



PUBLIC INVESTMENT  
CORPORATION

**BID NO: PIC004/2018**  
**REQUEST FOR PROPOSAL FOR THE APPOINTMENT**  
**OF A TRAVEL MANAGEMENT COMPANY FOR A**  
**PERIOD OF THREE YEARS**

The Public Investment Corporation (SOC) Limited is a registered Financial Service Provider (FSP) and is a public entity that is wholly owned by the South Africa Government. The Corporation invests funds on behalf of public sector entities. The PIC's clients in respect of the unlisted investments are the Government Employees Pension Fund ("GEPF"), Unemployment Insurance Fund ("UIF") and Compensation Fund ("CP").

The PIC seeks to appoint a Travel management company (TMC) /agent(s) registered with International Air Transport Association (IATA) and Association of South African Travel Agents (ASATA) for the provision of a total administration service of the In-house Travel office for the Public Investment Corporation in Pretoria for a period of 3 (Three) years.

A Compulsory briefing session will be held on 13 June 2018 at the PIC building, time 11:00 Menlyn Maine Central Square, Corner Aramist Avenue & Corobay Avenue, Waterkloof Glen Extension 2.

Soft copies of the document will be available on PIC website [www.pic.gov.za](http://www.pic.gov.za) from 4 June 2018

**A soft copy of the tender documents can also be requested at the email address: [tenders@pic.gov.za](mailto:tenders@pic.gov.za)**

**CLOSING DATE FOR SUBMISSION: 4 JULY 2018, 11:00**

**Place of submission:** Menlyn Maine Central Square, Corner Aramist Avenue & Corobay Avenue, Waterkloof Glen Extension 2. (PIC Entrance between ABSA and Woolworths).

**Enquiries: [tenders@pic.gov.za](mailto:tenders@pic.gov.za)**

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## **PIC004/2018: APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY FOR THE PUBLIC INVESTMENT CORPORATION (PIC) FOR A PERIOD OF THREE YEARS**

Closing Date: 4 July 2018

Validity Period: 180 Days

Compulsory Briefing Session: 13 June 2018

Location: Menlyn Maine Central Square, Corner Aramist Avenue & Corobay Avenue, Waterkloof  
Glen Extension 2.

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## 1 DEFINITIONS AND ABBREVIATIONS

**B-BBBEE** means broad-based economic empowerment

**B-BBEE status level of contributor** means the B-BBBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of good practice on Black Economic Empowerment, issues in terms of section 9(1) of the Broad Based Black Economic Empowerment Act.

**Bid** means a written offer in a prescribed or stipulated form in response to an invitation by PIC for the provision of goods and services, through price quotations, advertised competitive tendering processes or proposals

**Car Rental** means the rental of a vehicle for a short period of time by a Traveller for official purposes.

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

**Contract** means the agreement that results for the acceptance of a bid by PIC

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

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

**Functionality** means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder.

**International travel:** refers to travel outside the borders of the Republic of South Africa.

**Lodge Card** is a credit card which is specifically designed purely for business travel expenditure. There is typically one credit card number which is “lodged” with the TMC at to which all expenditure is charged.

**Management Fee** is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management service, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets etc)

**Regional travel** means travel across the border of South Africa to any of the SADC Countries, namely; Angola, Botswana, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe

**Third party fees** are fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include visa fees and courier fees.

**Transaction Fee** means the fixed negotiated fee charged for each specific service type e.g. international air ticket, charged per type per transaction per traveller.

**Traveller** refers to a PIC employee, consultant or contractor travelling on official business on behalf of PIC.

**Travel Authorisation** is the official form utilised by PIC reflecting the detail and order number of the trip that is approved by the relevant authorising official.

**Travel Booker** is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g. the personal assistant of the traveller.

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

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

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

**VAT** means Value Added Tax.

**VIP** means the specialised and personalised travel management services to selected employees of Government by a dedicated consultant to ensure a seamless travel experience

**Validity Period:** Time it will take to finalise the adjudication process from the closing date to the adjudication of the bid.

