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Provision of Travel Management Services at NAMC for a Period of 36 Months

TERMS OF REFERENCE FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF THREE YEARS FOR THE NATIONAL AGRICULTURAL MARKETING COUNCIL

BID-NUMBER: NAMC/F01/2019

DATE ISSUED: 16/08/2019

CLOSING DATE: 06/09/2019

TENDER ADDRESS:

Old Mutual Building, Block A, 4th Floor

536 Francis Baard Street

Meinjiesplein Building

Arcadia

Pretoria

0001

Council Members: Mr. H. Prinsloo (Acting Chairperson), Mr. S. Faku, Ms. F. Mkile, Mr. H. Mohane, Mr. B. Mokgatle, Ms. N. Mokose, Prof. D. Rangaka, Mr. G. Schutte, Mr. Z. Wapi

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1. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

The purpose of this Request for Proposal (RFP) is to implore proposals from potential bidder(s) for the provision of travel management services to the NAMC.

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

2. BACKGROUND

NAMC currently uses a manual system to manage the travel requisition and travel expense processes within the travel management lifecycle. The travel requisition is emailed by the travel booker to the service providers for travel quotations. Once quotations are received and approved, an official acceptance is emailed to the travel management company for booking.

The NAMC's primary objectives in issuing this RFP is to enter into agreement with a successful bidder(s) who will achieve the following:

- Provide NAMC with the travel management services that are consistent, reliable and will maintain a high level of traveller satisfaction in line with the service levels;
- Provide NAMC with a dedicated key account manager that is suitably qualified for the duration of the contract.
- Achieve significant cost savings for NAMC without any degradation in the services;
- Contain NAMC' risk and traveller risk.

3. OVERVIEW OF NAMC

The National Agricultural Marketing Council (NAMC) is a statutory body established in terms of the Marketing of Agricultural Products Act, 1996. The main function of the Council is to advice the Minister of Agriculture Forestry and Fisheries on issues relating to the marketing of agricultural products.

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4. DEFINITIONS

Accommodation means the rental of lodging facilities while away from one's place of abode, but on authorized official duty.

After-hours service refers to an enquiry or travel request that is actioned after normal working hours, i.e. 16h30 to 8h00 am on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.

Air travel means travel by airline on authorized official business.

Authorizing Official means the employee who has been delegated to authorize travel in respect of travel requests and expenses, e.g. line manager of the traveler.

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

Department means the organ of state, Department or NAMC that requires the provision of travel management services.

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.

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

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

Merchant Fees are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.

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Quality Management System means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.

Regional travel means travel across the border of South Africa to any of the Countries in the African Continent.

Service Level Agreement (SLA) is a contract between the TMC and NAMC that defines the level of service expected from the TMC.

Shuttle Service means the service offered to transfer a Traveller from one point to another, for example from place of work to the airport.

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 NAMC official, consultant or contractor travelling on official business on behalf of NAMC.

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.

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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 or Executive Service means the specialized and personalized travel management services to selected employees of Government by a dedicated consultant to ensure a seamless travel experience.

5. SCOPE OF WORK (REFER TO ANNEXURE 1 TEMPLATE)

5.1 Overall Requirement:

The NAMC requires Off-site travel Management services. NAMC' requirements for domestic and/or international travel in line with the policy covers the following amongst other issues:

Air travel

- ✓ Plan, arrange, amend bookings as requested, confirm bookings and execute payment by pre-agreed means of all air travel bookings.
- ✓ Negotiate discounts and the most cost-effective air travel options with all available airlines which meet the minimum standard on behalf of NAMC and report efforts made on this periodically.
- ✓ Negotiate discounts (Rands or credits) on accumulated expenditure for air travel with all available airlines on behalf of NAMC and revert back to NAMC for executive decisions as appropriate.

Vehicle Rental

- ✓ Arrange, amend bookings as requested and confirm bookings for all vehicle rentals and/or shuttles bookings to satisfy NAMC' minimum requirements and execute payment.

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- ✓ Negotiate discounts/vouchers with all available vehicle rental and/or shuttle service providers on behalf of NAMC and report efforts made on this periodically.

Accommodation

- ✓ Arrange, amend bookings as requested and confirm bookings for all accommodation needs to satisfy NAMC' minimum requirements and execute payment
- ✓ Negotiate discounts/vouchers with all major hotel groups or lodges that meet the standard requirements on behalf of NAMC and report efforts made on this periodically

Visa and Passport

- ✓ The Travel Management Company should also, where relevant provide service relating to visas, passports, special and/or once off arrangements, etc.

5.2 Travel Volumes

The current NAMC total volumes per annum includes air travel, accommodation, car rentals, conference, etc. The table below details the number of transactions for the Financial Year 2018/2019 as follows:

Service Category	Estimated Number of Transactions per annum
Air travel – Domestic	2223
Air Travel - Regional & International	36
Car Rental – Domestic	2223
Shuttle Services – Domestic	2223
Accommodation – Domestic	2223
Accommodation - Regional & International	36
Conferences/Events	29
After Hours	18
Parking	23

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Insurance	36
Total Grand	

Please note: These figures are estimates based on the previous 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.

6. PRICING MODEL

NAMC requires bidders to propose a pricing models based on transactional fee model.

6.1.1 The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers. The Bidder must further indicate the estimated percentage split between Traditional booking and On-line bookings (Based on the attached Template 1 in excel format)

6.1.2 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 NAMC reservations will be paid to the TMCs.
- c) An open book policy will apply and any commissions earned through NAMC volumes will be reimbursed to NAMC.
- d) TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

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6.1.3

Service Category	Estimated Number of Transactions per annum	Transactional FEE	Total
Air travel – Domestic			
Air Travel - Regional & International			
Car Rental – Domestic			
Shuttle Services – Domestic			
Accommodation – Domestic			
Accommodation - Regional & International			
Conferences/Events			
After Hours			
Parking			
Insurance			
SUBTOTAL			
VAT @15%			
TOTAL			

7. SUPPLIER DUE DILIGENCE

NAMC 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.

8. SUBMISSION OF PROPOSALS AND ENQUIRIES

Documents with specific deliverables can be obtained from NAMC website (www.namc.co.za) or for collection between office hours: 08h00 to 16h00 at the attached address free of charge.

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Applications/submission should be addressed to the:

National Agricultural Marketing Council (NAMC)

Old Mutual Building, Block A, 4th Floor

536 Francis Baard Street

Meinjiesplein Building

Arcadia

Pretoria

0001

OR

Chief Executive Officer

National Agricultural Marketing Council

Private Bag x935

Pretoria

0001

On or before 06 September 2019 at 11h00am, enquires can be directed to:

Mr Evans Khosa at (012) 341 1115

Email address: EKhosa@namc.co.za

9. RESPONSE FORMAT (SUBMISSION OF PROPOSAL)

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- a. The proposals must be submitted in the prescribed format. Standard bidding documents attached with terms of reference should be filled in (not re-typed).
- b. The bidder(s) are required to submit Five (5) copies in total, consisting of one (1) original and four (4) duplicates.
- c. The documents should be accompanied by one (1) memory stick with the content of each file by 23rd of August 2019 at 11h00am. (NB – Memory sticks will be kept by the NAMC for audit purposes. Therefore, bidders are not entitled to claim back their memory sticks regardless of the outcome)
- d. A memory stick must be marked correctly and sealed separately for easy of reference during the evaluation process.
- e. Service providers are required to use the two-envelope system, as follows: the technical proposal (envelope 1) and the financial proposal (envelope 2)
- f. Cover Page: (the cover page must clearly indicate the bid reference number, description and the service provider name)
- g. The documents below must be completed and submitted with the bid (Failure to comply with this requirement will result in your bid being disqualified):

Stage 1 (Technical Proposal) – Envelope 1	Stage 2 (Financial Proposal) – Envelope 2
<p>Technical Proposal (including all relevant information per evaluation matrix and scope of services, including but not limited to:</p> <p>a) Comprehensive Company Profile and Executive Summary.</p> <p>b) Comprehensive Travel Management proposal as per NAMC requirements.</p>	<p>This Part should include Bidding documents, as follows:</p> <ul style="list-style-type: none"> • Application forms to be registered on NAMC database • Original Good Standing Tax Clearance Certificate • Original BEE certificate or certified copy • SBD 1, SBD 2, SBD 3, SBD 4, SBD 6.1, SBD 7.2, SBD 8, SBD 9

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<p>Bidders are required to submit their International Air Transport Association (IATA) licence/ certificate (certified copy) ASATA (Association of South Africa Travel Agency or any other professional travel body where available at closing date.</p> <p>Where a bidding company is using a 3rd party license or certificate, proof of the agreement must be attached.</p>	<ul style="list-style-type: none">• General Condition of contract• Central Supplier Database (CSD) registration report• Terms of references (all pages initialed)• Certified ID Copies of Company Directors/Partners / Trustees (whichever is applicable).• Proof of company registration (CK1)• Submit full details of the pricing proposal as per Annexure A3.
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10. PRESENTATION / DEMONSTRATION

NAMC reserves the right to request 20 minutes presentations/demonstrations from the short-listed Bidders as part of the bid evaluation process. Candidates will be advised on their specific presentation times at least **3 days** prior to the presentation date. The service provider must be prepared to conduct a live demo regarding their online booking tools.

11. DURATION OF THE CONTRACT

The successful bidder will be appointed for 3 years subjected to performance Management at the end of term.

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12. LATE BIDS

Bids received after the closing date and time at the address indicated in the bid documents, will not be accepted for consideration and where practicable, they will be returned unopened to the Bidder(s).

13. EVALUATION

Evaluation Criteria

Proposals will be evaluated based upon the following attributes:

- ✓ Compliance with the RFP document, including provision of all information requested in the RFP.
- ✓ Demonstrated ability to provide services and expertise as listed in this RFP;
- ✓ Qualifications, experience, and professional development of the Bidder's staff, and in particular those staff proposed to be generally handling the contract
- ✓ Reference checks.

Evaluation Process of Bids Received

Stage 1 Evaluation

- All proposals received will be examined to determine compliance with RFP requirements and conditions (completion and attachment of compulsory documents). Proposal with obvious deviations from the requirements/conditions will be disqualified from stage 1 (one) of the evaluation process.
- NAMC will establish a Bid Evaluation Committee to review all the responses received.
- A two-envelope system will be utilized for consideration of proposal received and two separate envelopes must be submitted clearly marked as Functionality and the other one for Price & BBBEE.

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- Bidders who obtain 80/100 percent in stage 2 (Functionality) will qualify to proceed to stage 3 (Price and B-BBEE) evaluation wherein the 80/20 preference Points System will be used as follows: 80 points for price and 20 points for B-BBEE status of contribution.
- All bidders to supply an original proposal plus 4 copies and a memory stick.

Stage 2: Functionality

1. BIDDER'S EXPERIENCE	
<p>Experience of Travel Management Agency –years in similar business</p> <p>2-5 years (10 points) >5 years (15 points)</p>	Max 15 points
<p>Project Size in terms of Rand Value of previous project similar to Travel Management Services</p> <p>1 Million to 5 Million (10 points) > 5 to 10 Million (15points) >Over ten Million (20 points) Information should be provable on request</p>	Max 20 points
<p>Project Size in terms of Volumes of previous project similar to Travel Management Services.</p> <p>500 – 1000 to transactions (15 points) > 1000 transactions (20 points) Information should be provable on request</p>	Max 20 points
<p>Experience of the Account Manager in Travel Management</p> <p>2-5 years (5 points) >5 (10 points)</p>	Max 10 points
2. PROPOSAL	

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Detailed proposal how all the services required within the scope of work will be delivered – this should include below relevant reports as per annexure 1	Max 15 points
<p>Transition plan</p> <p>Provision of Transition Plan of implementing the proposed services without service interruptions</p> <p>Ability to ready within 4 weeks – 10 points Ability to ready in longer than 4 weeks but within 6 weeks – 5 points</p> <p>N:B - these committed timelines won't be negotiable after appointment unless delayed caused by NAMC</p>	Max 10 points
Bidders are required to submit their International Air Transport Association (IATA) licence/certificate (certified copy) ASATA (Association of South Africa Travel Agency or any other professional travel body where available.	Max 10 points
Minimum Threshold	80
Total	100

Evaluation Criteria for Functionality is as Follows:

NB: Bidders who fail to meet the minimum score of 80 points out of 100 in stage 2 will not be considered for evaluation in terms of Stage 3 (Price and B-BBEE).

Stage 3 - Preference Point System

- Only bids that achieve the minimum qualifying score for functionality will be evaluated further in accordance with the 80/20 preference point system, as contemplated in the Preferential Procurement Policy Framework Act 5 of 2000. The formulae to be used in calculating points scored for price is as follows:

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Where

Ps = Points scored for comparative price of bid or offer under consideration

Pt = Comparative price of bid or offer under consideration

Pmin = Comparative price of lowest acceptable bid or offer.

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

Step 2: Calculation of points for B-BBEE status level of contributor

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

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

N:B - A Bid will not be disqualified from the bidding process if the bidder did not submit a certificate substantiating the B-BBEE status level of contribution or is a non-compliant contributor. Such a bidder will score zero (0) out of a maximum of 20 points respectively for B-BBEE.

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Joint Ventures, Consortiums and Trusts

A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. **NAMC** will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

Sub-contracting

Bidders/ tenderers who want to claim Preference points will have to comply fully with regulations 11(8) and 11(9) of the PPPFA Act with regard to sub-contracting.

The following is an extract from the PPPFA Act:

11(8) "A person must not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub- contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract."

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11(9) "A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract."

*i. **Stage 3 (80 + 20 = 100 points)***

The Price and BBEE points will be consolidated.

14. TAX VERIFICATION ON THE CENTRAL SUPPLIER DATABASE

14.1. The supplier is required to submit a good standing original tax clearance, hence the tax status will be verified directly on the Central Supplier database (CSD) prior to the awarding of competitive bids.

14.2. Where the recommended bidder is non-tax compliant, the bidder will be notified in writing and a period of 7 working days will be granted to a supplier to resolve their tax obligations with SARS.

14.3. Should the recommended bidder fail to submit a written proof of their tax compliance status in terms of paragraph **14.2**, the accounting officers will reject the bid submitted by the bidder.

ANNEXURE 1

Services requirements:

- NAMC has the following requirements that must be performed by the appointed Travel Management Company:
- All air travel tickets, accommodation vouchers, vehicle and shuttle booking confirmations will be timeously delivered/e-mailed to NAMC via the relevant staff. Only in exceptional cases and where prior agreement is in place with NAMC, travel

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arrangements may be requested/collected or received by any other person not directly employed by NAMC.

- The Travel Management Company must allocate a sufficient number of staffs to manage this account which includes consultants, administrative and payment personnel as well as overall management.
- NAMC requires 24 hours service where emergencies occur and where the direct involvement of the Travel Management Company is necessary to resolve any issues concerning air travel, vehicle rental/shuttle service and accommodation arrangements. A mobile number (or numbers) should be provided for this purpose.
- Take overall responsibility to confirm all bookings, air travel, shuttle services, vehicle rentals, accommodation bookings, visa/passport applications, etc. and ensure that payment has been made and that confirmation thereof is communicated to NAMC timeously prior to the date of any such booking.
- Communicate emergency/short notice changes with regard to flights, accommodation, land transportation, etc. effectively and as soon as available to avoid NAMC travelers being stranded without being informed of the relevant changes in advance.
- Provide a dedicated contact person(s) for NAMC arrangements.
- Ensure correct referencing of transactions (NAMC Unique Accreditation/Facility Numbers) to reconcile it with the NAMC Assessment Plan.

1. Reports: The following is required with respect to reports for submission to NAMC:

- Financial reports detailing all expenses incurred per month for all transactions processed. The report shall be provided to NAMC monthly on the first day of each month for expenses incurred the previous month.
- The report shall as a minimum include a detailed summary of all transactions processed, the number and details of change requests, all savings and credits accumulated per month.

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- Advance notice on imminent tariff/discount adjustments which are in place must be declared and communicated to NAMC in writing and this should form part of the monthly report. The Travel Management Company will be responsible for ensuring continuous negotiations for lower tariffs or higher discounts and report on efforts made in this regard on a quarterly basis.
- Benefits, discounts, refunds, etc. received from the service providers should be declared as part of the monthly report.

2. General Requirement

The successful bidder will be required to provide travel management services. Deliverables under this section include without limitation, the following:

- The travel services will be provided to all Travelers travelling on behalf of NAMC, locally and internationally. This will include employees and contractors, consultants and clients where the agreement is that NAMC is responsible for the arrangement and cost of travel.
- Provide travel management services during normal office hours (Monday to Friday 7h30-16h00) and provide after hours and emergency services as stipulated.
- Familiarization with current NAMC travel business processes.
- Familiarization with current travel suppliers and negotiated agreements that are in place between NAMC and third parties. Assist with further negotiations for better deals with travel service providers.
- Familiarization with current NAMC Travel Policy and implementations of controls to ensure compliance.
- 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.
- Provide a facility for NAMC to update their travelers' profiles.
- Manage the third-party service providers by addressing service failures and complaints against these service providers.
- Consolidate all invoices from travel suppliers.

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- Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

3. Reservations

The Travel Management Company will:

- Receive travel requests from travelers and/or travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium.
- Always endeavor to make the most cost-effective travel arrangements based on the request from the traveler and/or travel booker.
- Apprises themselves of all travel requirements for destinations to which travelers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
- Obtains a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- Book the negotiated discounted fares and rates where possible.
- 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 traveler's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- Book parking facilities at the airports where required for the duration of the travel.
- Responds timely and process all queries, requests, changes and cancellations timeously and accurately.
- Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)

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- Must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- Advises on all visa requirements and facilitate the process well in advance.
- Advises the Traveller of all inoculation requirements well in advance.
- Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- Facilitates the bookings that are generated through their own or third-party Online Booking Tool (OBT) where it can be implemented.
- Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by NAMC are **non-commissionable**, where commissions are earned for NAMC bookings all these commissions should be returned to NAMC on a quarterly basis.
- Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by NAMC.
- Timeous submission of proof that services have been satisfactorily delivered (invoices) as per NAMC' instructions

4. Air Travel

- The TMC must be able to book full-service carriers as well as low cost carriers.
- The TMC will book the most cost-effective airfares possible for domestic travel.
- For international flights, the airline which provides the most cost effective and practical routings may be used.
- The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- 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.

Council Members: Mr. H. Prinsloo (Acting Chairperson), Mr. S. Faku, Ms. F. Mkile, Mr. H. Mohane, Mr. B. Mokgatle, Ms. N. Mokose, Prof. D. Rangaka, Mr. G. Schutte, Mr. Z. Wapi

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- The TMC will also assist with the booking of charters for VIPs utilizing the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- 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.
- The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- Ensure that travelers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- Assist with lounge access if and when required.

5. Accommodation

- The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- 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
- This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with NAMC' travel policy.
- NAMC travelers may only stay at accommodation establishments with which NAMC 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 NAMC.

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- Accommodation vouchers must be issued to all NAMC travelers for accommodation bookings and must be invoiced to NAMC as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- 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.
- Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

6. Car Rental and Shuttle Services

- The TMC will book the approved category vehicle in accordance with the NAMC Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveler's specific requirements.
- The TMC must ensure that relevant information is shared with travelers regarding rental vehicles, like e-tolls, refueling, keys, rental agreements, damages and accidents, etc.
- For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
- The TMC will book transfers in line with the NAMC Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- The TMC should manage shuttle companies on behalf of NAMC and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

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7. After Hours and Emergency Services

- The TMC must provide a consultant or team of consultants to assist Travelers with after hours and emergency reservations and changes to travel plans.
- A dedicated consultant/s must be available to assist VIP/Executive Travelers with after hour or emergency assistance.
- 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.
- A call Centre facility or after hours contact number should be available to all travelers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- 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.

8. Communication

- The TMC may be requested to conduct workshops and training sessions for Travel
- All enquiries must be investigated and prompt feedback be provided in accordance with the Service Level Agreement.
- The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

9. Financial Management

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

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- The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to NAMC for payment within the agreed time period.
- Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices NAMC for the services rendered.
- 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.
- Consolidate Travel Supplier bill-back invoices.
- In certain instances where institutions have a travel lodge card in place, the payment of air, accommodation and ground transportation is consolidated through a corporate card vendor.
- The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to NAMC' Financial Department on the agreed time period (e.g. weekly). This includes attaching the Travel Authorization or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- Ensure Travel Supplier accounts are settled timeously.

10. Technology, Management Information and Reporting

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

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

All management information and data input must be accurate.

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- The TMC will be required to provide NAMC 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>

- Reports must be accurate and be provided as per NAMC' 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).
- NAMC may request the TMC to provide additional management reports.
- Reports must be available in an electronic format for example Microsoft Excel.

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

1. Travel

- a) After hours' Report;
- b) Compliments and complaints;
- c) Long term accommodation and car rental;
- d) Extension of business travel to include leisure;
- e) Upgrade of class of travel (air, accommodation and ground transportation);
- f) Bookings outside Travel Policy.

2. Finance

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

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- 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.
- i. 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 unauthorized parties.

11. Account Management

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

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

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

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- A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- Ensure that the NAMC' Travel Policy is enforced.
- The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- Ensure that workshops/training is provided to Travelers and/or Travel Bookers
- During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

12. Value Added Services

The TMC must provide the following value-added services:

a. Destination information for regional and international destinations:

i. Health warnings;

ii. Weather forecasts;

iii. Places of interest;

iv. Visa information;

v. Travel alerts;

vi. Location of hotels and restaurants;

vii. Information including the cost of public transport;

viii. Rules and procedures of the airports;

ix. Business etiquette specific to the country;

x. Airline baggage policy; and

xi. Supplier updates

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- b. Electronic voucher retrieval via web and smart phones;
- c. SMS notifications for travel confirmations;
- d. Travel audits;
- e. Global Travel Risk Management;
- f. VIP services for Executives that include, but is not limited to check-in support.

13. Cost Management

- ✓ The National Treasury cost containment initiative and the NAMC' Travel Policy is establishing a basis for a cost savings culture.
- ✓ 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.
- ✓ 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.
- ✓ 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 NAMC' Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

14. Quarterly and Annual Travel Reviews

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

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These Travel Reviews will include without limitation the following information:

1. After hours report;
2. Total quarterly spend and savings;
3. Bookings outside Travel Policy;
4. Complaints

15. Office Management

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

- a. Senior Consultants
- b. Travel Manager (Operational)
- c. Finance Manager / Branch Accountant
- d. Admin Back Office (Creditors / Debtors/Finance Processors)
- e. Key Account Manager

16. GENERAL CONDITIONS OF CONTRACT

Any award made to a bidder(s) under this bid is conditional, amongst others, upon –

- a. The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which NAMC is prepared to enter into a contract with the successful Bidder(s).
- b. The bidder submitting the General Conditions of Contract to NAMC together with its bid, duly signed by an authorised representative of the bidder.

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CONTRACT PRICE ADJUSTMENT

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

STATS SA P0141 (CPI), Table E	Table E - All Items
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SERVICE LEVEL AGREEMENT

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

The NAMC reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto.

Bidder(s) are requested to:

- a. Comment on draft Service Level Indicators and where necessary, make proposals to the indicators;
- b. Explain each comment and/or amendment; and
- c. Use an easily identifiable colour font or “track changes” for all changes and/or amendments to the Service Level Indicators for ease of reference.

The NAMC 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 NAMC or pose a risk to the organisation.

SPECIAL CONDITIONS OF THIS BID

The NAMC reserves the right:

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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)

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).

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

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.

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.

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.

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

The NAMC REQUIRES BIDDER(S) TO DECLARE

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

Confirm that the bidder(s) is to: –

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

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- b. Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c. Act with circumspection and treat NAMC fairly in a situation of conflicting interests;
- d. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with NAMC;
- f. Avoidance of fraudulent and misleading advertising, canvassing and marketing;
- g. To conduct their business activities with transparency and consistently uphold the interests and needs of NAMC as a client before any other consideration; and
- h. To ensure that any information acquired by the bidder(s) from NAMC will not be used or disclosed unless the written consent of the client has been obtained to do so.

CONFLICT OF INTEREST, CORRUPTION AND FRAUD

NAMC reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of NAMC or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")

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- a. engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- b. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- c. makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of NAMC's officers, directors, employees, advisors or other representatives;
- d. makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- e. accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
- f. pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- g. has in the past engaged in any matter referred to above; or
- h. has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such

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bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that NAMC relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.

It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by NAMC against the bidder notwithstanding the conclusion of the Service Level Agreement between NAMC and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

PREPARATION COSTS

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing NAMC, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

INDEMNITY

If a bidder breaches the conditions of this bid and, as a result of that breach, NAMC incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds NAMC harmless from any and all such costs which NAMC may incur and for any damages or losses NAMC may suffer.

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PRECEDENCE

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

LIMITATION OF LIABILITY

A bidder participates in this bid process entirely at its own risk and cost. NAMC shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. NAMC reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

GOVERNING LAW

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL

A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that NAMC allows a bidder to make use of sub-contractors, such sub-contractors

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will at all times remain the responsibility of the bidder and NAMC will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with NAMC's examination and evaluation of a Tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by NAMC remain proprietary to NAMC and must be promptly returned to NAMC upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

Throughout this bid process and thereafter, bidder(s) must secure NAMC's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

NAMC'S PROPRIETARY INFORMATION

Bidder will on their bid cover letter make declaration that they did not have access to any NAMC proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidder(s).

AVAILABILITY OF FUNDS

Should funds no longer be available to pay for the execution of the responsibilities of this bid (NAMC/F01/2019) the NAMC may terminate the Agreement at its own discretion or

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temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure: Provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.