



SCM /Tender Ref #:	DWYPD 02 - 2024/25
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Request for proposals for:	APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY FOR THE DEPARTMENT OF WOMEN, YOUTH AND PERSONS WITH DISABILITIES (DWYPD) FOR A PERIOD OF THIRTY-SIX (36) MONTHS
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Bid closing date and time as well as the date and time of briefing session (if any) are indicated on the attached SBD1. Quotations / proposals received after the closing date and time indicated on SBD 1 will not be accepted.

Bidders must provide one original and 5 (five) copies of proposals submitted.

Only 1 (one) original price proposal and SBDs are required.

Estimated project start date:	Expected project duration (Months)
01 April 2025	36 Months

1. BID INFORMATION

Information and guidelines on the format and delivery of bids are contained in the attached bid documents. Please take note of the closing date and date of compulsory briefing session (if any).

2. CONDITIONS OF BID

Detailed conditions applicable to all bids are contained in the bid documents accompanying this Terms of Reference. Only suppliers that meet all the requirements stipulated in the terms of reference and bid documents will be considered.

No late bids will be accepted. Only bids from service providers that attended the compulsory briefing session (if specified above) will be considered. Bids must be valid for a minimum period of 120 days after the closing date.

Name:	SCM general
e-mail:	Tenders@dwypd.gov.za

3. INTRODUCTION AND PURPOSE

- 3.1. The DWYPD is uniquely placed to contribute to the vision of improving government outcomes and impact on society.
- 3.2. DWYPD's key mandate is to facilitate development of plans, monitor performance of National and Provincial departments and municipalities, carrying out evaluations as well as promoting good planning and M&E practices in government.
- 3.3. The purpose of this bid is to solicit proposals from potential bidder(s) for the provision of travel management services to DWYPD.

3.4. This bid document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by DWYPD for the provision of travel management services to DWYPD. This bid does not constitute an offer to do business with DWYPD, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

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. 17h00 to 8h00 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 by the DWYPD Accounting Officer or CFO to authorise travel in respect of travel requests and expenses.
- **Car Rental** means the rental of a vehicle for a short period of time by a Traveller for official purposes.
- **Department** means the Department of Women, Youth and Persons with Disabilities (DWYPD)
- **Domestic travel** means travel within the borders of the Republic of South Africa.
- **DWYPD** means Department of Women, Youth and Persons with Disabilities
- **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. 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 services, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets etc).
- **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 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.
- **Service Level Agreement (SLA)** is a contract between the TMC and Government 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 sector / service type (e.g. car rental, air ticket), charged per type per transaction per traveller.
- **Traveller** refers to a Government official, consultant or contractor travelling on official business on behalf of Government.
- **Travel Authorisation** is the official form utilised by Government reflecting the detail and order number of the trip that is approved by the relevant authorising official or the act of final approval of a travel booking on an online system.
- **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.
- **Travel Sector** means a specific service arranged by the TMC on behalf of the Traveller, such as a flight, hotel accommodation, rental car, etc.
- **Trip** consists of one or more travel sectors
- **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 specialised and personalised travel management services to selected employees of Government by a dedicated consultant to ensure a seamless travel experience.

5. LEGISLATIVE FRAMEWORK OF THE BID

5.1. Tax Legislation

- 5.1.1. Bidder(s) must be tax compliant when submitting a proposal to DWYPD 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. It is a condition of this bid that the tax matters of the successful bidder 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. It is a requirement that bidders 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 are required to 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 must be in order and will be verified through the Central Supplier Database.

5.2. Procurement Legislation

DWYPD 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. IMPORTANT DATES

6.1. Timeline of the bid process

- 6.1.1 The period of validity of Bid and the withdrawal of offers, after the closing date and time is 120 days. All dates and times in this bid are South African standard time.
- 6.1.2 Any time or date in this bid is subject to change at DWYPD's discretion. The establishment of a time or date in this bid does not create an obligation on the part of DWYPD to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if DWYPD extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

7. CONTACT AND COMMUNICATION

- 7.1. The delegated office of DWYPD may communicate with Bidder(s) where clarity is sought in the bid proposal.
- 7.2. Any communication to an official or a person acting in an advisory capacity for DWYPD in respect of the bid between the closing date and the award of the bid by the Bidder(s) is strongly discouraged. Any attempt by a bidder or potential bidder to influence the outcome of the bid or to obtain information about other bidders will invalidate the bidders bid.
- 7.3. Whilst all due care has been taken in connection with the preparation of this bid, DWYPD 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. DWYPD, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current or complete.
- 7.4. 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 DWYPD (other than minor clerical matters), the Bidder(s) must promptly notify DWYPD in writing of such discrepancy, ambiguity, error or inconsistency in order to afford DWYPD an opportunity to consider what corrective action is necessary (if any).
- 7.5. Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by DWYPD will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 7.6. All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the bid or the bidding 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.

8. COUNTER CONDITIONS

- 8.1. 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.

9. BROAD-BASED BLACK ECONOMIC EMPOWERMENT AND FRONTING

- 9.1. The Department will consider bids from service providers that are B-BBEE compliant and that are at least 51% black owned, as defined by the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003) as amended. Service providers with evidence of empowering Women, Youth or Persons with Disabilities will be considered advantages.
- 9.2. Government supports the spirit and intent 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.
- 9.3. 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 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 calendar 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 DWYPD may have against the Bidder / contractor concerned.

