

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE (IPID)									
BID NUMBER:		IPID05/2024/25		CLOSING DATE:		17 JANUARY 2025		CLOSING TIME: 11:00	
DESCRIPTION		REQUEST FOR PROPOSAL FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER TRAVEL & ACCOMMODATION MANAGEMENT SERVICES TO THE INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE (IPID) FOR A PERIOD OF 36 MONTHS							
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)									
473B STANZA BOPAPE STREET									
GROUND FLOOR, TENDER BOX									
BENSTRA BUILDING									
ACARDIA, PRETORIA									
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:					TECHNICAL ENQUIRIES MAY BE DIRECTED TO:				
CONTACT PERSON		Ms. G Macevele		CONTACT PERSON		Mr. T Khashane		TELEPHONE NUMBER	
TELEPHONE NUMBER		012 399 0119		TELEPHONE NUMBER		012 399 0187		E-MAIL ADDRESS	
E-MAIL ADDRESS		Tenders@ipid.gov.za		E-MAIL ADDRESS		Tenders@ipid.gov.za		SUPPLIER INFORMATION	
NAME OF BIDDER				POSTAL ADDRESS				STREET ADDRESS	
TELEPHONE NUMBER		CODE		TELEPHONE NUMBER		CODE		CELLPHONE NUMBER	
FACSIMILE NUMBER		CODE				NUMBER		E-MAIL ADDRESS	
VAT REGISTRATION NUMBER									
SUPPLIER COMPLIANCE STATUS		TAX COMPLIANCE		OR		CENTRAL SUPPLIER DATABASE		MAAA	
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?		☐ Yes ☐ No		[IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		☐ Yes ☐ No	
[IF YES, ANSWER THE QUESTIONNAIRE BELOW]									
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS									
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?									
☐ YES ☐ NO		DOES THE ENTITY HAVE A BRANCH IN THE RSA?							
☐ YES ☐ NO		DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?							
☐ YES ☐ NO		DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?							
☐ YES ☐ NO		IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?							
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-FILEING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA .	
2.4. BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.	
2.5. IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.	
2.6. WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.	
2.7. NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."	

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

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

DATE:

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER:	BID NO.: IPID05/2024/25
CLOSING TIME 11:00	CLOSING DATE: 17 JANUARY 2025

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

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

REQUEST FOR PROPOSAL FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER TRAVEL & ACCOMMODATION MANAGEMENT SERVICES TO THE INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE (IPID) FOR A PERIOD OF 36 MONTHS

1. Services must be quoted in accordance with the attached terms of reference and the attached Template 1 (Transaction Fee Model Off-site Services).

Total cost of the assignment (R inclusive VAT) R.....

2. NB: Bidders must indicate a total cost breakdown for this assignment. (Template 1, Transaction Fee Model Off-site Services).

3. The financial proposal for this assignment should cover for all assignment activities and outputs enumerated above.

4. The rates quoted must be firm for a period of 36 months.

Signature	Date
_____	_____
Position	Name of bidder
_____	_____

Any enquiries regarding bidding procedures may be directed to the –

Independent Police Investigative Directorate
Private Bag 941 X, Pretoria, 0002, Benstra Building 473B Stanza Bopape Street, Arcadia Pretoria

For Bidding procedures
Ms. G Macevele
Tel: 012 399 0119
Or for technical information
Mr. T Khashane
012 3990187

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 institution of State

- 2.2 Do you, or any person connected with the bidder, have a relationship
- 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.

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, 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

3.3

disclosure is found not to be true and complete in every respect; The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with

3.4

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 intention or decision to

3.5

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. 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.

There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

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.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.6

I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

Signature	Position
.....	
Date	Name of bidder
.....	

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 preference point systems 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
- 1.2 To be completed by the organ of state
(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 80/20 preference point system.
- b) The 80/20 preference point system will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

- 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	SPECIFIC GOALS	Total points for Price and SPECIFIC GOALS
80			
20			
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:

80/20

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

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:

80/20

$$P_s = 80 \left(1 - \frac{P_{t-min}}{P_{t-max}} \right)$$

Where

P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, 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.)

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]

DECLARATION WITH REGARD TO COMPANY/FIRM

The specific goals allocated points in terms of this tender					TOTAL	
Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)	Enterprises with ownership of 51% or more by persons who are Black	
					Enterprises with ownership of 51% or more by persons who are Women	
					Enterprises with ownership of 51% or more by persons who are Youth	
					Enterprises with ownership of 51% or more by persons with Disability	
					TOTAL	
		8			2	20
					8	
					2	
					2	

SIGNATURE(S) OF TENDERER(S)	
.....	
SURNAME AND NAME:	
DATE:	
ADDRESS:	

- 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.

**REQUEST FOR PROPOSAL FOR THE APPOINTMENT OF A SERVICE PROVIDER TO
RENDER TRAVEL & ACCOMMODATION MANAGEMENT SERVICES TO THE
INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE FOR A PERIOD OF 36 MONTHS**

BID NUMBER : IPID 05/2024/25

DATE ISSUED : 26 NOVEMBER 2024

CLOSING DATE : 17 JANUARY 2025

TIME : 11:00AM

BID VALIDITY PERIOD : 120 DAYS

**TENDER BOX ADDRESS: 473B STANZA BOPAPE STREET, GROUND FLOOR, TENDER
BOX, BENSTRA BUILDING, ARCADIA, PRETORIA**

1. INTRODUCTION

1.1. Independent Police Investigative Directorate's (IPID) legislative mandate is based on Section 206(6) of the Constitution of the Republic of South Africa, which makes provision for the establishment of an independent police complaints body to investigate any alleged misconduct, or offence committed by, a member of the police services in the province

2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

2.1. The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of travel management services to the Independent Police Investigative Directorate.

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

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

3. ACRONOMY

IPID	Independent Police Investigative Directorate.
TMC	Travel management company
VAT	Value Added Tax
SARS	South African Revenue Service
CSD	Central Supplier Database

4. DEFINITIONS

Accommodation	Means the rental of lodging facilities while away from one's place of residence while on official business.
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.
Approving authority /	Means the employee who has been delegated to approve travel in respect of travel requests and expenses.
Best price of day:	a. For airline booking: the lowest fare offered at the time of booking, provided that this fare is offered in conjunction with suitable travel times.

Car Rental	Means the rental of a vehicle for a short period of time by a Traveller for official purposes.
Department	Means the Independent Police Investigative Directorate.
Domestic travel	Means travel within the borders of the Republic of South Africa.
Emergency service	Means an event where unforeseen and unavoidable circumstances (either personal and, or, business-related), including but not limited to, a death, illness, health risk, disaster management operations, or a business environmental risk, require a booking for travel or a diversion from the original planned trip.
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	It 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 Travel Management Company (TMC) to which all expenditure is charged.
Management Fee	It is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets etc.).
Merchant Fees	Fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.
Officials	Means any person employed by, or seconded to an institution, or contracted to the institution to work as a member of the staff unless specified otherwise in this guideline.
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 Southern African Development Community (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)	It is a contract between the TMC and IPID 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.

5. LEGISLATIVE FRAMEWORK OF THE BID

5.1. Tax Legislation

- 5.1.1. Bidder(s) must be compliant when submitting a proposal to the IPID 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).
- 5.1.2. 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.
- 5.1.3. The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.

Third party fees	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 traveling on official business on behalf of Government.
Travel Authorisation	It is the official form utilised by IPID reflecting the detail and order number of the trip that is approved by the relevant authorizing official.
Travel Booker	It is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g. the personal assistant of the Traveller.
Travel Management Company	Refers to the Company contracted to provide travel management services.
Travel Voucher	Means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.
Value Added Services	Re services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.
Value Added Tax	Means an indirect tax on the consumption of good and services in the economy.
VIP or Executive Service	Means the specialised and personalised travel management services to selected officials by a dedicated consultant to ensure a seamless travel experience.

5.1.4. It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.

5.1.5. Bidders are required to be registered on the Central Supplier Database (CSD) and the National Treasury shall verify the bidder's tax compliance status through the CSD.

5.1.6. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the CSD and their tax compliance status will be verified through the CSD.

5.2. Procurement Legislation
5.2.1. IPID 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).

5.3. Technical Legislation and/or Standards
5.3.1. Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services.

6. CONTACT AND COMMUNICATION

6.1. A nominated official of the bidder(s) can make enquiries in writing to, Mr Temba Khashane: tenders@ipid.gov.za or contact him on (012) 399-0000. Bidder(s) must reduce all telephonic enquiries to writing and send to the above email address.

6.2. 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 IPID (other than minor clerical matters), the Bidder(s) must promptly notify IPID in writing of such discrepancy, ambiguity, error or inconsistency in order to afford IPID an opportunity to consider what corrective action is necessary (if any). Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by IPID will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.

