

## PART A INVITATION TO BID

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NATIONAL TREASURY)</b>					
BID NUMBER:	NT004-2025	CLOSING DATE:	25/04/2025	CLOSING TIME:	11:00 AM
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE NATIONAL TREASURY FOR A PERIOD OF THREE (3) YEARS				
<b>BID RESPONSE DOCUMENTS MAY BE SUBMITTED ONLINE</b>					
<b>National Treasury</b>					
Bid Proposals to be submitted online on the e-Tender Portal <a href="https://www.etenders.gov.za/">https://www.etenders.gov.za/</a>					
Tutorial Link on uploading bid documents on e-Tender Portal <a href="https://youtu.be/B7pNseNJYHM">https://youtu.be/B7pNseNJYHM</a>					
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>			<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>		
CONTACT PERSON	Supply Chain Management		CONTACT PERSON	Supply Chain Management	
TELEPHONE NUMBER			TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	NTAdministrativeTenders@Treasury.gov.za		E-MAIL ADDRESS	NTAdministrativeTenders@Treasury.gov.za	
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

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## PART B

### TERMS AND CONDITIONS FOR BIDDING

<b>1. BID SUBMISSION:</b>
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. <b>ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</b>
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. <b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</b>
<b>2. TAX COMPLIANCE REQUIREMENTS</b>
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED: .....  
(Proof of authority must be submitted e.g. company resolution)

DATE: .....



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## **TERMS OF REFERENCE**

**NT004-2025**

**APPOINTMENT OF A SERVICE PROVIDER FOR THE  
PROVISION OF TRAVEL MANAGEMENT COMPANY TO  
THE NATIONAL TREASURY FOR A PERIOD OF THREE (3)  
YEARS**

**CLOSING DATE: 25 APRIL 2025 AT 11:00AM**

**VALIDITY PERIOD: 90 DAYS**



## **1 INTRODUCTION**

The National Treasury is responsible for managing South Africa's national government finances. It is also mandated to promote government's fiscal policy framework; to coordinate macroeconomic policy and intergovernmental financial relations: to equitably and efficiently raise fiscal revenue, while enhancing efficiency and competitiveness of the SA economy; to sustainably manage and make effective use of government's financial assets and liabilities; and promote transparency to improve financial accountability and enforce effective financial management

The National Treasury (NT) seeks to engage service providers to provide travel services necessitated by the significant volume of both domestic and international travel for staff. Travel arrangements will consist of air travel, hotel accommodation, airport transfers, shuttle services and car rentals through the appointed service provider.

The NT intends to conduct a procurement exercise to solicit proposals from experienced and professional travel agencies for the provision of travel and related services. The Travel Agents selected will be required to provide its travel services through a dedicated "Service Station" to be set up within the premises of the NT headquarters. The services of the Travel Management Company will be accessible by the NT and other offices outside the NT headquarters.

The NT does not guarantee exclusive procurement from the Travel Management Company nor any minimum order or quantity of services. The Travel Management Company is expected to win over market share through its quality service and competitive prices.

## **2 PURPOSE**

The proposed contract with the Travel Management Company will cover bookings for accommodation, car rentals, shuttle services, airline ticketing, visa services and incidental services such as issuance/delivery, revalidation, re-routing, re-issuance, reconfirmation, processing refunds and cancellations, and preparation of suitable itineraries (including alternative routings, departures and arrivals) at most direct and lowest cost for NT staff members (for purpose of official and non-official/personal travels) and consultants, government officials and participants attending meetings or on official business for the NT.

The successful bidder ("the Travel Management Company") will be required to sign a contract with the NT to perform travel services specified under this Terms of Reference and agree to clearly identified service levels. The contract will be three (3) years.

## **3 SCOPE OF WORK**

### **3.1 Background**



NT currently uses travel agency services to manage the travel requisition and travel expense processes within the travel management lifecycle.

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

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

### 3.2 Previous Financial year travel volumes.

The Travel management total volumes per annum include air travel, accommodation, car hire, forex, conference, etc. The table below details the number of transactions for the Financial Year 23/24 follows:

**Table 1: Transactions for the Financial Year 23/24 follows**

Service Category	2023/24 Financial Year	
	No.	Value
Air travel - Domestic	6,154	12,677,473.69
Air travel - Reg & Intl	646	26,689,528.75
Car Rental - Domestic	1,433	7,582,785.61
Car Rental - Reg & Intl	1	3,336.78
Accommodation - Domestic	3,228	16,764,814.33
Accommodation – Reg & Intl	264	9,696,986.69
Transfers - Reg & Intl	1,367	1,600,399.00
Transfers - Domestic	3,995	2,213,509.00
Bus/Coach bookings	-	-
International – Tour Operator	194	6,949,590.32
Conferences/ Events	49	6,116,468.89
After Hours	221	31,162.28
Train	1	59,616.00
Insurance	499	233,403.50
Forex	224	1,634,134.88
<b>GRAND TOTAL</b>	<b>18,276</b>	<b>92,253,209.72</b>

Note: The figures are meant for illustration purposes to assist the bidders to prepare their proposal.

### 3.3 Service Requirements



### 3.3.1 General

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

- a) The travel services will be provided to all travellers travelling on behalf of NT, locally and internationally this will include employees and contractors, consultants and clients where the agreement is that NT 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 after hours and emergency services.
- c) Familiarisation with current NT travel business processes.
- d) Familiarisation with current travel suppliers and negotiated agreements that are in place between NT and third parties. Assist with further negotiations for better deals with travel service providers.
- e) Familiarisation with current NT Travel Policy and implementations of controls to ensure compliance.
- f) Provide a facility for NT to update their travellers' profiles.
- g) Manage the third-party service providers by addressing service failures and complaints against these service providers.
- h) Consolidate all invoices from travel suppliers.
- i) Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- j) Provide the reference letters from at least three (3) contactable existing/recent clients (within past 3 years) which are of a similar size to NT.
- k) Provide audited financial statements for the past 3 years.
- l) The TMC should provide After Hours and Emergency Services.
- m) The TMC should provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- n) A dedicated consultant/s should be available to assist VIP/Executive Travellers with after hour or emergency assistance.

### 3.3.2 Reservations

The Travel Management Company (TMC) will:



- o) Receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium.
- p) Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
- q) The TMC should ensure due diligent risk management on all third parties involved in all sectors official bookings e.g. Property site visits etc.
- r) Appraise 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.
- s) Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- t) Book the negotiated discounted fares and rates where possible.
- u) Should 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.
- v) Book parking facilities at the airports where required for the duration of the travel.
- w) Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- x) Should be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- y) Should issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- z) Advise the Traveller of all visa and inoculation requirements well in advance.
- aa) Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- bb) Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- cc) Provide NT with the online booking tool and facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
- dd) Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- ee) Visa applications will not be the responsibility of the TMC; however, the relevant information should be supplied to the traveller(s) where visas will be required.





- ff) Negotiate International fares where there are no pre-existing negotiated channels for government
- gg) Negotiated international airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by NT are non-commissionable, where commissions are earned for NT's bookings all these commissions should be returned to NT on a quarterly basis.
- hh) Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by NT.
- ii) Timely submission of proof that services have been satisfactorily delivered (invoices) as per NT's instructions.

### 3.3.3 Air Travel

- a) The TMC should be able to book full-service carriers as well as low-cost carriers.
- b) The TMC will book the most cost-effective airfares possible for domestic travel.
- c) For international flights, the airline which provides the most cost effective and practical routings may be used.
- d) The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- e) The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- f) Airline tickets should be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
- g) The TMC will also assist with the booking of charters for VIPs utilising the existing **transversal** term **contract** where applicable as well as the sourcing of alternative service providers for other charter requirements.
- h) The TMC will also be responsible to provide support to Executive Members with bookings and related events at least within 24 hours.
- i) 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.
- j) The TMC should during their report period provide proof that bookings were made against the discounted rates on the published fares where applicable.
- k) Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- l) Assist with lounge access if and when required.



#### 3.3.4 Accommodation

- a) The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the NT.
- b) The TMC will obtain at least three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller
- c) This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with NT's travel policy and cost containment measures
- d) NT travellers may only stay at accommodation establishments with which NT 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 NT.
- e) Accommodation vouchers should be issued to all NT travellers for accommodation bookings and should be invoiced to NT as per arrangement. Such invoices should be supported by a copy of the original hotel accommodation charges.
- f) The TMC should during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates for NT.
- g) Cancellation of accommodation bookings should be done promptly to guard against no show and late cancellation fees.

#### 3.3.5 Car Rental and Shuttle Services

- a) The TMC will book the approved category vehicle in accordance with the NT 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 should 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 NT's Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.



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

### 3.3.6 Communication

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

### 3.3.7 Financial Management

- a) The TMC should implement the rates negotiated by NT with travel service providers or the discounted air fares, or the maximum allowable rates established by the NT where applicable.
- b) The rates negotiated directly or established by NT are non-commissionable, where commissions are earned for NT bookings, all these commissions should be returned to NT on a quarterly basis.
- c) The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to NT for payment within the agreed time period.
- d) Enable savings on total annual travel expenditure and this should be reported and proof provided during monthly and quarterly reviews.
- e) 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 NT for the services rendered.
- f) 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.
- g) Consolidate Travel Supplier bill-back invoices.
- h) NT have a travel lodge card in place, the TMC should be responsible to process the payment of air, accommodation and ground transportation and will also be responsible to consolidate through a corporate card vendor.



- i) The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to NT's Financial Department on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- j) Ensure Travel Supplier accounts are settled timeously.

### **3.4 Technology, Management Information and Reporting**

- 3.4.1 The TMC should have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- 3.4.2 The implementation of a fully automated Online Booking Tool to facilitate all bookings should be considered to optimise the services and related fees.
- 3.4.3 All management information and data input should be accurate.
- 3.4.4 The TMC will be required to provide the NT with a minimum of three (3) standard monthly reports, as per NT's reporting requirements from time-to-time, at no cost.
- 3.4.5 Provide the Out of policy reports
- 3.4.6 Reports should be accurate and be provided as per NT's specific requirements at the agreed time. Information should 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).
- 3.4.7 NT may request the TMC to provide additional management reports.
- 3.4.8 Reports should be available in an electronic format for example Microsoft Excel.
- 3.4.9 Service Level Agreements reports should be provided on the agreed date. It will include but will not be limited to the following:
- 3.4.10 **After hours' Report;**
  - a) Compliments and complaints;
  - b) Consultant Productivity Report;
  - c) Long term accommodation and car rental;
  - d) Extension of business travel to include leisure;
  - e) Upgrade of class of travel (air, accommodation and ground transportation);
    - a. Bookings outside Travel Policy;
  - f) Reconciliation of commissions/rebates or any volume driven incentives;



- g) Creditor's ageing report;
- h) Creditor's summary payments;
- i) Daily invoices;
- j) Reconciled reports for Travel Lodge card statement;
- k) No show report;
- l) Cancellation report;
- m) Receipt delivery report;
- n) Monthly Bank Settlement Plan (BSP) Report;
- o) Refund Log;
- p) Open voucher report, and
- q) Open Age Invoice Analysis.

3.4.11 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.

### 3.5 **Account Management**

- 3.5.1 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.
- 3.5.2 The TMC should appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the NT's account.
- 3.5.3 The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- 3.5.4 A complaint handling procedure should be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 3.5.5 Ensure that the NT's Travel Policy is enforced.
- 3.5.6 The SLA should be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- 3.5.7 Ensure that workshops/training is provided to Travellers and/or Travel Bookers
- 3.5.8 During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA should be presented.

