MANGAUNG
AT THE HEART OF IT ALL

CENTLEC
Reg No. 2003/011612/30

CENTLEC (SOC) LTD

CD29/2023

PROVISION OF TRAVEL AGENCY SERVICES

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1. INVITATION

CENTLEC (SOC) Ltd, a Municipal Entity, distributing electricity in Mangaung Metro area and other Municipalities in the Free State, invites competent and equipped service providers to deliver a service of travel agency for a period of thirty-six (36) months to the entity.

2. MINIMUM REQUIREMENTS

NOTE: Any omission of the below listed items will result in an automatic disqualification.

2.1 Supply unique security personal identification number (PIN) and/or original TAX Clearance Certificate for TAX compliant status.

2.2 Supply municipal services (water, sanitation, rates and electricity) clearance certificate or Lease Agreement with a current Bill and rates clearances, or Current Bill of Account not owing more than 90 days. In a case where the services are paid by the Landlord, the signed lease agreement and current statement of account must be submitted by the bidder.

2.2.1 In an event, that the Bidder utilizes prepaid services (e.g. Water or electricity) a valid municipal clearance certificate(s) must still be provided.

2.3 The bidder must be registered on the National Treasury Centralized Suppliers Database

2.4 A valid letter of good standing from the Compensation Commissioner, Department of Labour.

2.5 Supply a valid certificate of registration with ASATA and IATA.

2.6 Please note that the Special Conditions table as per point 3 below, needs to be met. All supporting documents needs to be submitted where applicable.

3. SPECIAL CONDITIONS

Take Note that it is compulsory for Bidders to complete the table in full.

Any omission or “no” will be an automatic disqualification).

DESCRIPTION	YES	NO	SUBMIT DOCUMENTATION
The successful bidder will be expected to enter into a **Service Level Agreement with CENTLEC for thirty-six (36) months.**			N/A
The Successful Bidders` employees shall be vetted upon appointment.			N/A
The successful bidder shall submit a Company profile including the following: Main controlling company (If applicable), Shareholders, Directors and the establishment date of the company and the relevant number of years’ experience in a corporate, government or municipal environment			Company Profile
Turnaround time. Indicate the amount of days it typically takes your company to fully complete a travel booking from the time the request is received up until the full final itinerary is generated and supplied to the client.			Letter of commitment
Indicate the total number of employees in your company and relevant branch. Attach an organogram of the service team and the experience and			Company Organogram

qualification of the employees to be allocated to the CENTLEC (SOC) Ltd account.			
Computerized reservation system. Provide detail on which travel booking system is used.			Proof of subscription to a recognized reservation system must be attached.
All toll fees and insurance costs must be included in the pricing per item.			N/A
All tickets must be return tickets unless otherwise specified or requested.			N/A
CENTLEC may require presentations or meetings with bidders, at the cost of bidders, as part of the evaluation process to provide further information, submission of substantiating documentation or clarification to the Entity as deemed necessary.			N/A

4. SCOPE OF THE REQUIRED SERVICES

CENTLEC (SOC) LTD, while executing its duties and fulfillingits legislative mandate makes use of travel, accommodation, and conference facilities. The above- mentioned services are utilised by officials of the Entity.

Travel services required include air travel, hotel accommodation (including meals), conference facilities, airport transfers, point to point shuttle services, and car rentals through the appointed service provider.

5. SPECIFICATION

Travel in CENTLEC is split into two distinct categories, Entitlement Travel, and Institutional Travel. Institutional travel refers to travel undertaken for official business, such travel follows a manual procurement substance and travel (S&T) process. Entitlement travel refers to the allocation of travel assigned to officials for utilisation to attend to their travelneeds as an elected public representative, such travel is an allocation of single journeys per

annumand is administered through an electronic booking and procurement platform designed by CENTLEC. The appointed service provider will be required to utilise the bespoke booking system for entitlementtravel and operate from in-house service office.

5.1 Travel management services:

5.1.1 Provide travel management services during normal office hours Monday to Friday08h00 to 17h00 (South African Standard Time)

5.1.2 Provide a consultant or team of consultants to assist travelers with after hours and emergency reservations and changes to travel plans.

5.1.3 Provide a dedicated consultant/s to assist Executive travelers with after-hours and emergency assistance.

5.1.4 Provide after hours' services from Monday to Friday outside the official hours (08h00 to 17h00) and twenty-four (24) hours, including weekends and Public Holidays.

5.1.5 Compile and provide a standard operating procedure for managing after hours and emergency services.

5.1.6 Provide a facility for CENTLEC officials to update travelers' profiles.

5.2 Reservations:

5.2.1 Receive travel requests from travelers and/or support staff, respond with value for money offers in terms of quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets andvouchers immediately and send it to the support staff and traveler via the agreed communication medium.

5.2.2 Appraise themselves of all travel requirements for relevant travel destinations and advise the traveler of the most cost effective and convenient travel options, visa requirements and the required and/or recommended medical precautions, where necessary.

5.2.3 Book the negotiated discounted fares and rates where possible.

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

5.2.5 Facilitate group bookings (e.g., for meetings, conferences, events, etc.) to receive discounted rates.

5.2.6 Issue all necessary travel documents, itineraries, and vouchers

timeously to traveler(s) prior to departure dates and times.

5.2.7 Administering of passports, visas and international drivers' licenses and travel insurances.

5.2.8 Advise the traveler of all visa and inoculation and/or prophylaxis requirements well in advance.

5.2.9 Assist with foreign exchange and the issuing of travel insurance for international trips where required.

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

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

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

5.3 Air Travel:

5.3.1 Book full-service carriers as well as low-cost carriers.

5.3.2 Track and manage unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.

5.3.3 Assist with lounge access, if and when required.

5.4 Accommodation:

5.4.1 Accommodate CENTLEC travelers, where possible, at establishments with which CENTLEC or Government 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 traveler, the travel agent will source suitable accommodation bearing in mind the requirement of convenience for the traveler and confirmation with acceptable costs, or as stipulated in written directives issued from time to time by the Entity.

5.4.2 Issue accommodation vouchers to all CENTLEC travelers for accommodation bookings and must be invoiced to CENTLEC as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.

5.4.3 Provide proof during the reporting period, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the entity.

5.4.4 Car rental and shuttle services:

5.4.5 Book the approved category vehicle in accordance with the CENTLEC Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel, and venue).

5.4.6 Advise the traveler on the best time and location for collection and return considering the Traveler's specific requirements.

5.4.7 Book transfers in line with the CENTLEC Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and rail services.

5.4.8 Appoint and manage shuttle services providers on behalf of CENTLEC and ensure compliance with the minimum standards set out in the Entity's travel policy.

5.4.9 Provide proof, during the reporting period, that negotiated rates were booked, where applicable.

5.5 Communication:

5.5.1 Conduct workshops and training sessions for support staff of CENTLEC on an as- and-when required basis.

5.5.2 Investigate all enquiries and provide prompt feedback be provided in accordance with the Service Level Agreement.

5.6 Financial Management:

5.6.1 Consolidate invoices and supporting documentation to be provided to CENTLEC Financial Management Office 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 providers' bill-back report orthe credit card statement.

5.6.2 The entire itinerary of the trip should all be quoted and invoiced as per order.

5.7 Value Added Services:

5.7.1 Destination Information for regional and international destinations.

5.7.2 Electronic voucher retrieval via web and smart phones.

5.7.3 SMS notification for travel confirmations.

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

6. EVALUATION CRITERIA

6.1 Technical Evaluation

All proposals submitted will be evaluated in accordance with the criteria set out in the policy of Supply Chain Management of the Entity.
The most suitable candidate will then be selected. Please take note that CENTLEC (SOC) Ltd is not bound to select any of the firms submitting proposals. CENTLEC (SOC) Ltd furthermore reserves the right to select more than one bidder.
Furthermore, technical competence is the principal selection criteria, CENTLEC (SOC) Ltd will evaluate the technical criteria first and will only look at the price and Specified Goals requirements if it is satisfied with the technical evaluation. As a result of this, CENTLEC (SOC) Ltd does not bind itself in any way to select the firm offering the lowest price.

The relative technical weighting of the criteria is as follows:

No.	Criteria	Description	Points
1.	Track record and experience	Number of years' experience in the travel industry obtained from public sector and/or corporate institutions. 3-5 years = **20 points** 6-7 years = **30 points** 8 years or more = **40 points**	40
2.	Local (Mangaung) operational capability.	Does the bidder have a local office with operational capability? Existing and established local office (CENTLEC distribution area) = **20 points** If not (Within South Africa) = **10 points**	20
3.	Existing client profile	Reference to municipal and corporate client base supported by reference letters. 4-6 clients = **10 points** 7-9 clients = **15 points** 10 clients or more = **20 points**	20
4.	Turnaround time	Submit a letter of commitment indicating the turnaround time for fully completing a booking from request receipt to final itinerary. The letter must describe how all travel reservations/bookings are handled, e.g., Hotel (accommodation); car rental: flights; etc. This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency. 1 day = **20 points** 2 or more days = **15 points**	20
	TOTAL		**100**

Table2: Evaluation criteria

A bidder who gets a minimum of 55 points and above will qualify to the next stage. The bidder must score minimum points as follows:

Item 1: Minimum points = 20

Item 2: Minimum points = 10

Item 3: Minimum points = 10

Item 4: Minimum points = 15

6.2 PRICE AND REFERENTIAL POINTS SCORING – STAGE 2 (Price and Specific Goals requirement)

All Bidders that have passed the technical evaluation threshold of 65 points would also be scored based the 80/20 principle where 80 Points is for the Price and 20 points for specific goals as per the detail given below.

6.3 Points awarded for price

A maximum of 80 Points is allocated for price on the following basis:

Where $Ps = 80[1 - \frac{\text{Pt} - \text{P min}}{\text{P min}}]$

Ps = Points Scored for comparative price of bid under consideration
Pt = Comparative Price of bid under consideration
P min = Comparative Price of lowest acceptable bid

6.4 Points awarded for Specific Goals Requirement

In terms of Regulation 3.(1) An organ of state must, in the tender documents, stipulate— (a) the applicable preference point system as envisaged in regulations 4, 5, 6 or 7; (b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goals in accordance with the table below;

Table 3: Specified Goals for Preferential Point System

Specified Goals	**Points Allocation**
50% Black owned	10
50% Women owned	5
50% Youth owned <35 years	5
Total Points	**20**

7. PRICING

7.1 Prices must be VAT exclusive, year 2 and 3 will be based on CPI increase from year 1.

ITEM	TRANSACTION TYPE	TRADITIONAL BOOKINGS		ONLINE BOOKINGS	
		UNIT PRICE (incl. VAT)	TOTAL PRICE (incl. VAT	UNIT PRICE (incl. VAT)	TOTAL PRICE (incl. VAT)
1	Air Travel – International	R	R	R	R
2	Air Travel – Regional	R	R	R	R
3	Air Travel – Domestic	R	R	R	R
4	Air Travel – International (Re-issue)	R	R	R	R
5	Air Travel Regional (Re-issue)	R	R	R	R
6	Air Travel Domestic (Re-issue)	R	R	R	R
7	Refunds – Air Domestic	R	R	R	R
8	Refunds – Air Regional	R	R	R	R
9	Refunds – Air International	R	R	R	R
10	Car Rental – Domestic	R	R	R	R
11	Car Rental – Regional	R	R	R	R
12	Car Rental - International	R	R	R	R
13	Transfers/Shuttle - Domestic	R	R	R	R
14	Transfers/Shuttle - Regional	R	R	R	R
15	Transfers/Shuttle - International	R	R	R	R
16	Accommodation – Domestic	R	R	R	R
17	Accommodation – Regional	R	R	R	R
18	Accommodation - International	R	R	R	R
19	Bus/Coach Bookings	R	R	R	R
20	Train bookings-International Visa Assistance	R	R	R	R
21	(Provision of documents and advice)	R	R	R	R
22	Courier services for travel documentation	R	R	R	R
23	SMS notifications	R	R	R	R
24	Parking booking	R	R	R	R
25	Cancellations	R	R	R	R

26	Changes to bookings	R	R	R	R
27	After hours services	R	R	R	R
28	Additional Ad-hoc Reports (per report)	R	R	R	R
29	Other (Specify)	R	R	R	R
30	Other (Specify)	R	R	R	R
31	Other (Specify)	R	R	R	R
Total			**R**		**R**

7.2 CONFERENCE TRANSACTION FEE

ITEM	DESCRIPTION	PERCENTAGE FEE	COMMENTS
1	Conference Transaction Fee (as a % of the **Total turnover of the event)**		

8. Contact details.

8.1 For any further technical information regarding the document contents please contact Me Masabata Motsoane 051 412 2663 e-mail: Masabata.Motsoane@centlec.co.za Such queries must be done in writing, the email address provided serves this purpose. The answer to one question will be sent to all the other prospective bidders that have bought the bid documents.

8.2 For Supply Chain Related questions, please contact Ms Palesa Makhele at 051 412 2753 or at Palesa.Makhele@centlec.co.za