



TERMS OF REFERENCE

CONTRACT NUMBER: SAHRA/PFU/TMS/05/2024

THE SOUTH AFRICAN HERITAGE RESOURCES AGENCY (SAHRA) INVITES SUITABLY QUALIFIED AND EXPERIENCED SERVICE PROVIDERS TO SUBMIT QUOTATIONS FOR TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF THIRTY-SIX MONTHS





ACRONYMS

CSD	Central Supplier Database
RFP	Request for Proposals
SADC	South African Development Community
SAHRA	South African Heritage Resources Agency
SARS	South African Revenue Services
SLA	Service Level Agreement
TMC	Tavel Management Company
VAT	Value Added Tax

1. INTRODUCTION

- 1.1. South African Heritage Resources Agency (SAHRA) is a statutory entity established under the National Heritage Resources Act, No 25 of 1999. The primary objective of SAHRA is to co-ordinate the identification and management of the national estate which is defined as heritage resources of cultural, historical and other heritage significance.
- 1.2. The SAHRA Head Office is situated at 111 Harrington Street, Cape Town, with satellite offices located in Paarl (Western Cape), Makhanda (Eastern Cape) and in Pretoria (Gauteng).





2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

- 2.1. The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of travel management services to SAHRA.
- 2.2. This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by SAHRA for the provision of travel management services to SAHRA.
- 2.3. This RFP does not constitute an offer to do business with SAHRA, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

3. DEFINITIONS

- 3.1. **Accommodation** means the rental of lodging facilities while away from one's place of abode, on authorised official duty.
- 3.2. **After-hours service** refers to an enquiry or travel request that is actioned after normal working hours, i.e. 17h00 to 08h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays
- 3.3. **Air travel** means travel by airline on authorised official business.
- 3.4. **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.
- 3.5. **Car Rental** means the rental of a vehicle for a short period of time by a Traveller for official purposes.
- 3.6. **Department** means the organ of state, Department or Public Entity that requires the provision of travel management services.



- 3.7. **Domestic travel** means travel within the borders of the Republic of South Africa.
- 3.8. **Emergency service** means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.
- 3.9. **Commerce** refers to the Government's buy-site for transversal contracts.
- 3.10. **International travel** refers to travel outside the borders of the Republic of South Africa.
- 3.11. **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).
- 3.12. **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.
- 3.13. **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.
- 3.14. **Service Level Agreement** is a contract between the TMC and SAHRA that defines the level of service expected from the TMC.
- 3.15. **Shuttle Service** means the service offered to transfer a traveller from one point to another, for example from place of work to the airport.
- 3.16. **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.



- 3.17. **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.
- 3.18. **Traveller** refers to a SAHRA official, consultant or contractor travelling on official business on behalf of the entity.
- 3.19. **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.
- 3.20. **Travel Booker** is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g. the administrator of the traveller.
- 3.21. **Travel Management Company or TMC** refers to the Company contracted to provide travel management services.
- 3.22. **Travel Voucher** means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.
- 3.23. **Value Added Services** are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.
- 3.24. **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.

4. BACKGROUND OF SAHRA

- 4.1. The South African Heritage Resources Agency (SAHRA) is an agency of the Department of Sport, Arts and Culture and is the national administrative body responsible for the management and protection of South Africa's cultural heritage resources.





- 4.2. SAHRA is a statutory entity established under the National Heritage Resources Act, Act No. 25 of 1999. SAHRA's role is to coordinate the identification and management of the national estate. The national estate encompasses heritage resources of cultural significance for the present community and future generations.
- 4.3. The SAHRA Head Office is located at 111 Harrington Street, Cape Town, in the Western Cape, with satellite offices located in Pretoria (Gauteng), in Makhanda (Eastern Cape) and in Paarl (Western Cape).
- 4.4. The SAHRA staff complement is approximately 85, with potential for growth.