### 3.6 **Value Added Services**



The TMC should provide a minimum of the following value-added services:

3.6.1 Destination information for regional and international destinations:

- a) Health warnings;
- b) Weather forecasts;
- c) Places of interest;
- d) Visa information;
- e) Travel alerts;
- f) Location of hotels and restaurants;
- g) Information including the cost of public transport;
- h) Rules and procedures of the airports;
- i) Business etiquette specific to the country;
- j) Airline baggage policy; and
- k) Supplier updates

3.6.2 Electronic voucher retrieval via web and smart phones;

3.6.3 SMS notifications for travel confirmations;

3.6.4 Travel audits;

3.6.5 Global Travel Risk Management;

3.6.6 VIP services for Executives that include, but is not limited to check-in support.

**3.7 Cost Management**

3.7.1 The NT cost containment initiative and the NT's Travel Policy is establishing a basis for a cost savings culture.

3.7.2 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 guideline of the NT's cost containment instructions.

3.7.3 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.

3.7.4 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 NT'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.

### **3.8 Quarterly and Annual Travel Reviews**

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

3.8.2 Annual Reviews are also required to be presented to NT's Senior Executives.

3.8.3 These Travel Reviews will include without limitation the following information:

- a) Total travel spend
- b) Air spend analysis
- c) Accommodation Spend analysis
- d) Car hire spend analysis
- e) Top travellers
- f) Top suppliers
- g) Top after hours users
- h) Savings report
- i) Refunds report
- j) After hours report
- k) Most common routes, Domestic and International
- l) Number of transactions
- m) Advance booking analysis

### **3.9 Office Management**

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

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

### **3.10 On-site Facilities**

3.10.1 If it is agreed between the parties that the TMC will be on-site, NT will provide the TMC with the following facilities on the terms and conditions negotiated upon by both parties:

- a) Office Space
- b) Office Furniture
- c) Telephones
- d) Tea/Coffee making facilities
- e) IT infrastructure (cabling, trunking and cabinet) for TMC to connect to and carry those costs
- f) Direct line (can be used for fax machine)
- g) Bathroom and kitchen facilities



#### **4 Resources required for online travel services**

##### **a) Account Manager**

The Account Manager is required to have a bachelor's degree in Tourism, Sales, Business Management, Communications, Marketing, and Customer Relationship Management, Business Administration or any other related field.

The resource must have a minimum of Five (5) years' or more experience in client relationship and accounts management in travel or hospitality industry. Experience working in a customer Service orientated environment, sales or marketing. Experience in solution development for the identified improvement areas, coordinating involvement of any relevant business personnel and addressing consumer concerns, Public sector client knowledge and relationship management etc.

The resource needs to understand the process and functionality:

- Online Solution System Build
- User Training
- Super-User Training
- Client Navigational Support
- Drive increased online adoption
- Virtual Credit Card payment
- Understand and promote the value of the VCC option where applicable
- Expense Management
- Understand and promote the value of our Expense Management platform where applicable
- Offer technical support
- System Integration
- Understand and promote the benefits of system integration

The resource will ensure that NT have a full understanding of the various products and services. Comparison of rates, peer benchmarking and ensuring alignment of rate offering according to the NT travel policy and perform duties below.

- Provide advisory services
- Virtual Credit Cards Customer benefits & processes
- VIP & BULK Service Offerings (Executive booking service offering / BULK – Service Offering arranging Meeting Incentive Conference and Events)
- Ensure delivery of MI reports monthly according to the client's requirements.
- Discuss areas of improvement, trends and opportunities for negotiations.





- Reviewing reporting in monthly meetings, ensure that discussions are minuted.
- All Ad hoc reporting must be charged out according to the client's specific pricing models.
- Ensure regular Travel Spend Reviews are presented according to the contractual obligations (Quarterly, Biannual, and Annual) analysing costs, supplier spend, trends and recommendations regarding improvements within the travel program.
- A valid Contract in place per client at all times (Signed & Valid)
- Service level Agreement in place and valid at all times
- Balanced Scorecard in place where applicable and supporting reporting requirements measured monthly/quarterly
- Client details updated at all times (contacts, addresses etc.)
- Corporate agreements and validity tracking information
- ECC usage and charges and Reporting
- Client review presentation to be saved in the relevant folders according to the client's needs (quarterly, annually, bi-annually)
- Client workshop presentations and trainings
- Ensure a communication time frame of 24 to 48 hours from receipt and acknowledgement of all communication within in 2 hours of receipt.
- Ability to manage task and deadlines accordingly.
- Maintain regular client visits as per SLA and minutes thereof

#### **b) Operational Manager**

The resource is required to have National diploma in hospitality, tourism, business management or relevant field and have a minimum of three (3) years of experience in the travel or hospitality industry. Experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel requirements, Customer Service. Knowledge of online travel platforms. Sound geographical global knowledge. Strong administration and communication skills. Public sector client knowledge and relationship management.

#### **The resource needs to have the following understanding:**

- Good understanding of the Travel Request system
- Basic knowledge of AGM
- Ability to embrace the Online technology solutions.
- Adherence to all TMC policies
- Creating shell profiles for clients



- Complete all mandatory monthly & adhoc training provided by TMC.

**c) Travel Consultants (Two (2) CVs to be submitted)**

The resource is required to have National diploma in hospitality, tourism, business or relevant field and have a minimum of three (3) years of experience in the travel or hospitality industry. Experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel requirements, Customer Service. Knowledge of online travel platforms. Sound geographical global knowledge. Strong administration and communication skills. Public sector client knowledge and relationship management.

## **5 EVALUATION**

### **5.1 Stage 1a: MANDATORY REQUIREMENTS**

A paper-based administrative evaluation will be carried out on all the bids received and if the under mentioned documentation is not signed or attached such a bid will be eliminated from any further evaluation.

- a) Proof of company registration on Central Supplier Database Registration (CSD)
- b) Submit a copy of a valid ASATA (Association of South African Travel Agents) Membership.
- c) Submit a copy of a valid International Air Transport Association (IATA) Membership.
- d) Submit a proof of TMC 24 hours emergency call centre (e.g. After-Hours call report, invoices or any other proof of the 24 hours emergency call.
- e) CVs of the proposed/nominated resource(s) must be submitted in the prescribed format in **(Annexure A1)**. The bidder must provide a CV for the nominated Account Manager, operational manager and two (2) CVs for consultants as required below. Each CV must clearly indicate the position of the resource as per our requirements and CVs must be signed by the proposed resource and not signed on behalf of the proposed resource. Where a bidder submits more than four (4) CVs only the first 4 will be considered in order of the required resources listed below.
- f) In the case of a Joint Venture, Consortium, Trust, or Partnership a Valid Tax Clearance Certificate and/or SARS issued pin code for both companies must be submitted (which will be verified)
- g) In the case of a Joint Venture, Consortium, Trust, or Partnership, a signed teaming agreement must be submitted.
- h) In the case of a Joint Venture, Consortium, Trust, or Partnership a Consolidated or for both companies Central Supplier Database Registration (CSD) or both companies CSD are required.

**FAILURE TO ADHERE TO THE CONDITIONS OF THE BID WILL LEAD TO DISQUALIFICATION.**

**Note: Additional documents but not for disqualifications**

- a) Tax compliance status verification Pin issued by SARS. (which will be verified)



- b) Submit a copy of Companies and Intellectual Property Commission (CIPC) registration previously known as CK Document.
- c) Proof of valid registration with Compensation for Occupational Injuries and Disaster (COIDA) (which will be verified)
- d) All copies of qualification(s) must be certified, and the certification must be valid for six (6) months from the required bid submission date, if not the lowest points will be allocated
- e) All foreign qualifications must be accompanied by South African Qualifications Authority (SAQA) certificate of evaluation, if not the lowest points will be allocated.

## 5.2 **Stage 1b: Functionality**

A bidder that scores less than 70 points out of 100 as per categories in respect of functionality will be regarded as submitting a non-responsive proposal and will be disqualified.

## 5.3 **Transaction Fees**

### **Refer Annexure A2: Pricing Schedule**

- 5.3.1 The transaction fee must be a fixed amount per service subject to Consumer Price Index (CPI). 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. on/off-site option (**Template 1**)
- 5.3.2 The Bidder must further indicate the estimated percentage split between Traditional booking and Online bookings.

AND / OR

## 5.4 **Management / Service Fee** **Refer Annexure A2: Pricing Schedule**

- 5.4.1 The management fee is the total fee per annum that will be charged to NT and is subjected to CPI.

## 5.5 **Volume driven incentives**

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

**NT has negotiated non-commissionable fares and rates with various airlines carriers and other service providers.**

- a) No override commissions earned through NT reservations will be paid to the TMCs;
- b) An open book policy will apply and any commissions earned through the NT volumes will be reimbursed to NT.



6 TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

7 **Table 2: FUNCTIONALITY EVALUATION** (Bidders who meet a minimum threshold of 70% for functionality will be expected to present Online Booking Tool via Microsoft Teams at an allocated Time Slot.

	Technical Evaluation Criterion	Weight	Rating Scores
1	Industrial Experience	10	
1.1	<p><b>COMPANY EXPERIENCE</b></p> <p>Summary of Company and its key focus areas. Demonstrate at least ten (10) years relevant experience in travel management within the public sector. Provide at least three (3) or more similar Projects with evidence that were executed in the past ten (10) years (2014 to current) as per the scope of work.</p> <p>The list and provided evidence must address successfully completed project/s in the following sequence:</p> <ul style="list-style-type: none"> <li>Reference letter/s, description of the project. Client name, Client contact (i.e., email and office number), Project start date, project end date, contract value.</li> </ul> <p><b>NB Referees will be contacted to confirm. Letter that does not reflect all required items will be allocated the lowest score</b></p>	10	<p><b>5- Excellent</b> 5 points= 5 or more reference letters submitted reflecting all items and discussed in detail.</p> <p><b>4- Very Good</b> 4 points =4 reference letters submitted reflecting all items.</p> <p><b>3 -Good</b> 3 Points= 3 reference letters submitted reflecting all the items.</p> <p><b>2- Average</b> 2 points= 2 reference letters submitted reflecting some items with little to no detail.</p> <p><b>1-Poor</b> 1 Point= 0-1 reference letters submitted reflecting some items with little to no detail.</p>
2	<p><b>KEY PROJECT EXPERTISE, QUALIFICATION AND EXPERIENCE</b></p> <p>Bidder(s) are required to submit certified proof/copy of educational qualification(s) for all resources required. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications.</p> <p>CVs of the proposed/nominated resource(s) must be submitted in the prescribed format in <b>(Annexure A1)</b>. The bidder must provide a CV for the nominated Account Manager (1), operational manager (1) and two (2) CVs for consultants as required below. Each CV must clearly indicate the position of the resource as per our requirements and CVs must be signed by the proposed resource and not signed on behalf of the proposed resource. Where a bidder submits more than four (4) CVs only the first 4 will be considered in order of the required resources listed below.</p>		
2.1	<b>Accounts Manager</b>		<b>5</b> = Master's degree (NQF 9) or higher



	Technical Evaluation Criterion	Weight	Rating Scores
	<p><b><u>Project Account Manager X1: Qualification</u></b></p> <p>Bachelor's degree in Travel Management/ Sales/ Business Management/ Communications/ Marketing and Customer Relationship Management/ Business Administration, or any other related business/accounting qualifications</p> <p>Provide copies of qualifications. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications. Where certification is older than six (6) months bidder will be rated the lowest score.</p>	10	<p>4 = Honours degree or Post Graduate Diploma (NQF 8)</p> <p>3 = Bachelors' Degree/ Advance Diploma (NQF 7)</p> <p>2 = National Diploma/ (NQF6)</p> <p>1 = Matric or less</p>
	<p><b><u>Project Account Manager: Experience</u></b></p> <p>Minimum of 5 years' experience in Travel Management but not limited to:</p> <ul style="list-style-type: none"> <li>• Client Relationship</li> <li>• Accounts Management</li> <li>• Financial Management</li> <li>• Experience of working in a Customer Service Orientated Environment</li> <li>• Solution Development for identified Improvement areas</li> <li>• Coordinating involvement of any relevant business personnel</li> <li>• Address consumer concerns</li> <li>• Information management and reporting.</li> <li>• Data and business system analysis.</li> <li>• Understanding of government systems.</li> <li>• Training and skills transfer.</li> <li>• VIP and executive client handling, and</li> <li>• Public sector client knowledge and relationship management.</li> </ul>	10	<p>5 = 8 or more years' of relevant experience with contactable references.</p> <p>4= 6 - 7 years' of relevant experience with contactable references.</p> <p>3 = 5 years' relevant experience. with contactable references.</p> <p>2 = 3 – 4 years relevant experience with contactable references.</p> <p>1 = 2 years or less relevant experience with contactable references.</p>
2.2	<b><u>Operational Manager X1:</u></b>		5 = Honours degree or Post