**ASATA** means Association of South African Travel Agents

**IATA** means International Air Transport Association

**PPPFA** means the Preferential Procurement Policy Framework Act

**SANAS** means South African National Accreditation System

## 2 INTRODUCTION

The Public Investment Corporation (SOC) Limited is a registered Financial Service Provider (“FSP”) and public entity owned by the South African Government. The PIC invests in the unlisted and listed asset classes with a client base consisting of clients in the public sector.

## 3 OBJECTIVE

The PIC seeks to appoint a Travel management company (TMC) /agent(s) registered with International Air Transport Association (IATA) and Association of South African Travel Agents (ASATA) for the provision of a total administration service of the In-house Travel office for the Public Investment Corporation in Pretoria for a period of 3 (Three) years.

The successful TMC will be required to resource the in-house Travel Office with an adequate number of consultants; booking and accounting systems / processes to run an

**Compulsory briefing session will be held on , 11:00-12:00 at 1 Central Square, corner Corobay and Aramist, Menlyn Maine, Pretoria**

**Closing time:** 11:00

**Closing date:** 4 July 2018

**Validity period of bid:** 180 Days

## 4 EVALUATION CRITERIA

**Proposals will be evaluated in the following 3 Phases:**

- Only bidders that comply with the minimum and administrative requirements will proceed to the next level of evaluation.
- Technical evaluation / Functionality (Only companies who achieved the minimum qualifying score will be evaluated in terms of the third phase).
- 80/20 Preference Procurement points system as stipulated in the Preferential Procurement system (80: Price and 20: BBBEE status level of contribution)

***Minimum and Administrative requirements are:***

Submission of:

- A valid and original Tax Clearance Certificate and Valid Tax Pin Number
- Proof of registration with National Treasury CSD
- BBBEE status level certificate issued by an SANAS accredited verification agency.
- Bidders with annual total revenue of R10 million or less qualify as Exempted Micro Enterprises (EMEs) in terms of the Broad Based Black Economic Empowerment Act, and may submit an affidavit declaring their turnover.
- Signed Declaration of Interest Document
- Completed and signed Company Information document and submission of all the required documentation as stipulated in the company profile document
- Acceptance of the conditions as stipulated in the bid document
- Completed and signed SBD 1 Document
- Proof of registration (valid certificate) with International Airport Transport Association (IATA)
- Proof of registration (valid certificate) with Association of South African Travel Agents (ASATA)
- Minimum 3 contactable references of existing clients with average spend of more than PIC spend as in point 6.1. References must include name of entity, contact person's name, number and designation, contract value and duration.
- Capacity to provide reliable and consistent after-hour and emergency support to PIC travellers.  
Indicate how after hours service is accessed, in-house or outsourced.
- Latest audited financial statements.
- Submission of 1 original and 4 copies of the bid document
- Indexed document



**Technical Evaluation / Functionality**

**Weighting**

Description of reservation / booking process air and land arrangements including turnaround times for local and international travel	20
Management of refunds	5
Invoicing, payment and Lodge card reconciliation process and turnaround times	10
Reporting - Compliance with National Treasury requirements, Examples of standard reports	10
Demonstrate Communication workflow between traveller and TMC	5
Technology - Proposed booking system	15
Cost Savings strategy	10
Back office and query management process	10
Structure of proposed team including management	10
Value Add such as awareness campaigns or other services and benefits not included in the above	5

**Minimum Threshold 70**

**100**

**Price and BEE**

Pricing: Prices must be quoted in South African Rand excluding of VAT

Management fees for the contract period (with annual increases not exceeding 75% of the CPIX on anniversary (12 months)

Bidders must submit pricing as per pricing schedule below:

**Service fee basis for each service rendered must be indicated:**

<b>Category</b>	<b>Fee per transaction</b>
<b>Accommodation</b>	
<b>Travel</b>	
<b>Car hire</b>	
<b>Shuttle Service</b>	

<b>24 Hour emergency services</b>	
<b>Visas</b>	
<b>Cancellations</b>	
<b>Visas</b>	
<b>Other: Specify</b>	

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

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

Where

P = Points scored for price of bid under consideration

P<sub>t</sub> = Rand value of bid under consideration

P<sub>min</sub> = Rand value of lowest acceptable bid

Points will also be awarded based to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points
1	20
2	18
3	14
4	12
5	8

6	6
7	4
8	2
Non-compliant Contributor	0

**Ownership:**

Indicate percentage of Black ownership

\_\_\_\_\_ %

**List of Shareholders**

Name	ID No	SA Citizen	Race	Gender	Share holding %

**List of Executive Management**

Indicate percentage black Executive Management

\_\_\_\_\_ %

Name	ID No	SA Citizen	Race	Gender	Share holding %

Points scored will be rounded off to the nearest 2 decimal places.

