
APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE TRAVEL MANAGEMENT SERVICES TO NATIONAL AGRICULTURAL MARKETING COUNCIL (NAMC) FOR A PERIOD OF THREE (3) YEARS

BID NUMBER: NAMC- T04/2022

CLOSING DATE: 17 OCTOBER 2022 @ 11H00

**MANDATORY BRIEFING SESSION TO BE HELD ON THE
06 OCTOBER 2022 @ 11h00am**

VALIDITY PERIOD: 90 DAYS

NB: On the last page of this document the bidder needs to declare and indicate that they have read and understood the document in full.

Faxed and/or emailed bids will not be accepted, only hand delivered, and couriered original proposals will be accepted.

TABLE OF CONTENTS

1. PURPOSE OF THIS REQUEST FOR PROPOSALS (RFPs)	3
2. OVERVIEW OF NAMC.....	3
3. BACKGROUND	3
4. DEFINITIONS	4
5. LEGISLATIVE FRAMEWORK OF THE BID.....	6
6. SCOPE OF WORK	7
7. PRICING MODEL	10
8. SUPPLIER DUE DILIGENCE	12
9. COUNTER CONDITIONS.....	12
10.FRONTING	12
11. GENERAL REQUIREMENTS	13
12. EVALUATION PROCESS.....	14
13. VALIDITY OF PROPOSALS.....	21
14. BID DOCUMENTS.....	21
15. SUBMISSION OF PROPOSALS.....	21
16. PRICING	22
17. DISCLAIMER	23
18. NOTES TO BIDDERS.....	23
19. CONTACT AND COMMUNICATION	24
20. ENQUIRIES	25
21. DECLARATION.....	Error! Bookmark not defined.

1. PURPOSE OF THIS REQUEST FOR PROPOSALS (RFPs)

To request inclusive proposals from service providers for the appointment of a Travel Management Company (TMC) to provide a comprehensive travel management service for the NAMC for business purposes.

2. 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 advise the Minister of Agriculture, Land Reform and Rural Development (DALRRD) on issues relating to the marketing of agricultural products.

3. BACKGROUND

The NAMC uses a manual system to manage the travel requisition. The travel requisition is emailed by the travel booker to the travel management company for travel quotations. Once the quotations are received and approved, an official purchase order which serves as an official acceptance is emailed to the travel management company for bookings.

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

- Provide the 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 agreement
- Provide the NAMC with a dedicated key account manager that is suitably qualified for the duration of the contract, and
- Achieve significant cost savings for the NAMC without any degradation in the services rendered.

4. DEFINITIONS

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

After-hours service refers to an enquiry or travel request that is actioned after normal working hours, i.e., 17h30 to 7h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays

Air travel means travel by airline on authorised official business.

Authorising Official means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g., line manager of the traveller.

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

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.

Lodge Card is a credit card which is specifically designed purely for business travel expenditure. With reference to the NAMC is the Diner's club.

Lodge Card Company is a company that provides the card to be utilized to pay travel expenses incurred. In most instances it is offered by financial institutions.

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.

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

Travel Authorisation is the official form utilised by the NAMC 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.

5. LEGISLATIVE FRAMEWORK OF THE BID

5.1 Tax Legislation

5.1.1. Bidder(s) must be compliant when submitting a proposal to NAMC and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).

5.1.2 The tax matters of the successful bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

5.1.3 The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.

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

5.1.5 Bidders must be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.

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

5.2 Procurement Legislation

The NAMC has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

5.3 Technical Legislation and/or Standards

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

6. SCOPE OF WORK

6.1 Overall Requirements

The NAMC requires off-site travel management services. The NAMC's requirement for domestic and/or international travel in line with the policy covers the following amongst other issues:

a) Air Travel

- Source quotations for air travel based on the travel requests received from the NAMC
- Upon receipt of an order number from the NAMC, the Travel Management Agency should secure flights, confirm bookings and execute payment by pre-agreed means of all air travel bookings or as discussed and agreed in the SLA,

- Issue and forward travel documentation (relevant travel itineraries and flight e-tickets to the travel Booker at the NAMC, copying the traveller);
- Keep traveller's profile on record.
- Make bookings in line with the NAMC Travel management policy,
 - Obtain various airline fares and submit to the NAMC for final decision,
 - Negotiate discounts and the most cost-effective air travel options with all available airlines.