	Technical Evaluation Criterion	Weight	Rating Scores
	<p><b><u>Qualifications</u></b></p> <p>National diploma in hospitality/ tourism/ business/ or relevant field.</p> <p>Provide copies of qualifications. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications. Where certification is older than six (6) months bidder will be rated the lowest score.</p>	5	<p>Graduate Diploma (NQF 8) or higher</p> <p>4 = Bachelors' Degree/ Advance Diploma (NQF 7)</p> <p>3 = National Diploma/ (NQF6)</p> <p>2 = Higher Certificate (NQF 5)</p> <p>1 = Matric or less</p>
	<p><b><u>Operational: Experience</u></b></p> <p>Minimum of three (3) years of experience in the travel or hospitality industry. Experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel requirements, Customer Service. Knowledge of online travel platforms. Sound geographical global knowledge. Strong administration skills, understanding public sector environment, worked on VIP clients and Public sector client knowledge and relationship management.</p>	10	<p>5 = 5 or more years of relevant experience with contactable references.</p> <p>4 = 4 years of relevant experience with contactable references.</p> <p>3 = 3 years' relevant experience. with contactable references.</p> <p>2 = 2 years relevant experience with contactable references.</p> <p>1 = 1 year or less relevant experience with contactable references.</p>
	<p><b><u>Travel Consultants X2: Qualification</u></b></p> <p>Minimum qualification: National diploma in hospitality/ tourism/ business management or relevant qualification.</p> <p>Provide copies of qualifications. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications. Where certification is older than six (6) months bidder will be rated the lowest low.</p>	5	<p>5 = Honours degree or Post Graduate Diploma (NQF 8) or higher</p> <p>4 = Bachelors' Degree/ Advance Diploma (NQF 7)</p> <p>3 = National Diploma/ (NQF6)</p> <p>2 = Higher Certificate (NQF 5)</p> <p>1 = Matric or less</p>
	<p><b><u>Travel Consultants X2: Experience</u></b></p> <p>Minimum three (3) years of experience in</p>	5	<p>5 = 5 or more years' of relevant experience with contactable references.</p>



	Technical Evaluation Criterion	Weight	Rating Scores
	the travel or hospitality industry. Experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel requirements, Customer Service. Extensive knowledge of online travel platforms. Sound geographical global knowledge. VIP and Executive client handling, Strong administration skills and public sector knowledge.		<p><b>4</b> = 4 years of relevant experience with contactable references.</p> <p><b>3</b> = 3 years' relevant experience. with contactable references.</p> <p><b>2</b> = 2 years relevant experience with contactable references.</p> <p><b>1</b> = 1 year or less relevant experience with contactable references.</p>
2	<b>Methodology and Approach</b>	45	
2.1	<b>RESERVATIONS</b>	20	
	<p><b>Describe Management of all reservations/bookings</b></p> <ul style="list-style-type: none"> <li>Hotels (Accommodation) Reservations</li> <li>Car Rental Bookings</li> <li>Flight Bookings</li> <li>Visa &amp; Passport Requirements</li> <li>Travel Insurance &amp; Documentation</li> <li>Special Requests &amp; Preferences</li> <li>After-hours and emergency services: The bidder should have capacity to provide reliable and consistent after hours and emergency support to traveller(s) and how it is accessed.</li> <li>Management of itinerary confirmations in relation to all reservations and coordination.</li> </ul>	5	<p><b>5</b> = Excellent All 8 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p><b>4</b> = Very Good All 8 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p><b>3</b> = Good All 8 relevant elements are outlined and are aligned to the project.</p> <p><b>2</b> = Average 7 relevant elements are outlined and are aligned to the project.</p> <p><b>1</b> = Poor Less than 6 elements are outlined.</p>
2.2	<p><b>Describe Managing of group bookings:</b></p> <ul style="list-style-type: none"> <li>Meetings &amp; Conferences Arrangements</li> <li>Event Venue Bookings &amp; Coordination</li> <li>Group Flight Reservations</li> <li>Hotel Block Bookings</li> <li>Ground Transportation &amp; Logistics</li> <li>Catering &amp; Special Requirements</li> <li>On-Site and off-Site Support &amp; Coordination</li> </ul>	5	<p><b>5</b> = Excellent All 7 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p><b>4</b> = Very Good All 7 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p><b>3</b> = Good All 7 relevant elements are outlined and are aligned to the project.</p>





	Technical Evaluation Criterion	Weight	Rating Scores
	Specify whether these bookings are managed by the <b>Travel Management Company (TMC)</b> or <b>outsourced</b> based on the event scale and requirements.		<p>2 = Average 6 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 5 elements are outlined</p>
2.3	<p><b>Directly negotiated rates</b></p> <p><b>Describe how these specific rates will be secured.</b></p> <ul style="list-style-type: none"> <li>• <b>Negotiation &amp; Contracting</b> (Securing Competitive Rates)</li> <li>• <b>OBT (Online Booking Tool) Integration</b> (Providing Access to Updated Rates)</li> <li>• <b>Automated Rate Management</b> (Loading, Updating &amp; Maintaining Accuracy)</li> <li>• <b>Rate Auditing &amp; Compliance</b> (Ensuring Proper Application &amp; Cost Savings)</li> <li>• <b>Reporting &amp; Monitoring Tools</b> (Tracking Utilization &amp; Identifying Discrepancies)</li> </ul>	5	<p>5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 5 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 4 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 3 elements are outlined</p>
2.4	<p><b>Outline how to manage airline reservations</b></p> <ul style="list-style-type: none"> <li>• <b>Flight Route Optimization</b> (Balancing Cost effectiveness &amp; Convenience)</li> <li>• <b>Fare Comparison &amp; Negotiation</b> (Securing Best Available Rates)</li> <li>• <b>Refund Process Management</b> (Handling Refundable &amp; Non-Refundable Tickets)</li> <li>• <b>Unused Non-Refundable Ticket Management</b> (Credit Tracking &amp; Reuse)</li> <li>• <b>Special Airline Services</b> (Preferred Seating, Waitlist Clearance)</li> <li>• <b>Special Meal Requests</b> (Dietary Accommodations)</li> </ul>	5	<p>5 = Excellent All 6 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 6 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 6 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 5 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 4 elements are outlined</p>





	Technical Evaluation Criterion	Weight	Rating Scores
3	COMMUNICATION	5	
3.1	<p>Outline How Travel Bookers Will Be Informed of the Travel Booking Processes</p> <ul style="list-style-type: none"> <li>• <b>Training &amp; Guidance</b> (Workshops, Manuals, and Online Resources)</li> <li>• <b>User-Friendly Booking Platforms</b> (Step-by-Step Assistance)</li> <li>• <b>Itinerary Access &amp; Notifications</b> (Mobile App &amp; SMS Updates)</li> <li>• <b>Real-Time Communication Tools</b> (Live Chat, Email Alerts)</li> <li>• <b>Integrated Workflow</b> (Seamless Coordination Between Traveller, Travel Booker &amp; TMC)</li> </ul>	5	<p>5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 5 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 4 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 3 elements are outlined</p>
4	FINANCIAL MANAGEMENT	5	
4.1	<p><b>Describe Implementation &amp; Management of Negotiated and Allowable Rates</b></p> <ul style="list-style-type: none"> <li>• <b>Implementation of Negotiated &amp; Maximum Allowable Rates</b> (Ensuring Compliance with NT Regulations and legislations)</li> <li>• <b>30-Day Bill-Back Account Facility Management</b> (Efficient Processing &amp; Reconciliation)</li> <li>• <b>Pre-Payment Handling for Smaller B&amp;Bs &amp; Guesthouses</b> (Secure &amp; Timely Payments)</li> <li>• <b>Invoicing Process &amp; Discrepancy Resolution</b> (Matching Purchase Orders &amp; Invoices, Supporting Documentation, Reconciliation)</li> <li>• <b>Timely Invoice Provision to NT</b> (Ensuring Accuracy &amp; Compliance)</li> <li>• <b>Credit Card Reconciliation Process</b> (Transaction Tracking, Timing, Reporting &amp; Deliverables)</li> </ul>	5	<p>5 = Excellent All 6 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 6 relevant elements are outlined and are aligned to the project with 1 added service.</p> <p>3 = Good All 6 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 5 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 4 elements are outlined</p>
5	TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING	5	



	Technical Evaluation Criterion	Weight	Rating Scores
5.1	<b>Describe the Proposed Booking System &amp; Data Management</b> <ul style="list-style-type: none"> <li>• <b>Booking System Overview</b> (GDS, OBT, or SBT Capabilities)</li> <li>• <b>Solution Modules in OBT</b> (Bookings, Approvals, Safety &amp; Risk, Payments &amp; Expense, Reporting &amp; Analytics, Mobile Applications)</li> <li>• <b>Access to Non-GDS Inventories</b> (Low-Cost Carriers, Consolidators, Hotel Web Rates)</li> <li>• <b>Data &amp; Management Information Handling</b> (Traveller Profiles, Savings Tracking, Unused Tickets, Cancellations, Behaviour Analysis, Transaction-Level Data)</li> <li>• <b>Standard &amp; Custom Reports</b> (Examples of Available Reports, Customization Options)</li> <li>• <b>Technology &amp; Reporting Solutions for NT</b> (Proposed Tools &amp; Features)</li> <li>• <b>Compliance with NT Monthly Reporting Requirements</b> (Alignment with NT Travel Guide)</li> <li>• <b>Integration with NT's ERP System</b> (Compatibility, Turnaround Time, Cost Breakdown if Required)</li> </ul>	5	<p>5 = Excellent All 8 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 8 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 8 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 7 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 6 elements are outlined</p>
6	ACCOUNT MANAGEMENT	5	
6.1	<b>Describe Account Management, Quality Control &amp; Service Assurance</b> <ul style="list-style-type: none"> <li>• <b>Proposed Account Management Structure</b> (Detailed Organogram)</li> <li>• <b>Quality Control Procedures</b> (Processes to Ensure Consistent Service Delivery)</li> <li>• <b>Handling of Queries, Requests, Changes &amp; Cancellations</b> (Issue Resolution, Mitigation Strategies, Performance Standards)</li> <li>• <b>Complaint Handling Procedure</b> (Detailed Steps for Addressing &amp; Resolving Complaints)</li> <li>• <b>Customer Satisfaction Surveys</b> (Feedback Collection &amp; Continuous Improvement)</li> <li>• <b>Workshops &amp; Training for Travellers &amp; Travel Bookers</b> (Capacity Building &amp; Policy</li> </ul>	5	<p>5 = Excellent All 6 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 6 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 6 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 5 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 4 elements are outlined</p>



	Technical Evaluation Criterion	Weight	Rating Scores
	Awareness)		
7	COST MANAGEMENT	5	
7.1	<b>Describe Strategic Cost Savings Plan &amp; Compliance Monitoring</b> <ul style="list-style-type: none"> <li>• <b>Comprehensive Cost Savings Strategy</b> (Planned Initiatives for Contract Duration)</li> <li>• <b>Targeted Cost Reduction Areas</b> (Airfare, Accommodation, Car Rental, Service Fees, Policy Compliance)</li> <li>• <b>Cost Savings Alerts During Travel Requests</b> (Real-Time Notifications for Cheaper Alternatives)</li> <li>• <b>Tracking of Out-of-Policy Bookings</b> (Audit Trail for Identifying Trends &amp; Traveller Behaviour)</li> <li>• <b>Data Analysis for Policy Compliance</b> (Insights on Non-Adherence &amp; Cost Impact)</li> <li>• <b>Annual Travel Spend Optimization</b> (Strategies to Maximize Savings for NT)</li> <li>• <b>Reporting &amp; Benchmarking</b> (Tracking Cost Savings Achieved &amp; Future Opportunities)</li> </ul>	5	<p>5 = Excellent All 7 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 7 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 7 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 6 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 5 elements are outlined</p>
	Total	100	
	THRESHOLD	70%	

## 8 ONLINE BOOKING TOOL PRESENTATION

Bidders who meet the minimum threshold of 70% in the functionality evaluation will be invited for a virtual presentation session.