6.3. 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.

7. LATE BIDS

7.1. 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).

8. COUNTER CONDITIONS

8.1. 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.

9. FRONTING

9.1. IPID 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.

9.2. The IPID, 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 IPID may have against the Bidder / contractor concerned.

10. SUPPLIER DUE DILIGENCE

10.1. IPID 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.

11.SUBMISSION OF PROPOSALS

11.1.1.Bid documents will be hand delivered or couriered to Benstra Building, 473B Stanza Bopape Street, Arcadia, Pretoria, 0083, Tender Box, Ground Floor, before 11:00 am on closing date. No e-mail proposal will be accepted.

11.2.It is the responsibility of the Service providers to ensure that the bid is registered in the bid register provided by the department before the closing time and date of the tender.

11.3. The bidder/s must ensure that their couriered bids are registered in the bid register.

11.4.Bid documents will only be considered if received by IPID before the closing date and time.

11.5.The bidder(s) are required to submit one (1) original file and file must be marked correctly and sealed for ease of reference during the evaluation process. Furthermore, the file submission must be labelled and submitted including the following:

11.5.1. Mandatory Requirements

11.5.1.1.Pre-qualification documents

11.5.2. Functionality Requirements

11.5.2.1. Supporting documents for technical responses

11.5.2.2. General Conditions of Contract (GCC)

11.5.2.3. Company Profile

11.5.2.4. Any other supplementary information

11.5.3. Pricing Schedule Technical Responses

12.PRESENTATION / DEMONSTRATION

12.1.IPID reserves the right to request presentations / demonstrations from the short-listed Bidders as part of the bid evaluation process.

13.DURATION OF THE CONTRACT

13.1.The successful bidder will be appointed for a period of 36 (thirty-six) months effective from the date of the commencement of the contract.

14.SCOPE OF WORK

14.1. Background

14.1.1. IPID currently uses Travel Management Company (TMC) to manage the travel requisition and travel expense processes within the travel management lifecycle. The travel requisition process is currently a semi-automated process. The travel requisition is manually captured on forms that go through a manual authorization approval procedure and are then forwarded to the IPID travel coordinator. The IPID travel coordinator captures the requisition into official purchase order which goes through an approval workflow process and then through to the travel management company for travel booking.

14.1.2. IPID's primary objective in issuing this RFP is to enter into an agreement with a successful bidder(s) who will achieve the following:

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

14.2.Travel Volumes

14.2.1. The current IPID total volumes per annum includes air travel, accommodation, car hire, shuttle service, forex, conference, etc. The table below details the estimated number of transactions for the financial year as follows:

SERVICE CATEGORY	ESTIMATED NUMBER OF TRANSACTIONS PER ANNUM
Air travel – Domestic	444
Air Travel - Regional	0
Air Travel – Regional	1
Car Rental – Domestic	150
Car Rental - Regional	0
Car Rental – International	1
Shuttle Services – Domestic	180
Accommodation – Domestic	2 340
Accommodation - Regional	0
Accommodation – International	1
Transfers – Domestic	0
Transfers - Regional & International	10
Bus/Coach bookings	4
Train - Regional & International	0
Conferences/Events	4
After Hours	70
Parking	0
Insurance	0
Forex	0
GRAND TOTAL	3 205

Note: These figures 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.

14.3. Service Requirements

- 14.3.1. General - The successful bidder will be required to provide 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 IPID locally, regional, and internationally. This will include employees and non-employees where the agreement is that IPID is responsible for the arrangement and cost of travel.
 - b. Provide travel management services during normal office hours (Monday to Friday 08h00 — 17h00) and provide after hours and emergency services.
 - c. Familiarization with current IPID business travel requirements.
 - d. Familiarization with current travel suppliers and negotiated agreements that are in place between IPID and third parties. Assist with further negotiations for better deals with travel service providers.
 - e. Familiarization with current IPID 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 IPID 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.
 - k. Provide the reference table with contactable existing / recent clients (within past 5 years) which are of a similar size to IPID.

Company name	Contact name	Business address	Business contact number	E-mail Address	Duration of previous/current contract	Value of Contract	A brief description of the services that you provided

NB: The above table must be completed in full; failure to complete will result in the bidder being non responsive. (strictly use the table above)

14.4. Reservations

14.4.1. The Travel Management Company will:

- a. Receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium.
- b. Always endeavour to make the most cost effective travel arrangements based on the request from the traveller and/or travel booker.
- c. Apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
- d. Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- e. Book the negotiated discounted fares and rates where possible.
- f. Must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.

g. Book parking facilities at the airports where required for the duration of the travel.

h. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.

i. Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)

j. Must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.

k. Advise the Traveller of all inoculation requirements well in advance.

l. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.

m. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).

n. Facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.

o. Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.

p. Visa applications will not be the responsibility of the TMC; however, the relevant information must be supplied to the traveller(s) where visas will be required.

q. Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by IPID are non-commissionable, where commissions are earned for IPID bookings all these commissions should be returned to IPID on a quarterly basis.

r. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by IPID.

s. Timeous submission of proof that services have been satisfactorily delivered (invoices) as per IPID's instructions.

14.5. Air Travel

- 14.5.1. The TMC must be able to book full service carriers as well as low cost carriers.
- 14.5.2. The TMC will book the most cost effective airfares possible for domestic travel.
- 14.5.3. For international flights, the airline which provides the most cost effective and practical routings may be used.

- 14.5.4. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- 14.5.5. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- 14.5.6. Airline tickets must be delivered electronically (SMS and/or email format) to the Traveller(s) and travel bookers promptly after booking before the departure times.
- 14.5.7. The TMC will also assist with the booking of charters for VIPs utilizing the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- 14.5.8. 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.
- 14.5.9. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- 14.5.10. Ensure that Travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.).
- 14.5.11. Assist with lounge access if and when required.
- 14.6. Accommodation**
- 14.6.1. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the rate determined by the National Treasury / IPID.
- 14.6.2. The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the Traveller.
- 14.6.3. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with IPID travel policy.
- 14.6.4. IPID Travellers may only stay at accommodation establishments with which IPID 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

confirmation with acceptable costs, or as stipulated in written directives issued from time to time by the National treasury or IPID.

14.6.5. Accommodation vouchers must be issued to all IPID Travellers for accommodation bookings and must be invoiced to IPID as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges and copy of IPID purchase order.

14.6.6. 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 / IPID.

14.6.7. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

14.7. Car Rental and Shuttle Services

14.7.1. The TMC will book the approved category vehicle in accordance with the IPID Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).

14.7.2. The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.

14.7.3. The TMC must ensure that relevant information is shared with Travellers regarding rental vehicles, like tollgates, refuelling, keys, rental agreements, damages and accidents, etc.

14.7.4. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.

14.7.5. The TMC will book transfers in line with the IPID Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.

14.7.6. The TMC should manage shuttle companies on behalf of the IPID and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.

14.7.7. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

14.8. After Hours and Emergency Services

14.8.1. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.

14.8.2. A dedicated consultant must be available to assist VIP/Executive Travellers with after hours or emergency reservations and changes to travel plans.

14.8.3. After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 08h00) and twenty-four (24) hours on weekends and Public Holidays.

14.8.4. 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.

14.8.5. 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.

14.9. Communication

14.9.1. The TMC will be requested to conduct workshops and training sessions for Travel Bookers of IPID upon commencement of contract.

14.9.2. All enquiries must be investigated and prompt feedback be provided in accordance with the Service Level Agreement.

14.9.3. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

14.10. Financial Management

14.10.1. The TMC must implement the rates negotiated by National Treasury / IPID with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.

14.10.2. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to IPID for payment within the agreed time period.

14.10.3. Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.

14.10.4. The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to an IPID supplier sending the bill back to the TMC, who, in turn, invoices IPID for the services rendered.

14.10.5. Where pre-payments are required for smaller Bed & Breakfast Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.

14.10.6. Consolidate Travel Supplier bill-back invoices.

14.10.7. In certain instances, where institutions have a travel lodge card in place, the payment of air, accommodation and ground transportation is consolidated through a corporate card vendor.

14.10.8. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to IPID's Financial Department on the agreed time period (e.g.- weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.

14.10.9. Ensure Travel Supplier accounts are settled timeously.

14.11. Technology, Management Information and Reporting

14.11.1. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.

14.11.2. The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimize the services and related fees.

14.11.3. All management information and data input must be accurate.

14.11.4. The TMC will be required to provide the IPID with a minimum of three (3) standard monthly reports that are in line with reporting template provided by IPID.

14.11.5. Reports must be accurate and be provided as per IPID's specific requirements at the agreed time. Information must be available on transactional level that reflect detail including the name of the Traveller, date of travel, spend category (example air travel, shuttle, accommodation).

14.11.6. IPID may request the TMC to provide additional management reports.

14.11.7. Reports must be available in an electronic format for example Microsoft Excel.

14.11.8. Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

14.11.8.1. Travel

- a) After hours' Report
- b) Compliments and complaints
- c) Consultant Productivity Report
- d) Long term accommodation and car rental
- e) Extension of business (include leisure)
- f) Upgrade of class of travel (air, accommodation and ground transportation)
- g) Bookings outside Travel Policy.
- h) Booking transaction (per employee and specific type of service)

14.11.8.2. Finance

- a) Reconciliation of commissions/rebates or any volume driven incentives

- b) Creditor's ageing report;
- c) Creditor's summary payments;
- d) Daily invoices;
- e) Reconciled reports for Travel Lodge card statement;
- f) No show report;
- g) Cancellation report;
- h) Receipt delivery report;
- i) Monthly Bank Settlement Plan (BSP) Report;
- j) Refund Log;
- k) Open voucher report, and
- l) Open Age Invoice Analysis.

14.12. Account Management

14.12.1. The TMC will implement all the necessary processes and programs to ensure that all the data is secure at all times and not accessible by any unauthorised parties.

14.12.2. An Account Management structure should be put in place to respond to the needs and requirements of IPID and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.

14.12.3. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the IPID's account.

14.12.4. The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at a times.

14.12.5. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.

14.12.6. Ensure that the IPID's Travel Policy is enforced.

14.12.7. The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.

14.12.8. Ensure that workshops/training(s) are provided to Travellers and/or Travel Bookers.

14.12.9. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

14.13. Value Added Services

14.13.1. The TMC must provide the following value added services:

a) Destination information for regional and international:

b) Health warnings

c) Weather forecasts

d) Places of interest

e) Visa information

f) Travel alerts

g) Location of hotels and restaurants

h) Information including the cost of public transport

i) Rules and procedures of the airports

j) Business etiquette specific to the country

k) Airline baggage policy

l) Supplier updates.

14.13.2. Electronic voucher retrieval via web and smart phones;

14.13.3. SMS notifications for travel confirmations;

14.13.4. Travel audits;

14.13.5. Global Travel Risk Management;

14.13.6. VIP services for Executives that include, but is not limited to check-in support.

14.14. Cost Management

14.14.1. The National Treasury cost containment initiative and the IPID Travel Management Policy is establishing a basis for a cost savings culture.

14.14.2. 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 National Treasury's cost containment instructions.

14.14.3. 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.

14.14.4. 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 IPID'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.

14.15. Quarterly and Annual Travel Reviews

14.15.1. Quarterly reviews are required to be presented by the Travel Management Company on all IPID travel activity in the previous three-month period.

14.15.2. These reviews are comprehensive and presented to IPID's Procurement and Finance teams as part of the performance management reviews based on the service levels.

14.15.3. Annual Reviews are also required to be presented to IPID's Senior Executives.

14.15.4. These Travel Reviews will include without limitation the following information:

a. Institution to list the information that will be required.

b. Invoice stating correct purchase Order Number.

c. Monthly Statement Reconciliation.

d. Monthly Meeting stating the challenges and solutions.

14.16. Office Management

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

- a. Senior Consultants
- b. Intermediate Consultants
- c. Junior Consultants
- d. Travel Manager (Operational)
- e. Finance Manager / Branch Accountant
- f. Admin Back Office (Creditors / Debtors/Finance Processors)
- g. Strategic Account Manager (per hour)
- h. System Administrator (General Admin)

15. PRICING MODEL

15.1. IPID requires bidders to provide a Pricing Schedule based on Transactional Fees model.

15.2. Transaction Fees - Refer: Pricing Schedule

15.3. 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.

15.4. The Bidder must further indicate the estimated percentage split between - Traditional booking and On-line bookings.

15.5. The Bidders are required to complete the pricing schedule in full for both Traditional and Online booking.

15.6. The total Bid Price (Traditional booking + Online booking) will be considered for evaluation purposes.

15.7. The Online Booking System must be in line with the IPID Online System Description: Annexure A

15.8. Failure to complete the Pricing Schedule will result in a disqualification.

15.9. It is important for bidders to note the following when determining the pricing:

15.9.1. Volume Driven Incentives;

15.9.2. National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers;

15.9.3. No override commissions earned through IPID reservations will be paid to the TMCs;

- 15.9.4. An open book policy will apply and any commissions earned through the IPID volumes will be reimbursed to IPID.
- 15.9.5. TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

16.EVALUATION AND SELECTION CRITERIA

The preferred bidders will be evaluated in three (03) phases set as minimum standards that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The evaluation phases are as:

Phase 1: Mandatory Evaluation	Phase 2: Functional Criteria Evaluation	Phase 3: Price and Specific Goals Evaluation
Bidders must submit all documents as outlined in paragraph 16.1 below. Only bidders that comply with ALL these criteria will be evaluated further.	Bidder(s) are required to achieve a minimum of 70 points out of 100 points to proceed to Price and Specific Goals Evaluation.	Bidder(s) will be evaluated on 80/20 Price & Preference Points.

16.1. Phase 1: Mandatory Evaluation

- 16.1.1. Without limiting the generality of IPID's other critical requirements for this Bid, bidder(s) must submit the following documents:

- Invitation to Bid – SBD 1
- Pricing schedule – SBD 3.3 (In addition to pricing template)
- Declaration of Interest – SBD 4
- Preference Point Claim Form – SBD 6.1
- Registration on Central Supplier Database (CSD)
- A valid licence/certificate of ASATA (Association of South African Travel Agents) and IATA (International Air Transport Association). A valid certificate for such membership must be submitted with the bid at closing date and time.

- g. Pricing Schedule - Submit full details of the pricing proposal (traditional and on-line booking).

- 16.1.2. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' response will be evaluated based on compliance with the listed administration and mandatory bid requirements.

The bidder(s) proposal will be disqualified for non-submission of any of the documents.

16.2. Phase 2: Functional Evaluation Criteria = 100 points

- 16.2.1. Responsive bidders from mandatory phase will be invited to come and do presentation and system demonstration.
- 16.2.2. The bidder must score 70 points of functionality in order to proceed to Price and Specific goals (HDI) evaluations.
- 16.2.3. As part of due diligence, IPID will conduct a site visit at a client of the Bidder (reference) for validation of the services rendered. The choice of site will be at IPID sole discretion.

- 16.2.4. All bidders are required to respond to the functional evaluation criteria below:
- 16.2.5. Only Bidders that have met the Pre-Qualification Criteria in Phase 1: Mandatory Evaluation will be evaluated in Phase 2: Functional Criteria Evaluation

ITEM	Criterion	Score Guidance	Weight
Company Experience	Number of years in providing similar service. (The reference table under 14.3.1(k) must be accompanied by the relevant reference letters. Please note this will be used for confirmation purposes)	Scoring criteria: (20) 14 and above Years = 20 points 11 – 13 Years =15 points 8 – 10 Years = 10 points 5 - 7 Years = 5 points	20
Project / Transition Plan	Provide a detailed project plan for implementing the service without interruptions and engage the incumbent service provider to ensure a smooth transition. The plan must include: - Turnaround time; - Methodology; - Tools of trade; - Resources (a minimum of 8 personnel with 3 years' experience that will be	Scoring criteria:(20) Detailed Project / transition plan addressing four or more of the mentioned criteria = 20 points Detailed Project / transition plan addressing three of the mentioned criteria = 15 points Project / transition plan addressing two of the mentioned criteria = 10 points Project / transition plan addressing one of the mentioned criteria = 5 points	20

ITEM	Criterion	Score Guidance	Weight
	deployed to the IPID account); 1 x Account Manager 1 x Travel Manager 1 x Team Leader 1 x Senior Consultant (Executive Desk) 4 x Junior Consultants	No Plan submitted = 0 points	
SOPS for Reservation / Booking Management	Provide the SOPS for and Describe how all the travel reservations / bookings are handled: Traditional booking: • Call/email travel agency detailing services; • Measuring timeline of response (1day); • Provide quotation; • Process the order; • Send the order to Service Provider; • Service Provider issue voucher, (1day). • Online booking	Scoring criteria: (20) SOPS for Traditional and Online Booking = 20 SOPS for Traditional Booking =10 SOPS for Online Booking =10 points	20
After-Hours Service Plan	The bidder must have capacity to provide reliable and consistent after hours support to the travel bookers and traveller(s). <u>After hours Service Plan</u>	Scoring criteria: (15) <u>After hours Service Plan:</u> Criterion 1 = 15 points Criterion 2 = 10 points Criterion 3 = 5 points	15