b) Car Rental

- Source quotations from vehicle rental suppliers and/or drivers/shuttle services based on travel request received from the NAMC;
- Negotiate discounts on standard tariffs or reduced tariffs with available companies where possible;
- Upon receipt of an order number from the NAMC, the Travel Management Agency to confirm bookings and execute payment by pre-agreed means of all air travel bookings or as discussed and agreed in the SLA,
- Make bookings in line with the NAMC Travel management policy.

c) Accommodation

- Source quotations from suppliers (hotels, guest houses etc. in line with the NAMC Travel policy) based on the travel request received from the NAMC per specified date and location and submit to NAMC for final decision,
- Upon receipt of an order from the NAMC, confirm bookings and issue hotel/guest house vouchers to the relevant person at the NAMC and execute payment by pre-agreed means of all accommodation needs or as discussed and agreed in the SLA,
- Make bookings in line with the NAMC Travel management policy,
- Negotiate discounts with all available accommodation service providers on behalf of the NAMC and reports efforts made on this periodically.

d) Visa and Passport

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

e) Conferences

- Sourcing of venues for conferences/seminars based on the request from the NAMC;
- Upon receipt of an order number from the NAMC, the Travel Management Agency to confirm bookings and execute payment by pre-agreed means of all air travel bookings or as discussed and agreed in the SLA,

f) Special assistance

- The travel management agency to assist with special requirements such as special meals, excess baggage etc.

g) Insurance cover

- The travel management agency to assist with insurance cover for car rental and international flights.

6.2 Travel Volumes

The current total volumes per annum for the NAMC includes air travel, accommodation, car hire, conference, etc. The table below details the number of transactions for the financial year 2021/22 as follows:

Service category	Estimated number of transactions per annum

Air Travel - Domestic	208
Air Travel – Regional & International	Not applicable
Car rental - Domestic	91
Car rental – Regional & International	Not applicable
Shuttle services - Domestic	106
Accommodation - Domestic	297
Accommodation – Regional & International	Not applicable
Conferences/Events	5
After Hours	46
Parking	Not applicable
Insurance	1
GRAND TOTAL	754

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.

7. PRICING MODEL

The NAMC requires bidders to propose a pricing model based on transaction fee model.

7.1.1 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,

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

- i. National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers,
- ii. No override commissions earned through the NAMC reservations will be paid to the TMCs,
- iii. An open book policy will apply and any commissions earned through the NAMC volumes will be reimbursed to the NAMC and
- iv. TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the NAMC.

7.1.3 The bidders must use the following table for pricing when they submit their bid:

Service category	Estimated number of transactions per annum	Transactional fee (inclusive of VAT)	Total (Inclusive of VAT)
Air Travel - Domestic	208		
Air Travel – Regional & International	Not applicable		
Car rental - Domestic	91		
Car rental – Regional & International	Not applicable		
Shuttle services - Domestic	106		
Accommodation - Domestic	297		

Accommodation – Regional & International	Not applicable		
Conferences/Events	5		
After Hours	46		
Parking	Not applicable		
Insurance	1		
GRAND TOTAL	754		

8. SUPPLIER DUE DILIGENCE

The 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.

9. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

10. FRONTING

Government supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an

honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.

The Government, in ensuring that Bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents.

Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade Industry and Competition, 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 the NAMC may have against the Bidder / contractor concerned.

11. GENERAL REQUIREMENTS

- a) The bidders must submit a detailed company profile, detailing the history and background.
- b) Clientele – Provide a list of clients for whom similar services were rendered on a regular basis in the past 3 years.
- c) CV/Resumes of the account manager to be responsible to handle the NAMC portfolio and the service team.
- d) A Contingency plan for any instances when identified team members may not be available for a specific requirement at a specific time.
- e) A dedicated staff member should be allocated to the NAMC account.

- f) The service provider to present an Induction Workshop to all the NAMC staff to familiarise staff with procedures.
- g) Management Reports must be produced monthly for all transactions processed per account (to be advised by the NAMC). Reports should include travel by type, amount, number of changes and/or amendments made. Carbon emission report would be advantageous.
- h) The successful supplier will enter into a Service Level Agreement with the NAMC to which the General Conditions of Contract will be applicable.

12. EVALUATION PROCESS

The NAMC will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No. 5 of 2000 (PPPFA). Proposals will be reviewed and evaluated by the NAMC's Bid Evaluation Committee. 4 phase evaluation criteria will be considered in evaluating the bid as follows:

12.1 Phase 1: Pre-Qualification Criteria (Mandatory requirements)

This stage checks and validates the bidder's compliance with legal requirements to conduct business with the government of South Africa.