Presentations will be used to verify the bidder's specific knowledge, experience and abilities in area/s specified in the evaluation criteria table below.

Bidders who do not meet the minimum threshold of 70% on presentation will not be evaluated on price and specific goals.

**Table 3: Online booking tool presentation criteria**



	Evaluation Criterion	Weight	Rating Scores
<b>1</b>	<b>OBT RESERVATIONS (ONLINE)</b>	<b>50</b>	
1.1	<p><b>Demonstrate Online Booking Management &amp; Process Integration</b></p> <ul style="list-style-type: none"> <li>• <b>Management of All Online Bookings</b> (End-to-End Coordination &amp; Oversight)</li> <li>• <b>Online Travel Request Booking Process Flow</b> (Step-by-Step Workflow on OBT)</li> <li>• <b>Automated Order Number Linking</b> (Seamless Integration of Travel Requests)</li> <li>• <b>Configuration of NT Negotiated Rates on OBT</b> (Ensuring Visibility for All Categories)</li> <li>• <b>Full Access to New Negotiated Rates</b> (Transparency &amp; Compliance Monitoring)</li> </ul>	20	<p>5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 5 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 4 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 3 elements are outlined</p>
1.2	<p><b>Notification Workflows for Approvals</b></p> <p>Demonstrate the process of notification workflows to keep all stakeholders informed:</p> <ul style="list-style-type: none"> <li>• <b>Travel Booker:</b> Receives confirmations upon submission, approval, or rejection of the booking request.</li> <li>• <b>Travel Coordinator:</b> Gets alerts when a new booking requires policy compliance review.</li> <li>• <b>Line Manager:</b> Is notified of pending approvals and any out of policy bookings.</li> </ul>	15	<p>5 = Excellent All 3 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 3 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 3 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 2 relevant element is outlined and are aligned to the project.</p> <p>1 = Poor 1 element is outlined</p>



1.3	<b>Mobile Application for Flexible Risk Mitigation</b> <ul style="list-style-type: none"> <li>• <b>Real-Time Alerts:</b> Deliver instant notifications about flight delays, cancellations, gate changes, and other travel disruptions.</li> <li>• <b>Traveler Tracking:</b> Monitor travellers' locations to ensure their safety and provide assistance when needed.</li> <li>• <b>Emergency Assistance:</b> Offer direct access to emergency contacts and support services, including medical assistance and local emergency numbers.</li> <li>• <b>Health and Safety Information:</b> Provide up-to-date information on health advisories, travel restrictions, and safety guidelines relevant to the traveller's destination.</li> <li>• <b>Communication Tools:</b> Enable two-way communication between travellers and support teams, allowing for quick dissemination of information and assistance.</li> </ul>	15	<p>5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 5 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 4 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 3 elements are outlined.</p>
2.1	<b>Demonstrate On-Demand Data, Insights &amp; Reporting Capabilities</b> <ul style="list-style-type: none"> <li>• <b>Real-Time Access to Travel Data &amp; Insights</b> (Comprehensive Monitoring of Travel Activity)</li> <li>• <b>Full Visibility of Travel Spend</b> (Detailed Breakdown Across Categories)</li> <li>• <b>Traveller Behaviour Trend Analysis</b> (Identifying Patterns &amp; Policy Compliance)</li> <li>• <b>AI-Driven Reporting Capabilities</b> (Automated Insights &amp; Predictive Analytics)</li> <li>• <b>Dashboard View &amp; Report Conversion</b> (Excel, PDF, and Customizable Formats)</li> <li>• <b>Out-of-Policy Bookings Tracking</b> (Audit Trail for Non-Compliance)</li> <li>• <b>Missed Savings Identification</b> (Flagging Cost-Saving Opportunities)</li> <li>• <b>Spend Analysis by Category:</b></li> </ul>	30	<p>5 = Excellent All 8 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 8 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 8 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 7 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 6 elements are</p>



	<ul style="list-style-type: none"> <li>○ <b>Total Travel Spend</b> (Consolidated Overview)</li> <li>○ <b>Flight Expenditure</b> (Airfare Costs &amp; Savings)</li> <li>○ <b>Accommodation Expenditure</b> (Hotel &amp; Lodging Costs)</li> <li>○ <b>Car Rental Expenditure</b> (Vehicle Hire Costs)</li> <li>○ <b>Conference &amp; Events Spend</b> (Meetings &amp; Venue Costs)</li> <li>○ <b>Shuttle &amp; Transfers Spend</b> (Ground Transportation Costs)</li> </ul>		outlined
<b>3</b>	<b>TRAVELLER MOBILE APPLICATION</b>	<b>20</b>	
3.1	<b>Describe Mobile Application Capabilities</b> <ul style="list-style-type: none"> <li>• <b>Traveller Messaging</b> (Real-Time Communication &amp; Notifications)</li> <li>• <b>Mobile Approval Requests</b> (Managers Can Approve Travel on the Go)</li> <li>• <b>Traveller Itinerary &amp; Booking Confirmations</b> (Instant Access to Travel Details)</li> <li>• <b>Urgent Alerts &amp; Traveller Safety Information</b> (Emergency Updates &amp; Risk Management)</li> <li>• <b>Full Booking Confirmation Functionality</b> (Travel Booker &amp; Manager Approval for Confirmed Bookings)</li> </ul>	20	<p>5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 5 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 4 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 2 elements are outlined</p>
	<b>Total</b>	<b>100</b>	
	<b>THRESHOLD</b>	<b>70%</b>	

## 9 Stage 3: Price and Specific Goals

### Evaluation Preferential procurement evaluation based on 80/20 principle

- A maximum of 20 points may be awarded to a tenderer for the specified goals envisaged in section
- 2(1)(d) and (e) of the Act. The points scored must be rounded off to the nearest two decimal places. Subject to regulation 9, the contract must be awarded to the tenderer scoring the highest points. Below is the terminology used for specific goals:



**Table 4: Specific Goals allocation table**

#	Specific goals	Score	Required proof/ documents to be submitted for evaluation purposes
1	<b>The company owned by people who are Youth.</b> <ul style="list-style-type: none"> <li>100% company owned by people who are Youth = 5 points</li> <li>≥51% and &lt;100% company owned by people who are Youth = 3 points</li> <li>&gt;0% and &lt;51% company owned by people who are Youth = 1 point</li> <li>0% company owned by people who are Youth = 0 point</li> </ul>	5 points	<b>Proof of claim as declared on SBD 6 .1 (one or more of the following will be used verifying the tenderer's status:</b> <ul style="list-style-type: none"> <li>Company Registration Certification/ document (CIPC)</li> <li>Company Shareholders certificate</li> <li>Certified identification documentation of company director/s</li> <li>CSD report/ CSD registration number (MAAA number)</li> <li>B-BBEE Certificate of the tendering company.</li> <li>Consolidated B-BBEE certificated if the tendering company is a Consortium, Joint Venture, or Trust (Issued by verification agency accredited by the South African Accreditation System).</li> <li>Agreement for a Consortium, Joint Venture, or Trust.</li> </ul>
2	<b>The company owned by Historically Disadvantaged Individuals (HDI) (Black).</b> <ul style="list-style-type: none"> <li>100% company owned by HDI = 10 points</li> <li>≥51% and &lt;100% company owned by HDI = 8 points</li> <li>&gt;0% and &lt;51% company owned by HDI = 4 points</li> <li>0% company owned by HDI = 0 point</li> </ul>	10 points	
3.	<b>The company owned by HDI (Women).</b> <ul style="list-style-type: none"> <li>100% company owned by HDI = 5 points</li> <li>≥51% and &lt;100% company owned by HDI = 3 points</li> <li>&gt;0% and &lt;51% company owned by HDI = 1 point</li> </ul>	5 points	





	<ul style="list-style-type: none"> <li>0% company owned by HDI = 0 point</li> </ul>		
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## 11 CONTRACTUAL CONDITIONS:

- The Service Provider will be contract directly with the National Treasury.
- National Treasury reserves the right to screen and vet shortlisted service providers before appointment.
- National Treasury reserves the right to terminate the contract if there is enough information for the termination of the contract.
- National Treasury reserves the right to communicate with the service providers pertaining to information submitted on the closing date and time.
- The contract value should be inclusive of all costs and VAT.
- The bidder acknowledges and agrees to fully comply with the Protection of Personal Information Act (POPIA), 2013 (Act No. 4 of 2013) and all relevant data protection legislation in handling any personal and sensitive information provided by the Department during the tender process and thereafter.
- The bidder is required to sign a Non-Disclosure Agreement (NDA) to safeguard the confidentiality of all information provided by the Department during the tender process. This includes, but is not limited to, any personal, sensitive, or proprietary information. The bidder shall not disclose any such information to any third party without prior written consent from the Department.

## 10 TIME FRAMES/ DURATION

OUTPUT	CONTRACT PERIOD
Appointment of the service provider(s)	36 months

The details of the Annual Workplan will be discussed with the successful Service Provider as part of the project inception meeting.

## 11 REPORTING AND MONITORING REQUIREMENTS:

- 11.1 An inception meeting will be held with the successful bidder via MS Teams on the first day of the project to establish milestones, deliverables, and timeframes. These milestones will provide the basis for monitoring progress on the project.
- 11.2 Any issues identified by the Service Provider that may hamper the timeous achievement of these milestones must be escalated immediately to the NT project manager who will endeavour to address it promptly.
- 11.3 Performance reviews will be based on monthly reports comparing actual achievements against the targets agreed upon as signed on the Annual Workplan.





- 11.4 The following project reports will be required to be submitted in the pre-agreed formats as proof of delivery of services:
- Inception Report and Annual Workplan
  - Project progress reports at key milestones
  - Ad-hoc reports and those defined in the Annual Workplan to be determined at inception.
  - Project close-out reports
- 11.5 A close out report is required at the end of the assignment specifying the work done, the outputs generated, the institutions and individuals consulted, skills transferred, overall successes and failures, lessons learnt, and recommendation for future assignments of this nature.
- 11.6 Reports shall be written in English. All reports, files, notes, electronic files, and documents shall be structured, formatted, and completed according to the requirements of the NT project manager.

## **12 BID VALIDITY PERIOD:**

- 12.1 The bid will be valid for a period of 90 (ninety) days.

## **13 TENDER COSTS**

- 13.1 The Bidder will be liable for all costs incurred.

## **14 BIDDERS RESPONSIBILITY**

- 14.1 The Service Provider is expected to fully acquaint themselves with the conditions, requirements and specifications of the National Treasury before submitting a completed proposal. Failure to do so will be at the bidder's own risk and the Service Provider cannot secure relief on the grounds of any mistake.
- 14.2 The selected Service Provider will be required to enter into a written agreement with the National Treasury. This Request for Proposal or any part thereof may be incorporated into and made part of such an agreement. National Treasury shall not incur any obligation or liability towards the selected Service Provider until a written contract has been signed by the duly authorised National Treasury representative and the Service Provider.

## **15 ENDERING DETAILS**

- 15.1 Contact Details for administrative procurement enquiries.  
**E-mail Address:** [NTAdministrativeTenders@Treasury.gov.za](mailto:NTAdministrativeTenders@Treasury.gov.za)

## **16 INSTRUCTIONS TO THE BIDDER**



- 16.1 This Request for Proposal does not constitute an offer. The Request for Proposal intends to provide enough information for the preparation and submission of comparable proposals by the Service Providers.
- 16.2 The National Treasury requires a clear, concise and factual proposal. Bidders shall consult, in writing, with the National Treasury's official responsible should there appear to be any discrepancy, ambiguity or uncertainty pertaining to the meaning or effect of any description, dimension, quality, quantity or any other information contained in this Request for Proposal.
- 16.3 All proposals must be submitted on or before the closing date and time of this Request for Proposal. The following information must appear on the cover page of the proposal.
- Name of bidder
  - Description of proposal
  - Bid Number
  - Closing date and time.