5. BACKGROUND OF SAHRA TRAVEL MANAGEMENT SERVICES

- 5.1. SAHRA currently uses XL Nexus Travel to manage the travel requisition and travel expense processes within the travel management lifecycle. The travel requisition process is an automated process through in-house requisition system. All travel is initiated by the Departmental Administrators and on receipt of full approval a Purchase Order (PO) is issued to the TMC who in turn provides a full itinerary of the travel through email.
- 5.2. SAHRA's primary objective in issuing this RFP is to enter into an agreement with the successful bidder who will achieve the following:
 - a) Provide SAHRA with travel management services that are consistent, reliable and will maintain a high level of traveller satisfaction in line with the service level agreement.
 - b) Achieve significant cost savings for the SAHRA without any degradation in the services.
 - c) Providing an efficient booking tool to streamline all travel services for the SAHRA for possible implementation during the course of the contract period.
 - d) Provide accurate reporting, early warnings, and travel advice.
 - e) Appropriately contain SAHRA's risk and traveller risk.



6. SAHRA TRAVEL PORTFOLIO

6.1. SAHRA has operating clusters based in different provinces that will form part of the travel services portfolio with an approximate total value of ± R10m – R12m per 3-year period expenditure on airfares, transport, accommodation and shuttle services.

6.2. The table below provides the approximate number of transactions for the Financial Year 2023/2024. The figures are provided to assist the bidders in their proposal preparation.

Service Category	Estimated Number of Transactions
Air travel – Domestic	214
Air Travel - Regional & International	32
Car Rental – Domestic	117
Car Rental - Regional & International	10
Shuttle Services – Domestic	169
Accommodation – Domestic	221
Accommodation - Regional & International	26
Transfers – Domestic	169
Transfers - Regional & International	10
Bus / Coach bookings	10
Train - Regional & International	00
Conferences/ Events	05
After Hours	50
Parking	100
Insurance	45
Forex	00

Service Category	Estimated Number of Transactions
GRAND TOTAL	1178

Table 1: 2023/2024 Estimated travel transactions.

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. SCOPE OF WORK

This RFP is for the delivery of comprehensive travel services to the SAHRA.

7.1. Service Requirements

The service provider will be required to provide travel management services. The following deliverables, without limitations are required from the TMC:

- 7.1.1. Travel services to be provided to all travellers travelling on behalf of the SAHRA to any destination as required by the SAHRA.
- 7.1.2. Provide travel management services during normal office hours from Monday to Friday (08h00 – 16h30) and provide after hours and emergency support from 16h30 until 08h00 the next day on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.
- 7.1.3. Knowledge of and adherence to the National Travel Framework, other applicable legislation, and implementation of controls to ensure compliance. Penalties incurred because of inefficiency or fault of a travel consultant will be for the bidder's account, subject to the outcome of a formal dispute process.
- 7.1.4. Implementation of controls to ensure compliance with the SAHRA Travel policy.
- 7.1.5. Provide assistance to manage third party service providers by addressing service failures and complaints.

- 7.1.6. Ensure sound communication with all stakeholders.
- 7.1.7. Provide an efficient way for travel bookers and travellers to upload traveller's profiles.
- 7.1.8. Provide an efficient booking tool for the SAHRA travel bookers to use to make travel bookings and update travellers' profiles once implemented.
- 7.1.9. Ensure valid with IATA (International Association of Travel Agents) certification throughout the lifespan of the contract.

7.2. Reservations and Bookings

The TMC will:

- 7.2.1. Receive travel requests from travellers and/or travel bookers and respond with quotations and availability. Upon the receipt of the relevant approval, the TMC will issue the required e-tickets and vouchers immediately and forward the same to the travel booker and traveller via the agreed communication medium.
- 7.2.2. Compare the best price of the day of various airline fares, accommodation establishment rates before confirming a booking and maintaining the principles of competitiveness and cost effectiveness in supporting SAHRA's cost optimization initiatives.
- 7.2.3. Advise the traveller of alternative plans that are more cost-effective and/or more convenient where necessary.
- 7.2.4. Obtain a minimum of three (3) price comparisons for all travel
- 7.2.5. Book the best available discounted fares and rates wherever possible and implement Government rates where applicable.
- 7.2.6. All rates offered by TMC to the SAHRA for domestic air and land arrangements must be net and non-commissionable. This will include rates offered by domestic



airlines, hotels, and the informal accommodation market e.g., Guest Houses, Bed & Breakfast or similar establishments.

- 7.2.7. Make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip.
- 7.2.8. Respond promptly and process all queries, requests, changes and cancellations accurately.
- 7.2.9. Facilitate group bookings (e.g., for meetings, conferences, events, etc.)
- 7.2.10. Issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates.
- 7.2.11. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips, as may be required.
- 7.2.12. Only invoice services as approved and described on the Purchase Order for the account of the SAHRA. SAHRA may instruct the TMC to invoice all other unauthorised expenses separately to SAHRA. SAHRA may settle the account, and if the traveller is found liable, recover the amount from the traveller, subject to the applicable prescripts.
- 7.2.13. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- 7.2.14. Advise the traveller of all visa and inoculation requirements well in advance. Visa applications will not be the responsibility of the TMC.
- 7.2.15. Ensure confidentiality in respect of all travel arrangements.
- 7.2.16. Not charge commission on negotiated airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly or established by National Treasury or by SAHRA.
- 7.2.17. Ensure electronic voucher retrieval via web and smart phones.



7.2.18. Implement SMS communication and/or other forms of notifications for travel confirmations.

7.3. Air Travel

The TMC will:

- 7.3.1. Track and manage unused e-tickets as per agreement with SAHRA and provide a report on refund management once every quarter.
- 7.3.2. Ensure that the relevant deal codes assigned to Government by the airlines, are loaded onto the TMC's implemented booking system, to make full use of the corporate discounts.
- 7.3.3. Provide proof that bookings were made against the discounted rates on the published fares, where applicable, in their report to SAHRA.
- 7.3.4. For international flights, the airline which provides the most cost effective and practical routings may be used.
- 7.3.5. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the traveller.
- 7.3.6. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the traveller (if applicable).
- 7.3.7. Airline tickets must be delivered electronically (SMS and/ or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
- 7.3.8. Ensure that travellers are always informed of any travel news regarding airlines (such as baggage policies, checking in arrangements, etc.)

7.4. Accommodation

- 7.4.1. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.

- 7.4.2. The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller.
- 7.4.3. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with SAHRA's Travel Policy.
- 7.4.4. SAHRA travellers may only stay at accommodation establishments with which Government has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National Treasury or SAHRA.
- 7.4.5. Accommodation vouchers must be issued to all SAHRA travellers for accommodation bookings and must be invoiced to SAHRA as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- 7.4.6. 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.
- 7.4.7. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

7.5. Car Rental and Shuttle Services

- 7.5.1. The TMC will book the approved category vehicle in accordance with the SAHRA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).

- 7.5.2. The travel consultant should advise the traveller on the best time and location for collection and return considering the traveller's specific requirements.
- 7.5.3. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, such as e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- 7.5.4. For international travel the TMC may offer alternative ground transportation to the traveller that may include rail, buses and transfers.
- 7.5.5. The TMC will book transfers in line with the SAHRA Travel Policy with the appointed and/ or alternative service providers. Transfers can also include bus and coach services.
- 7.5.6. The TMC should manage shuttle companies on behalf of the SAHRA and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- 7.5.7. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

7.6. After Hours and Emergency Services

- 7.6.1. The TMC must provide a consultant or team of consultants to assist travellers with after hours and emergency reservations and changes to travel plans.
- 7.6.2. A dedicated consultant/ s must be available to assist all SAHRA travellers with after hour or emergency assistance.
- 7.6.3. After hours' services must be provided from Monday to Friday outside the official working hours (17h00 to 08h00) and twenty-four (24) hours on weekends and Public Holidays.

- 7.6.4. 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.
- 7.6.5. A call centre facility should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to. This requirement must accommodate world time differences. When required by SAHRA, the bidder must be able to perform all travel management and related services after hours.
- 7.6.6. The after-hours assistance staff must be able to send emails, and/or SMSs to communicate travel arrangements to the traveller and make external telephone calls to both domestic and international destinations.
- 7.6.7. The TMC must have a standard operating procedure for managing after hours and emergency services.
- 7.6.8. The TMC must have a business continuity plan to ensure that services are offered during unforeseen circumstances like loadshedding.

7.7. Travel safety, Security and Confidentiality

The ability to provide information on travel risks in all countries and indicate the process flow to follow should a need arise to evacuate the travellers. The service provider must indicate how they will handle confidentiality and safeguard SAHRA's data against any unauthorised individuals or third parties.

8. COMMUNICATION

- 8.1. The TMC may be requested to conduct workshops and training sessions for the travel bookers of SAHRA.
- 8.2. All enquiries must be investigated by the TMC, and prompt feedback be provided to SAHRA in accordance with the Service Level Agreement.

- 8.3. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

9. FINANCIAL MANAGEMENT

- 9.1. The TMC must implement the rates negotiated by SAHRA with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- 9.2. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to SAHRA for payment within the agreed time period.
- 9.3. Enable savings on total annual travel expenditure and this must be reported, and proof provided during monthly and/or quarterly reviews.
- 9.4. The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices SAHRA for the services rendered.
- 9.5. Where pre-payments are required for smaller Bed & Breakfast/ Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- 9.6. Consolidate Travel Supplier bill-back invoices.
- 9.7. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to SAHRA's Finance Unit on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- 9.8. Ensure Travel Supplier accounts are settled timeously.



10. TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING

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.

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

10.3. All management information and data input must be accurate.

10.4. The TMC will be required to provide SAHRA 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.

10.5. The reporting templates can be found on:

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

10.6. Reports must be accurate and be provided as per SAHRA'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).

10.7. SAHRA may request the TMC to provide additional management reports.

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

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

i. Travel

- a) After hours' Report;
- b) Compliments and complaints;
- c) Consultant Productivity Report;



- d) Long-term accommodation and car rental;
- e) Extension of business travel to include leisure;
- f) Upgrade of class of travel (air, accommodation and ground transportation);
- g) Bookings outside Travel Policy.

ii. Finance

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

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.

11. ACCOUNT MANAGEMENT SERVICES

- 11.1. An Account Management structure should be put in place to respond to the needs and requirements of SAHRA and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- 11.2. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of SAHRA's account.
- 11.3. The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.

- 11.4. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 11.5. Ensure that SAHRA's Travel Policy is enforced.
- 11.6. The Service Level Agreement (SLA) must be managed, and customer satisfaction surveys conducted to measure the performance of the TMC. The results of the survey with SAHRA staff must be shared with SAHRA, when requested.
- 11.7. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

11.8. Management of all refunds and non-refundable airline tickets:

The bidder must describe the refund process flow and how unused non-refundable airline tickets will be managed i.e. refund register, timelines for processing and paying refund. This process flow must be submitted as an Annexure, with a clear heading

“PROCESS FLOW”.

12. VALUE ADDED SERVICES

The TMC must provide the following value-added services:

12.1. 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

- 12.2. Electronic voucher retrieval via web and smart phones;
- 12.3. SMS notifications for travel confirmations;
- 12.4. Travel audits;
- 12.5. Global Travel Risk Management;
- 12.6. VIP services for Executives and Council that include, but is not limited to check-in support.

13. COST MANAGEMENT

- 13.1. The National Treasury cost containment initiative and SAHRA's Travel Policy is establishing a basis for a cost savings culture.
- 13.2. 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.
- 13.3. 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.
- 13.4. 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 SAHRA'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. QUARTERLY AND ANNUAL TRAVEL REVIEWS

- 14.1. Quarterly reviews are required to be presented by the Travel Management Company on all SAHRA travel activity in the previous three-month period. These reviews are comprehensive and presented to SAHRA's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- 14.2. Annual Reviews are also required to be presented to SAHRA's Senior Executives.
- 14.3. These Travel Reviews will include without limitation the following information
- 14.4. The reporting requirements in the National Treasury Instruction 3 of 2016/ 17 (Cost Containment Measures related to Travel & Subsistence) may be used as minimum.

15. OFFICE MANAGEMENT

- 15.1. The TMC to ensure high quality service to be delivered at all times to SAHRA's travellers. The TMC is required to provide SAHRA with highly skilled and the required minimum qualified human resources of the following roles but not limited to:
 - x1 Head of Operations – to handle all escalations relating to SAHRA accounts
 - x1 Account Manager – to provide overall oversight on the SAHRA account and all travel requirements
 - x1 Operations Manager – to manage day-to-day operations of all travel services for SAHRA
 - x2 Senior consultants – to process complex SAHRA travel requests
 - x8 Junior consultants – to process SAHRA travel requests
 - Admin back-office staff shared services – TMC to determine the number based on SAHRA volumes.

Note:

- The number of resources stipulated above is a minimum from SAHRA based on history.





- It is the TMC's responsibility to propose the optimum number of resources required to support and manage the SAHRA travel requirements.
- The proposed number of resources by the TMC are subject to change based on the review of SAHRA's travel volumes on a quarterly basis.

16. DURATION OF THE CONTRACT

The successful bidder will be appointed for a period of 36 (thirty-six) months with an option to renew in SAHRA's sole discretion for an additional 24 (twenty-four) months on the same terms and conditions unless the parties agree otherwise. The renewal of the contract will be at intervals of 12 (twelve) months each.

17. PRESENTATION AND DEMONSTRATION

SAHRA may request shortlisted bidders to make presentations / demonstrations to SAHRA that may include, but not be limited, to the following:

- Company background, profile
- Staff profile on the account
- Client profiles
- After-hour services
- Disaster recovery plan
- Demonstration of travel booking requests

18. SUPPLIER DUE DILIGENCE

The SAHRA 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.



19. PRICING MODEL

19.1. Transaction Fees

SAHRA requires bidders to propose only one pricing model being the transactional fee model. **(please see Annexure A)**

19.2. The transaction fee must be a fixed amount per service i.e. one transaction fee for a return flight not one way etc. 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.

19.3. The TMC is required to offer all services on a 'Bill back' basis (SAHRA does not utilise Lodge Card services). 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices SAHRA for the services rendered.

19.4. The TMC may not charge additional fees for no-shows, changes to or cancellations of bookings/service/sectors as the fee 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 SAHRA.

19.5. 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).

19.6. Volume Driven Incentives

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

- a) TMCs are to book negotiated rates or the best fare available, whichever is the most cost effective for the SAHRA.
- b) No override commissions earned through SAHRA reservations will be paid to the TMC. These amounts are to be declared by the TMC and returned to SAHRA on a quarterly basis.



- c) An open book policy will apply, and any commissions earned through the SAHRA volumes will be reimbursed to the SAHRA.

20. PROPOSAL REQUIREMENTS

All proposals are to be submitted in a format specified in this enquiry. Additional and supporting information can be provided.

20.1. Technical Proposal

The following must be submitted as part of the technical proposal:

- a) Provide a company profile that includes an organogram, domestic and international affiliations and staffing profile;
- b) Provide a completed technical evaluation criteria scorecard and compliance checklist, including supporting information;

Provide a detailed transition plan for implementing the service ensuring minimal service interruption;

- d) Provide testimonials/reference letters from at least three (3) written contactable existing/recent clients (within past 3 years) for travel related services of similar spend and volume of transactions;

- e) Provide an International Air Transport Association (IATA) licence/ certificate (certified copy) at closing date. Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be attached and copy of the certificate to that effect at closing date; and

- f) Any other supplementary information pertaining to the bid, clearly marked to confirm to which section of the bid the supplementary information relates.

21. CONTACT AND COMMUNICATION

- 21.1. A nominated official of the bidder(s) can make enquiries in writing to the SAHRA

Supply Chain Manager, Ms Yonela Somtsewu on email: ysomtsewu@sahra.org.za

All queries must be sent in writing to the above email address.





- 21.2. The SAHRA SCM Manager may communicate with Bidder(s) where clarity is sought in the bid proposal.
- 21.3. Any communication to officials other than the SCM Manager in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 21.4. All communication between the Bidder(s) and the SAHRA must be done in writing.
- 21.5. Whilst all due care has been taken in connection with the preparation of this bid, SAHRA 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. SAHRA and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current or complete.
- 21.6. 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 SAHRA (other than minor clerical matters), the Bidder(s) must promptly notify SAHRA in writing of such discrepancy, ambiguity, error or inconsistency in order to afford SAHRA an opportunity to consider what corrective action is necessary (if any).
- 21.7. Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by SAHRA will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 21.8. 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.

22. TERMS AND CONDITIONS OF PROPOSALS

- 22.1. All costs and expenses incurred by potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not





liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.

- 22.2. While SAHRA endeavours to ensure that all information provided to all potential service providers is accurate, it makes no warranty as to the accuracy or completeness of any information provided by it.
- 22.3. SAHRA reserves the right to waive deficiencies in project proposals. The decision as to whether a deficiency will be waived or will require the rejection of a project proposal will be solely within the discretion of SAHRA.
- 22.4. SAHRA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal.
- 22.5. SAHRA reserves the right not to make any appointment from the proposals submitted.
- 22.6. Service providers shall not make available or disclose details pertaining to their project proposal with anyone not specifically involved, unless authorized to do so by SAHRA.
- 22.7. Service providers shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.
- 22.8. Service providers are required to declare any conflict of interest they may have in the transaction for which the tender is submitted or any potential conflict of interest. SAHRA reserves the right not to consider further any proposal where such a conflict of interest exists or where such potential conflict of interest may arise.
- 22.9. A Tax Compliance Pin Certificate, issued by the South African Revenue Services, must be submitted, failing which the relevant service provider's proposal shall not be considered.





- 22.10. All project proposals shall become the property of SAHRA and shall not be returned.
- 22.11. The proposals should be valid and open for acceptance by SAHRA for a period of 30 days from the date of submission.
- 22.12. Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SAHRA.
- 22.13. SAHRA reserves the right not to accept any proposal which does not comply with the TERMS OF REFERENCE and conditions set out in the proposal documents.
- 22.14. SAHRA reserves the right not to award, or not award the proposal to the service provider that scores the highest points.
- 22.15. Disputes that may arise between SAHRA and a service provider must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- 22.16. All returnable proposal documents must be completed in full and submitted together with the service provider's quote and a sample annual report book.
- 22.17. The "Requirements for content of the project proposal" section above outlines the information that must be included in proposal offers. Failure to provide all or part of the information may result in your proposal being excluded from the evaluation process.
- 22.18. All goods/service or products to be supplied to SAHRA shall be in full compliance with South African approved standards and in compliance to the specifications provided.
- 22.19. It is the conditions of this RFQ that, a quotation is submitted together with the following completed forms; kindly submit fully completed Bid Documents
- a) SBD 1 Invitation Bid
 - b) SBD 2 Tax Compliance Tax Pin



- c) SBD 3.3 Pricing Schedule
- d) SBD 4 Declaration of Interests form
- e) SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document.
- f) Contract Form – Rendering of Services SBD 7.1

NB: Failure to submit original completed returnable forms as mentioned above may automatically disqualify your proposal.

SAHRA reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.

23. EVALUATION CRITERIA

23.1. All proposal offers received shall be evaluated based on the following phase out approach:

- **Phase one:** Compliance to the terms of reference and conditions of the proposal. Failure to meet any of the conditions of the proposal will automatically disqualify your proposal on this phase.
- **Phase two:** Functionality criteria (Obtaining the minimum threshold for functionality as set out below)

No.	Technical Evaluation Criteria	Scoring Description	Points
1.	Company Existence	Scoring Criteria	10
	The bidder submitted its company registration document as proof of the number of years the company is active to conduct business in the travel industry.	The bidder submitted their company registration document as proof of the number of years the company is active to conduct business in the travel industry. 10 or more years – 10 points 7 – 9 years – 8 points	



		<p>5 – 6 years – 6 points</p> <p>3 – 4 years – 4 points</p> <p>1 – 2 years – 2 points</p>	
2.	Company Profile and Testimonials	Scoring Criteria	45
	<p>The bidder submitted completed testimonials.</p> <p>a) The bidder has provided 3 recent testimonials from a minimum of three (3) recent clients (not older than 5 years) which are of a similar size to SAHRA where travel management and related services were provided. The testimonial must include the following information for each client:</p> <ul style="list-style-type: none"> • Client name; • Client's contact person and phone number; • Contract period; • Description of the services; and • Level of satisfaction: Satisfactory or Unsatisfactory <p>The three (3) testimonials must be on a company's letterhead or authenticated by a company stamp.</p>	<p>Bidder has provided 3 recent testimonials from recent clients 3 recent (not older than 5 years) which are of a similar size or higher to SAHRA where travel management and related services were provided. The testimonials must include but not limited to:</p> <p>NB: Five (5) points for each component listed below on each of the 3 testimonials:</p> <ul style="list-style-type: none"> • Client name, client's contact person and business phone number (5 points) • Contract period, with full dates and Description of the services. (5 points) and • Level of satisfaction: Unsatisfactory (0 points), Satisfactory (5 points) <p>0 = If the size of the client organisation is not similar to SAHRA's & description of the service is not aligned to the scope of work.</p> <p>The size of the organization may be 10% less than SAHRA's full staff complement to be considered similar in size.</p>	



		0 = If the level of satisfaction is 'Unsatisfactory'.	
3.	Disaster Recovery Plan	Scoring Criteria	45
	The bidder has provided details of its disaster recovery plan in the event of power failure, technical difficulties e.g. IT system failure or resource unavailability.	<p>The bidder has provided details of its disaster recovery plan in the event of power failure, technical difficulties or resource unavailability.</p> <p>The details include the following:</p> <ul style="list-style-type: none"> • Suitable and adequate back-up process in the event of power failure and duration thereof. (15 points) • Back-up process in the event of technical difficulties e.g. IT system failure (15 points) • Back-up process in the event of human resource unavailability. (15 points). <p>0 = No information provided</p> <p>The bidder must submit a Disaster Recovery Plan clearly providing the information on each of the above-mentioned back-up plans to score 15 points for each component listed.</p>	
	Total		100

Table 2: Technical Evaluation

A bidder must obtain a minimum of 70 points on the prequalification phase in order to progress to the next phase. Failure to obtain 70 points will render your proposal non-responsive.

- **Phase Three:**

The applicable preference point system for this tender is the 80/20 preference point system. Preference points on specific goals as follows.

Preference Point System	Points
Price	80
Specific Goals	20
Black owned company	8
Women	4
Youth	5
Disability	3
Total points for Price and SPECIFIC GOALS	100

Table 3: Specific Goals

24. PRICE (VAT Included)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score the maximum 80 point

25. SUBMISSION OF PROPOSALS

Project proposals must be submitted in a sealed envelope, marked as confidential and for the attention of the Supply Chain Management and placed in the **TENDER BOX at the SAHRA Head Office, 111 Harrington Street, Cape Town.**

SAHRA takes no responsibility for mailed tender documents. It is the on the onus of the service provider to ensure that the document is placed in the Tender Box before closing date and time.

26. CLOSING DATE AND TIME

Closing date for bid offers: **12th JULY 2024 at 11h00.** No. late proposals will be accepted after the closing time.