- The bidder who scored the highest point will be awarded the bid
- In the event where two or more bidders scored equal points, the successful bidder must be the one scoring the highest preference points for BBBEE.
- However when functionality is part of the evaluation process and two or more bidders have scored equal points including equal preference points for BBBEE, the successful bidder must be the one scoring the highest for functionality.
- Should two or more bidders be equal in all respects, the award shall be decided by the drawing of lots.

## 5 CONDITIONS

### 5.1 Non-Disclosure and Confidentiality Agreement

A non-disclosure and confidentiality agreement will be signed by all shortlisted bidders and submitted with the bid document.

### 5.2 Non- Commitment

Public Investment Corporation (PIC) reserves the right to withdraw or amend these terms of reference by notice in writing to all parties who have received the terms of reference prior to the closing date.

The cost of preparing of bids will not be reimbursed.

### 5.3 Reasons for Rejection

- PIC reserves the right to disqualify and bidder that does not meet the minimum administrative requirements or reject bids that are not according to specification/Terms of Reference. Bidders must clearly indicate compliance or non-compliance with specification/Terms of Reference.
- Bidders shall not contact PIC on any matter pertaining to their bid from the time the bids are closed to the time the bid has been adjudicated. Any effort by a bidder to influence the bid evaluation, bid comparisons or bid award decisions in any matter, may result in rejection of the bid concerned.
- PIC shall reject a submission if the bidder has committed a proven corrupt or fraudulent act in competing for a particular contract.
- 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

PIC may disregard any submission if that bidder, or any of its directors:

- Have abused the Supply Chain Management (SCM) system of any Government Department/ institution.
- Have committed proven fraud or any other improper conduct in relation to such system.
- Have failed to perform on any previous contract and the proof thereof exists.

- Is restricted from doing business with the public sector if such a supplier obtained preferences fraudulently or if such supplier failed to perform on a contract based on the specific goals.

#### **5.4 Cancellation of a Bid**

PIC reserves the right:

- a) 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)
- b) 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).
- c) To accept part of a tender rather than the whole tender.
- d) 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.
- e) 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.
- f) 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.
- g) Award to multiple bidders based either on size or geographic considerations.
- h) 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 PIC may have against the Bidder / contractor concerned.

- i) PIC may prior to the award of a bid, cancel a bid if:
- Due to changed circumstances, there is no longer a need for the goods or services requested;
  - Funds are no longer available to cover the total envisaged expenditure
  - No acceptable bids are received.

## **5.5 Clarifications**

Any clarification required by a bidder regarding the meaning or interpretation of the document, or any other aspect concerning the submission, is to be requested in writing e-mail to [tenders@pic.gov.za](mailto:tenders@pic.gov.za).

## **5.6 Receipt of Bids**

The bid shall be submitted in a separate sealed envelope with the name and address of the bidder, the bid number and title, the bid box number (where applicable), and the closing date indicated on the envelope. The envelope shall not contain documents relating to any bid other than that shown on the envelope.

The onus shall be on the bidder to place the sealed envelope in the official marked locked bid box provided for this purpose, at the designated venue, not later than the closing date and time specified in the bid notice.

Postal bids will be accepted for consideration only if they are received in sufficient time to be lodged in the appropriate bid box by the closing time for such bids, it being understood that PIC disclaims any responsibility for ensuring that such bids are in fact lodged in the bid box. Proof of posting of a bid will not be accepted as proof of delivery to the appropriate place for the receipt of bids.

Documents submitted on time by bidders shall not be returned and shall remain the property of the Public Investment Corporation (PIC).