ITEM	Criterion	Score Guidance	Weight
Emergency Service Plan	• Access to After-hours service, availability 24/7/365 and the turnaround time in one hour or less. • Access to After-hours service, availability 24/7/365 and turnaround time is within 2 hours. • Access to After-hours service, availability 24/7/365 and turnaround time more than 2 hours.	No after-hours service plan = 0 points	
	The bidder must have capacity to provide reliable and consistent emergency support to the travel bookers and traveller(s). <u>Emergency Service Plan</u> • Available 24/7/365, After-hours, and turnaround time for issuing a voucher is 30 minutes or less • Available 24/7/365, After-hours, and turnaround time for issuing a voucher is 1 hour • Available 24/7/365, After-hours, and turnaround time for issuing a voucher is 2 hours or more	Scoring criteria: (15) <u>Emergency Service Plan:</u> Criterion 1 = 15 points Criterion 2 = 10 points Criterion 3 = 5 points	15

ITEM	Criterion	Score Guidance	Weight
Presentation & System Demonstration	PowerPoint Presentation must provide the following: • Summary of the proposal • Value added Services (Provide information of any value added services that can be offered to IPID) • Simulation of booking processed. • Cost saving strategy (Describe and provide examples of cost saving initiatives implemented and achieved at previous clients). Indicate what items were targeted for maximum cost savings result. - Q&A on technical submission	Presentation covers 4 or more of the criteria required = 10 points Presentation covers 3 of the criteria required = 7 points Presentation covers 2 of the criteria required = 3 points Presentation covers 0 – 1 of the criteria required = 0 points	10
TOTAL	Minimum score requirements 70%		100

16.2.6. Only Bidders that have met the Pre-Qualification Criteria in Phase 1: Mandatory Evaluation will be evaluated in Phase 2: Functional Criteria Evaluation.

16.3. Phase 3: Price and Specific Goals Evaluation (80+20) = 100 points

16.3.1. Only Bidders that have met the 70 points on functional evaluation criteria will be evaluated on price and specific goals (HDI). Price and specific goals(HDI) will be evaluated in terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preference points claim form in terms of the Preferential Procurement Regulations of 2022.

16.3.2. Preferential Points

16.3.2.1. This bid is anticipated not to exceed R50 million and therefore, the 80/20 preferential point system for acquisition of goods and services with Rand value above R30 000.00 and up to R50 million will apply. 16.3.2.2. The following formula must be used to calculate the points out of 80 for price in respect of an invitation for tender with a Rand value above R30 000.00 and up to R50 million, inclusive of all applicable taxes.

The points obtained will then be converted to 80% of the total points as follows:

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

Where

P_s = Points scored for price of the bid under consideration
 P_t = Rand value of the bid under consideration

P_{min} = Rand value of lowest responsive bid

A maximum of 20 points may be awarded to a tender for specific goals specified for the tender as follows:

Historically Disadvantaged Individuals (HDI)	
Specific goals	Points
Enterprises with ownership of 51% or more by persons who are black	8
Enterprises with ownership of 51% or more by persons who are women	8
Enterprises with ownership of 51% or more by persons who are youth	2
Enterprises with ownership of 51% or more by persons with disability	2
Total	20

16.3.2.3. The points scored for specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places. The bidder who scored the highest points will be recommended for the bid.

16.3.2.4. If two or more tenders score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals, and if two or more tenders score total equal points in all respects, the award must be decided by drawing of lots.

16.3.3. Proof to claim specific goals.

16.3.3.1. Proof or documentation that will be considered to claim points for specific goal related to persons or categories of persons historically disadvantaged by unfair discrimination will include, amongst others-
a. Bidders are requested to complete preferential claim form (SBD 6.1) in order to claim the specific goals points;

b. Valid BBBEE Certificate;

c. A sworn affidavit by the person or person acting on behalf of an enterprise indicating the level of ownership in the enterprise by persons historically disadvantaged by unfair discrimination on the basis of race;

d. Ownership Certificate issued by the Companies and Intellectual Property Commission (CIPC);

16.3.4. Detailed Central Supplier Database

16.3.5. Failure to capture the required status and to submit the required HDI will result into the bidder forfeiting the HDI points.

16.3.6. The points scored by a bidder in respect of points indicated above will be added to the points scored for price;

16.3.7. Bidders are requested to complete the various preference claim forms in order to claim preference points;

16.3.8. Only a bidder who has completed and signed the declaration part of the preference claim form will be considered for HDI status;

16.3.9. Points scored will be rounded off to the nearest 2 decimals;

16.3.10. In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of points for HDI status. Should two or more bids be equal in all respects, the award shall be decided by drawing of lots;

16.3.11. A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.

16.3.12. The points scored for specific goal must be added to the points scored for price and the total points must be rounded off to two decimal places. The bidder who scored the highest points will be recommended for the bid.

16.3.13. If two or more tenders score an equal total number of points, the contract must be awarded to the tender that score the highest points for specific goals, and if two or more bidder score equal points in all respect, the awards must be decided by drawing of lots.

17. GENERAL CONDITIONS OF CONTRACT

17.1. 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 IPID is prepared to enter into a contract with the successful Bidder(s).

b. The bidder submitting the General Conditions of Contract to IPID together with its bid, duly signed by an authorised representative of the bidder.

18. CONTRACT PRICE ADJUSTMENT

18.1. Contract price adjustments will be done annually on the anniversary of the contract start date. The price adjustment will be based on the Consumer Price Index Headline Inflation.

19. SERVICE LEVEL AGREEMENT

19.1. Upon award IPID and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by IPID, more or less in the format of the draft Service Level Indicators included in this tender pack.

19.2. IPID 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. Bidder(s) are requested to:

19.3.1. Comment on draft Service Level Indicators and where necessary, make proposals to the indicators;

19.3.2. Explain each comment and/or amendment; and

19.3.3. Use an easily identifiable colour font or "track changes" for all changes and/or amendments to the Service Level Indicators for ease of reference.
19.3.4. IPID 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 IPID or pose a risk to the organisation.

20. SPECIAL CONDITIONS OF THIS BID

20.1. IPID reserves the right:

20.1.1. 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);

20.1.2. 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).

20.1.3. To accept part of a tender rather than the whole tender.

20.1.4. 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.

20.1.5. 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.

20.1.6. To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.

20.1.7. Award to multiple bidders based either on size or geographic considerations.

21. IPID REQUIRES BIDDER(S) TO DECLARE

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

21.1.1. Confirm that the bidder(s) is to: —

a. Act honestly, fairly, and with due skill, care and diligence, in the interests of IPID;

- b. Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c. Act with circumspection and treat IPID's 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 IPID.
- 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 IPID as a client before any other consideration; and
- h. To ensure that any information acquired by the bidder(s) from IPID's 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

- 22.1. IPID 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 IPID or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity");
- 22.2. 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;
- 22.3. 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;

22.4.makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of IPID's officers, directors, employees, advisors or other representatives;

22.5.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;

22.6.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;

22.7.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;

22.8.has in the past engaged in any matter referred to above; or
22.9.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 IPID 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 IPID against the bidder notwithstanding the conclusion of the Service Level Agreement between IPID and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

24. PREPARATION COSTS

24.1. 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 IPID, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

25. INDEMNITY

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

26. PRECEDENCE

26.1. 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

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

28.1. No tender shall be awarded to a bidder who is not tax compliant. IPID reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance.

28.2.Certificate to IPID, or whose verification against the Central Supplier Database (CSD) proves noncompliant. IPID 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.

29. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

29.1.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.

29.2.IPID 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

30.1.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 SUB-CONTRACTORS AND BIDDER'S PERSONNEL

31.1.A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any); and

31.2.Personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that IPID allows a bidder to make use of sub-contractors, such subcontractors will at all times remain the responsibility of the bidder and IPID will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

32. CONFIDENTIALITY

32.1.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 IPID examination and evaluation of a Tender.

32.2.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 IPID remain proprietary to IPID and must be promptly returned to IPID upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

32.3.Throughout this bid process and thereafter, bidder(s) must maintain IPID's confidentiality and may not release any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid without written prior approval by IPID. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

33.IPID PROPRIETARY INFORMATION

33.1.Bidder will on their bid cover letter make declaration that they did not have access to any IPID 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

34.1.Should funds no longer be available to pay for the execution of the responsibilities of this bid IPID 05/2024/25, the IPID 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 there upon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.

35.DECLARATION

I, the undersigned (full _____ name) certify and declare that the information provided is true and correct



PRICING SUBMISSION

RFP NO:

IPID 05/2024/25

RFP NAME:

APPOINTMENT OF A SERVICE PROVIDER TO RENDER TRAVEL & ACCOMMODATION MANAGEMENT SERVICES TO THE INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE A PERIOD OF 36 MONTHS

BIDDER NAME



PRICE INSTRUCTIONS

1. STRUCTURE OF THE TENDER

This spreadsheet for RFP/BID IPID 05/2024/25 contains the financial response templates for the bid. The bid pricing submission instructions in this document must be read in conjunction with instructions or notes embedded in the various tabs of spreadsheet (Pricing Schedule).

2. GENERAL INSTRUCTIONS FOR COMPLETING THE PRICING SCHEDULE TEMPLATES

2.1 Tender submission format

2.1.1 Bidders must submit a paper copy and an electronic copy of the Pricing Schedule. In the event of a discrepancy, the paper copy will prevail.

2.1.2 Bidders must sign all paper copies of their Pricing Schedule.

2.1.3 Bidders must complete and submit the templates attached, which is/are management fee model offsite, transactional fee model offsite.

2.1.4 Bidders must reference RFP/BID main document section 15.2 for current travel volumes.

2.2 Input spreadsheets

2.2.1 The Pricing Schedule templates are contained within the one (1) Excel Workbook

2.2.2 Bidders must not make any changes to the spreadsheets or change the formatting of the Pricing Schedule.

2.2.3 Cells are formatted to automatically indicate South African Rands, ordinary text fields and percentages (%) where applicable.

2.2.4 Input cells FOR BIDDERS are highlighted in **GREEN**. The Bidder must complete all the relevant input cells for the bid.

No other cells must be changed in any way whatsoever.

2.2.4 Input cells FOR THE TENDERING INSTITUTION are highlighted in **ORANGE**. The Tendering Institution must complete all the relevant input cells for the bid. No other cells must be changed in any way whatsoever.

2.3 Currency and VAT

2.3.1 All Bidders' pricing must be quoted in South African Rands (ZAR).

2.3.3 The Pricing Schedule template is designed such that VAT will be calculated on Bidders' input pricing; therefore Bidders must complete the templates with **unit prices excluding VAT**.



TEMPLATE 1: TRANSACTION FEE MODEL
OFF-SITE SERVICES

RFP NO:

RFP NAME:

BIDDER NAME

IPID 05/2024/25
APPOINTMENT OF A SERVICE PROVIDER TO RENDER TRAVEL & ACCOMMODATION MANAGEMENT SERVICES TO THE INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE A
PERIOD OF 36 MONTHS.

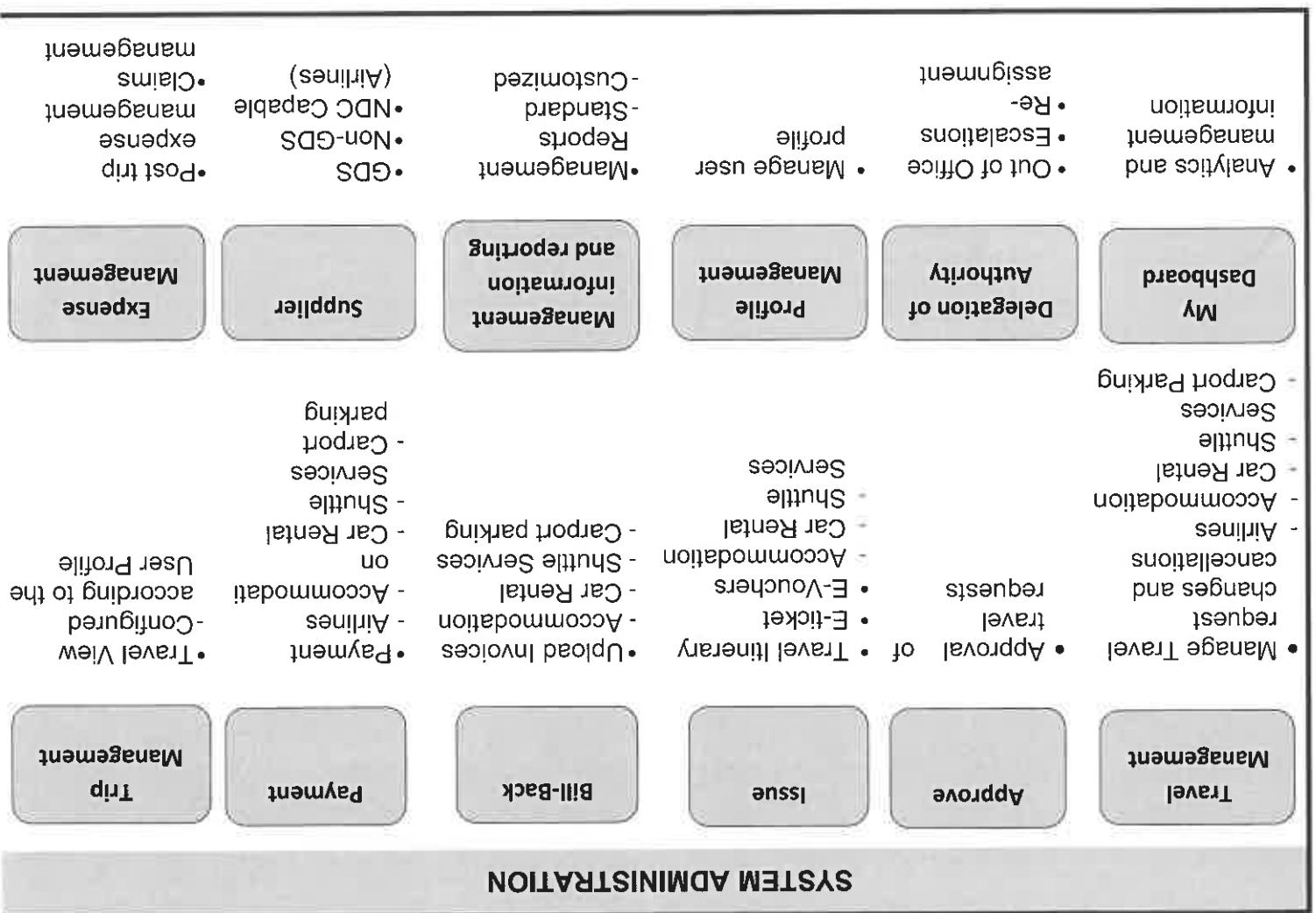
1.1 TRANSACTION FEES

ITEM	Transaction Type	Estimated Volume	TRADITIONAL BOOKINGS			ONLINE BOOKINGS		
			Unit Price (excl VAT)	Unit Price (incl VAT)	TOTAL Price (incl VAT)	Unit Price (excl VAT)	Unit Price (incl VAT)	TOTAL Price (incl VAT)
1	Air Travel – International		R	-	-	R	-	-
2	Air Travel – Regional		R	-	-	R	-	-
3	Air Travel – Domestic		R	-	-	R	-	-
4	Air Travel – International (Re-issue)		R	-	-	R	-	-
5	Air Travel – Regional (Re-issue)		R	-	-	R	-	-
6	Air Travel – Domestic (Re-issue)		R	-	-	R	-	-
7	Refunds – Air Domestic		R	-	-	R	-	-
8	Refunds – Air Regional		R	-	-	R	-	-
9	Refunds – Air International		R	-	-	R	-	-
10	Car Rental – Domestic		R	-	-	R	-	-
11	Car Rental – Regional		R	-	-	R	-	-
12	Car Rental – International		R	-	-	R	-	-
13	Transfers/Shuttle – Domestic		R	-	-	R	-	-
14	Transfers/Shuttle – Regional		R	-	-	R	-	-
15	Transfers/Shuttle – International		R	-	-	R	-	-
16	Accommodation – Domestic		R	-	-	R	-	-
17	Accommodation – Regional		R	-	-	R	-	-
18	Accommodation – International		R	-	-	R	-	-
19	Bus/Coach Bookings		R	-	-	R	-	-
20	Train bookings – International		R	-	-	R	-	-
21	Visa Assistance		R	-	-	R	-	-
22	(Provision of documents and advice)		R	-	-	R	-	-
23	Courier services for travel documentation		R	-	-	R	-	-
24	SMS Notifications		R	-	-	R	-	-
25	Parking bookings		R	-	-	R	-	-
26	Cancellations		R	-	-	R	-	-
27	Changes to bookings		R	-	-	R	-	-
28	After Hours Services		R	-	-	R	-	-
29	Additional Ad-hoc Reports (per report)		R	-	-	R	-	-
30	Customised Reports (per report)		R	-	-	R	-	-
31	Travel Lodge card Reconciliation		R	-	-	R	-	-
32	Debtors Account Reconciliation		R	-	-	R	-	-
33	Other (Specify)		R	-	-	R	-	-
34	Other (Specify)		R	-	-	R	-	-
35	Other (Specify)		R	-	-	R	-	-
36	Other (Specify)		R	-	-	R	-	-
37	Other (Specify)		R	-	-	R	-	-
Total		0	R	-	-	R	-	-
Percentage Split between Online Booking and Traditional Booking			Percentage Traditional		R	Percentage Online		R
PRICE THAT WILL BE USED FOR EVALUATION PURPOSES					R			-

1.2 CONFERENCE TRANSACTION FEE

Item	Description	Percentage Fee	Comment
1	Conference Transaction Fee (as a % of the Total turnover of the event)		

SYSTEM ADMINISTRATION



1. ACRONYMS:

GDS	Global Distribution System
IATA	International Air Transport Association
LDS	Local Distribution System
NDC	New Distribution System
OBT	Online Booking Tool
POPI	Promotion of Personal Information Act

2. THE ONLINE BOOKING SOLUTION PRODUCTION DESCRIPTION:

No.	Functionality	Description
1.	Travel Management	The functionality should allow the Traveller / Travel Booker to request the travel arrangement in accordance to the applicable prescripts and instructions issued within the National Travel Policy Framework. This also includes changes and cancellation.
2.	Approve	The functionality should be able to certify that all travel arrangements requested by the Traveller / Travel Booker are approved as per IPID delegation of authority.
3.	Issue	This functionality should be able for the issuing of travel e-ticket, travel itinerary, and voucher for accommodation, car rental, shuttle and carport services.
4.	Bill-Back	The functionality should allow TMCs to upload invoices for accommodation, car rental, shuttle and carport.
5.	Payment	The functionality should pay airline tickets through travel lodge card immediately. Once the Traveller or Travel Booker has travelled and invoices for accommodation and car rental etc. has been uploaded into the system through bill-back functionality, the invoices will be paid through the travel lodge card.
6.	Trip Management	The functionality should allow that the Traveller / Travel Booker view trip information according to configured user profile per institution.
7.	My Dashboard	The functionality should allow that the Traveller / Travel Booker view analytics and management information according to configured user profile.
8.	Delegation of Authority	The functionality should warrant the Travel Approver to delegate another official when Out of Office. This functionality also allows for escalation when travel arrangement is not approved within a certain time period.
9.	Profile Management	The functionality should ensure that the Traveller / Travel Booker manages their own user profile, user preferences, loyalties and reward information, etc.
10.	Management information and reporting	The functionality should allow IPID to view management information for reporting and monitoring purposes.
11.	Suppliers	The functionality should ensure that all GDS and non GDS suppliers' stock or information is part of the system.
12.	Expense Management	The Online Booking Tool must preferable have an expense management capability or be able to be developed. The module must allow the Traveller to capture the Incidental Cost Receipt into the system. The module must also allow the Traveller to capture kilometer travelled during an official trip.

		The captured claim must be submitted, approved and paid as per IPID financial delegations.
13.	System Administration	The functionality should ensure that IPID has the ability to manage users (including TMCs and visitors) of the system, configure the workflow according to IPID delegation of authority, manage IPID airline deal codes etc.
14.	System Administration	The system must flag all policy deviations and missed savings.

3. FUNCTIONAL REQUIREMENT

Listed below are key functional requirements outlining specific functions that must be performed by the proposed OBT to meet business objectives. IPID specific and detail functional requirements will be outlined as part of the business service specification.

3.1. Travel Management

Req. No.	Feature	Requirement	Attributes
REQ001	Default	The system must automatically default to the Traveller's profile category according to the policy rules with regard to class of travel (economy class, three star accommodation, group B car, etc.	Profile Information
REQ002	Capture Booking	The system must be able to capture flight date and time, departing airport, destination airport, accommodation type, car rental, shuttle, and carport including the final destination when the Traveller / Travel Booker completes the travel booking.	Booking information that include flight, accommodation, car rental, shuttle and carport.
REQ003	View	The system must be able to display to the Traveller / Travel Booker all available stock of flights, accommodation, car rental, shuttle and carport from GDS and non GDS.	Flight tickets, accommodation, car rental, shuttle and carport.
REQ004	View	The system must display / default user profile according to travel policy prescripts.	User preferences, official level/designation, economy/business class, class of travel (car rental vehicle category and class of accommodation)

IPID ONLINE BOOKING SYSTEM DESCRIPTION

REQ005	Default	The system must authenticate the Traveller and default to the Traveller's business Unit.	Profile Information
REQ006	Warning / Alert	The system must alert the Traveller / Travel Booker of other travel booking that have already been loaded on the system (future bookings).	Booking Information
REQ007	Warning / Alert	Once the selection of the airline ticket has been made by the Traveller / Travel Booker, the system must alert the Traveller / Travel Booker of how long the ticket will be reserved for and of any ticket rules.	Rules of the ticket
REQ008	Restart	Should travel booking expire or the travel booking is no longer active, the system must allow the Traveller / Travel Booker to restart the travel booking previously made.	Booking Information
REQ009	Capture	The system must allow individual Travellers to make travel bookings themselves (without the intervention of the travel booker or travel consultant).	Booking Information
REQ010	Capture	The system must allow group travel bookings.	Booking Information
REQ011	Change Booking	The system must be able to allow the Traveller / Travel Booker to make changes to the travel booking with reasons.	Booking Information
REQ012	Attach	The system must be able to provide for attachment of supporting documents.	Motivation / Authorization documents
REQ013	Cancel Booking	The system must be able to allow the Traveller / Travel Booker to make changes to the travel booking with reasons.	Booking Information
REQ014	Attach	For international travel requests, the system must allow the Traveller to attach supporting documentation.	Motivation for trip, the visit and the support roles of each official
REQ015	Capture Booking	The system must alert the Traveller / Travel Booker of visa requirements, travel insurance, health warning requirements, travel alerts, airline baggage policy, etc.	Booking information that include flight, accommodation, car

IPID ONLINE BOOKING SYSTEM DESCRIPTION

rental / shuttle, and carport			
Booking Information	Submit	In the event that the Traveller does not have time to make travel arrangement, the system must be able to allow the Traveller / Travel Booker to submit the Travel request to the TMC.	
Booking Information	Capture	The TMC must be able to capture the travel request on behalf of the Traveller.	
Budget Information	Alert	Alert The Traveller / Travel Booker when budget is not available.	
Booking Information	Capture	Set unlimited number of rate rules (regional rates) and "rate tiers"	
Available Stocks	Display	The system should display all available stock from all suppliers (sorted by price or other parameters, etc.)	
Supplier Information	Select	They system must allow the user to select from the displayed suppliers.	
REQ021	Select		

3.2. Travel Management - Air

Req. No.	Feature	Requirement	Attributes
REQ001	Default	System must default to the Traveller's profile category according to the policy rules. It must only display the class of the air ticket that complies with the Traveller's profile category (e.g. economy class, business class).	Profile Information
REQ002	Default	The system must automatically default to the departure airport, destination airport, date and time of flight as was capture.	Booking Information
REQ003	Changes	The system must allow the Traveller / Travel Booker to make changes to the flight booking.	Booking Information
REQ004	View	The system must display all available flights from all airlines to the chosen destination and the preferred time (as well as, flights two (2) hours before and two (2) hours after the preferred time)	Flight Information
REQ005	Select	The system must allow the Traveller / Travel Booker to select the preferred flight.	Booking Information

IPID ONLINE BOOKING SYSTEM DESCRIPTION

REQ006	View	The system must display the rules of the flight.	Non-refundable, cancellation fees apply, food not included, extra baggage costs, etc.
REQ007	Capture	The system should allow the Traveller to rate the service of the airline.	Rating Information
REQ008	Capture	The system must allow the Traveller / Travel Booker to deviate from IPID travel policy with reasons and supporting documents.	Booking Information

3.3. Travel Management - Accommodation

Req. No.	Feature	Requirement	Attributes
REQ001	Default	System must default to the Traveller's profile category according to the policy rules. It must only display the accommodation facilities that complies with the Traveller's profile category.	Profile Information
REQ002	Capture	The system should allow the Traveller / Travel Booker to deviate from IPID travel policy with reasons and supporting documents.	Booking Information
REQ003	Capture	The system must allow the user to capture final destination of accommodation.	Booking Information
REQ004	Changes	The system must allow the Traveller / Travel Booker to make changes to the accommodation booking.	Booking Information
REQ005	View	Once the Traveller / Travel Booker has captured the destination, the system must be able to display the available accommodation within 5, 10, 15, 25 km radius	Accommodation Information
REQ006	View	The system must be able to display the rules and amenities of the accommodation facility.	Cancellation fees, non-complimentary shuttle service, free parking, pool, etc.
REQ007	Select	The system should allow prepayment if the supplier request for one.	Prepayment
REQ008	Capture	The system must allow Traveller to rate the establishment, suppliers etc. based	Rating Information

IPID ONLINE BOOKING SYSTEM DESCRIPTION

	on the accommodation facility's service,	comfort, cleanliness etc.	
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3.4. Group Travel Management - Accommodation

Req. No.	Feature	Requirement	Attributes
REQ001	Capture	System must cater for group arrangement according to the configured number of Travellers as per IPID policy.	Booking Information
REQ002	Capture	The system must allow both the TMC or Travel Booker to make travel arrangement for group travel.	Booking Information
REQ003	Capture	The system must be able to allow manual travel arrangement based on blocked booking / negotiated rates.	Booking Information

3.5. Travel Management – Car Rental

Req. No.	Feature	Requirement	Attributes
REQ001	Default	System must default to the Traveller's profile category according to the policy rules. It must only display the car rental group that complies with the Traveller's profile category.	Profile Information
REQ002	Capture	The system should allow the Traveller to rate the car rental company service.	Rating Information
REQ003	Capture	The system should allow the Traveller / Travel Booker to deviate from IPID travel policy with reasons and supporting documentation.	Booking Information
REQ004	Capture	The system must automatically default to pick up point and delivery point (usually an airport).	Booking Information
REQ005	Extended / Changes	The system must allow the Traveller / Travel Booker to extend or make changes to the car rental booking.	Booking Information
REQ006	Select	The system must allow the Traveller / Travel Booker to select fuel card to be included in the service.	Booking Information
REQ007	Select	The system must allow Traveller / Travel Booker to select pick-up / drop-off point or delivery point in cases where no flights	Booking Information

	are involves e.g. travelling from PTA to Limpopo.		
REQ008	The system should allow the Traveller / Travel Bookers to deviate from the policy with reasons and authorisation letter.	Capture	Booking Information

3.6. Travel Management – Shuttle Services

Req. No.	Feature	Requirement	Attributes
REQ001	Select	System must be able to allow the Traveller / Travel Booker to select the pick-up point and drop off point.	Pick-up and Drop-off point
REQ002	Change	The system must allow the Traveller / Travel Booker to make changes / cancellations.	Booking Information
REQ003	Capture	The system should allow the Traveller / Travel Booker to rate performance of driver, suppliers etc. based on the trip.	Rating Information

3.7. Approval

Req. No.	Feature	Requirement	Attributes
REQ001	Submit	System must allow the Traveller / Travel Booker to submit the booking to the Authorizing Official.	Booking Information
REQ002	Workflow	The system must allow the Authorizing Official to Approve / Reject the booking.	Booking Information
REQ003	Configuration	The system must allow configuration according to the delegation of authority within IPID.	Delegation of Authority
REQ004	SMS / Email Notification	The system must allow configuration according to the delegation of authority within IPID.	SMS / Email Notification

3.8. Issue

Req. No.	Feature	Requirement	Attributes
REQ001	Issue	Once the travel booking has been approved, the system must be able to issue travel itinerary for the Traveller / Travel Booker.	Travel Itinerary
REQ002	Issue	Once the travel booking has been approved, the system must be able to issue e-ticket for airline.	e-Ticket
REQ003	Issue	The e-ticket for airline must also be available on a mobile device.	e-Ticket
REQ004	Issue	Once the travel booking has been approved, the system must be able to issue accommodation, car rental, shuttle vouchers.	Voucher
REQ005	Re-Issue	The system must allow the Traveller / Travel Booker to re-issue vouchers, e-ticket and travel itinerary.	Travel Documents

3.9. Bill-Back

Req. No.	Feature	Requirement	Attributes
REQ001	Attach	The TMC must be able to upload the invoices and credit notes for accommodation, car rental, shuttle and carport services.	Invoices

3.10. Payment

Req. No.	Feature	Requirement	Attributes
REQ001	Payment	The system must be able to immediately pay flight ticket via travel lodge card, once approval has been granted.	Flight Ticket
REQ002	Attach	The system must be able to allow TMCs to upload the invoices for payment purposes.	Invoice Information
REQ003	Payment	The system must be able to pay accommodation and car rental, shuttle, and carport via the travel lodge card once the invoice has been submitted.	Payment Information

IPID ONLINE BOOKING SYSTEM DESCRIPTION

REQ004	Interface	The system must be able to interface with payment system used by IPID (BAS & LOGIS)	Payment Information
REQ005	Multiple TMCs	The system must allow multiple use of TMC IATA licences	IATA Licences

3.11. Trip Management

Req. No.	Feature	Requirement	Attributes
REQ001	View	The system must be able to display all trip information of the Traveller as well as the status of approval.	Travel Information

3.12. My Dashboard

Req. No.	Feature	Requirement	Attributes
REQ001	View	The system must be able to provide the user role-based dashboard (analytic, management information etc.)	Management Information

3.13. Delegation of Authority

Req. No.	Feature	Requirement	Attributes
REQ001	Assign	The system must allow approver to assign another official for delegation of authority purposes.	Official Information
REQ002	Assign	The system must allow Out of Office, re-assignment and escalation functionality	Assignment / Escalation

3.14. Profile Management

Req. No.	Feature	Requirement	Attributes
REQ001	Create	System must allow the user and system administrator to create a user profile.	Profile Information
REQ002	Create	The system must be able to integrate with IPID human resource system.	Human Resource Information
REQ003	Change	The system must allow the user or system administrator to make amendments to the user profile details.	Profile Information

IPID ONLINE BOOKING SYSTEM DESCRIPTION

REQ004	Capture	The system must allow the user to user to capture preferences.	Profile Information
REQ005	Extended / Changes	The system must allow the Traveller to include their applicable loyalties and reward programmes.	Loyalties and Reward Information
REQ006	View Profile	The system must allow the user to view user profile, including user official level / designation, economy / business class of travel (car rental vehicle category), class of accommodation.	Pro
REQ007	Create Temporary Profile	The system must allow to create a temporary profile for a visitor with start and end date, it must be automatically deactivated on the end date.	Visitors Information

3.15. Management Information and Reporting

Req. No.	Feature	Requirement	Attributes
REQ001	Reports	The system must provide standard reports, statutory reports, ad-hoc reports and customizable reports etc. for IPID	Management Information
REQ002	Reports	The system must allow the user to download the report in any format Excel, PowerPoint, PDF, etc. in any version.	Management Information

3.16. Supplier

Req. No.	Feature	Requirement	Attributes
REQ001	View	The system must be able to interface with any GDS or LDS or any other individual equivalence. The system must be NDC capable for airline stock.	Available stock on airline, accommodation, car shuttle and carports
REQ002	View	The system must allow the uploaded of any inventory that is on a GDS or LDS, this includes Departmental specific negotiated rates. The system must be NDC capable for airline stock.	Available stock on airline, accommodation, car shuttle and carports

IPID ONLINE BOOKING SYSTEM DESCRIPTION

3.17. System Administration

Req. No.	Feature	Requirement	Attributes
REQ001	Maintenance	The system must allow the system administrator of IPID to manage users (Traveller / Travel Booker, visitors and TMCs)	Booking Information
REQ002	Maintenance	The system must allow the system administrator to configure the workflow according to the IPID delegation of authority.	Delegation of Authority Information
REQ003	Maintenance	The system must allow administrator to configure the number of IPID officials (group travel arrangement).	Booking Information
REQ004	Maintenance	The system must allow the system administrator to configure the airline deal codes / contracts per institution per airline.	Deals / Discount Information

4. INTERFACES

The system must provide a Standard Open API to which all the below systems must interface:

No.	Interfaces	Description
1	Human Resources Systems	The personal information of the Traveller / Travel Booker
2	Budget / Financial Systems	The available cost centre budget
3	Travel Lodge Card Suppliers	Account Reconciliation Information
4	GDS / LDS / Other Equivalent	The available stock (live) in airline, accommodation, car rental, shuttle
5	Central Supplier Database (CSD) Information	Information about all suppliers' information on all spheres of government
6	Department of Home Affairs (DHA)	Identification Information

5. BUSINESS REQUIREMENTS

5.1. Security Requirements

The protection of information such as documents against intruders, transmission and caption of information must be accounted for, system must be available for all services at all times and system must comply with regulations, law, policies and standard.

6. NON-FUNCTIONAL REQUIREMENTS

This section briefly describes the proposed non-functional requirement.