10. SUPPLIER DUE DILIGENCE

- 10.1. DWYPD 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.

11. SUBMISSION OF PROPOSALS

- 11.1. Bid documents must be hand delivered to the tender box at the address indicated on the SBD 1 of this Bid document.
- 11.2. The bidder(s) are required to marked the bid correctly and sealed copies separately for ease of reference during the evaluation process. Furthermore, the file must be labelled and submitted in the following format:

FILE 1 (TECHNICAL FILE)	FILE 2 (PRICE & BBEE)
Exhibit 1: Pre-qualification documents <i>(Refer to Section 16.2 - <u>Gate 0: Pre-qualification Criteria</u> of this Tender document and <u>Annexure A1- Pre-qualification documents</u>)</i>	Exhibit 1: Pricing Schedule <i>(Refer to Section 16.5 –<u>Gate 3: Price and Specific goals</u> of this tender document and <u>Annexure A3 – Pricing Schedule</u>)</i>
Exhibit 2: <ul style="list-style-type: none"> • Technical Responses and Bidder Compliance Checklist for Desktop Evaluation (Including supporting documents). <i>(Refer to Section 16.2 – <u>Gate 1: Desktop Evaluation Criteria</u> of this Tender document and <u>Annexure A2: Part 1 –Desktop Evaluation</u>)</i> 	
Exhibit 3: <ul style="list-style-type: none"> • General Conditions of Contract (GCC) 	

<ul style="list-style-type: none"> • Draft Service Level Agreement (Refer to Section 15– <u>General Conditions of a contract</u> and Section 17- <u>Service Level Agreement</u>) of this tender document 	
Exhibit 4: <ul style="list-style-type: none"> • Company Profile • Any other supplementary information as required by the Terms of Reference 	

12. PRESENTATION / DEMONSTRATION

12.1. DWYPD reserves the right to request presentations/demonstrations from the short-listed Bidders as part of the bid evaluation process.

13. DURATION OF THE CONTRACT

13.1. The successful bidder will be appointed for a period of 36 (thirty-six) months with an option to renew is DWYPD's sole discretion for a period to be agreed upon by both parties on the same terms and conditions unless the parties agree otherwise.

14. SCOPE OF WORK

14.1. Background

14.1.1. DWYPD currently manages the travel requisition and travel expense processes within the travel management lifecycle through an off-site service with a Travel Management Company (TMC). The travel requisition process is currently an online process done on a travel management system. The travel requisition is booked online by the DWYPD official (or by a consultant) and submitted to the relevant authorising official through an automated escalation (SMS, email and WhatsApp and mobile application) system. The authorising official approves the requisition through an approval link and vouchers are automatically issued and send to the traveller and third-party service provider.

14.1.2. DWYPD's primary objective in issuing this bid is to enter into agreement with a successful bidder(s) who will achieve the following:

- Provide DWYPD with the travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the agreed service levels;
- Achieve significant cost savings for DWYPD without any degradation in the services;
- Appropriately contain DWYPD's risk and traveller risk.

14.2. Travel Volumes

The DWYPD will provide estimated volumes per annum includes air travel, accommodation, car hire, forex, conference, shuttles services. Please refer to the pricing schedule for estimates.

14.3. Service Requirements

14.3.1. General

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 travellers travelling on behalf of DWYPD, locally and internationally. This will include employees, contractors, consultants and clients where the agreement is that DWYPD is responsible for the arrangement and cost of travel.

- b. Provide travel management services during normal office hours (Monday to Friday 08h00 – 17h00) and provide emergency services outside of normal office hours (including weekends and public holidays).
- c. Ensure that travel suppliers and negotiated agreements that are in place between DWYPD / National Treasury and third parties are enforced. Assist with further negotiations for better deals with travel service providers.
- d. Ensure implementation and compliance with DWYPD Travel Policy as well as the National Treasury travel framework and cost containment measures.
- e. Manage the third-party service providers by addressing service failures and complaints against these service providers.
- f. Consolidate all invoices from travel suppliers.
- g. Ensure that all government rates and limits are implemented and adhered to and that proper authorisation is obtained from a delegated DWYPD employee for any deviations from approved limits.

14.3.2. Reservations

The Travel Management Company will:

- a. always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker as per cost containment measures required by National Treasury.
- b. 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.
- c. obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- d. book the negotiated discounted fares and rates where possible.
- e. 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.
- f. make provision for bookings at parking facilities at the airports where required, for the duration of the travel.
- g. respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- h. must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- i. must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- j. advise the Traveller of all visa and inoculation requirements well in advance.
- k. assist with the arrangement of issuing of travel insurance for international trips where required.
- l. facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- m. facilitate bookings that are generated through their own- or third-party Online Booking Tool (OBT).
- n. 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.
- o. Airline fares, accommodation establishment rates, car rental rates, etc. that are non-commissionable, where commissions are earned for DWYPD bookings all these commissions should be returned to DWYPD on a monthly basis.
- p. Ensure confidentiality in respect of all travel arrangements.
- q. Timeous submission of proof that services have been satisfactorily delivered (invoices) as per DWYPD's instruction.

- r. Assist in facilitating issuance of forex/traveller's cheques for the officials and further advising on the foreign currencies applicable.

14.3.3. 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 as well as be in a position to provide proof of price comparison.
- 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 booking confirmation/voucher must be send 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.

14.3.4. Accommodation, Venues and Facilities

- 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 must provide three or more price comparisons (online or manually depending on the set up) 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 DWYPD's travel policy.
- d. The TMC must be able to manage and coordinate venue related logistics and negotiate for discounts on behalf of the DWYPD.
- e. DWYPD travellers are encouraged to only stay at accommodation establishments with which DWYPD or National Treasury has negotiated corporate rates (if applicable). 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 advise on a 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 DWYPD.
- f. Accommodation vouchers must be issued to all DWYPD travellers for accommodation bookings and must be invoiced to DWYPD as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- g. 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.

- h. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.
- i. The department reserves the right to book through the travel management company or not.

14.3.5. **Car Rental, Train, Bus and Shuttle Services**

- a. The TMC will book the approved category vehicle in accordance with the DWYPD 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 DWYPD Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- f. The TMC must also make provision for rail transport bookings and further negotiate for discounts where possible.
- g. The TMC should manage shuttle companies on behalf of the DWYPD and ensure compliance with minimum service standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- h. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.
- i. The TMC must assist with Transportation of vehicles between provinces (specifically Pretoria and Cape Town)

14.3.6. **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 VIP/Executive Travellers with after hour or emergency assistance.
- c. Provide travel management services during normal office hours (Monday to Friday 08h00 – 17h00) and provide emergency services outside of normal office hours (including 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 timely assistance on urgent online bookings/changes.
- f. Where bookings are sent to the consultant or teams during office hours this must be handled within three (3) hours. Should this booking not be handled during the office hours and needs to be handled by the after-hours consultants, after hours rates **may not** be charged.

14.3.7. **Communication**

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

14.3.8. Technology – Online Booking Tool (Webtool or App at no cost to DWYPD)

- 14.3.8.1 Only proposals that include an online booking tool which provides the minimum functionality detailed below will be considered.
- 14.3.8.2 The online booking tool must be customisable to the specific needs of the Department to ensure that all travel requests comply with Treasury Instructions and DWYPD policies.
- 14.3.8.3 The tool must employ sufficient access and intrusion security measures and must allow for the assignment of specific access rights to different categories of users.
- 14.3.8.4 The tool must be able to accept a virtual credit card issued by DWYPD which must be able to interface through an online interface link into DWYPD's payment system, BAS. The card must be pre-loaded on the booking tool.
- 14.3.8.5 The virtual credit card issued by DWYPD will be used for all online bookings and where the 3rd party does not accept a virtual credit card; the travel lodge card will be used as the alternate card for the online booking in some instances.
- 14.3.8.6 The tool must make provision for DWYPD to maintain relating to add and remove cost centres and authorised approvers per cost centre. DWYPD will not be liable for any service rendered unless such service was approved by duly authorised DWYPD employee (it remains the responsibility of DWYPD to ensure that authorisers are correctly captured on the online booking tool).
- 14.3.8.7 The tool must make provision for DWYPD to create policy groups and limits for each service / sector type per policy group.
- 14.3.8.8 Traveller profiles must be created and amended online by DWYPD. Traveller profiles will contain all the information normally required to travel (Full names. ID number etc.) as well as:
- Contact information to enable the sending of SMSs and e-mails to travellers.
 - Policy group applicable to each traveller (which can only be amended by DWYPD administrators)
- 14.3.8.9 The tool must employ approval escalation flows (to be added/amended online by DWYPD) for each cost centre as well as for out of policy approvals.
- 14.3.8.10 The tool must require the uploading of supporting documentation before a booking is sent for approval (based on policy group settings).
- 14.3.8.11 All local travel (airline tickets, accommodation, car rental, point-to-point transfers and parking facilities at airports), can be booked, approved and amended online by DWYPD. The TMC may not charge a consultant service fee in cases where the online booking tool does not make provision for the booking or amendment of these local services/sectors.
- 14.3.8.12 The following information must be available and visible to the booker and approvers when making an online booking, but not limited to:

Service / sector type	Required information
Flights	<ul style="list-style-type: none">• Departure / arrival destinations• Scheduled departure and arrival dates / times

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Service / sector type	Required information
	<ul style="list-style-type: none"> • Travel Class (First, Business, Economy) • Fare category (Y, Q, K etc.) • Fare (fully inclusive of all charges) • Change / cancellation penalties • Whether flight is in or out of policy (based on policy group to which traveller is assigned) • The TMC fee that will be charged for the sector
Accommodation	<ul style="list-style-type: none"> • Detailed location (street address and GPS coordinates) • Establishment type (Hotel, B&B, guest house etc.) • Quoted rate (inclusive of all discounts and tourism levy) • Type of rate - Room only, Bed and Breakfast, Dinner bed and Breakfast, full board • Cancellation rules / penalties • Whether rate is in or out of policy (based on policy group to which traveller is assigned) • The TMC fee that will be charged for the sector
Rental cars	<ul style="list-style-type: none"> • Group (eg. EDMR, EDAR) • Cancellation rules / penalties • Whether group is in or out of policy (based on policy group to which traveller is assigned) • The TMC fee that will be charged for the sector
Point-to-point transfer	<ul style="list-style-type: none"> • Group (standard / luxury / VIP etc.) • Rate • Cancellation rules / penalties • Whether group is in or out of policy (based on policy group to which traveller is assigned) • The TMC fee that will be charged for the sector

14.3.8.13 The TMC's online tool must provide a facility (at no cost) where invoices and supporting documents can be downloaded by DWYPD staff at any time. The online tool must further provide a facility where invoice data can be downloaded by authorised DWYPD staff in Microsoft Excel format or in CSV format. The data fields to be included in the invoice data download facility must contain all data fields included on an invoice, as well as any additional fields to be stipulated by DWYPD.