Pre-Qualification Requirements		Check list √ Tick each box
SBD 1:	Completed, attached and signed	
SBD 3.1:	Completed, attached and signed	
SBD 4:	Completed, attached and signed	
SBD 6.1:	Completed, attached and signed	

Terms of Reference document: Completed, attached and signed	
General Conditions of Contract: Initialled and attached	
Proof of registration on Central Supplier Database (managed by National Treasury), a report should not be older than a month on the date of submission	
Valid proof of registration with professional travel body, e.g., International Air Transport Association (IATA), Association of South Africa Travel Agency (ASATA), or any other professional travel body where available at closing date	
Attended mandatory briefing session	

All proposals duly lodged will be examined to determine compliance with bidding requirements and conditions (completion and attachment of compulsory documents).

NB: No points will be allocated at this stage. However, bidders that do not comply with the Mandatory requirements below will be disqualified and will not advance to the next stage of evaluation.

Note: All SBD forms must be submitted (signed) noting where it is not applicable. If any specific SBD form is not submitted, documentary proof clearly stating the reasons must be attached.

Bidders must also supply the following documents (where applicable).

Other Requirements	Check list √ Tick each box
Valid B-BBEE Certificate or attached (certified copy) or Affidavit	
Company Registration documents	

12.2 Phase 2: Functional/Technical Evaluation

Only bidders that have met the pre-qualification criteria will be evaluated for functional evaluation. In this phase the evaluation will be based on the bidder's responses in respect of the bid proposal. Prospective bidders who score a minimum of 75 points or more will be considered for the next phase 3 (Functionality – Presentation).

All proposals will be evaluated for functionality as follows:

Technical (Functionality) proposal		Maximum points to be awarded
1.	Company Information and relevant experience:	
1.1	History/background of the bidder including the number of years in operation 0 to 1 year (2 points) 2 to 5 years (5 points) >5 years (10 points)	10
1.2	The company's sound financial position (latest audited financial statements to be attached)	20
2.	Technical requirement	
2.1	Methodology to undertake the scope of work as mentioned under point 6 above	20
2.2	Human resources to be used in completing the project successfully and relevant qualifications (CV required)	10
2.3	Ability and competence - Describe the ability to meet tight deadlines, especially on a short time frame and have examples of how past tight deadlines have been met successfully	20
2.4	Project management – Proposed project management approach including management of accounts, management report, customer support and after-hours services	10

Technical (Functionality) proposal		Maximum points to be awarded
3.	Reference	
3.1	A minimum of three written reference letters from clients where a similar service is/ was being rendered for the bidding firm	10
Total technical points		100
Minimum threshold for technical (functionality)		75

A point scoring system would be utilized as follows:

Score	Description
1	Does not meet requirements, or no information supplied.
2	Meet some of the requirements
3	Almost meet all requirements
4	Fully meet all requirements
5	Exceeds all requirements

12.3 Phase 3: Presentation/Demonstration

Bidders that have passed Phase 2 stage of evaluation will proceed to Phase 3 of evaluation which is Presentation. Prospective bidders who score a minimum of 60 points or more will be considered for the next phase, Phase 4 (Price and B-BBEE Status level of contributor).

	Functionality (Presentation)	Maximum points to be awarded
1	<ul style="list-style-type: none"> • Presentation on the process to be followed to source quotations for air travel, accommodation and car hire in compliance with National Treasury directives 	40
2	<ul style="list-style-type: none"> • Presentation on the electronic system to manage all bookings for the NAMC 	30
3	<ul style="list-style-type: none"> • Presentation on the method of monthly reporting to the NAMC 	30
Total Presentation points		100
Minimum threshold for presentation (functionality)		60

A point scoring system would be utilized as follows:

Score	Description
1	Does not meet requirements, or no information supplied.
2	Meet some of the requirements
3	Almost meet all requirements
4	Fully meet all requirements
5	Exceeds all requirements

12.4 Phase 4: Price and B-BBEE Status level of contributor

Points awarded for price

The 80-preference points system for price would be utilized for procurement with a contract of up to R50 000 000.00 (VAT inclusive).

The following formula would be applied:

$$P_s = 80[1 - P_t - P_{min} / P_{min}]$$

Where:

P_s = Points scored for price of bid under consideration

P_t = Rand value of bid under consideration

P_{min} = Rand value of lowest acceptable bid.