## **17 COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS:**

- 17.1 Copyright of all documentation arising from this contract belongs to the National Treasury. The Service Provider may not disclose any information, documentation or products to other clients, or to any other party, without the written approval of the government client concerned.
- 17.2 The intellectual property rights arising from the execution of a contract shall vest with the National Treasury. The Service Provider undertakes to honour the client's intellectual property rights and all future rights by keeping all published and unpublished material confidential.
- 17.3 The intellectual property associated with the service offering will remain that of the Service Provider. However, all data and associated information is sole ownership of the National Treasury and would be provided to the National Treasury as and when required with no cost implications.

## **18 LATE SUBMISSIONS**

- 18.1 Proposals submitted after the specified closing date and time will not be considered for evaluation.

## **19 DECLARATION**

**I/We the undersigned hereby declare that I/We have read and understand the above and agree to be bound by the stated terms and conditions.**



<b>Name of Service Provider</b>	
<b>Name of contact Person</b>	
<b>Capacity</b>	
<b>Signature</b>	<b>Date</b>



**Special Conditions of Contract**

**NT004-2025**

**APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF TRAVEL MANAGEMENT  
COMPANY TO THE NATIONAL TREASURY FOR A PERIOD OF THREE (3) YEARS**

**CLOSING DATE: 25 APRIL 2025 AT 11:00 AM**

**VALIDITY PERIOD: 90 DAYS**

S U P P L Y   C H A I N   M A N A G E M E N T

## **A LEGISLATIVE AND REGULATORY FRAMEWORK**

This bid and all contracts will be subject to the General Conditions of Contract issued in accordance with of the Treasury Regulations 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999), Preferential Procurement Policy Framework Act (PPPFA), NT SCM policy and any other applicable legislation. The Special Conditions of Contract are supplementary to that of the General Conditions of Contract. Where, however, the Special Conditions of Contract are against the General Conditions of Contract, the Special Conditions of Contract takes precedence.

## **B. EVALUATION PROCESS AND CRITERIA**

### **1. EVALUATION PROCESS**

- 1.1. All bids will be evaluated in terms of functionality and preference point system which comprises of the following:

#### **1.1.1 Phase 1A: Initial screening process**

- a) In terms of National Treasury Instruction No. 4A of 2016/2017 regarding the National Central Supplier Database (CSD), all bidders must register on the CSD to provide the following information to be verified through the CSD:

- Business registration, including details of directorship and membership.
- Bank Account holder information.
- In the service of the State status.
- Tax compliance status.
- Identity number.
- Tender default and restriction status; and
- Any additional and supplementary verification information communicated by National Treasury.

- b) **Administrative compliance**

Duly completed and signed.

- Invitation to bid – SBD 1
- Pricing schedule SBD 3.3
- Declaration of interest–SBD 4
- Preference Point Claim Form – SBD 6.1
- Provide ID copies for all managing Directors.
- CIPC

### 1.1.2 Phase 1B: Functionality evaluation as per attached Terms of Reference

- a) Bids will be evaluated strictly according to the bid evaluation criteria stipulated in the terms of reference.
- b) Bidders must, as part of their bid documents, submit supportive documentation for all technical requirements as indicated hereunder. The panel responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided.
- c) Bidders will not rate themselves but need to ensure that all information is supplied as required. The Bid Evaluation Committee (BEC) will evaluate and score all responsive bids and will verify all documents submitted by the bidders.
- d) The panel members will individually evaluate the responses received against the following criteria as set out below:
- e) Individual value scores will be multiplied with the specified weighting for the criterion to obtain the marks scored for all elements. These marks will be added and expressed as a fraction of the best possible score for all criteria.
- f) The technical proposal will be scored out of 100 points, with a minimum threshold of 70% required. Bidders that do not meet the minimum functionality threshold of 70% will not be considered for further evaluation. Bidders will be evaluated on the functionality evaluation criteria in a table below:

**Table 1:** Summary of functional/Technical Evaluation Criteria

A bidder that scores less than **70%** points out of **100** as per categories in respect of functionality will be regarded as submitting a non-responsive proposal and will be disqualified.

	Technical Evaluation Criterion	Weight	Rating Scores
<b>1</b>	<b>Industrial Experience</b>	<b>10</b>	
1.1	<p><b>COMPANY EXPERIENCE</b></p> <p>Summary of Company and its key focus areas. Demonstrate at least ten (10) years relevant experience in travel management within the public sector. Provide at least three (3) or more similar Projects with evidence that were executed in the past ten (10) years (2014 to current) as per the scope of work.</p> <p>The list and provided evidence must address successfully completed project/s in the following sequence:</p> <ul style="list-style-type: none"> <li>Reference letter/s, description of the project. Client name, Client contact (i.e., email and</li> </ul>	10	<p><b>5- Excellent</b> 5 points= 5 or more reference letters submitted reflecting all items and discussed in detail.</p> <p><b>4- Very Good</b> 4 points =4 reference letters submitted reflecting all items.</p> <p><b>3 -Good</b> 3 Points= 3 reference letters submitted reflecting all the items.</p> <p><b>2- Average</b> 2 points= 2 reference letters submitted reflecting some items with little to no detail.</p>

	Technical Evaluation Criterion	Weight	Rating Scores
	<p>office number), Project start date, project end date, contract value.</p> <p><b>NB Referees will be contacted to confirm. Letter that does not reflect all required items will be allocated the lowest score</b></p>		<p><b>1-Poor</b> 1 Point= 0-1 reference letters submitted reflecting some items with little to no detail.</p>
2	<p><b>KEY PROJECT EXPERTISE, QUALIFICATION AND EXPERIENCE</b></p> <p>Bidder(s) are required to submit a certified proof/copy of educational qualification(s) for all resources required. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications.</p> <p>CVs of the proposed/nominated resource(s) must be submitted in the prescribed format in <b>(Annexure A1)</b>. The bidder must provide a CV for the nominated Account Manager (1), operational manager (1) and two (2) CVs for consultants as required below. Each CV must clearly indicate the position of the resource as per our requirements and CVs must be signed by the proposed resource and not signed on behalf of the proposed resource. Where a bidder submits more than four (4) CVs only the first 4 will be considered in order of the required resources listed below.</p>		
2.1	<p><b>Accounts Manager</b></p> <p><b><u>Project Account Manager X1: Qualification</u></b></p> <p>Bachelor's degree in Travel Management/ Sales/ Business Management/ Communications/ Marketing and Customer Relationship Management/ Business Administration, or any other related business/accounting qualifications</p> <p>Provide copies of qualifications. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications. Where certification is older than six (6) months bidder will be rated the lowest score.</p>	10	<p><b>5</b> = Master's degree (NQF 9) or higher <b>4</b> = Honours degree or Post Graduate Diploma (NQF 8) <b>3</b> = Bachelors' Degree/ Advance Diploma (NQF 7) <b>2</b> = National Diploma/ (NQF6) <b>1</b> = Matric or less</p>
	<p><b><u>Project Account Manager: Experience</u></b></p> <p>Minimum of 5 years' experience in Travel Management but not limited to:</p>	10	<p><b>5</b> = 8 or more years of relevant experience with contactable references. <b>4</b>= 6 - 7 years of relevant experience with contactable</p>

	Technical Evaluation Criterion	Weight	Rating Scores
	<ul style="list-style-type: none"> <li>Client Relationship</li> <li>Accounts Management</li> <li>Financial Management</li> <li>Experience of working in a Customer Service Orientated Environment</li> <li>Solution Development for identified Improvement areas</li> <li>Coordinating involvement of any relevant business personnel</li> <li>Address consumer concerns</li> <li>Information management and reporting.</li> <li>Data and business system analysis.</li> <li>Understanding of government systems.</li> <li>Training and skills transfer.</li> <li>VIP and executive client handling, and</li> <li>Public sector client knowledge and relationship management.</li> </ul>		<p>references.</p> <p><b>3</b> = 5 years' relevant experience. with contactable references.</p> <p><b>2</b> = 3 – 4 years relevant experience with contactable references.</p> <p><b>1</b> = 2 years or less relevant experience with contactable references.</p>
2.2	<p><b><u>Operational Manager X1: Qualifications</u></b></p> <p>National diploma in hospitality, tourism, business or relevant field.</p> <p>Provide copies of qualifications. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications. Where certification is older than six (6) months bidder will be rated the lowest score.</p>	5	<p><b>5</b> = Honours degree or Post Graduate Diploma (NQF 8) or higher</p> <p><b>4</b> = Bachelors' Degree/ Advance Diploma (NQF 7)</p> <p><b>3</b> = National Diploma/ (NQF6)</p> <p><b>2</b> = Higher Certificate (NQF 5)</p> <p><b>1</b> = Matric or less</p>
	<p><b><u>Operational: Experience</u></b></p> <p>Minimum of three (3) years of experience in the travel or hospitality industry. Experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel</p>	10	<p><b>5</b> = 5 or more years' of relevant experience with contactable references.</p> <p><b>4</b> = 4 years' of relevant experience with contactable references.</p>



	Technical Evaluation Criterion	Weight	Rating Scores
	requirements, Customer Service. Knowledge of online travel platforms. Sound geographical global knowledge. Strong administration skills, understanding public sector environment, worked on VIP clients and Public sector client knowledge and relationship management.		<p><b>3</b> = 3 years' relevant experience. with contactable references.</p> <p><b>2</b> = 2 years relevant experience with contactable references.</p> <p><b>1</b> = 1 year or less relevant experience with contactable references.</p>
	<p><b><u>Travel Consultants X2: Qualification</u></b></p> <p>Minimum of qualification: National diploma in hospitality, tourism, business management or relevant qualification.</p> <p>Provide copies of qualifications. The certified copies must not be older than six (6) months from the date of submission. Proof of SAQA evaluation must be provided in the case of foreign qualifications. Where certification is older than six (6) months bidder will be rated the lowest low.</p>	5	<p><b>5</b> = Honours degree or Post Graduate Diploma (NQF 8) or higher</p> <p><b>4</b> = Bachelors' Degree/ Advance Diploma (NQF 7)</p> <p><b>3</b> = National Diploma/ (NQF6)</p> <p><b>2</b> = Higher Certificate (NQF 5)</p> <p><b>1</b> = Matric or less</p>
	<p><b><u>Travel Consultants X2: Experience</u></b></p> <p>Minimum of three (3) years of experience in the travel or hospitality industry. Experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel requirements, Customer Service. Extensive knowledge of online travel platforms. Sound geographical global knowledge. VIP and Executive client handling, Strong administration skills and public sector knowledge.</p>	5	<p><b>5</b> = 5 or more years' of relevant experience with contactable references.</p> <p><b>4</b> = 4 years' of relevant experience with contactable references.</p> <p><b>3</b> = 3 years' relevant experience. with contactable references.</p> <p><b>2</b> = 2 years relevant experience with contactable references.</p> <p><b>1</b> = 1 year or less relevant experience with contactable references.</p>
2	<b>Methodology and Approach</b>	45	
2.1	<b>RESERVATIONS</b>	20	
	<p><b>Describe Management of all reservations/bookings</b></p> <ul style="list-style-type: none"> <li><b>Hotels (Accommodation) Reservations</b></li> <li><b>Car Rental Bookings</b></li> <li><b>Flight Bookings</b></li> </ul>	5	<p><b>5</b> = Excellent All 8 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p><b>4</b> = Very Good All 8 relevant elements are outlined</p>

	Technical Evaluation Criterion	Weight	Rating Scores
	<ul style="list-style-type: none"> <li><b>Visa &amp; Passport Requirements</b></li> <li><b>Travel Insurance &amp; Documentation</b></li> <li><b>Special Requests &amp; Preferences</b></li> <li><b>After-hours and emergency services:</b> The bidder should have capacity to provide reliable and consistent after hours and emergency support to traveller(s) and how it is accessed.</li> <li><b>Management of itinerary confirmations in relation to all reservations and coordination.</b></li> </ul>		<p>and are aligned to the project with 1 value added service.</p> <p>3 = Good All 8 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 7 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 6 elements are outlined.</p>
2.2	<p><b>Describe Managing of group bookings:</b></p> <ul style="list-style-type: none"> <li><b>Meetings &amp; Conferences Arrangements</b></li> <li><b>Event Venue Bookings &amp; Coordination</b></li> <li><b>Group Flight Reservations</b></li> <li><b>Hotel Block Bookings</b></li> <li><b>Ground Transportation &amp; Logistics</b></li> <li><b>Catering &amp; Special Requirements</b></li> <li><b>On-Site and off-Site Support &amp; Coordination</b></li> </ul> <p>Specify whether these bookings are managed by the <b>Travel Management Company (TMC)</b> or <b>outsourced</b> based on the event scale and requirements.</p>	5	<p>5 = Excellent All 7 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 7 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 7 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 6 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 5 elements are outlined</p>
2.3	<p><b>Directly negotiated rates</b></p> <p><b>Describe how these specific rates will be secured.</b></p> <ul style="list-style-type: none"> <li><b>Negotiation &amp; Contracting</b> (Securing Competitive Rates)</li> <li><b>OBT (Online Booking Tool) Integration</b> (Providing Access to Updated Rates)</li> <li><b>Automated Rate Management</b> (Loading, Updating &amp; Maintaining</li> </ul>	5	<p>5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 5 relevant elements are outlined and are aligned to the project.</p>

	Technical Evaluation Criterion	Weight	Rating Scores
	<p>Accuracy)</p> <ul style="list-style-type: none"> <li>• <b>Rate Auditing &amp; Compliance</b> (Ensuring Proper Application &amp; Cost Savings)</li> <li>• <b>Reporting &amp; Monitoring Tools</b> (Tracking Utilization &amp; Identifying Discrepancies)</li> </ul>		<p>2 = Average 4 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 3 elements are outlined</p>
2.4	<p><b>Outline how to manage airline reservations</b></p> <ul style="list-style-type: none"> <li>• <b>Flight Route Optimization</b> (Balancing Cost effectiveness &amp; Convenience)</li> <li>• <b>Fare Comparison &amp; Negotiation</b> (Securing Best Available Rates)</li> <li>• <b>Refund Process Management</b> (Handling Refundable &amp; Non-Refundable Tickets)</li> <li>• <b>Unused Non-Refundable Ticket Management</b> (Credit Tracking &amp; Reuse)</li> <li>• <b>Special Airline Services</b> (Preferred Seating, Waitlist Clearance)</li> <li>• <b>Special Meal Requests</b> (Dietary Accommodations)</li> </ul>	5	<p>5 = Excellent All 6 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 6 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 6 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 5 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 4 elements are outlined</p>
3	<b>COMMUNICATION</b>	<b>5</b>	
3.1	<p>Outline How Travel Bookers Will Be Informed of the Travel Booking Processes</p> <ul style="list-style-type: none"> <li>• <b>Training &amp; Guidance</b> (Workshops, Manuals, and Online Resources)</li> <li>• <b>User-Friendly Booking Platforms</b> (Step-by-Step Assistance)</li> <li>• <b>Itinerary Access &amp; Notifications</b> (Mobile App &amp; SMS Updates)</li> <li>• <b>Real-Time Communication Tools</b> (Live Chat, Email Alerts)</li> <li>• <b>Integrated Workflow</b> (Seamless Coordination Between Traveller, Travel Booker &amp; TMC)</li> </ul>	5	<p>5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 5 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 4 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 3 elements are outlined</p>

	Technical Evaluation Criterion	Weight	Rating Scores
4	FINANCIAL MANAGEMENT	5	
4.1	<p><b>Describe Implementation &amp; Management of Negotiated and Allowable Rates</b></p> <ul style="list-style-type: none"> <li>• <b>Implementation of Negotiated &amp; Maximum Allowable Rates</b> (Ensuring Compliance with NT Regulations and legislations)</li> <li>• <b>30-Day Bill-Back Account Facility Management</b> (Efficient Processing &amp; Reconciliation)</li> <li>• <b>Pre-Payment Handling for Smaller B&amp;Bs &amp; Guesthouses</b> (Secure &amp; Timely Payments)</li> <li>• <b>Invoicing Process &amp; Discrepancy Resolution</b> (Matching Purchase Orders &amp; Invoices, Supporting Documentation, Reconciliation)</li> <li>• <b>Timely Invoice Provision to NT</b> (Ensuring Accuracy &amp; Compliance)</li> <li>• <b>Credit Card Reconciliation Process</b> (Transaction Tracking, Timing, Reporting &amp; Deliverables)</li> </ul>	5	<p><b>5 = Excellent</b> All 6 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p><b>4 = Very Good</b> All 6 relevant elements are outlined and are aligned to the project with 1 added service.</p> <p><b>3 = Good</b> All 6 relevant elements are outlined and are aligned to the project.</p> <p><b>2 = Average</b> 5 relevant elements are outlined and are aligned to the project.</p> <p><b>1 = Poor</b> Less than 4 elements are outlined</p>
5	TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING	5	
5.1	<p><b>Describe the Proposed Booking System &amp; Data Management</b></p> <ul style="list-style-type: none"> <li>• <b>Booking System Overview</b> (GDS, OBT, or SBT Capabilities)</li> <li>• <b>Solution Modules in OBT</b> (Bookings, Approvals, Safety &amp; Risk, Payments &amp; Expense, Reporting &amp; Analytics, Mobile Applications)</li> <li>• <b>Access to Non-GDS Inventories</b> (Low-Cost Carriers, Consolidators, Hotel Web Rates)</li> <li>• <b>Data &amp; Management Information Handling</b> (Traveller Profiles, Savings Tracking, Unused Tickets, Cancellations, Behaviour Analysis, Transaction-Level Data)</li> <li>• <b>Standard &amp; Custom Reports</b> (Examples of Available Reports, Customization Options)</li> </ul>	5	<p><b>5 = Excellent</b> All 8 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p><b>4 = Very Good</b> All 8 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p><b>3 = Good</b> All 8 relevant elements are outlined and are aligned to the project.</p> <p><b>2 = Average</b> 7 relevant elements are outlined and are aligned to the project.</p> <p><b>1 = Poor</b> Less than 6 elements are outlined</p>

	Technical Evaluation Criterion	Weight	Rating Scores
	<ul style="list-style-type: none"> <li>• <b>Technology &amp; Reporting Solutions for NT</b> (Proposed Tools &amp; Features)</li> <li>• <b>Compliance with NT Monthly Reporting Requirements</b> (Alignment with NT Travel Guide)</li> <li>• <b>Integration with NT's ERP System</b> (Compatibility, Turnaround Time, Cost Breakdown if Required)</li> </ul>		
6	ACCOUNT MANAGEMENT	5	
6.1	<b>Describe Account Management, Quality Control &amp; Service Assurance</b> <ul style="list-style-type: none"> <li>• <b>Proposed Account Management Structure</b> (Detailed Organogram)</li> <li>• <b>Quality Control Procedures</b> (Processes to Ensure Consistent Service Delivery)</li> <li>• <b>Handling of Queries, Requests, Changes &amp; Cancellations</b> (Issue Resolution, Mitigation Strategies, Performance Standards)</li> <li>• <b>Complaint Handling Procedure</b> (Detailed Steps for Addressing &amp; Resolving Complaints)</li> <li>• <b>Customer Satisfaction Surveys</b> (Feedback Collection &amp; Continuous Improvement)</li> <li>• <b>Workshops &amp; Training for Travellers &amp; Travel Bookers</b> (Capacity Building &amp; Policy Awareness)</li> </ul>	5	<p><b>5 = Excellent</b> All 6 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p><b>4 = Very Good</b> All 6 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p><b>3 = Good</b> All 6 relevant elements are outlined and are aligned to the project.</p> <p><b>2 = Average</b> 5 relevant elements are outlined and are aligned to the project.</p> <p><b>1 = Poor</b> Less than 4 elements are outlined</p>
7	COST MANAGEMENT	5	
7.1	<b>Describe Strategic Cost Savings Plan &amp; Compliance Monitoring</b> <ul style="list-style-type: none"> <li>• <b>Comprehensive Cost Savings Strategy</b> (Planned Initiatives for Contract Duration)</li> <li>• <b>Targeted Cost Reduction Areas</b> (Airfare, Accommodation, Car Rental, Service Fees, Policy Compliance)</li> <li>• <b>Cost Savings Alerts During Travel Requests</b> (Real-Time Notifications for Cheaper Alternatives)</li> </ul>	5	<p><b>5 = Excellent</b> All 7 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p><b>4 = Very Good</b> All 7 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p><b>3 = Good</b> All 7 relevant elements are outlined and are aligned to the project.</p> <p><b>2 = Average</b></p>

	Technical Evaluation Criterion	Weight	Rating Scores
	<ul style="list-style-type: none"> <li>• <b>Tracking of Out-of-Policy Bookings</b> (Audit Trail for Identifying Trends &amp; Traveller Behaviour)</li> <li>• <b>Data Analysis for Policy Compliance</b> (Insights on Non-Adherence &amp; Cost Impact)</li> <li>• <b>Annual Travel Spend Optimization</b> (Strategies to Maximize Savings for NT)</li> <li>• <b>Reporting &amp; Benchmarking</b> (Tracking Cost Savings Achieved &amp; Future Opportunities)</li> </ul>		<p>6 relevant elements are outlined and are aligned to the project.</p> <p><b>1 = Poor</b> Less than 5 elements are outlined</p>
	Total	100	
	THRESHOLD	70%	

## ONLINE BOOKING TOOL PRESENTATION

Bidders who meet the minimum threshold of 70% in the functionality evaluation will be invited for a virtual presentation session.

Presentations will be used to verify the bidder's specific knowledge, experience and abilities in area/s specified in the evaluation criteria table below.

Bidders who do not meet the minimum threshold of 70% on presentation will not be evaluated on price and specific goals.