14.3.9. Financial Management and invoicing

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

14.3.9.2 The TMC will be responsible to manage third-party service provider accounts. This will include the timely receipt of invoices to be presented to DWYPD for payment within the agreed time period.

14.3.9.3 The TMC must enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.

14.3.9.4 The TMC will invoice DWYPD separately for each service / sector. The invoice should clearly indicate the following:

- Unique invoice number
- Name of traveller
- Name of approver

- Name of out of policy approver (if applicable).
- Cost centre of traveller
- Booking / Trip reference number (and DWYPD purchase order number if provided)
- Start and end dates (date sector/service started and ended)
- Fee(s) charged for the service / sector (listed separately, not pooled).

14.3.9.5 An invoice from the TMC will be considered valid and will be processed by DWYPD for payment if the following conditions are met:

- The invoice contains all the information stipulated under 14.3.9.4 above but not limited to.
- The sector/service was approved by an authorised DWYPD approver.
- Detailed third-party invoices are attached (except for air-travel)
- The invoice amount does not exceed the amount approved (except for valid additional charges such as fuel and km rates charged by car rental companies or any other charge allowable in terms of the DWYPD policy).
- All supporting documents uploaded by the traveller/booker are attached to the invoice.

14.3.9.6 The TMC must ensure that valid invoices are available on the booking tool under the booking for audit purposes.

14.3.9.7 DWYPD will settle valid invoices within an average of 20 working days with no invoice settled after 30 calendar days.

14.3.9.8 Corrections to invoiced amounts must be done by issuing a credit note for the full amount (including fees) of the incorrect invoice and by issuing a new invoice (with a new invoice number). The TMC may under no circumstances invoice the Department more than once for the same service (unless a credit note or notes were issued for the incorrect invoice or invoices). The non-negotiable penalty fee for services/sectors invoiced more than once will be the full amount due for the service/sector (including any fees charged).

14.3.9.9 Pre-payment required for a specific service / sector must be made by the TMC. The Department and the Service provider may include provisions in the service level agreement for pre-payments to be passed on to the Department, provided that such pre-payments will only be considered where the total cost of a specific service/sector (excluding fees) exceed R100,000. This provision excludes payment for airline tickets, since these can be invoiced and paid in less than 30 days.

14.3.10. Management Information and Reporting

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

14.3.10.2 The TMC must have the capability to interface its online tool with the Basic Accounting System used in government (BAS).

14.3.10.3 All management information and data input must be accurate.

14.3.10.4 The TMC will be required to provide the DWYPD 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 at <http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>

14.3.10.5 Reports must be accurate and must be provided as per DWYPD'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).

14.3.10.6 The TMC online booking and reporting tool must provide reconciliations between BAS and the online booking tool to reflect on outstanding payments not effected on BAS inclusive of exceptions.

14.3.10.7 DWYPD may request the TMC to provide additional management reports.

14.3.10.8 Reports must be available in an electronic format for example Microsoft Excel.

14.3.10.9 Service Level Agreement 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) Reason for travel, Amendments and Cancellations;
- c) Proof of non-availability of all required travel services;
- d) Spend Manager analysis;
- e) Compliments and complaints;
- f) Consultant Productivity Report;
- g) Long term accommodation and car rental;
- h) Extension of business travel to include leisure;
- i) Upgrade of class of travel (air, accommodation and ground transportation);
- j) Bookings outside Travel Policy;
- k) Online Travel Approvals;
- l) Online late travel bookers.

ii. Finance

- a) Reconciliation of commissions/rebates or any volume driven incentives;
- b) Creditor's ageing report;
- c) Creditor's summary payments;
- d) Daily electronic invoices;
- e) Report on missed savings
- f) Reconciled reports for Travel Lodge card statement;
- g) No show report;
- h) Cancellation and amendment report;
- i) Receipt delivery report;
- j) Monthly Bank Settlement Plan (BSP) Report;
- k) Refund Log;
- l) Open voucher report;
- m) Open Age Invoice Analysis.
- n) BAS reconciliations reports
- o) Accruals and Commitments

14.3.10.10 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.

14.3.11. BAS Integration

14.3.11.1 The TMC booking tool must have the capacity and capability or have already interface all information related to travel expenses into BAS. This must clearly be outlined, and evidence must be provided in the bidder's proposal of the existing of such interface.

14.3.11.2 The booking tool must be able to use a virtual card for online booking. Please refer to par 14.3.8.4 and 14.3.8.5.

14.3.11.3 The online booking tool must be able to perform an electronic online reconciliation between the submitted credit card statements and the virtual card that interfaces into Basic Accounting System (BAS).

14.3.12. **Account Management**

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

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

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

14.3.12.4 A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.

14.3.12.5 The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.

14.3.12.6 Ensure that workshops/training are provided to Travellers and/or Travel Bookers

14.3.12.7 During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

14.3.13. **Value Added Services**

14.3.13.1 The TMC must provide value added services but not limited to the following:

14.3.13.2 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

14.3.13.3 Electronic voucher retrieval via web and smart phones (App);

14.3.13.4 SMS and email notifications for travel confirmations;

14.3.13.5 Travel audits;

14.3.13.6 Global Travel Risk Management;

14.3.13.7 VIP services for Executives that include but is not limited to check-in support;

14.3.13.8 VIP and airport courtesies.

14.3.14. Cost Management

14.3.14.1 The National Treasury cost containment initiatives and the DWYPD's Travel Policy are establishing a basis for a cost savings culture.