Req. No.	Feature	Requirements
NFR001	Identification	According to POPI Act, a responsibility party must secure the integrity and confidentiality of personal information in its possession or under its control by taking appropriate, responsible technical and organizational measures to prevent: a. Loss of, damage to or unauthorised; and b. Unlawful access to or processing of personal information. Based on the protection of personal information the following section must be addressed within the system. The system must support unique identification. All users must have unique identifier (user ID) for their personal use only, and a password or PIN authentication technique to substantiate the claimed identity of the user.
NFR002	Authentication	Authentication functionality must be management for standard use, per user / functionality of the system with the following principle: a. Check the validity of the credentials against some kind of security information repository. b. Mapping the login identity to the correct user identity.
NFR003	Security Management	The system will require some sort of management that is to control who can do what, generally given to more trusted role (e.g. system administrator). The architecture needs to enforce a uniform role-based security model across the entire information system. The role-based authorisation model must ensure that only authorized users have access. Authorization can be performed by presentation (what client window?), function (what can I do),

IPID ONLINE BOOKING SYSTEM DESCRIPTION

		and data (what ranges of data may I see). The system must be to apply data-level security that restricts access to data accordance to ownership and rights defined per ownership. The system must be capable of restricting user access based on data content criteria, for example, restricting user's access to data for a specific institution or specific data owner.		Performance and Availability Requirements	The system must provide evidence of adequate performance and response time for commonly performed functions under the normal operating conditions for which it is intended. It was indicated that the system must be available for operation 24 hours a day, seven days a week. The availability of system must also be based on the business continuity plan of IPID.		NFR004
				Backup and Recovery Requirements	The requirement with the OBT is that a proper back-up and contingent procedure must be introduced to ensure accurate roll back should data corruption occur. Recovery of backups needs to be performed according to IPID definable criterion, as per IPID disaster recovery plan.		NFR005
				Audit Trail Requirements	To ensure accountability, the system must be able to automatically record an audit trail of event under the control of the system. Storing information about: a. The action that is being carried out; b. The object(s) to which the action is being applied; c. The user carrying out the action; d. The date and time of the event; and e. Before and after values on update.		NFR006
	Scalability (vertical/horizontal)	The system must have capacity to be scaled to satisfy changed demands made on the system, such as changes in data volumes, number of transactions or number of users etc. Therefore, hosting infrastructure must be scalable to cater for additional implementations (users, database, and application set) to large increase in users, workload or transactions, implementations and integrated systems. Hardware must be able to scale easily as capacity requirements grow. It must incorporate virtualization of infrastructure to					NFR007

create a shared architecture where new services can be defined in hours. This in conjunction with clustering technology must be provided to allow for rapid expansion with limited impact. Additionally, the system must be able to execute on multiple platforms. The following are the other requirements that IPID alluded to, that certainly have an impact on the scalability of the product: a. Other payment options, other than the travel lodge card; b. The possibility of other payment gateway integration to two or three parties.		
Documentation are required through the system life cycle, as set of guidelines and help documentation are required. The following training guidelines are required: development guide; installation guide; configuration guide; administration guide; and user help documentation. User documentation are required in order to assist with the user functionality, user guides, white papers, on line help, quick reference guides etc. Documents are required to describe ability within the framework as a guide for information system. This implies the generic characteristic according to which the information system must comply with. These guides will be utilized by typical information system developers, technicians, configuration consultants, administrators; and information system users.	Documentation	NFR008
Archiving is required for moving data from the live (production) environment to another media. It must be possible to archive selectively for a specific criterion: e.g. data range, e.g. data older than five (5) years. Archive restoring capability needs to be provided that can extract data according to archive log definition. The system must adhere to data retention and archive policy and procedure for IPID.	Archiving	NFR009
The system must comply with standards that are relevant to systems interconnectivity, data interoperability and information access as mandated by the MIOS. With reference to the above, the system must provide an intuitive user	Interoperability	NFR010

		Interface whose flow of logic is driven by the business and/or functional process. The user interface must be provided in a set of presentations through which the user interacts with the system that supports specific data to be displayed, and task to be done. This must ensure a generic look and feel throughout the system recognisable in all the user interface utilised and must work in uniformity.
NFR011	Compliance	To deliver IT value, the proposed system must: increase productivity; be cost effective; and improve service delivery by providing: interoperability using internationally recognised open standards to allow for automatic sharing and exchange of data; IT security for data integrity, availability and prevention of access by unauthorised individuals; economies-of-scale; and elimination of duplication of data, functions and systems.
NFR012	Adaptability	The information system must be able to survive being able to move from one platform to another by ensuring that all application software is reasonably easily moved to alternate platforms. The system must also be able to allow multiple TMC to use the system, each with their own IATA licence to access the GDS, LDS and other stock to fulfil the bookings.
NFR013	Product Maintenance	Due to scalability of the system, the system maintenance is a requirement in order to identify and rectify issues that may arise after the implementation or system life span. Hosting and infrastructure planned monitoring will be required to eliminate or reduce any unexpected emergencies and possible system down from random disasters, inadequate end outdated equipment which may affect productivity.
NFR014	Product Support	Product user training must be provided to enable ease of use and effective usage of the system and to inform the user how to perform business functions. This includes extensive on-line user documentation, implementation and post-implementation functional support, user interface configuration, collaborative government to business interface, workflow and

NFR016	System Hosting	As far as possible the system must utilise a centralised hosting infrastructure supported by a fully disaster recovery centre. Hosting infrastructure must be scalable to cater for additional implementations (users, database, and application set) to large increase in users, workload or transactions, implementations and integrated systems. Hardware must be able to scale easily as capacity requirements grow.
NFR015	Service Management Centre	The department require centralized office to receive all system queries telephonically to provide product support, log queries and route system queries to the relevant maintenance support Personnel. This service will be used by IPID in order for the officials to received quick response. This in turn will assist the Department to have historical transactions of all the calls logged with the call centre including detail incidents records, this in turn will enable the development of good practices to measurement of performance.
		comprehensive system administration. The following must be taken into consideration when arranging training for the institution: a. training must happen against the background of a defined and continuously reviewed training needs analysts; b. learning objectives and outcomes must be defined; c. curricula must be contextual, current and easy to understand; d. system training must occur in the content of the applicable business processes and general governance; e. training modules must be maintained taking both system and business process evolution into account; and f. training must be provided on a 'just in time basis' in order to limit the regression of knowledge between training and actual usage by a specific end-user.

7. TECHNOLOGY SELECTION

7.1. The selection and implementation of the solution is that it must be "independent", Global Distribution System (GDS) and TMC agnostic and must have a minimal

cost impact on IPID as a whole;

7.2. The solution must be user-friendly to ensures a seamless and unified approach to travel fulfilment. It must enable the following:

7.2.1. Workflow (Ease of Use) - The tool must be simple to use with a workflow that the users can follow intuitively without referring to a manual;

7.2.2. Content - The maximum and widest available travel content must be made available that includes non-GDS content to Travellers. The platform must integrate with various providers or aggregators to provide as much options as possible to ensure multiple options are available including negotiated preferred fares, hotel and car hire rates;

7.2.3. New Distribution Capability (NDC) - NDC must enable the travel industry to transform the way air products are retailed to corporations, leisure and business Travellers, by addressing the industry's current distribution limitations: product differentiation and time-to-market, access to full and rich air content and finally, transparent shopping experience;

7.2.4. Policy compliance and workflow simplicity - The solution must be designed on the basis of policy compliance and focuses on simplifying the workflow for both self-book and offline bookings. This extends to mobile interface and travel requisitioning whilst ensuring the workflow integrity is maintained through multiple media;

7.2.5. Access - User access must be enabled through a single sign-on which confirms with the established authentication process. Once activated, the selection of travel options will be filtered by means of individual profiles as informed by the National Travel Policy and IPID Travel Policies;

7.2.6. The online travel solution must be able to operate on, Microsoft Technology and VMWARE Virtual Environment, or similar. (Must be able to accommodate any current IT configuration of the Department);

7.2.7. The Supplier must specify the potential bandwidth requirement for a technology solution of this magnitude;

7.2.8. The potential capacity for storage of information must be specific.

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

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General Conditions of Contract

1. Definitions

1. 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 of 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, guarding, 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.	
2.1	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. Application
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.	
3.1	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. General
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	
4.1	The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.	4. Standards
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 so far as may be necessary for purposes of such performance.	5. Use of contract documents and information; inspection.
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.	
6.1	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.	6. Patent rights
7.1	Within thirty (30) days of receipt of the notification of contract award,	7. Performance

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.

8.1 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 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.
- 14.1 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.
- 15.1 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

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.	17.1 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.	18.1 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
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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 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 anti-dumping 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

25.1 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.

26.1 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.

27.1 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.

28.1 Except in cases of criminal negligence or willful 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

25. Force majeure

26. Termination for insolvency

27. Settlement of Disputes

28. Limitation of liability

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. (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.
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.