**Table 2: Evaluation criteria: Other expertise**

	Technical Evaluation Criterion	Weight	Rating Scores
<b>1</b>	<b>OBT RESERVATIONS (ONLINE)</b>	<b>50</b>	
1.1	<p><b>Demonstrate Online Booking Management &amp; Process Integration</b></p> <ul style="list-style-type: none"> <li>• <b>Management of All Online Bookings</b> (End-to-End Coordination &amp; Oversight)</li> <li>• <b>Online Travel Request Booking Process Flow</b> (Step-by-Step Workflow on OBT)</li> <li>• <b>Automated Order Number Linking</b> (Seamless Integration of Travel Requests)</li> <li>• <b>Configuration of NT Negotiated Rates on OBT</b> (Ensuring Visibility for All Categories)</li> <li>• <b>Full Access to New Negotiated Rates</b> (Transparency &amp; Compliance Monitoring)</li> </ul>	20	<p>5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 5 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 4 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor</p>

	Technical Evaluation Criterion	Weight	Rating Scores
			Less than 3 elements are outlined
1.2	<p><b>Notification Workflows for Approvals</b></p> <p>Demonstrate the process of notification workflows to keep all stakeholders informed:</p> <ul style="list-style-type: none"> <li>• <b>Travel Booker:</b> Receives confirmations upon submission, approval, or rejection of the booking request.</li> <li>• <b>Travel Coordinator:</b> Gets alerts when a new booking requires policy compliance review.</li> </ul> <p><b>Line Manager:</b> Is notified of pending approvals and any out of policy bookings</p>	15	<p>5 = Excellent All 3 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 3 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 3 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 2 relevant element is outlined and are aligned to the project.</p> <p>1 = Poor 1 element is outlined</p>
1.3	<p><b>Mobile Application for Flexible Risk Mitigation</b></p> <ul style="list-style-type: none"> <li>• <b>Real-Time Alerts:</b> Deliver instant notifications about flight delays, cancellations, gate changes, and other travel disruptions.</li> <li>• <b>Traveler Tracking:</b> Monitor travellers' locations to ensure their safety and provide assistance when needed.</li> <li>• <b>Emergency Assistance:</b> Offer direct access to emergency contacts and support services, including medical assistance and local emergency numbers.</li> <li>• <b>Health and Safety Information:</b> Provide up-to-date information on health advisories, travel restrictions, and safety guidelines relevant to the traveller's destination.</li> <li>• <b>Communication Tools:</b> Enable</li> </ul>	15	<p>5 = Excellent All 5 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 5 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 5 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 4 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 3 elements are outlined</p>



	Technical Evaluation Criterion	Weight	Rating Scores
	two-way communication between travellers and support teams, allowing for quick dissemination of information and assistance.		
2.1	<b>Demonstrate On-Demand Data, Insights &amp; Reporting Capabilities</b> <ul style="list-style-type: none"> <li>• <b>Real-Time Access to Travel Data &amp; Insights</b> (Comprehensive Monitoring of Travel Activity)</li> <li>• <b>Full Visibility of Travel Spend</b> (Detailed Breakdown Across Categories)</li> <li>• <b>Traveller Behaviour Trend Analysis</b> (Identifying Patterns &amp; Policy Compliance)</li> <li>• <b>AI-Driven Reporting Capabilities</b> (Automated Insights &amp; Predictive Analytics)</li> <li>• <b>Dashboard View &amp; Report Conversion</b> (Excel, PDF, and Customizable Formats)</li> <li>• <b>Out-of-Policy Bookings Tracking</b> (Audit Trail for Non-Compliance)</li> <li>• <b>Missed Savings Identification</b> (Flagging Cost-Saving Opportunities)</li> <li>• <b>Spend Analysis by Category:</b> <ul style="list-style-type: none"> <li>○ <b>Total Travel Spend</b> (Consolidated Overview)</li> <li>○ <b>Flight Expenditure</b> (Airfare Costs &amp; Savings)</li> <li>○ <b>Accommodation Expenditure</b> (Hotel &amp; Lodging Costs)</li> <li>○ <b>Car Rental Expenditure</b> (Vehicle Hire Costs)</li> <li>○ <b>Conference &amp; Events Spend</b> (Meetings &amp; Venue Costs)</li> <li>○ <b>Shuttle &amp; Transfers Spend</b> (Ground Transportation Costs)</li> </ul> </li> </ul>	30	<p>5 = Excellent All 8 relevant elements are outlined and are aligned to the project with 2 value added services.</p> <p>4 = Very Good All 8 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p>3 = Good All 8 relevant elements are outlined and are aligned to the project.</p> <p>2 = Average 7 relevant elements are outlined and are aligned to the project.</p> <p>1 = Poor Less than 6 elements are outlined</p>
<b>3</b>	<b>TRAVELLER MOBILE APPLICATION</b>	<b>20</b>	
3.1	<b>Describe Mobile Application Capabilities</b>		<p><b>5 = Excellent</b> All 5 relevant elements are outlined and are aligned to the project with 2</p>



	Technical Evaluation Criterion	Weight	Rating Scores
	<ul style="list-style-type: none"> <li>• <b>Traveller Messaging</b> (Real-Time Communication &amp; Notifications)</li> <li>• <b>Mobile Approval Requests</b> (Managers Can Approve Travel on the Go)</li> <li>• <b>Traveller Itinerary &amp; Booking Confirmations</b> (Instant Access to Travel Details)</li> <li>• <b>Urgent Alerts &amp; Traveller Safety Information</b> (Emergency Updates &amp; Risk Management)</li> <li>• <b>Full Booking Confirmation Functionality</b> (Travel Booker &amp; Manager Approval for Confirmed Bookings)</li> </ul>		<p>value added services.</p> <p><b>4 = Very Good</b> All 5 relevant elements are outlined and are aligned to the project with 1 value added service.</p> <p><b>3 = Good</b> All 5 relevant elements are outlined and are aligned to the project.</p> <p><b>2 = Average</b> 4 relevant elements are outlined and are aligned to the project.</p> <p><b>1 = Poor</b> Less than 2 elements are outlined</p>
	<b>Total</b>	<b>100</b>	
	<b>THRESHOLD</b>	<b>70%</b>	

**NB: Bidder who do not meet the set minimum threshold of 70% on technical evaluation will not be evaluated further on price and specific goals.**

Each panel member will rate each individual criterion on the score sheet using the following scale:

Value	Description
5 - Excellent	Meets and exceeds the functionality requirements
4 - Very Good	Above average compliance to the requirements
3 - Good	Satisfactory and should be adequate for stated element
2 - Average	Compliance to the requirements
1 - Poor	Unacceptable, does not meet set criteria

- g) Individual value scores will be multiplied with the specified weighting for the criterion to obtain the marks scored for all elements. These marks will be added and expressed as a fraction of the best possible score for all criteria. This score will be converted to a percentage and only bidders that have met or exceeded the minimum threshold of 70% will be evaluated and scored in terms of pricing and specific goals as indicated hereunder.
- h) The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These marks will be added and expressed as a fraction of the best possible score for all criteria.

- i) This score will be converted to a percentage and only bidders that have met or exceeded the minimum threshold of 70% for functionality will be evaluated and scored in terms of pricing and specific goals.

## **TERMS AND CONDITIONS**

- a) Particular project/service will be initiated by means of written instructions to the successful bidders.
- b) National Treasury reserves the right to terminate the contract if there is a breach of the agreed specifications.
- c) National Treasury reserves the right to appoint or not to appoint.
- d) National Treasury reserves the right to terminate the contract where they are unable to meet the service level requirements or not compliant to other relevant legislations.
- e) The successful bidder will be subjected to company screening by the State Security Agency. This includes Director/s and personnel who will be involved in the project.
- f) National Treasury reserves the right to appoint more than one service provider for this project.

## **2. EVALUATION CRITERIA**

- a) In terms of regulation 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated by the State on the 80/20-preference point for Specific goals in terms of which points are awarded to bidders on the basis of:
  - The bid price (maximum 80 points)
  - Specific goals (maximum 20 points)
- b) The following formula will be used to calculate the points for price in respect of bidders with a Rand value up to R50 000 000:

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

Where

$P_s$  = Points scored for price of tender under consideration;

$P_t$  = Price of tender under consideration; and

$P_{\min}$  = Price of lowest acceptable tender.

A maximum of 20 points may be awarded to a tenderer for the specific goals specified for the tender. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places. Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

- c. The State reserves the right to arrange contracts with more than one contractor.

## 2.1 POINTS

The Preferential Procurement Regulations 2022 were gazetted on 4 November 2022 (No. 47452) with effect from 16 January 2023. The 80/20 preference points systems will be applied in accordance with the formula and applicable points provided for in the respective status level contributor tables in the Regulations.

***Note to organs of state: 80/20 preference point system is applicable, corresponding points must also be indicated as such.***

***Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)***

**NB: Points will be allocated based on % ownership to the Company (main tendering entity). Please attach proof/ required documents.**

#	Specific goals	Score	Required proof/ documents to be submitted for evaluation purposes
1	<b>The company owned by people who are Youth.</b> <ul style="list-style-type: none"> <li>100% company owned by people who are Youth = 5 points</li> <li>≥51% and &lt;100% company owned by people who are Youth = 3 points</li> <li>&gt;0% and &lt;51% company owned by people who are Youth = 1 point</li> <li>0% company owned by people who are Youth = 0 point</li> </ul>	5 points	<b>Proof of claim as declared on SBD 6.1 (one or more of the following will be used verifying the tenderer's status:</b> <ul style="list-style-type: none"> <li>Company Registration Certification/ document (CIPC)</li> <li>Company Shareholders certificate</li> <li>Certified identification documentation of company director/s</li> <li>CSD report/ CSD registration number (MAAA number)</li> <li>B-BBEE Certificate of the tendering company.</li> <li>Consolidated B-BBEE certificated if the tendering company is a Consortium, Joint Venture, or Trust (Issued by verification agency accredited by the South African Accreditation System).</li> <li>Agreement for a Consortium, Joint Venture, or Trust.</li> </ul>
2	<b>The company owned by Historically Disadvantaged Individuals (HDI) (Black).</b> <ul style="list-style-type: none"> <li>100% company owned by HDI = 10 points</li> </ul>	10 points	

	<ul style="list-style-type: none"> <li>• <math>\geq 51\%</math> and <math>&lt; 100\%</math> company owned by HDI = 8 points</li> <li>• <math>&gt; 0\%</math> and <math>&lt; 51\%</math> company owned by HDI = 4 points</li> <li>• 0% company owned by HDI = 0 point</li> </ul>		
3.	<b>The company owned by HDI (Women).</b> <ul style="list-style-type: none"> <li>• 100% company owned by HDI = 5 points</li> <li>• <math>\geq 51\%</math> and <math>&lt; 100\%</math> company owned by HDI = 3 points</li> <li>• <math>&gt; 0\%</math> and <math>&lt; 51\%</math> company owned by HDI = 1 point</li> <li>• 0% company owned by HDI = 0 point</li> </ul>	5 points	

**\*NB: Points will be allocated based on % ownership to the Company (main tendering entity). Please attach proof/ required documents.**

Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim with regard to preferences, in any manner required by the organ of state.

- The points scored by a bidder in respect of points indicated above will be added to the points scored for price.
- Bidders are requested to complete the various specific goals forms in order to claim points.
- Only a bidder who has completed and signed the declaration part of the preference claim form will be considered for specific goals.
- The National Treasury may, before a bid is adjudicated or at any time, require a bidder to substantiate claims made with regard to their specific goals.
- Points scored will be rounded off to the nearest 2 decimals.
- In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of points for the bid. Should two or more bids be equal in all respects, the award shall be decided by drawing of lots.

- g) A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.

### **3. MANDATORY REQUIREMENTS**

- 3.1** A paper-based administrative evaluation will be carried out on all the bids received and if the under mentioned documentation is not signed or attached, such a bid will be eliminated from any further evaluation.

- a) Proof of company registration on Central Supplier Database Registration (CSD)
- b) Submit a copy of a valid ASATA (Association of South African Travel Agents) Membership.
- c) Submit a copy of a valid International Air Transport Association (IATA) Membership.
- d) Submit a proof of TMC 24 hours emergency call centre (e.g. After-Hours call report, invoices or any other proof of the 24 hours emergency call.
- e) CVs of the proposed/nominated resource(s) must be submitted in the prescribed format in **(Annexure A1)**. The bidder must provide a CV for the nominated Account Manager, operational manager and two (2) CVs for consultants as required below. Each CV must clearly indicate the position of the resource as per our requirements and CVs must be signed by the proposed resource and not signed on behalf of the proposed resource. Where a bidder submits more than four (4) CVs only the first 4 will be considered in order of the required resources listed below.
- f) In the case of a Joint Venture, Consortium, Trust, or Partnership a Valid Tax Clearance Certificate and/or SARS issued pin code for both companies must be submitted (which will be verified)
- g) In the case of a Joint Venture, Consortium, Trust, or Partnership, a signed teaming agreement must be submitted.
- h) In the case of a Joint Venture, Consortium, Trust, or Partnership a Consolidated or for both companies Central Supplier Database Registration (CSD) or both companies CSD are required.

### **FAILURE TO ADHERE TO THE CONDITIONS OF THE BID WILL LEAD TO DISQUALIFICATION.**

#### **NOTE: Additional Required Documents (Not for elimination)**

- a) Tax compliance status verification Pin issued by SARS.
- b) Submit a copy of Companies and Intellectual Property Commission (CIPC) registration previously known as CK Document.
- c) Proof of valid registration with Compensation for Occupational Injuries and Disaster (COIDA).