14.3.14.2 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.

14.3.14.3 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.

14.3.14.4 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 DWYPD'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.

14.3.15. Quarterly and Annual Travel Reviews

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

14.3.15.2 Annual Reviews are also required to be presented to DWYPD's Senior Executives.

14.3.16. Office Management

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

- a. Key Account Manager
- b. Senior Consultants
- c. Intermediate Consultants
- d. Junior Consultants
- e. Travel Manager (Operational)
- f. Finance Manager / Branch Accountant
- g. Admin Back Office (Creditors / Debtors/Finance Processors)
- h. Strategic Account Manager (per hour)
- i. System Administrator (General Admin)
- j. Afterhours consultants

- 14.3.16.2 The bidder must have its Head Office or a regional / satellite office in Gauteng that is staffed during normal business hours. Proof of residence must be provided. This can be in a form of Utility bill from the relevant municipality, lease contract or telecommunication fix line account. The Key Account Manager must be based **within 100km radius from DWYPD offices** and must have at least 3 years' experience in providing travel management services to government clients.

15. PRICING MODEL

15.1. Transaction Fees

- 15.1.1. Bidders must provide the transaction cost per service rendered (per sector). The transaction fee must be a fixed amount per service that is charged only once per sector/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 (except for venue bookings, which are charged as a percentage of the cost).
- 15.1.2. The fees per sector quoted in the attached **Annexure A3** must be fully inclusive of 'Bill Back' charges where appropriate. The TMC is required to offer all services on a 'Bill back' basis (DWYPD does utilise Lodge Card services). 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices DWYPD for the services rendered. The fees per sector quoted by the TMC in the attached **Annexure A3** must be fully inclusive of 'Bill Back' charges.
- 15.1.3. The fees per sector quoted in the attached **Annexure A3** must be fully inclusive of TMC charges for changes / cancellations where appropriate (based on an estimated 15% of bookings that require changes / cancellations). A separate refund processing fee can be charges for cancelled airline tickets only.
- 15.1.4. The TMC may not charge additional fees for no-shows, changes to or cancellations of bookings/service/sectors as the fee in **Annexure A3** for each service/sector is deemed to include a provision for a reasonable number of changes / cancellations / no-shows (15% of sectors/services booked). This excludes any charges by third parties (such as airlines) for changes/cancellations/refunds as well as no-show charges by third parties that must be passed on to the Department.
- 15.1.5. All fees (except conference fees) must be based on sectors being booked online. Only one of the following fees may be charged in addition to the fixed service/sector fee:
- A consultants fee (per sector/service) for assisting the booker / traveller in making or changing the sector; or
 - An after-hours consultants fee (per sector/service) for assisting the booker / traveller in making or changing the sector outside of normal business hours; or
 - VIP consultants fee (per sector/service) for assisting the booker / traveller in making of changing the sector during all hours. This fee can only be levied for sectors booked for the Minister, Deputy Minister and Director General.

For example (for illustrative purposes only – refer to fee lines in Annexure A3):

- A local airline ticket is booked online and later changed online. The TMC may only charge the fee indicated in line 1c once.
- A local airline ticket is booked online and later changed with the assistance of a consultant. The TMC may charge the fee indicated in line 1c as well as the fee indicated in line 7a (or 7b if done after hours)

- A local airline ticket is booked with the assistance of a consultant and changed twice (either online or by a consultant). The TMC may charge the fee indicated in line 1c once as well as the fee indicated in line 7a (or 7b if done after hours) once.

15.1.6. Fees must be charged per service/sector and must be included on the invoice for the service/sector. Fees may not be invoiced separately and may not be pooled (each fee charged must be indicated separately on the invoice).

15.1.7. The TMC may only charge fees indicated in the service level agreement. The Service Level agreement may only contain fees included in the bid documents (**Annexure A3**).

15.1.8. All fees provided must be VAT inclusive.

15.2. Volume driven incentives

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

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

16. EVALUATION AND SELECTION CRITERIA

16.1. DWYPD has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The bidders must ensure that their document submitted and technical proposal are clearly structured to cover all the sections as per the technical evaluation criteria below. Technical proposals must be summarised in **Annexure A2**.

16.2. The minimum standards consist of the following Gates:

Gate 0: Pre-qualification Criteria	Gate 1: Desktop Technical Evaluation	Gate 2: Site visit Presentation and Technical Evaluation	Gate 3: Price and Special Goals Evaluation
See 16.2 below. Must meet all criteria	See 16.3 below. Must achieve 75%	See 16.4 below. Must achieve 75%	See 16.5 below

Gate 0: Bidders will be evaluated based on the pre-qualification criteria stipulated in scorecard 0. Only bidders that meet all the requirements stipulated in scorecard 0 will proceed to the functional evaluation stage (Gate 1).

Gate 1: Desktop Technical Evaluation (excluding Presentation and online tool) – Bidders will be evaluated (using score card 1) based on their submitted proposals and bid documents only. Bidders that receive at least 75% based on the desktop evaluation will proceed to Gate 2.

Gate 2: Presentation and Technical Evaluation - Bidders will be evaluated using score card 2A based on the presentation and score card 2B based on the online tool demonstration. Bidders that receive at least 75% for score card 2A and 75% for score card 2B will proceed to Gate 3.