## **5.7 Late Bids**

Bids received late shall not be considered. A bid will be considered late if arrived only one second after 11:00 or any time thereafter. The tender box shall be locked at exactly 11:00.

Bids received late shall be returned unopened. Bidders are therefore strongly advised to ensure that bids be despatched allowing enough time for any unforeseen events that may delay the delivery of the bid.

## **5.8 Presentations and Due Diligence**

PIC may require presentations and/or due diligence from short-listed bidders as part of the bid process

## **5.9 Service Level Agreement**

The travel management agent is to enter into a service level agreement with the PIC. Service level performance is to be monitored and discussed at the monthly meetings.

The service level agreement will set out the administration process regarding the booking of services and invoicing of PIC.

PIC 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 PIC or pose a risk to the organisation

# **6. TERMS OF REFERENCE**

## **6.1 Service Requirements**

The successful Travel management Company (TMC) will be required to resource the in-house Travel office with an adequate number of consultants, booking and systems required to run an effective and efficient in-house Travel office.

### **PIC Travel Spend**



SERVICE/ CATEGORY	TRANSACTIONS	TOTAL (ZAR)	% SPLIT
Domestic Air Travel	1027	R 3,339,761	21%
International Air Travel	338	R 5,579,720	47%
Domestic Accomodation	490	R 935,589	7%
International Accomodation	30	R 307,153	2%
Car Hire	415	R 43,792	1%

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.

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 PIC, locally and internationally this will include employees and contractors, consultants and clients where the agreement is that PIC is responsible for the arrangement and cost of travel.
- b. Provide travel management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services.
- c. Familiarisation with current PIC travel business processes.
- d. Familiarisation with current travel suppliers and negotiated agreements that are in place between PIC and third parties. Assist with further negotiations for better deals with travel service providers.
- e. Familiarisation with current PIC 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 PIC 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.

### **Reservations**

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 visa and 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 PIC are **non-commissionable**, where commissions are earned for PIC bookings all these commissions should be returned to PIC on a quarterly basis.
- r. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by PIC.
- s. Timeous submission of proof that services have been satisfactorily delivered (invoices) as per PIC's instructions

#### **Air Travel**

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

- d. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- e. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- f. Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
- g. The TMC will also assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- h. The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- i. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- j. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- k. Assist with lounge access if and when required.

### **Accommodation**

- a. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- b. 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
- c. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with PIC's travel policy.

- d. PIC travellers may only stay at accommodation establishments with which PIC has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National treasury or PIC.
- e. Accommodation vouchers must be issued to all PIC travellers for accommodation bookings and must be invoiced to PIC as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- f. The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
- g. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

#### **Car Rental and Shuttle Services**

- a. The TMC will book the approved category vehicle in accordance with the PIC Travel Policy with the appointed car rental service provider 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 TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- d. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
- e. The TMC will book transfers in line with the PIC Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.

- f. The TMC should manage shuttle companies on behalf of the PIC and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- g. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

### **After Hours and Emergency Services**

- a. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- b. A dedicated consultant/s must be available to assist VIPs with after hours or emergency assistance.
- c. After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
- d. A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- e. The Travel Management Company 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.

## **6.2 Technology, Management information and Reporting**

- a) The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- b) The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
- c) All management information and data input must be accurate.
- d) The TMC will be required to provide the PIC 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.

The reporting templates can be found on

<http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>

- e) Reports must be accurate and be provided as per PIC's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).
- f) PIC may request the TMC to provide additional management reports.
- g) Reports must be available in an electronic format for example Microsoft Excel.
- h) Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:
  - i. Travel
    - a) After hours' Report;
    - b) Compliments and complaints;
    - c) Consultant Productivity Report;
    - d) Long term accommodation and car rental;
    - e) Extension of business travel to include leisure;
    - f) Upgrade of class of travel (air, accommodation and ground transportation);
    - g) Bookings outside Travel Policy.
  - ii. 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.

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.

### **6.3 Financial Management**

- a) The TMC must implement the rates negotiated by PIC with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- b) The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to PIC for payment within the agreed time period.
- c) Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- d) The TMC will be required to offer a **30 day** bill-back account facility to PIC should a lodge card not be available. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices PIC for the services rendered.
- e) 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.
- f) Consolidate Travel Supplier bill-back invoices.
- g) The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to PIC'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.
- h) Ensure Travel Supplier accounts are settled timeously.



