cape	
Free State	
Gauteng	
KwaZulu-Natal	
Limpopo	
Mpumalanga	
Northern Cape	
North-West	
Western Cape	

SECTION: 2

SPECIFICATION DETAILS AND FUNCTIONALITY REQUIREMENTS

SECTION 2: TECHNICAL REQUIREMENTS/ SPECIFICATION

1. PURPOSE

- 1.1 The purpose of this bid is to invite potential service providers for vehicle rental services to the RTMC for a period of three (3) years.

2. BACKGROUND

- 2.1 The RTMC's employees travel on a regular basis to fulfil and deliver on the Corporation's mandate from time to time throughout the country whereby vehicle rentals would be required from time to time as and when required.
- 2.2 In order to effectively provide an excellent service to its clients, the Corporation intends to appoint a panel of service providers that will provide vehicle rentals services in the most cost effective and convenient manner.
- 2.3 The National Treasury has as of September 2016 made a determination that the South African Government spends close to R10 billion rand from the National Revenue Fund on travel and subsistence on National and Provincial Departments alone.
- 2.4 To reduce the excessive expenditure, National Treasury issued National Travel Policy Framework seeking to improve transparency in travel behaviour and standardise pricing/pricing models. This stance towards reduction of excessive travel expenditure propelled the Corporation's need to implement own measures in achieving measurable savings.
- 2.5 In light of the above, the Corporation is seeking to enter into an agreement with bidders who will achieve the following in the main:
 - a) Provide the Corporation with the vehicle rental services that are consistent and reliable and who will maintain a high level of traveller satisfaction in line with the service levels agreement; and
 - b) Achieve significant cost savings for the Corporation without any degradation in the services.

3. SCOPE OF WORK /SPECIFICATIONS

3.1 The requirement is that a panel of service providers be appointed for the provision of a short-term (self-driven) vehicle rental services to RTMC for a period of three years. The required services would be as and when a need arise basis.

3.2 Short Term Vehicle Service requirements in brief -

- Short term rentals are self-drive vehicles hired for a period of 1 day to a maximum period of two (2) months.
- The successful bidder must be able to provide a petrol card or make arrangements to refuel vehicles at all reasonable times.
- Successful bidder must have a dedicated account manager for RTMC for all queries.
- The successful bidder must be able to provide an accident management support in case of accidents.
- The successful bidder must be able to provide a 24-hour emergency hotline number to provide emergency support. (Roadside assistance, etc)
- The successful bidder must have an ability to create and manage an online profile for reservations.
- The successful bidder is expected to provide both manual and automatic vehicles within the preferred category.
- The successful bidder must have provincial footprint from major cities and towns.
- The successful bidder must substitute vehicles in the event where an employee is unable to use the vehicle for whatever reason.
- Access to promotions, loyalty programmes and related benefits.
- Monthly report must be generated and be linked to all the bookings.
- Successful bidders' vehicles shall be kept in good mechanical and physical condition for the duration of the contract
- Successful bidder shall ensure that vehicles are neat and clean internally and externally
- Substitute vehicles in the event of services or mechanical repairs taking longer than 1-2 hours to complete, successful bidder must be able to provide a replacement vehicle.

SPECIAL CONDITIONS

- Invoices will be paid within 30 days from the date an acceptable invoice and relevant supporting documents are submitted.
- The appointed service providers must ensure that records of all traffic fines for the short-term rentals are kept and linked to a specific booking.
- Quoted prices must be inclusive of VAT.

SUSTAINABLE PROCUREMENT

It is defined as a process whereby organizations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole-life cycle basis in terms of generating benefits not only to the organization, but also to society and economy, whilst minimizing damage to the environment.

In an endeavour to achieve the above-mentioned ideals, the Corporation has identified Corporate Social Responsibility (CSR) as one of the significant drivers and enablers in addressing socio-economic and environmental challenges facing local communities across the country.

CSR is generally used to describe the “concept” whereby companies integrate social, economic and environmental concerns in their business operations and in their interactions with their stakeholders on a voluntary basis.

Once the bid has been awarded an outline on CSR programmes to be funded will be provided for further engagement and agreement with the successful bidders.

SECTION: 3

EVALUATION CRITERIA

1. EVALUATION CRITERIA

The bid will be evaluated in the following stages:

(a) Stage 1 - Standard Compliance Requirements

Bidders are expected to submit and comply with all the required Standard Compliance Requirements. Failure to comply with these requirements; bidders will be disqualified from evaluation. Below are standard mandatory requirements:

- Bidders are required to submit 2 copies [One (1) Original plus one (1) Copy] and PDF soft copy in a memory stick. Documents submitted on soft copy must be the same documents as the hard copy (original). RTMC will not take responsibility for any disqualifications due to documents submitted on a soft copy, but not included on the original.
- All standard bidding documents must be duly completed and signed by authorised official. In case of a Joint Venture, Consortium or similar relationship/arrangements; bidders must submit standard bidding documents for entities in an arranged business relationship and accompanied by an agreement.
- Bidders must be registered with National Treasury Centralised Supplier Database.
- Compulsory briefing session

(b) Stage 2 – Mandatory Requirements

Bidders who fail to meet the mandatory requirements will be disqualified from further evaluation.

(c) Stage 3 - Functionality Evaluation

This stage will be on written responses/ proposals which consists of **100 points**.

Bidders will be required to score a minimum of 70 points in order to qualify for a stage 4

(d) Stage 4 – Price and Preference Points Evaluation

Bidders will be evaluated on either 80/20 Preference Point System (i.e., 80 points on Price and 20 points on B-BBEE).

1.1 STAGE 1 – STANDARD COMPLIANCE REQUIREMENTS

NOTE: BIDDERS WHO FAIL TO COMPLY WITH BELOW STANDARD COMPLIANCE REQUIREMENTS WILL BE DISQUALIFIED FROM FURTHER EVALUATION.STANDARD COMPLIANCE REQUIREMENTS	Comply (Yes / No)
ENVELOPE ONE (1)	
Total Number of copies submitted – Two (2) (1 original and 1 copy) PDF soft copy in a memory stick	
Proof of CSD Registration. (CSD number or report) Registration on CSD (available on www.csd.gov.za)	
Compulsory briefing session certificate	
SBD1: Invitation to bid and company information	
SBD4: Declaration of interest	
SBD8: Declaration of bidder's past supply chain management practice	
SBD9: Certificate of independent bid determination	
ENVELOPE TWO (2)	
Total Number of copies submitted – Two (2) (1 original and 1 copy) PDF soft copy in a memory stick	
Pricing Schedule	
SBD6.1: Preference points claim form	

1.2 STAGE TWO - MANDATORY REQUIREMENTS

MANDATORY REQUIREMENTS	COMPLY (YES/NO)
1. Valid accreditation with Southern African Vehicle Rental and Leasing Association (SAVRALA) Compliance Requirements • Certified copy of valid membership certificate	

1.3 STAGE THREE – FUNCTIONALITY CRITERIA

NB: FUNCTIONAL EVALUATION WILL BE ON WRITTEN RESPONSE

This process will be used which comprises of written responses/ proposals.

WRITTEN RESPONSES/PROPOSALS

CRITERIA	WEIGHTS
A. EXPERIENCE OF THE SERVICE PROVIDER IN RENDERING VEHICLE RENTAL SERVICES	30
Experience of the service provider in rendering vehicle rental services. • 1 to 2 reference letters = 10 points • 3 to 5 reference letters = 20 points • More than 5 reference letters = 30 points Compliance requirements: Bidders are required to attach reference letters (in the client's letterhead) from the current and/or previous clients for vehicle rental services, relevant contact's telephone, email address) The following details must be fully completed as provided on the attached template. • Name of the company/institution • Short description of project successfully completed/involved in. • Duration of involvement (in months) • Contact details NB: Failure to comply with the above or any misrepresentation will result in bidders not being allocated points.	

B. PROVINCIAL FOOTPRINT (MAJOR CITIES AND TOWNS)	40
The bidder is expected to have the capacity to provide vehicle rental services in different provinces in line with the scope of work and as according to the below scale. Availability of offices in all nine (9) provinces: • Availability in 9 provinces = 40 points • Availability in 7 - 8 provinces: = 30 points • Availability in 5 - 6 provinces: = 20 points • Availability in 3 - 4 provinces = 10 points Compliance requirements: (i) Bidders must submit the following as a proof of address: - Municipal rates and taxes bill/account and/or electricity account OR Lease Agreement (ii) In case of any business arrangement made, where a bidder does not have provincial footprint, the bidder must submit: - Memorandum of Understanding (MOU) or agreement OR Confirmation letter on a letterhead indicating their location in different provinces as far as practical (town, street address, etc.).	
C. MANAGEMENT INFORMATION SYSTEMS (MIS) AND REPORTING	10
The bidders must demonstrate the ability to generate electronic monthly reports linked to all the bookings. = 10 points Compliance requirements: Provide a sample of a detailed report generated from the system for any client	
D. KEY PERSONNEL	20
The bidder must provide CV's for following key resources: -	

(i)Accounts Manager (travel and tourism, hospitality or fleet management) • 3 to 5 years' experience = 5 points • 6 years or more = 10 points Compliance requirement: To qualify for the points bidder(s) is/are required to attach the following: • Detailed CV indicating years of experience as Accounts Manager (ii) Booking Consultant • 1 to 3 years' experience = 5 points • 4 years or more = 10 points Compliance requirement: To qualify for the points bidder(s) is/are required to attach the following: • Detailed CV indicating years of experience as Booking Consultant NB: Any experience less than what is required will not be allocated points.	
Total	100

Table 1: Minimum scores per functional area
Note 1: The service provider must score at least the following minimum points on each section: • At least 10 points on A • At least 10 points on B • At least 10 points on C • At least 10 points on D

NB: BIDDERS WILL BE REQUIRED TO SCORE AN OVERALL MINIMUM OF 70 POINTS IN ORDER TO QUALIFY FOR STAGE 4.

STAGE FOUR – PRICE AND B-BBEE (PREFERENCE POINTS EVALUATION)

CRITERIA	MAXIMUM POINTS
Price	80
B-BBEE Rating	20
Grand Total	100

PRICING

Prices will be negotiated for standardisation purposes and the panel will be catergorised in terms of established and emerging categories.

Bidders should therefore complete the attached pricing schedule indicating all applicable costs.

SECTION: 4

**ANNEXURE AND
STANDARD BIDDING
DOCUMENTS**

**See the attached SBD forms
(All SBD forms must be
signed)**

BIDDING DOCUMENTS: GENERAL INFORMATION

1. The bidding forms are drawn up so that certain essential information is to be furnished in a specific manner. Any additional particulars shall be furnished in the enclosed questionnaire(s) or in a separate annexure.
2. The bidding forms should not be retyped or redrafted, but photocopies may be prepared and used. Additional offers may be made for any item, but only on a photocopy of the page in question. Additional offers made in any other manner may be disregarded.
3. Bidding forms not filled in using a computer and printer shall be completed in black ink.
4. Bidders shall check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability shall be accepted with regards to claims arising from the fact that pages are missing or duplicated.
5. The forms in respect of Preference Points Claim, if attached, shall be completed and submitted with the completed Bid.
6. Firm bid prices and delivery periods are preferred. Consequently, bidders shall clearly state whether prices and delivery periods will remain firm for the duration of the contract or not.
7. If non-firm prices are submitted, this fact should be clearly stated in the bidding documents.
8. Where items are specified in detail, the specifications from an integral part of the bidding document and bidders shall indicate in the space provided whether the items offered are to specification or not.
9. In respect of the paragraphs where the items offered are strictly to specification, bidders shall insert the words "as specified".

- 10.** In cases where the items are not to specification, the deviations from the specifications shall be indicated.
- 11.** The bid prices shall be given in the units shown.
- 12.** All prices shall be quoted in South African currency.