Gate 3: Bidders will be evaluated on price and specific goal points as stipulate in the Preferential Procurement Policy Framework Act and regulations.

GATE 0: PRE-QUALIFICATION CRITERIA

Without limiting the generality of DWYPD's other critical requirements for this Bid, bidder(s) must submit all the documents and meet all the criteria listed in score card 0 below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During these phase Bidder's responses will be evaluated based on documents and evidence submitted only.

The bidder(s) proposal shall be disqualified for non-submission of any of the documents below. Bidders must meet all the criteria applicable to Gate 0 to proceed to Gate 1 of the evaluation.

Score Card 0 - Refer to ToR and Annexure A1 to verify compliance

Item	CRITERIA – GATE 0	Complied	Not Complied
1	Proof of Registration on Central Supplier Database (CSD) (MAAA number) which confirms that: <ul style="list-style-type: none"> The bidder is Tax compliant (if non-compliant bidders can be given 7 workings days to rectify tax compliance status) No government employee is employed by the bidder or is a significant shareholder or board member of the bidder. The bidder is not on the list of tender defaulters and is not on the list of restricted bidders. 		
2	Valid B-BBEE certificate or Affidavit (not older than 3 months), which confirms the Specific goals claimed (par 9.1): The B-BBEE certificate and Affidavit must be valid on the date the bid closed.		
3	The bidder has an office in (Gauteng with a 100km from DWYPD offices) that is staffed during normal office hours. (Par 14.3.16.2)		
4	Valid IATA (International Air Transport Association) certificate/licence		
5	Valid ASATA (Association of South African Travel Agents) certificate / Licence		
6	Fully completed price schedule as per Annexure A3 – Must be completed electronically, NOT by hand		
7	CV's of the project team (Account Manager, travel coordinator etc.) indicating relevant experience.		
8	At least three (3) trade references from other institutions including contact details. References include duration of contract, size of institution and indicated performance. The trade references must confirm that: <ul style="list-style-type: none"> The bidder has provided similar (to DWYPD scope) travel services to at least one organisation with 200 or more employees. All three trade references confirm that the service provided was satisfactory. The bidder has at least three years' experience in providing travel management services. NO orders/award letters will be accepted. 		

All documents must be completed and signed where required.

16.3. **Gate 1: Desktop Evaluation Criteria**

Score Card 1 - Refer to ToR and Annexure A2: Part 1 to verify compliance

#	GATE 1: TECHNICAL EVALUATION CRITERION	Weight	Score	Max. score
1	B-BBEE certificate/affidavit (certified copy), which confirms that (refer to par 9.1): <ul style="list-style-type: none"> Score 0 = Does not meet the requirement of 51% black owned or any other empowerment criteria Score 1 = The bidder meets 51% black owned and up to 10% black women or Youth or Disability owned. Score 2 = The bidder meets 51% black owned and up to 20% black women, Youth or disability owned. Score 3 = The bidder meets 51% black owned and up to 30% black women owned or youth 20 % owned or 5% disability owned. Score 4 = The bidder meets 51% black owned and up to 40% or higher, black women or 30% youth or 7% disability owned. 	20		40
2	The bidder is able to provide the travel services required by the department (can facilitate all services indicated under par 14.3 of this document as well as the costing sheet) <ul style="list-style-type: none"> Score 0 = Cannot provide all the services required Score 4 = Can provide all the services required 	10		40
3	Office management (par 14.3.16) <ul style="list-style-type: none"> Score 0 = No office in Gauteng and 100km radius of the DWYPD offices AND Key Account Manager does not have 3 years' experience Score 1 = No office in Gauteng and 100km radius of the DWYPD offices OR Key Account Manager does not have 3 years' experience Score 2 = Office in Gauteng and 100km radius of the DWYPD offices, but Key Account Manager does not have 3 years' experience Score 3 = Office in Gauteng and 100km radius of the DWYPD offices and Key Account Manager has 3 years' experience Score 4 = Office and key account manager (with 3 years' experience) is based in Gauteng and 100km radius of the DWYPD offices 	10		40
4	After hours and emergency call centre (par 14.3.6) <ul style="list-style-type: none"> Score 0 = No after-hours support available Score 4 = Trained staff on call 24 hours per day, 7 days a week, 365 days a year 	10		40
5	Online booking and Reporting Tool (par 14.3.8) <ul style="list-style-type: none"> Score 0 = No online booking and reporting tool Score 1 = Third-party online booking and invoice/reporting tool that cannot be customised to DWYPD requirements Score 2 = Online booking and reporting tool that can be customised to DWYPD requirements - setup and each subsequent change will be at a cost to DWYPD Score 3 = Online booking and reporting tool that can be customised to DWYPD requirements - initial setup at a cost to DWYPD, but subsequent changes free of charge Score 4 = Online booking and reporting tool available that is fully customisable to DWYPD requirements at no cost to DWYPD 	20		120

APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY FOR THE DEPARTMENT OF WOMEN, YOUTH AND PERSONS WITH DISABILITIES (DWYPD) FOR A PERIOD OF THIRTY-SIX (36) MONTHS

#	GATE 1: TECHNICAL EVALUATION CRITERION	Weight	Score	Max. score
6	The bidder can fully comply with all National Treasury negotiated rates, limits and reporting requirements (par 14.3.9.1) <ul style="list-style-type: none"> Score 0 = The bidder cannot comply with the stipulated requirements Score 4 = Bidder can fully comply with requirements 	10		40
7	Integration with BAS (par 14.3.11) <ul style="list-style-type: none"> Score 0 = No interface between BAS and the Online Booking and Reporting tool Score 1 = Online Booking and Reporting tool interface exists but cannot electronically interface into BAS Score 2 = Online Booking and Reporting tool that can be customised to DWYPD requirements setup and each subsequent change will be at a cost to DWYPD Score 3 = Online Booking and Reporting tool that can be customised to DWYPD requirements – initial setup at a cost to DWYPD, but subsequent changes free of charge Score 4 = Online Booking and Reporting tool is available that is fully customisable to DWYPD requirements at no cost to DWYPD 	20		80
	TOTALS	100		400
	MINIMUM THRESHOLD FOR TECHNICAL EVALUATION			300

A bidder must receive at least 300 out of 400 points (75%) to proceed to Gate 2. The points received for each criterion will be calculated by averaging the scores awarded by each Bid Evaluation Committee member.

16.4. Gate 2: Technical Evaluation Criteria – Site visit presentation and online booking tool

Score Card 2A (Presentation) - Refer to ToR and Annexure A2: Part 2 to verify compliance

#	TECHNICAL EVALUATION CRITERION	Weight	Score	Max. score
1	Reservations for international and domestic trips and related services including group bookings, travel Insurance, forex and etc. The service provider meets the requirements stipulated under par. 14.3.2 <ul style="list-style-type: none"> Score 0 = No systems in place Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month Score 4 = Systems are in place to ensure 100% compliance with requirements 	10		40

APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY FOR THE DEPARTMENT OF WOMEN, YOUTH AND PERSONS WITH DISABILITIES (DWYPD) FOR A PERIOD OF THIRTY-SIX (36) MONTHS

#	TECHNICAL EVALUATION CRITERION	Weight	Score	Max. score
2	<p>The service provider has systems in place to ensure that all DWYPD policy provisions, National Treasury instructions and cost containment measures are complied with for all travel bookings (par 14.3.9.1):</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	10		40
3	<p>Financial management. The service provider meets the requirements stipulated under par.14.3.9</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	10		40
4	<p>Reporting and Management of Information. The service provider meets the requirements stipulated under par. 14.3.10</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	10		40

APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY FOR THE DEPARTMENT OF WOMEN, YOUTH AND PERSONS WITH DISABILITIES (DWYPD) FOR A PERIOD OF THIRTY-SIX (36) MONTHS

#	TECHNICAL EVALUATION CRITERION	Weight	Score	Max. score
5	BAS Interface (par 14.3.11) <ul style="list-style-type: none"> • Score 0 = No BAS interface in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	15		60
6	Cost management. The service provider meets the requirements stipulated under par. (14.3.14) <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	5		20
7	Air travel: The service provider meets the requirements stipulated under par. 14.3.3 <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	10		40
8	Accommodation, Venues and Facilities: The service provider meets the requirements stipulated under par. 14.3.4 <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	10		40

APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY FOR THE DEPARTMENT OF WOMEN, YOUTH AND PERSONS WITH DISABILITIES (DWYPD) FOR A PERIOD OF THIRTY-SIX (36) MONTHS

#	TECHNICAL EVALUATION CRITERION	Weight	Score	Max. score
9	Car rental, Train, Bus and Shuttle services: The service provider meets the requirements stipulated under par. 14.3.5 <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	10		40
10	Value Added Services: The service provider meets the requirements stipulated under par. 14.3.13 <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	5		20
11	Additional charges for no-shows, changes to or cancellations of bookings/service/sectors. The service provider meets the requirements stipulated under par. 15.1.4 <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	5		20
	TOTALS	100		400
	MINIMUM THRESHOLD			300

A bidder must receive at least 300 out of 400 points (75%) for Score Card 2A to proceed to Gate 3. The points received for each criteria will be calculated by averaging the scores awarded by each Bid Evaluation Committee member.

Score Card 2B (Online Tool) - Refer to ToR and Annexure A2: Part 2 to verify compliance

#	TECHNICAL EVALUATION CRITERION	Weight	Score	Max. score
1	Par 14.3.8.1 – Booking tool customisable to meet unique DWYPD requirements: <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	10		40
2	Par 14.3.8.2 – Online tool access and security measures <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	10		40
3	Par 14.3.8.4 – Virtual credit card <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	10		40
4	Par 14.3.8.6-7 – Cost centres, Approvals & Policy groups setup <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	10		40
5	Par 14.3.8.8 – Traveller profiles <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	10		40

APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY FOR THE DEPARTMENT OF WOMEN, YOUTH AND PERSONS WITH DISABILITIES (DWYPD) FOR A PERIOD OF THIRTY-SIX (36) MONTHS

#	TECHNICAL EVALUATION CRITERION	Weight	Score	Max. score
6	Par 14.3.8.9 – Approval flows / escalations setup <ul style="list-style-type: none"> Score 0 = The requirements cannot be met at all Score 1 = The requirements cannot be met within three months Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month Score 4 = Current system fully meets the requirement 	10		40
7	Par 14.3.8.10 – Supporting documentation <ul style="list-style-type: none"> Score 0 = The requirements cannot be met at all Score 1 = The requirements cannot be met within three months Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month Score 4 = Current system fully meets the requirement 	10		40
8	Par 14.3.8.11 – All services / sector listed can be booked online <ul style="list-style-type: none"> Score 0 = The requirements cannot be met at all Score 1 = The requirements cannot be met within three months Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month Score 4 = Current system fully meets the requirement 	10		40
9	Par 14.3.8.12 – Information available to booker / approver <ul style="list-style-type: none"> Score 0 = The requirements cannot be met at all Score 1 = The requirements cannot be met within three months Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month Score 4 = Current system fully meets the requirement 	10		40
10	Par 14.3.8.13 – Invoicing data <ul style="list-style-type: none"> Score 0 = The requirements cannot be met at all Score 1 = The requirements cannot be met within three months Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month Score 4 = Current system fully meets the requirement 	10		40
	TOTALS	100		400
	MINIMUM THRESHOLD			300

A bidder must receive at least 300 out of 400 points (75%) for Score Card 2B to proceed to Gate 3. The points received for each criterion will be calculated by averaging the scores awarded by each Bid Evaluation Committee member.

16.5. Gate 3: Price and Specific Goals

Only Bidders that have met the 75%-point threshold in Gate 2 (both score cards 2A and 2B) will be evaluated at Gate 3 for price and Specific Goals. The standard price and Specific Goals evaluation methodology as described in the attached bid documents will be followed. The 80/20 evaluation system will be used for this bid. Bidders should ensure that B-BBEE certificates comply with the requirements stipulations in the bid documents and should familiarise themselves with requirements related to joint ventures and sub-contractors.

17. 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 DWYPD is prepared to enter into a contract with the successful Bidder(s).
- b. The bidder submitted the General Conditions of Contract to DWYPD together with its bid, duly signed by an authorised representative of the bidder.
- c. 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.

18. 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. The costing in **Annexure A3** is based on an estimate 6% per annum escalation. Actual annual escalations will be negotiated annually between DWYPD and the TMC, provided that such escalations may not exceed Consumer Price Index Headline Inflation as published by Statistics SA.

19. SERVICE LEVEL AGREEMENT

- 19.1. Upon award, DWYPD and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by DWYPD. The Service Level Agreement will, as a minimum, contain the detailed services and standards indicated in this document.
- 19.2. DWYPD reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto. DWYPD reserves the right to cancel any award if the bidder is unable to agree to the service levels and standards stipulated in this document, unless the bidder specifically and clearly declared his/her inability to deliver such services in the submitted bid documents.
- 19.3. 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

- 19.4. DWYPD 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 DWYPD or pose a risk to the organisation.

20. SPECIAL CONDITIONS OF THIS BID

DWYPD reserves the right:

- 20.1. To award this tender to a bidder that did not score the highest total number of points, in accordance with prescribed legislation.
- 20.2. 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 preferred bidder(s).
- 20.3. To accept part of a tender rather than the whole tender.
- 20.4. 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.
- 20.5. 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.
- 20.6. 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.
- 20.7. Award to multiple bidders based either on size or geographic considerations or cost.
- 20.8. To only considers a bidder with offices in Gauteng and 100km radius of the DWYPD offices.
- 20.9. To invite short listed suppliers/companies at their own cost in Tshwane.
- 20.10. DWYPD will not be held responsible for any costs incurred by the bidder/s in the preparation, submission and presentation of bids.

21. DWYPD REQUIRES BIDDER(S) TO DECLARE

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

- 21.1.1 Confirm that the bidder(s) is to: –

- a. Act honestly, fairly, and with due skill, care and diligence, in the interests of DWYPD;
- 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 DWYPD 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 DWYPD;
- 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 DWYPD as a client before any other consideration; and
- h. To ensure that any information acquired by the bidder(s) from DWYPD will not be used or disclosed unless the written consent of the client has been obtained to do so.

22. CONFLICT OF INTEREST, CORRUPTION AND FRAUD

- 22.1. DWYPD 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 DWYPD or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")

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

23. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

- 23.1. The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that DWYPD relies upon the bidder's proposal as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.
- 23.2. It follows therefore that misrepresentations in a bid proposal may give rise to service termination and a claim by DWYPD against the bidder notwithstanding the conclusion of the Service Level Agreement between DWYPD 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.

24. PREPARATION COSTS

The Bidder will bear all its costs in preparing, submitting and presenting any response 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 DWYPD, 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.

25. INDEMNITY

If a bidder breaches the conditions of this bid and, as a result of that breach, DWYPD 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 DWYPD harmless from any and all such costs which DWYPD may incur and for any damages or losses DWYPD may suffer.

26. 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.

27. LIMITATION OF LIABILITY

A bidder participates in this bid process entirely at its own risk and cost. DWYPD 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.

28. TAX COMPLIANCE

No tender shall be awarded to a bidder who is not tax compliant. DWYPD reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to DWYPD, or whose verification against the Central Supplier Database (CSD) proves non-compliant. DWYPD further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

29. 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. DWYPD 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.

30. 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.

31. 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 DWYPD allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and DWYPD will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

32. 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 DWYPD'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 DWYPD remain proprietary to DWYPD and must be promptly returned to DWYPD 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 DWYPD'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.

33. DWYPD PROPRIETARY INFORMATION

Bidder will on their bid cover letter make declaration that they did not have access to any DWYPD 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).

34. AVAILABILITY OF FUNDS

Should funds no longer be available to pay for the execution of the responsibilities of this bid, the DWYPD may terminate the Agreement at its own discretion or 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.