#### **6.4 Account Management**

- a) An Account Management structure should be put in place to respond to the needs and requirements of the PIC and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- b) The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the PIC's account.
- c) The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- d) A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- e) Ensure that the PIC's Travel Policy is enforced.
- f) The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- g) Ensure that workshops/training is provided to Travellers and/or Travel Bookers

#### **6.5 Quarterly and Annual Travel Reviews**

- a) Quarterly reviews are required to be presented by the Travel Management Company on all PIC travel activity in the previous three-month period. These reviews are comprehensive and presented to PIC's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- b) Annual Reviews are also required to be presented to PIC's EXCO.

#### **6.6 Cost and office management**

- a) The National Treasury cost containment initiative and the PIC's Travel Policy is establishing a basis for a cost savings culture.

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

## **6.7 Value Added Services**

### **Monthly meetings**

The travel agency will convene monthly meetings with PIC which will provide an opportunity to address any issues that may have occurred during the month.

### **Parking**

Where possible the agent is to set up agreements with airports and accommodation concerns to arrange special parking for PIC Senior Management Services employees where the need exists.

### **Management reports**

A monthly detailed management report on all expenses (inclusive of savings) for each service must be submitted before the seventh day of the following month (if it falls on a working day). The reports will reflect details per cost centre and for PIC as a whole.

The submission of these management reports is to be presented as follows:

Detail per Business Unit and PIC as a whole to the designated central point in the PIC.

### **Tariff/discount adjustments**

Furnishing notices of imminent tariff adjustments, especially in respect of air travel. Ensuring continuous negotiations with the hospitality industry to ensure lower tariffs or higher discounts.

### **Workshops / information sessions**

The travel management agent must in, conduct scheduled workshops / information sessions across the PIC at least four times a year. This will be to provide training and where needed to initiate new services.

### **Travel Policy**

The PIC travel management policy will be made available to the successful bidder.

### **On-site Facilities**

The parties will have to negotiate the provision of on-site facilities regarding the items below:

- Office Space
- Office Furniture
- Telephones
- Photocopier
- Shelving
- Safe
- Tea/Coffee making facilities
- IT infrastructure (cabling, trunking and cabinet) for TMC to connect to and carry those costs
- Direct line (can be used for fax machine)
- Bathroom and kitchen facilities

**7.**

**PART A  
INVITATION TO BID**

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/PUBLIC ENTITY)</b>					
BID NUMBER:		CLOSING DATE:		CLOSING TIME:	
DESCRIPTION					
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)</b>					
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>			<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>		
CONTACT PERSON		CONTACT PERSON			
TELEPHONE NUMBER		TELEPHONE NUMBER			
FACSIMILE NUMBER		FACSIMILE NUMBER			
E-MAIL ADDRESS		E-MAIL ADDRESS			
<b>SUPPLIER INFORMATION</b>					
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
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>				
5.9.1.1 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]		5.9.1.2 ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No  [IF YES, ANSWER PART B:3]
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>				
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
<b>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.</b>	

## 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, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

**2. TAX COMPLIANCE REQUIREMENTS**

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED: .....

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

DATE: .....

## 7. DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state<sup>1</sup>, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
  
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative: .....



2.2 Identity Number: .....

2.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>): .....

2.4 Company Registration Number: .....

2.5 Tax Reference Number: .....

2.6 VAT Registration Number: .....

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

<sup>1</sup>“State” means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

<sup>2</sup>“Shareholder” means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder **YES / NO**  
presently employed by the state?

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member: .....

Name of state institution at which you or the person  
connected to the bidder is employed : .....

Position occupied in the state institution: .....

Any other particulars:  
.....  
.....  
.....

2.7.2 If you are presently employed by the state, did you obtain **YES / NO**  
the appropriate authority to undertake remunerative  
work outside employment in the public sector?

2.7.2.1 If yes, did you attached proof of such authority to the bid **YES / NO**  
document?

(Note: Failure to submit proof of such authority, where  
applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:  
.....

.....  
.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:  
.....  
.....  
.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

2.9.1 If so, furnish particulars.  
.....  
.....  
.....

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state/PIC **YES/NO**

who may be involved with the evaluation and or adjudication of this bid?

2.10.1 If so, furnish particulars.

.....  
 .....  
 .....

2.11 Do you or any of the directors / trustees / shareholders / members **YES/NO** of the company have any interest in any other related companies whether or not they are bidding for this contract?

2.11.1 If so, furnish particulars:

.....  
 .....  
 .....

**3 FULL DETAILS OF DIRECTORS / TRUSTEES / MEMBERS / SHAREHOLDERS.**

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Persal Number




**DECLARATION**

I, THE UNDERSIGNED (NAME).....

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



I ACCEPT THAT THE PIC MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of bidder

## 8. COMPANY INFORMATION

Please complete the following questionnaire:

1. **Company Name:**

2. **Other Trading Names:**

3. **Type of Organization: (Public Company ('Limited'), Private Company ('(Pty) Ltd'), Close Corporations ('cc'))**

4. **Physical and Postal Address of the Company:**

<input type="text"/>	<input type="text"/>
----------------------	----------------------

<b>Postal Code:</b>	<b>Postal Code:</b>

**5. Contact Details**

<b>Contact Name</b>	
<b>Contact Number</b>	
<b>Cell Number</b>	
<b>Email Address</b>	
<b>Alternative Contact</b>	
<b>Email Address</b>	
<b>Contact Number</b>	

**6. Company Information**

Average no. of employees:	
Average annual turnover:	



Type of Enterprise: (e.g. Generic, Qualifying small enterprise, Exempted Micro Enterprise)	
Industry in which the entity operates:	

**7. Banking Details**

Banker:	
Auditor:	
Year of Establishment:	
Registration number of entity:	
Sector:	

\*A letter from your bank with a bank stamp or cancelled cheque must be submitted.

**8. Tax Registration Details:**

Income Tax Reference Number:	
VAT Registration Number:	
PAYE Registration Number:	

**9. List of Shareholders :**

Name	ID No	SA Citizen	Race	Gender	Share holding %

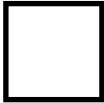

**\*ID Documents of board of directors/members, owners, shareholders or executive committee must be submitted.**

**\* CIPRO Documents must be attached.**

**B-BBEE (Broad-based Black Economic Empowerment) Status Details:**

*Please tick the relevant box(es):*

STATUS	INDICATION
<p>The company has been independently verified (assessed / rated / certified)</p> <p><i>Please submit the B-BBEE verification certificate.</i></p>	<div style="text-align: center;"> <input data-bbox="738 1724 839 1825" type="checkbox"/> </div>

<p>The company is in the process of being verified. Please submit letter from verification agency.</p> <p><i>(i.e. verification to be completed within a maximum of 2 months)</i></p>	
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------

## 9. DECLARATION

Bidder Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Designation: \_\_\_\_\_

I declare that:

- All information provided is true and correct
- The signatory of the bid document is duly authorised
- Documentary proof regarding any bid issue, will, when required be submitted to the satisfaction of the PIC

PIC will upon detecting that:

- The BBBEE status level of contribution has been claimed or obtained on a fraudulent basis; or

- Any of the conditions have not been fulfilled act against the bidder.

I understand that:

PIC may:

- Disqualify the bidder from the bidding process;
- Recover all costs, losses or damages it has incurred or suffered as a result of the bidder's conduct
- Cancel the contract and claim any damages which has suffered as a result of having less favourable arrangements due to cancellation
- Restrict the bidder, its shareholders and directors or only shareholders and directors who acted on fraudulent basis, from obtaining business from any organ or state for a period not exceeding 10 years after audi alteram partem (hear the other side) rule has been applied; and
- Forward the matter for criminal prosecution

**Thus signed and accepted on this \_\_\_\_\_<sup>st / nd / rd / th</sup> day of \_\_\_\_\_, 20\_\_\_\_ at \_\_\_\_\_:**

Who warrants his / her authority hereto

For and on behalf of:

\_\_\_\_\_