Points awarded for B-BBEE status level of contributor

A maximum of 20 points will be awarded for B-BBEE Status Level of Contributor.

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

13. VALIDITY OF PROPOSALS

- The Supplier is required to confirm that it will hold its proposal valid for **90 days** from the closing date of the submission of proposals.
- In exceptional circumstances, the NAMC may solicit the bidder's consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing.

14. BID DOCUMENTS

Bid documents are available on the website (www.namc.co.za) at no cost and on the e-portal tender website. No staff member will download bid documents for the bidders.

15. SUBMISSION OF PROPOSALS

- a. Two (2) enveloped system must be utilised with one envelope containing the functionality and the other envelope containing Price and B-BBBEE certificate
- b. Proposals must be submitted in two (2) copies of each file, one (1) original and one (1) duplicate with content of each file
- c. All bid proposals submitted should include a number index.
- d. All pages of the bid proposal should be numbered sequentially.
- e. Standard bidding documents should be filled in and not re-typed.
- f. Bid proposals must be submitted in the tender box situated at the entrance of the NAMC at the address below:

National Agricultural Marketing Council
Old Mutual Building, Block A, 4th Floor
536 Francis Baard Street
Meintjiesplein, Arcadia, Pretoria, 0001

Lat Long	GPS Coordinates
(-25.748197, 28.205767)	25° 44' 53.5092" S 28° 12' 20.7612" E

- *Bidders must submit their proposals at the above address on/before the closing date. No late bids received after the closing date and time will be accepted and where practicable, will be returned unopened to the Bidder(s).*

16. PRICING

- Only a firm pricing schedule will be accepted for this tender (Completed form SBD 3.1)
- The quoted price should be in South African Currency and must include all taxes.
- The quoted price must be valid for a period of 90 days from the closing date of the bid.
- The NAMC will not be liable for any cost incurred in the preparation of proposals.
- Payment will be made within 30 days after receipt of a valid tax invoice.

17. DISCLAIMER

The NAMC reserves the right to:

- Award the contract or any part thereof to one or more service providers
- Reject all bids
- Decline to consider any bids that do not conform to any aspect of the bidding process
- Request further information from any service provider after the closing date, for clarification purpose
- The NAMC reserves the right at any time to visit the premises of the bid proposer if deemed necessary to ensure security of the information.
- Any false declaration of information will result in the exclusion of the bid proposal from consideration.

18. NOTES TO BIDDERS

This section outlines basic requirements that must be met. Failure to meet these requirements or part thereof may result in your proposal being excluded from the evaluation process.

- Proposal documents must be submitted to the NAMC
- The NAMC will not be liable for any cost incurred by the bidder in the preparation of proposals

- Evaluation of proposals will be carried out by the NAMC. The Bid Evaluation Committee will, if necessary, contact bidders to seek clarification on any aspect of the proposals.
- Service providers must sign the register at the reception when the proposal is submitted.

19. CONTACT AND COMMUNICATION

- A nominated official of the bidder(s) can make enquiries in writing, to the specified person, Ms MMasabata Nkhodi via email mnkhodi@namc.co.za
- The delegated office of the NAMC may communicate with Bidder(s) where clarity is sought in the bid proposal.
- Any communication to an official or a person acting in an advisory capacity for the NAMC in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- All communication between the Bidder(s) and the NAMC must be done in writing.
- Whilst all due care has been taken in connection with the preparation of this bid, the NAMC makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. The NAMC and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current or complete.
- If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the NAMC (other than minor clerical matters), the Bidder(s) must promptly notify the NAMC in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the NAMC an opportunity to consider what corrective action is necessary (if any).
- Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by the NAMC will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.

- All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid or the Tendering process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.


20. ENQUIRIES

Technical: Ms Mashudu Siobo or email (mashudu@namc.co.za)

Supply Chain Management: Ms MMasabata Nkhodi or email (mnkhodi@namc.co.za)

Note: For the virtual briefing session please contact Ms MMasabata Nkhodi (mnkhodi@namc.co.za) in order to get a link for the meeting.

21. APPROVAL

Approval			
	Name & Title	Signature	Date
Approved by:	MMasabata Nkhodi		26/09/2022

22. DECLARATION BY THE BIDDER

I, (Full name) the undersigned certify that the information provided is true and correct, and understood the contents of the document in full.

SIGNATURE:

DATE: