

TENDER No.:	TIA003/2023
DESCRIPTION:	APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY (TMC)
ADVERT DATE:	17 MARCH 2023
MANDATORY BRIEFING SESSION:	Date: 24 MARCH 2023 Time: 10:00am (Applicants to e-mail mandisa.pitso@tia.org.za (not for tender submissions) - please write TIA003/2023 BRIEFING SESSION LINK on the subject line to request for the link). This will be via Microsoft Teams
CLOSING TIME AND DATE	10 APRIL 2023, 11:00am
DELIVERY DETAILS:	Electronic submissions: Tenders@tia.org.za <i>Please note that our servers will block any file greater than 200MB. If your file is greater than 200MB, please divide your submission into parts that are equal or less than 200MB and state on the subject 'Part 1, Part2 or Part 3'.</i> E.G. TIA003/2023 – PART 1 (on the subject line)
REQUIRED TENDER VALIDITY:	120 days after closing date
CONTACT PERSON:	Mandisa Pitso (mandisa.pitso@tia.org.za) and state <u>TIA003/2023</u> on the subject line for enquiries about the tender
DURATION OF CONTRACT	3 years with an option to renew for two (2) more years based solely on TIA's discretion (commencing 1 st May 2023)



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1. PURPOSE

The purpose of this terms of reference is for the appointment of a Travel Management Company (TMC)/ service provider to provide a comprehensive travel management and logistic service for a period of thirty-six (36) months with an option to renew for another two years based solely on TIA's discretion on "as and when" required basis by the Technology Innovation Agency (TIA).

2. INTRODUCTION AND BACKGROUND

The Technology Innovation Agency (TIA) is a schedule 3A public entity of the Department of Science and Innovation that was established for the purposes of enabling and supporting technological innovation across all sectors of the economy to deliver socio-economic benefits for South Africa and enhance its global competitiveness. These goals are achieved by supporting the development and commercialisation of research outputs from higher education institutions, science councils, public entities, private research institutions and enterprises and bringing them to market. The goal of TIA is to use South Africa's science and technology base to develop new industries, create sustainable jobs and help diversify the economy.

TIA's operational requirements necessitate that officials should travel mostly domestic, regional and international in execution of the entity's mandate. TIA currently has offices in Pretoria, Durban and Cape Town however its stakeholders are spread throughout the 9 provinces. TIA's current staff complement is as follows:

Head office Pretoria – 105

Durban Satellite Office - 27

Cape Town Satellite Office - 14

The Board – VVIP - 7

EXCO – VIP - 7

3. OBJECTIVES

The main objective of this project is outlined under the scope of work.

4. SCOPE AND EXTENT OF WORK

4.1 Bidders are required to indicate their compliance with each aspect noted below by ticking in the appropriate box.

NO.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a.	The travel services will be provided to all travellers travelling on behalf of TIA, locally and internationally. This will include employees and external stakeholders where the agreement is that TIA is responsible for their travel arrangements.			
b.	Provide 24/7 online travel management services, event, conferencing and VIP services when required			
c.	Familiarisation with current TIA travel business processes			
d.	Familiarisation and assist with further negotiations for better rates with travel service providers.			

NO.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
e.	Familiarisation with current TIA Travel delegations (including National Treasury Travel Policy Framework, National Treasury Negotiated Rates and Cost Containment measures, circulars issued from time to time) and implementation of controls to ensure compliance.			
f.	Provide a system to book travel online, capture and manage TIA travellers' profiles.			
g	Manage the third-party service providers by addressing service failures and complaints against these service providers. Report on such quarterly.			
h	The service provider to provide an "Online Travel Booking App" to approve and view travel bookings			
i	The online system should interface payments with Pastel system.			
j	Consolidate all valid tax invoices (Pro-forma not required) and supporting documents from travel suppliers weekly on an Excel spreadsheet and provide these reconciliations and supporting documents to the TIA on Monday/Tuesday /Wednesdays.			

k	The online system must be able to provide invoices for a specified period per category of expenditure. Expenditure for flights should be separate from other bill back invoices.			
l	Include service fee transactions on land arrangement (accommodation, shuttle, train, buses, car hire and airport parking) invoices.			
m	Provide a detailed online booking implementation plan without creating service interruptions.			
n	The TMC must provide a dedicated representative to TIA amongst others include navigational support on site and on the online system			
o	The service provider to provide the organogram and sufficient staff compliment to carry out this project			
p	Provide various monthly Management Information System, open flight tickets, after-hours call report, and no shows! (MIS) reports			

4.2 **SERVICE REQUIREMENTS**

I. **RESERVATIONS**

NO.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a	The TMC is required to ensure that where service providers require payment in advance, the necessary arrangements and proof of payment must made and provided to the service provider and the traveller.			

b.	Where possible, the TMC must make every effort to assist and support travellers in small groups to co-ordinate arrangements.			
c	Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker in consideration with the National Treasury Guidelines on Cost Containment.			
d	Appraise themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller and/or booker of alternative options that are more cost effective and more convenient where necessary.			
e	Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.			
f	Book the negotiated discounted fares and rates where possible.			
g	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			
h	Book parking facilities at the airports where required for the duration of the travel. Travellers must pay and claim via S&T as per new policy.			
i	Respond timely and process all queries, requests, changes and cancellations timeously and accurately.			

j	The online tool must be able to facilitate group bookings (e.g., for research surveys, meetings, conferences, events, etc.), however the service provider should be able to assist when required.			
k	Must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times via SMS and emails, etc).			
l	Advise the Traveller of all visa and vaccination requirements well in advance. Visa applications will where required be the responsibility of the service provider; however, the relevant information must be supplied to the traveller(s) where visas will be required, including transit visas.			
m	Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.			
N	Facilitate any reservations that are not bookable on the Global Distribution System (GDS).			
o	The online tool must be able to compare inventory from all GDS and Local Distribution System (LDS) systems (Bookings.com, Trivago, where to stay, Galileo, Amadeus etc.). Preference should be given to South African Tourism Council accredited accommodation.			
p	Attach the three most cost-effective quotations from reputable tour operators to the booking for international travel in instances where the use of a tour operator is required.			

q	Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly by National Treasury or by TIA are non-commissionable. Where commissions are earned on TIA bookings, such commissions should be returned to TIA on a quarterly basis.			
NO.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
r	Ensure confidentiality in respect of all travel arrangements requested by TIA.			
s	All travel and related expenditure must be borne by the TMC and claimed back from the TIA detailing each expenditure type and cost centre allocation which will be provided by the TIA.			

II. AIR TRAVEL

NO.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a.	The service provider must be able to book full-service carriers as well as low-cost carriers			
b.	The service provider will book the most cost-effective airfares possible for domestic travel.			
c.	For international flights, the airline which provides the most cost-effective option and practical routings, may be utilised.			

d	The service provider should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.			
e	The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).			
f.	Airline tickets must be delivered electronically (SMS and/or email) to the traveller(s) and travel bookers promptly after approval.			
NO.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
g	The service provider will also assist with the booking of charters for VIPs utilising the existing National Treasury transversal contract where applicable as well as the sourcing of alternative service providers for other charter requirements.			
h	The service provider will be responsible for the tracking and management of unused e-tickets as per agreement with the TIA and provide a report on refunds monthly.			
i	The service provider must provide proof that bookings were made against the discounted rates on the published fairs where applicable in their reporting.			

j	The service provider must ensure that travellers are always informed of any travel news regarding airlines and destinations (like baggage policies, checking in arrangements, political / unrest situations etc.)			
k	The service provider must assist with arrangements for people with permanent disabilities (e.g., wheelchairs, visually impaired, crutches etc) on air travel, shuttle, taxi services, parking etc.			

III. ACCOMMODATION

NO	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a.	The service provider will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.			
b.	The service provider will obtain at least three (3) price quotations/ comparisons from suitable 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. Travellers must be notified of the distance of the cheapest venue in order to take an informed decision.			
c.	The TMC should also consider obtaining quotations from preferred suppliers listed on the travel itinerary, especially where accommodation is not readily available in those vicinities.			

d.	Accommodation vouchers must be issued for all accommodation bookings as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation invoice.			
e.	The TMC must ensure that pre-payments to accommodation establishments where required are made and bookings are confirmed prior to trips to avoid any embarrassment to staff on arrival at these accommodation establishments or on departure.			
f.	The service provider must, during the reporting period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.			
g.	Use of tour operators will only be considered in isolated and exceptional cases at the sole discretion and approval by the TIA.			
h.	Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.			

IV. CAR RENTALS AND SHUTTLE SERVICES

NO.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a.	The service provider will book the approved category vehicle in accordance with the TIA Travel delegations			

	and taking cognisance of NT's Travel Framework and Cost Containment measure with the appointed car rental service providers from the closest rental location (airport, hotel and venue).			
b.	The travel consultant should advise the traveller on the best time and location for collection and return considering the traveller's specific requirements.			
c.	The service provider must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, keys, rental agreements, damages and accidents, etc.			
d.	For international travel, the service provider may offer alternative ground transportation to the traveller that may include rail, bus and transfers.			
e.	The service provider will book transfers in line with the TIA travel delegations with the appointed and/or alternative service providers. Transfers can also include bus and coach services.			
f.	The service provider should manage shuttle companies on behalf of TIA and ensure compliance with minimum standards which should include occupational health and safety requirements such as insurance cover and Public Driving Permits (PDP) etc.			

V. AFTER HOURS EMERGENCY SERVICES

NO.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a.	The service provider must provide a consultant or team of consultants to assist travellers with after hours and emergency reservations and changes to travel plans 24/7.			
b.	A dedicated consultant/s must be available to assist VIP/Executive travellers with after hours or emergency assistance 24/7.			
c.	After hours services must be provided from Monday to Friday outside the official hours (16h30 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.			
d.	A call centre facility or after hours contact number must be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to. The call centre must be based in South Africa and be always accessible.			
e.	The service provider must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation and booking confirmations.			
f.	The service provider must provide a WhatsApp group for after-hours communications.			
g.	The necessary approval must be obtained from the dedicated representative of the TIA.			
h.	The TMC must update approved off-line bookings done after-hours within 24-hours of the approval.			
i.	Weekly report to be provided on billable services provided after-hours to all the approved After-hour authorisers.			

VI. COMMUNICATIONS

NO.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a	The service provider must conduct at least four (4) Educational workshops for coordinators and eight (82) training sessions per annum for Managers at TIA.			
b	The service provider must conduct at least two (2) Educational workshops per annum for managers of TIA.			
c	All queries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement (SLA)			
d	The service provider must ensure sound communication with all stakeholders. Link the business traveller, travel Booker, service provider in one smooth continuous workflow.			
e	The service provider must communicate any new travel developments and changes affecting TIA and the traveller.			
f	The service provider must immediately inform the TIA of technology glitches such as no telephone or email or system being offline and immediately provide alternative options to the TIA.			

VII. FINANCIAL MANAGEMENT

NO.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	

a	The service provider must implement the rates negotiated by TIA with travel suppliers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.			
b	The service provider will be responsible to manage the supplier's accounts. This will include the timely receipt of invoices to be presented to TIA for payment within the agreed period.			
c	Enable savings on total annual travel expenditure and this must be reported, and proof provided during quarterly reviews.			
d	Where pre-payments are required for smaller Bed & Breakfast / Guest House facilities / National and Provincial Conservation Agencies/ Facilities, these will be processed by the service provider. These are occasionally required at short notice and even for same day bookings. The service provider will submit proof of such bookings together payments made to claim from TIA.			
e	Consolidate Travel Supplier bill-back tax invoices.			

f	The service provider is responsible for the consolidation of tax invoices and actual supporting documentation to be provided to TIA's Travel Division weekly. This includes attaching the approved online, trip itinerary and other supporting documentation (invoices from accommodation establishments, car rental companies and shuttle companies and vouchers) to the invoices reflected on the service provider bill-back report and listed on a reconciled excel spreadsheet to be loaded electronically on a Monday\ / Tuesday/ Wednesday each week with a weekly and monthly statement.			
g	The service provider must include service fees on land arrangement tax invoices.			
h	The service provider must facilitate tax rebates on the international travel and reimburse the TIA accordingly.			
I	Ensure Travel Supplier accounts are settled timeously.			

VIII. TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING

No.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a	The service provider must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.			

b	The implementation of an Online Booking Tool to facilitate domestic and international bookings must be in place to optimise the services and related fees.			
c	The online booking tool must interface with Pastel to ensure a seamless payment process.			
d	All management information and data input must be accurate and live.			
e	The service provider will be required to provide the TIA with a minimum of three (3) standard monthly reports that are in line with the National Treasury's Cost Containment Instructions Reporting Template requirements at no cost.			
f	The reporting templates can be found on http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx			
g	The reports must be available online and be easily customised as per TIA specific needs. (Reports must be available in an electronic format for example Microsoft Excel.)			
h	Reports must be accurate and be provided as per TIA specific requirements at the agreed time. Information must be available on a transactional level that reflect details including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).			
i	TIA may request the service provider to provide additional management reports.			

j	<p>Service Level Agreement (SLA) will stipulate that reports must be provided on the agreed date. It will include but will not be limited to the following:</p> <p>TRAVEL</p> <ul style="list-style-type: none"> · After hours' Report. · Upgrade of class of travel (air, accommodation and ground transportation). · Bookings outside Travel Policy (e.g., Less than 7 days in advance, last minute) Missed savings. · Booked Flights vs published fares. · No shows / late cancellations · Missed flights. · Refunds 			
No.	DESCRIPTION	COMPLY		BID PROPOSAL
		YES	NO	REF PAGE

	<p>FINANCE</p> <ul style="list-style-type: none"> · Reconciliation of commissions / rebates or any volume driven incentives. · Creditor's ageing report. · Creditor's summary payments. · Weekly tax invoices; · Reconciled reports for Travel air travel against TMC credit / lodge card statement. · Receipt delivery report. · Refund Log. · Open voucher report, and · Open Age Invoice Analysis, · Trip itinerary (one page), · Comprehensive trip summary report 			
k	The service provider will implement all the necessary processes and programs to ensure that all the data is always secure and not accessible by any unauthorised parties.			
l	The online booking tool should allow amendment of transactions as long as final approval has not been granted. It should allow for updating of travel requests until approval is granted. *			
m	The online system must have the functionality to retrieve the paper trail of each booking.			

IX. ACCOUNT MANAGEMENT

No.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a.	An Account Management structure should be put in place to respond to the needs and requirements of the TIA and act as a liaison for handling all matters about delivery of services in terms of the contract.			
b.	The service provider must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the TIA's account.			
c.	The necessary processes should be implemented to ensure good quality management and always ensuring Traveller satisfaction.			
d.	A complaint handling procedure must be implemented to manage and record the compliments and complaints of the service provider and other travel service providers.			
e.	Implement complaints register and record interventions or steps taken and provide bi-annually to the TIA.			
f.	Ensure that the TIA's travel delegations are enforced.			
g.	The SLA must be managed, and customer satisfaction surveys conducted to measure the performance of the service provider bi-annual.			
h.	Ensure that workshops / training are/is provided to travellers and / or Travel Bookers.			

i	During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.			
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X. VALUE ADDED SERVICES

The service provider must provide the following value-added services:

No.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a	Destination information for regional and international destinations: <ul style="list-style-type: none"> • Health warnings • Weather forecasts; • Places of interest • Visa information; • Travel alerts (e.g. riots.) • Location of hotels and restaurants; • Information including the cost of public transport; • Rules and procedures of the airports; 			
	<ul style="list-style-type: none"> • Business etiquette specific to the country; • Airline baggage policy; and • Supplier updates 			
b	Electronic voucher retrieval via web and smart phones app			
c	SMS notifications for travel confirmations;			
e	Global Travel Risk Management;			

f	VIP services for Executives that includes but is not limited to check-in support.			
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XI. ONLINE BOOKING TOOL

TIA requires an Online Automated Booking and Payment system that shall be able to do the following:

No.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a	The system shall enable TIA officials to make and manage their own travel arrangements online.			
b	The system shall be available 24/7.			
c	Managers shall be able to approve or reject travel bookings from anywhere via a secure approval system i.e., SMS and e-mails.			
d	The system shall generate required reports.			
e	The system shall allow for online payments to enable immediate issuing of air tickets.			
f	The appointed service provider/s must have a functional automated online booking and payment system.			
g	The service provider shall reserve a provisional booking and associated costs for at least 4 hours to enable the TIA approval processes.			
h	The travel Booker/ official shall be able to obtain quotations directly from service providers via the online system.			

i	Once approval is granted, flights are paid directly by the system and flight tickets and land arrangements vouchers are issued immediately.			
No.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
j	Car hire, hotel accommodation, airport parking, shuttles and any other associated services are paid after receipt of the invoice.			
k	Missed savings for a particular travel request shall be flagged immediately by the system, especially when travellers must deviate from the policy.			
l	The online system must flag missed savings based on the comparison between airlines vs airlines, Hotels vs hotels, Guest houses vs guest houses etc.			
m	Managers shall be able to identify missed savings prior to approval and may request reasons for such a particular deviation.			
n	A full audit trail of travel costs per directorate shall be obtained via the system.			
o	TIA Transport and Travel Policy / Delegations shall be built into the system.			

XII. TMC OFFLINE BOOKING

TIA might require support in capturing offline submitted booking requests, where approval is granted. The TMC will be required to do the following:

No.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
1	The TMC will capture all approved manual bookings for accommodation, flights, car rental, shuttle services and conferencing services.			
2	The supporting resource must be available 24/7.			
3	TIA Travel Management Office will be able to approve or reject manual travel bookings through written communication i.e. SMS and e-mails.			
4	The TMC will be required to report on manual bookings and incorporate the information into the online system.			
5	The appointed service provider/s must be able to provide the manual booking system immediately upon appointment.			

NB: all turnaround time for manual bookings is two (2) hours upon approval of the request.

XIII. FUNCTIONALITY OF THE SYSTEM

No.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a	The application shall be easy and simple to use.			
b	The tool must be easily customised as and when required to meet TIAs needs.			
c	The system shall be utilised to book flights, road, rail transport and accommodation electronically.			
d	The system shall be able to book commercial buses.			
e	The system shall be able to manage payment for flights, road transport and accommodation.			
f	Predefined users shall be set up to book and authorise travel transactions. The system shall enforce segregation of duties.			
g	Workflow approval platform shall be set up according to the TIA's requirements.			
h	The system shall deliver travel documentation electronically to a travel booker and traveller by means of both SMS and email.			
i	A comprehensive library of reports (transactional and behavioural based – frequent tendencies of late bookings) shall be available.			
j	The system shall provide for attaching unlimited supporting documents per transaction.			
k	The system shall flag and prevent duplicate invoices and bookings.			

l	A unique trip reference numbers shall be provided for each transaction.			
No.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
m	The system shall be accessible from anywhere.			
n	The system must allow for hierarchy approval.			

5. EXPECTED DELIVERABLES / OUTCOMES

5.1 OPERATIONAL

No.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
a	Easy to use, paperless procurement system for online travel provided,			
b	Request and pre-authorisation: allowing bookers to complete travel requests, coupled with real-time quotes, in a secure environment, with authorisation that allows authorisers to approve travel in a customisable fashion, according to approved mandates / delegations,			
c	Negotiated vendor rates and TIA's and all corporate agreements that are pre-configured and the purpose shall be to book the cheapest in-policy fare of the day.			
d	Designated approval where bookers/ travellers are not be allowed to approve their own bookings			
e	Authorisers warned of out of policy bookings, or any trip not booked at the lowest rate.			
f	Market Test on Quotations done where availability and lowest fares are sourced (air, road, rail travel and accommodation) across			

	multiple suppliers (offering both preferred and public rates),			
g	Details of the flight fare rules e.g. cancelations, changes and minimum stay, provided to the travel Booker / official at the time-of-flight selection			
No.	DESCRIPTION	COMPLY		BID PROPOSAL REF PAGE
		YES	NO	
h	Real-time quotes for flight, road, rail transport, accommodation, airport parking and parking reservations in line with policy requirements that complement the request available and selected as desired			
i	Offers as per the above displayed on a single screen, with sortable columns and filters or arranged in price order from the cheapest to the most expensive to allow travel bookers / officials to choose the best option,			
j	Direct integration into main airlines and low-cost airlines provided,			
k	Access to accommodation establishments or an appropriate inventory system: – Access to content (pictures and descriptions of amenities), - Pre-negotiated prices must be displayed to the user, – Real time rates must be displayed to the user,			
l	Access to car hire companies			
m	Access to shuttle companies			

n	Select trips based on availability, travel policy, times and prices;			
o	Create a temporary reservation with the supplier/s and a requisition subject to approval based on: – Travel policy compliance, – Declined / missed savings, based on selection made, – Detailed costings against cost centres,			
p	Submit the request with selected quotes to the relevant manager for approval.			

5.2 APPROVAL WORKFLOW RULES TO APPROVE REQUISITIONS:

- a) All essential information provided to the authoriser via email and SMS.
- b) Approval workflows and mandates/ delegations (rules) to be agreed upon and loaded into the system. Perform all travel arrangements in terms of the rules provided by TIA and ensure that all bookings are only processed against travel orders as authorized by the TIA.
- c) All prescribed approvals as required of the system shall be received prior to the issue of any confirmation, ticket, or voucher, before departure.
- d) The system shall flag immediately all late bookings (not processed seven (7) days in advance) prior to approval.
- e) Approval to be authorised via SMS or Email or an online application.
- f) Once all approvals have been obtained, a unique order number shall be generated.
- g) Electronic vouchers shall be supplied.
- h) For every request approved on the system, appropriate itineraries (booking confirmation) shall be generated. Printable itineraries showing complete information on status of reservations on all carriers, road transport and

accommodation shall be provided. The traveller booker shall be made aware of fare restrictions and pre-ticketing.

5.2.1 Pre- Ticket changes

- a) Ability to make multiple changes to travel requirements prior to the approval of the order.

5.2.2 Post ticketing changes

- a) The service provider shall detail ticket change limitations where online post ticketing changes are made. The service provider shall provide detailed cost implications on different classes of bookings and costs for changing tickets / bookings after issue.
- b) The online tool should allow changes to be made by the super users.

5.2.3 Booking cancellations

- a) The system shall support online cancellations (rules for cancellations and no shows shall be communicated to the user prior to departure).

5.2.4 Electronic fulfilment

- a) Air – tickets shall be issued via the system.
- b) Road transport and accommodation vouchers shall be issued via the system according to the payment terms and voucher rules in line with the TIA Transport and Travel policy.
- c) The service provider shall manage quality control issues and disaster recovery services for all online bookings.

5.2.5 Manual fulfilment

- a) All trips initiated outside of the online booking system shall be uploaded into the system within six (6) hours and a trip reference to be generated. The TMC should not see this as extra if technical errors occur on the system.

- b) The captured bookings shall follow the same approval and business rules workflow as online bookings.
- c) Data for all bookings shall be included in the reporting tool.

**5.2.6 PAYMENT AND STREAMLINING OF RECONCILIATION PROCESS:
THE SERVICE PROVIDER/S SHALL:**

- a) Include all fees to be charged in the bid document.
- b) Settle air transactions prior to ticketing via TMC credit facility and billback to TIA.
- c) Ensure direct settlement to suppliers, matching of payments against card statement based on supporting documentation (receipts, invoices from vendors, etc.) and submission to the travel section, to streamline the reconciliation process.
- d) The service provider shall issue the TIA with tax invoices for accommodation, car rental, airport parking and/or shuttle service within 30 days of the actual service.
- e) The service provider shall ensure that all the documents (establishments tax invoice with the TIA authorisation) are submitted with the final tax invoice per booking.

5.2.7 Reporting

- a) Real-time reporting and reconciliation of travel spend shall be retrieved from the online system. The reports shall be utilised to proactively advise management and assist in the reduction of respective travel expenditure.
- b) Comprehensive reports (standard and dynamic) shall be updated daily and be available on-line to managers.
- c) **The following reports shall be submitted monthly to the travel section:**

- i) Declined / missed saving opportunities, and losses.
 - ii) Traveller behaviour about advanced bookings and last-minute bookings,
 - iii) Payments made and outstanding monies,
 - iv) Flagging of costs incurred due to cancellations,
 - v) No shows,
 - vi) Late bookings and amendments.
- d) Service provider shall detail the online (real-time) reports that shall be provided and
- e) Availability of statistics for reporting.

5.2.8 System administration role

- a) Partial system administration (Super User) shall be managed directly by the TIA with second line support via the successful service provider.

5.2.9 Fully integrated into all supplier's ticketing systems:

- a) Provide details.

5.2.10 Communication

- a) Traveller itinerary emails shall be sent to the travel booker and traveller.
- b) SMS alerts.
- c) The system shall accurately advise the traveller of e-ticketing and other relevant information every time reservations are made to avoid cancellations of bookings.

5.2.11 Training

- a) The service provider shall present an indication of training and support to be supplied.

- b) Adequate training of travel co-ordinators upfront on the use of the system as well as support shall be provided. Users shall be trained on an “as and when” required basis by TIA.

5.2.12 Accommodation

- a) The service provider shall ensure that sufficient accommodation establishments are available on the system to accommodate officials that are travelling.
- b) Where it is required, the service provider shall ensure that accounts are opened with the property to ensure the provision of services and payment.
- c) The voucher/ confirmation shall clearly state the all-inclusive rate (Accommodation, meals, parking etc.) and issued within 24 hours if received before 10 am, (2 hours after approval) thereafter 48 hours.
- d) Any additional request/s shall be approved as per the system / SLA.

5.2.13 Other services

- a) The service provider shall indicate any special features, programmes, or services that would be beneficial to the TIA and its travellers.

5.2.14 Management reports

- a) The system shall be able to provide a detailed Management Information System and accrual / commitment report as and when required.
- b) **The service provider shall provide the TIA with management information reports consisting, of a minimum, of the following:**



- i) Concise quarterly narrative of the service provider's activities, which shall be submitted to the TIA within ten (10) calendar days after the end of the quarter. This report shall identify problems, if any, and recommend solutions. Suggestions to enhance the service shall also be included.
- ii) The TMC to submit a comprehensive Management Information System (MIS) Report on a **monthly basis**.
- c) The tool shall allow for full reporting and auditing capability.
- d) The reporting shall be in a format that will allow the information to be interfaced with other TIA reporting systems.

5.2.15 Unused tickets, refunds, and losses

- a) The service provider shall notify the TIA monthly of unused air tickets and refunds for all returned airline tickets for official travel.
- b) Monthly notify the TIA of any losses (cost) incurred on air tickets (e.g., changes made or tickets that are non-refundable or when air travel was cancelled).

5.2.16 Data transfer

- a) The service provider shall allow TIA to access information for a period of five (5) years after expiry of the contract.

5.2.17 Service standards

- a) The service provider shall provide a polite, responsive, and efficient service always to fulfil the TIA's requirements. All telephone calls, emails and correspondences shall be answered promptly.

5.2.18 Performance evaluation and review

- a) The service provider shall meet quarterly with the TIA's *senior management or delegate* to discuss issues of mutual concern, to review the service provider's performance and to discuss

improvements which the service provider or the TIA should make to achieve more effective travel management and greater savings.

- b) The service provider will participate monthly and provide performance evaluations/ reviews.
- c) During the above meetings, the service provider shall also discuss travel updates and other travel matters with the TIA. The service provider shall immediately make the TIA aware of major industry changes, which may have a broad impact on its travel policy or procedures.

5.2.19 Policy compliance and control

- a) The system shall dictate the route of the application based on the policy requirements. For any deviation, the prescribed and delegated authorisation shall be required in writing before processing takes place.
- b) The system shall comply with all relevant security standards, policies, directives and the Minimum Information Security Standards (MISS).
- c) The system shall be able to cater for any policy changes as and when required.
- d) All amounts quoted by the system and charged to the TIA shall be exclusive of any travel agent commission.

5.2.20 Emergency and after-hours bookings will be communicated by the delegated official in consultation with the applicable line manager for urgent attention and processing.

5.2.21 The service provider shall be required to:

- a) Provide on-line travel booking services and support,

- b) Provide a transparent inclusive service fee structure,
- c) Provide 24/7 assistance,
- d) Ensure that services are available 24/7,
- e) Update TIA regularly on cancellation policies and fees of service providers.
- f) Obtain any reimbursement which may be due to TIA.
- g) Notify TIA of air tickets for revalidation and / or re-issue,
- h) Ensure booking confirmations and payments are done as required by vendors,
- i) Ensure prompt investigation of any irregularities and complaints as well as feedback thereof,
- j) Upon request from the TIA, the service provider must provide a detailed report on the services rendered, discounts, and benefits received,
- k) Reconcile tax invoices and supporting documentation with Credit card statement and approved orders,
- l) The service provider shall keep abreast of and provide an information service to TIA about airport closings, airline carrier schedule changes, as well as all other alterations, safety conditions which may affect travel and new conditions affecting travel, and
- m) Assist travel bookers / officials to make appropriate adjustments for any change(s) in flight, schedules prior to or during the traveller's official trip. The e-tickets and billings shall be modified or issued to reflect these changes, via SMS and e-mail.

5.2.22 The online system shall be required to provide immediate quotations for travel arrangements from all airlines, vehicle hire companies and a range of properties for accommodation.



- a) An e-ticket or confirmation and detailed itineraries, showing the accurate status of the airline, road transport and accommodation reservations on all segments of the journey shall be provided (secure airline seats for four (4) hours to allow for approval).

5.3 COST MANAGEMENT

The National Treasury cost containment initiative and the TIA's Travel Policy is establishing a base for a cost savings culture.

- 5.3.1 It is the obligation of the service provider 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.
- 5.3.2 The service provider 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.
- 5.3.3 The service provider 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 TIA'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 official business.

5.4 QUARTERLY AND ANNUAL TRAVEL REVIEW

- 5.4.1 Quarterly reviews are required to be presented by the service provider on all TIA travel activity in the previous three-month period. These reviews are comprehensive and presented to TIA's Procurement and Finance teams as part of the performance management reviews based on the service levels.



6. PERIOD / DURATION OF PROJECT / ASSIGNMENT

- 6.1 The appointed service provider will be appointed for a thirty-six (36) month period renewable for a further twenty four(24) months based solely on TIA's discretion.

7. INFORMATION SITE VISITS

- 7.1 A **compulsory** briefing session will be held to give clarity to the interested bidders to clarify the scope and extent of work. Bidders will have the opportunity to ask questions where needed.

- 7.2 The information briefing session will be held as follows:

Date: **24th of March 2023**

Time: **10:00 until 12:00 am**

Venue: **Ms Teams (Refer to TIA website for link)**

8. COSTING / COMPREHENSIVE BUDGET

Bidders are required to quote for transactional fees on manual and online bookings.

8.1 Transaction Fees

8.1.1 Refer Annexure A3: Pricing Schedule

- a) The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service.

8.2 *Volume driven incentives*

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

- a) National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers.
- b) No override commissions earned through TIA reservations will be paid to the service provider.



- c) An open book policy will apply, and any commissions earned through the TIA volumes will be reimbursed to TIA.
- d) Service provider shall book these negotiated rates or the best fare available, whichever is the most cost effective for the TIA.

9. EVALUATION CRITERIA

9.1 The evaluation for this bid will be carried out in following phases:

- a) Phase 1: Pre-compliance
- b) Phase 2: Mandatory Requirement
- c) Phase 3: Functionality Evaluation
- d) Phase 4: Site visits to verify call centre and travel system.
- e) Phase 5: Price and Specific Goals

9.2 PHASE 1: Pre-compliance

9.2.1 During this phase bid documents will be reviewed to determine compliance with SCM returnable documents, tax matters and whether proof of registration on the Central Supplier Database (CSD) has been submitted with the bid documents at the closing date and time of the bid. Bids which do not satisfy the compliance criteria will not be evaluated further.

9.2.2 The bid proposal will be screened for compliance with administrative requirements as indicated below:

ITEM NO.	ADMINISTRATIVE REQUIREMENTS	CHECK/COMPLIANCE
1	Electronic Copy	Emailed
2	SCM - SBD 1 - Invitation to Bid	Completed and signed
3	Tax Compliance and CSD Registration	Attached CSD registration number/ Proof of CSD registration and/ or SARS Tax Pin

4	SBD 3.1 - Pricing Schedule	Completed
5	SCM - SBD 4 – Bidders Disclosure	Completed and signed
6	SCM - SBD 6.1 - Preference Points Claim Form in terms of the Preferential Procurement Regulations 2022	Completed and signed

9.3 PHASE 2: Mandatory Requirements

9.3.1 Do mandatory requirements apply for this bid?

YES

9.3.2 The following mandatory requirements will apply and all bids that do not meet mandatory requirements will be disqualified and not be evaluated further.

REQUIREMENTS
International Air Transport Association (IATA) licence certificate
Not attending the mandatory briefing session on Teams

9.4 PHASE 3: Functionality Criteria

9.4.1 Only bid proposals that meet pre-compliance requirements will be evaluated on functionality criteria.

9.4.2 The bidder must score a minimum of 75%, during Phase 3 (functionality/ technical) of the evaluation to qualify for Phase 4 of the evaluation and they need to meet all the requirements of site visit to qualify for Phase 5.

9.4.3 The following values/ indicators will be applicable when evaluating functionality:

9.4.4 The ratings from 1 to 5 as an indicator will be applicable when evaluating functionality:

Criteria	Points	Weighting	Maximum Score
1. Locality of Office that will service TIA	Pretoria = (5) Centurion = (4) Johannesburg = (3) Other = (1) None = 0	0,2	5
2. Number of years' experience- Submit on client letter head indicating start and end of engagement	7+ letters = 5 5 to 6 letters= 4 3 to 4 letters = 3 2 letters = 2 1 letter = 1 None = 0	0,2	5
3. Online Booking Tool experience as evidenced in reference letters	5 years + = 5 3 to 5 years = 4 1 to 3 years = 3 Less than 1 year = 1 None = 0	0,4	5
4. Provide proof of negotiated airline rates and accommodation rates and car rentals	Car and Accommodation negotiated rates cover at least 70% of SA= 5 Car and Accommodation negotiated rates cover > 50% < 70% of SA= 3 Car and Accommodation negotiated rates cover > 30% < 50% of SA= 1	0,2	5
Total		1	
Minimum Qualifying Score			75%

The TIA will conduct a due diligence on all prospective bidders based on the information and confirmation received from the bidders as required paragraphs 4 (Scope of work) and 9.4 (Functionality Criteria) above.

9.5. PHASE 4: SITE VISIT TO VERIFY CALL CENTRE AND TRAVEL SYSTEM

Onsite verification that system meets requirements of 4xi.

Criteria	Points	Weighting	Maximum Score
<p>Full Functional System</p> <p>-The bidder will be expected to demonstrate how the system works (Please refer to Section 4 XI, 4 XIII and 5.2).</p>	<p>The booking travel system has full functionality = 5</p> <p>Booking system not fully functional= 0</p>	0,5	5
<p>Fully equipped and resourced After Hours Call Centre as per section 4 V.</p>	<p>The bidder can demonstrate that their after hours call centre is fully resourced and equipped = 5</p> <p>The bidder failed to demonstrate that their after hours call centre is fully resourced and quipped = 0</p>	0,5	5
Total		1	
Minimum Qualifying Score			100%

9.6. PHASE 5: PRICE AND SPECIFIC GOALS

9.5.1 Bid will be awarded to a bidder with the highest points on price and specific goals on condition that they have met all phases of the evaluation criteria and complied with the tender requirements set out in the tender document.

9.5.2 TIA reserves the right to negotiate prices that are not deemed market

related and not to award the tender to the bidder with the lowest price.

9.5.3 Preference point system applicable for this bid is:

80:20	YES
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9.5.4 Subject to sub-regulation 6(2), points will be awarded to a tenderer for attaining specific goals:

Specific Goal	Points (80/20 system)	Proof
100% Black ownership gives 10 points, more than 50% is 5 points, 30% to 50% is 3 points	10	Share register
More than 51% Black Women owned is 10 points, more than 30% to 50% is 5 points, more than 20% to 30% is 3 points	10	Share register
Total for specific goals	20	
Price	80	Quotation
Total	100	

9.5.5 The points scored by a tenderer in respect of the specific goals contribution as contemplated in sub regulation 6(2) must be added to the points scored for price as calculated in accordance with sub regulation 6(1) respectively.

9.5.6 Subject to regulation 11(1), the contract must be awarded to the tenderer who scores the highest total of points.

9.5.7 A contract may be awarded to a tenderer that did not score the highest total number of points, only in accordance with section 2 (1) (f) of the Act.

10.BID SUBMISSION REQUIREMENTS

10.1 Bidders should ensure that the following submission requirements, which will be needed for evaluation purposes are included in their bid proposal and are as follows:

- 10.1.1. The service provider must draft a table of contents which will indicate where each document is in the proposal.
- 10.1.2. The proposal shall consist of one (01) master original document and must clearly indicate the prices on SBD 3.1 and Annexure A for detailed price schedule.
- 10.1.3. The profile of the company should include a full description of similar work undertaken.
- 10.1.4. Positive reference letters that specify the role played by the service provider in the listed projects or assignments, project value and the duration of the project (start and end date).
- 10.1.5. Standard bidding documents (SBD1, 3.1, 4 and 6.1).
- 10.1.6. Copy of Central Supplier Database (CSD) report or tax pin certificate from SARS.

11.LEGISLATIVE FRAMEWORK OF THE BID

11.1 Tax Legislation

- 11.1.1. Bidder must at all time attempt to be compliant when submitting proposal to TIA 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).
- 11.1.2. Bidders who make taxable supplies more than R1 million in any 12 month conservative period are liable for compulsory VAT registration, but a person may also choose to register voluntarily provided that the minimum threshold of R500 000 has been exceeded in the past 12-month period.
- 11.1.3. Bidders who meet the above requirement must register as VAT vendors, if successful, within one month of award of the bid.
- 11.1.4. SARS Tax Status Pin requirements / or Central Supplier Database (CSD) number or report



must be provided.

11.2 Procurement Legislation

11.2.1 Bidders should be cognisant of the legislation and/or standards specifically applicable to the services.

11.3 Privacy and Protection of Personal Information Act 4 of 2013

11.3.1 Protecting personal information is important to Technology Innovation Agency. TIA follows general principles in accordance with applicable privacy laws and the Protection of Personal Information Act 4 of 2013 (POPIA).

11.3.2 TIA's role as the responsible party, is amongst others to process personal information for the intended purpose for which it was obtained and in line with legal agreements with its respective/ prospective services providers and third parties.

11.3.3 TIA will process personal information only with the knowledge and authorisation of the bidder/ respondent and will treat personal information which comes to its knowledge as confidential and will not disclose it, unless so required by law or subject to the exception contained in the POPIA.

11.3.4 TIA reserves all the rights afforded to it by the POPIA in the processing of any of its information as contained in this bid and the bidder/ respondent is required to comply with all prescripts as detailed in the POPIA relating to all information concerning TIA.

11.3.5 In responding to this bid, TIA acknowledges that it will obtain and have access to personal information of the bidder/ respondent. TIA agrees that it shall only process the information disclosed by the bidder/ respondent



in their response to this bid for the purpose of evaluation and subsequent award of the tender and in accordance with any applicable law.

11.4 Technical Legislation and/or Standards

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

12. SPECIAL CONDITIONS OF CONTRACT

- 12.1. The performance measures for Travel Management Services will be closely monitored by TIA and shall also be detailed as per schedule of delivery as agreed on the Service Level Agreement to be signed by both parties (TIA and the successful bidder). The Programme Manager shall do the ongoing management of the Service Level Agreement.
- 12.2. TIA reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.
- 12.3. The service provider must submit monthly progress report for the project as agreed in the SLA or within four (4) days after the end of each month for the duration of the project. Progress reports shall be in soft copy. Failure to submit the required reports on time may result in penalties.
- 12.4. It is the responsibility of the service provider to resolve invoice discrepancies or disputes within five (5) working days.
- 12.5. The service provider/s must guarantee the presence of the senior consultant in charge of fieldwork throughout the duration of the contract. Prior to the appointment of a replacement, the Programme Manager must approve such appointment. If the senior has to leave the project, a period of at least a month is required, in which the senior must work parallel with the next person (senior



consultant with similar expertise and equal years of experience) appointed able to transfer skills and knowledge.

12.6. The appointed service provider will be subjected to security vetting and screening.

12.7. All the conditions specified in the **General Conditions of Contract (GCC)** will apply and where the conditions in the special conditions of contract contradicts the conditions in the general conditions of contract the special conditions of contract will prevail.

12.8. A Letter of Authority to sign documents on behalf of the company

12.9. The proposals should be submitted with all required information containing technical information .

12.10. Poor or non-performance by the bidder will result in cancellation of works orders

12.12 Please take note that TIA is not bound to select any of the firms' submitting proposals. TIA reserves the right not to award any of the bids and not to award the contract to the lowest bidding price.

12.13 TIA will not be held responsible for any costs incurred by the service providers in the preparation, presentation, and submission of the proposal.

13.PAYMENT TERMS

13.1. TIA undertakes to pay out in full or as per deliverables within 30 (thirty) days all valid claims for work done to its satisfaction upon presentation of a substantiated claim and the required reports stipulated in special conditions. No payment will be made where there is outstanding information/ work not submitted by the Service Provider/s until that outstanding information is submitted.

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:		CLOSING DATE:		CLOSING TIME:	
DESCRIPTION					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON			CONTACT PERSON		
TELEPHONE NUMBER			TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS			E-MAIL ADDRESS		
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	<input type="checkbox"/> YES <input type="checkbox"/> NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.	



PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
<p>1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.</p> <p>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.</p> <p>1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.</p> <p>1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</p>
2. TAX COMPLIANCE REQUIREMENTS
<p>2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</p> <p>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.</p> <p>2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.</p> <p>2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.</p> <p>2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.</p> <p>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.</p> <p>2.7 NO BIDS WILL</p> <p>2.8 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."</p>

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:



SBD 3.1

PRICING SCHEDULE – REFER TO ANNEXURE A 3.1



BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

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

Full Name	Identity Number	Name of State institution

¹ the power, by one person or a group of persons holding most of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.



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

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether they are bidding for this contract?
YES/NO

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

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

- 3.1 I have read, and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found

- not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

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.

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.



.....
Signature Date

.....
Position Name of bidder

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

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

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

1. GENERAL CONDITIONS

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

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

1.2 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 **90/10** preference point system.
- b) The applicable preference point system for this tender is the **80/20** preference point system.
- c) Either the **90/10 or 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	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

3.2.1. POINTS AWARDED FOR PRICE

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS



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

Table 1: Specific goals for the tender and points claimed are indicated per the table below.
(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

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

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by	Number of points allocated (80/20 system) (To be completed	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)



	the organ of state)	by the organ of state)		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;



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

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