- d) Valid work permit and existing security clearance for foreign nationals are compulsory
- e) All copies of qualification(s) must be certified, and the certification must be valid for six (6) months from the required bid submission date, if not the lowest points will be allocated.
- f) All foreign qualifications must be accompanied by South African Qualifications Authority (SAQA) certificate of evaluation, if not the lowest points will be allocated.

**4. TAX COMPLIANCE STATUS**

Bids received from bidders with a non-compliant tax status may be disqualified with failure to update the Tax Status within 7 days.

**5. VALUE ADDED TAX**

All bid prices must be inclusive of 15% Value-Added Tax where applicable.

**6. CLIENT BASE**

- 6.1** National Treasury reserves the right to contact references during the evaluation and adjudication process to obtain information.

**7. LEGAL IMPLICATIONS**

Successful service providers will enter into a service level agreement with National Treasury

**8. COMMUNICATION**

National Treasury may communicate with bidders for, among others, where bid clarity is sought, to obtain information or to extend the validity period. Any communication either by letter or electronic mail or any other form of correspondence to any government official, department or representative of a testing institution or a person acting in an advisory capacity for the National Treasury in respect of this bid between the closing date and the award of the bid by the bidder is prohibited.

## 9. SUBMISSION OF BIDS

### 9.1 ONLINE BID SUBMISSION

- 9.1.1 Bidders must submit their bids online through the e-Tender Publication portal.
- 9.1.2 Manual or hardcopy bids are **NOT** acceptable.
- 9.1.3 The online e-Tender publication portal can be accessed on the following link:  
<https://www.etenders.gov.za/>
- 9.1.4 The link for online bid submission tutorial is attached as  
<https://youtu.be/B7pNseNJYHM>
- 9.1.5 Bidders must ensure that bids are uploaded onto the system by the stipulated date and time.
- 9.1.6 If a bid is late and or loaded incorrectly by the closing date, it will not be accepted and receive further consideration.
- 9.1.7 Bidders are required to ensure that electronic bid submissions are done at least a day before the closing date to prevent issues which they may encounter due to their internet speed, bandwidth, or the size of the number of uploads they are submitting. National Treasury will not be held liable for any challenges experienced by bidders as a result of their technical challenges. Please do not wait for the last hour to submit. Queries sent on the closing date will not be considered, queries should be sent at least a day before the closing date to prevent issues of not receiving assistance and National Treasury will not be held liable resulting in non-submission.
- 9.1.8 Bidders to adhere to all the rules for the online bid submission.

## 10. LATE BIDS

Bids received after the closing date and time will **NOT** be accepted for consideration.

## 11. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Special Conditions by bidders will result in such bids being disqualified.

## 12. PROHIBITION OF RESTRICTIVE PRACTICES

- a. In terms of section 4(1) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is/ are or a contractor(s) was/were involved in:
  - directly or indirectly fixing a purchase or selling price or any other trading condition;

- dividing markets by allocating customers, suppliers, territories or specific types of goods or services; or
  - collusive bidding.
- b. If a bidder(s) or contractor(s), in the judgment of the purchaser, has/have engaged in any of the restrictive practices referred to above, the purchaser may, without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered or terminate the contract in whole or in part and refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

### **13. FRONTING**

- a. The National Treasury supports the spirit of broad-based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent, and legally compliant manner. Against this background the National Treasury condemns any form of fronting.

The National Treasury, 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 an enquiry/investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid/contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the National Treasury may have against the bidder/contractor concerned.

### **14. TIMEFRAMES AND FORMAL CONTRACT**

Successful bidder(s) will enter into a formal contract with the National Treasury.

### **15. FUNCTIONALITY/TECHNICAL PROPOSAL**

Bid No: **NT004-2025**

Description: **APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF TRAVEL MANAGEMENT COMPANY TO THE NATIONAL TREASURY FOR A PERIOD OF THREE (3) YEARS**



Bid closing date and time: **25 APRIL 2025 AT 11H00AM**

## **16 PRICE/ FINANCIAL PROPOSAL**

Bid No: **NT004-2025**

Description: **APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF TRAVEL MANAGEMENT COMPANY TO THE NATIONAL TREASURY FOR A PERIOD OF THREE (3) YEARS**

Bid closing date and time: **25 APRIL 2025 AT 11H00AM**

## **17 CONTACT DETAILS**

General/ Bid enquiries should be in writing to: [NTAdministrativeTenders@Treasury.gov.za](mailto:NTAdministrativeTenders@Treasury.gov.za)

## BIDDER'S DISCLOSURE

### 1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### 2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

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<sup>1</sup> the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....  
 .....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....  
 .....

### **3 DECLARATION**

I, \_\_\_\_\_ the \_\_\_\_\_ undersigned,  
 (name)..... in  
 submitting the accompanying bid, do hereby make the following  
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

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<sup>2</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....	.....
Signature	Date
.....	.....
Position	Name of bidder

**PRICING SCHEDULE**  
(Professional Services)

NAME OF BIDDER: ..... BID NO: NT004-2025

CLOSING TIME 11:00 AM ON 25 APRIL 2025

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY INCLUSIVE OF <u>VALUE ADDED TAX</u>
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**APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE NATIONAL TREASURY FOR A PERIOD OF THREE (3) YEARS**

Services must be quoted in accordance with the attached terms of reference.

Total cost of the assignment (R inclusive VAT)

R.....

**NB: Bidders are also advised to indicate a total cost breakdown for this assignment.**

The financial proposal for this assignment should cover for all assignment activities and outputs enumerated above.

2. Period required for commencement with project after acceptance of bid\_\_\_\_\_
3. Are the rates quoted firm for the full period? Yes/No
4. If not firm for the full period, provide details of the basis on which  
Adjustments will be applied for, for example consumer price index.

\_\_\_\_\_  
\_\_\_\_\_

Any enquiries regarding bidding procedures may be directed to –

**Department: National Treasury**

Any enquiries regarding technical enquiries may be directed to –

Contact Person: [NTAdministrativeTenders@Treasury.gov.za](mailto:NTAdministrativeTenders@Treasury.gov.za)

**PLEASE REFER TO THE ATTACHED TERMS OF REFERENCE FOR MORE INFORMATION.**

## PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

### 1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 **To be completed by the organ of state**

a) The applicable preference point system for this tender is the 80/20 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

### 2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations,

competitive tendering process or any other method envisaged in legislation;

- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

### 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

#### 3.1. POINTS AWARDED FOR PRICE

##### 3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

**80/20**

$$Ps = 80 \left( 1 - \frac{Pt - Pmin}{Pmin} \right)$$

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

### 4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
  - (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
  - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to

determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

***The 80/20 preference point system is applicable, corresponding points must also be indicated as such.***

***Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)***

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
<b>The company owned by people who are Youth.</b> <ul style="list-style-type: none"> <li>• 100% company owned by people who are Youth = 5 points</li> <li>• ≥51% and &lt;100% company owned by people who are Youth = 3 points</li> <li>• &gt;0% and &lt;51% company owned by people who are Youth = 1 point</li> <li>• 0% company owned by people who are Youth = 0 point</li> </ul>	5 points	
<b>The company owned by Historically Disadvantaged Individuals (HDI) (Black).</b> <ul style="list-style-type: none"> <li>• 100% company owned by HDI(Black) = 10 points</li> <li>• ≥51% and &lt;100% company owned by HDI (Black) = 8points</li> <li>• &gt;0% and &lt;51% company owned by HDI (Black)= 4 point</li> <li>• 0% company owned by HDI (Black)= 0 point</li> </ul>	10 points	



<b>The company owned by HDI (Women).</b> <ul style="list-style-type: none"> <li>• 100% company owned by HDI(Women) = 5 points</li> <li>• ≥51% and &lt;100% company owned by HDI (Women) = 3 points</li> <li>• &gt;0% and &lt;51% company owned by HDI (Women) = 1 point</li> <li>• 0% company owned by HDI(Women) = 0 point</li> </ul>	5 points	
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#### DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
  - ☐ One-person business/sole propriety
  - ☐ Close corporation
  - ☐ Public Company
  - ☐ Personal Liability Company
  - ☐ (Pty) Limited
  - ☐ Non-Profit Company
  - ☐ State Owned Company
- [TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
<b>SIGNATURE(S) OF TENDERER(S)</b>	
<b>SURNAME AND NAME:</b>	.....
<b>DATE:</b>	.....
<b>ADDRESS:</b>	.....
	.....

**GOVERNMENT PROCUREMENT**

**GENERAL CONDITIONS OF CONTRACT**

**NOTES**

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

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## **General Conditions of Contract**

### **1. Definitions**

1. The following terms shall be interpreted as indicated:
  - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
  - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
  - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
  - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
  - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
  - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
  - 1.7 "Day" means calendar day.
  - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
  - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
  - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
  - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
  - 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable.

Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- 1.13 “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 “GCC” means the General Conditions of Contract.
- 1.15 “Goods” means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 “Imported content” means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 “Local content” means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 “Manufacture” means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 “Order” means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 “Project site,” where applicable, means the place indicated in bidding documents.
- 1.21 “Purchaser” means the organization purchasing the goods.
- 1.22 “Republic” means the Republic of South Africa.
- 1.23 “SCC” means the Special Conditions of Contract.
- 1.24 “Services” means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

- |  |  |
|--|--|
| <b>2. Application</b>  | <p>2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.</p> <p>2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.</p> <p>2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.</p>   |
| <b>3. General</b>  | <p>3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.</p> <p>3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from <a href="http://www.treasury.gov.za">www.treasury.gov.za</a></p>  |
| <b>4. Standards</b>  | <p>4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.</p>  |
| <b>5. Use of contract documents and information; inspection.</b> | <p>5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.</p> <p>5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.</p> <p>5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.</p> <p>5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.</p> |
| <b>6. Patent rights</b>  | <p>6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.</p>   |
| <b>7. Performance security</b>                                   | <p>7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.</p>   |

- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
  - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

**8. Inspections,  
tests and  
analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with



supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

**9. Packing**

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

**10. Delivery and documents**

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

**11. Insurance**

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

**12. Transportation**

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

**13. Incidental services**

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
  - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
  - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
  - (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

#### 14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
  - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
  - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

#### 15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

- 16. Payment**
- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.
- 17. Prices**
- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.
- 18. Contract amendments**
- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.
- 19. Assignment**
- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.
- 20. Subcontracts**
- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.
- 21. Delays in the supplier's performance**
- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

## **22. Penalties**

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

## **23. Termination for default**

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

## **24. Anti-dumping and countervailing duties and rights**

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable

difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

**25. Force Majeure**

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

**26. Termination for insolvency**

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

**27. Settlement of Disputes**

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5 Notwithstanding any reference to mediation and/or court proceedings herein,

(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and

(b) the purchaser shall pay the supplier any monies due the supplier.

**28. Limitation of liability**

28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;

(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss

or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

**29. Governing language**

- 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

**30. Applicable law**

- 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

**31. Notices**

- 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

**32. Taxes and duties**

- 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

DEPARTMENT OF NATIONAL TREASURY



**PLEASE COMPLETE QUESTIONNAIRE A OR B**

**Contractors'/Suppliers' Questionnaire – Individuals:  
Questionnaire A**

Please answer the questions by marking the appropriate column with an "X".  
Please do not leave out any question relating to your specific circumstances.

<b>Contractor/Supplier Name:</b>	
<b>Natural Persons:</b>	
<b>Surname:</b>	
<b>Initials:</b>	
<b>First two names:</b>	
<b>Title:</b>	
<b>ID number or passport number:</b>	
<b>Nationality:</b>	
<b>Income Tax reference number:</b>	
<b>Date of birth:</b>	
<b>If not a citizen of the RSA, furnish a certified copy of a work permit:</b>	
<b>Postal address and code:</b>	
<b>Residential address and code:</b>	
<b>Telephone numbers:</b>	
<b>Facsimile numbers:</b>	
<b>E-mail address:</b>	
<b>If in possession of a tax clearance certificate or exemption certificate (IRP30), furnish a certified copy thereof:</b>	
<b>Jurisdiction in which contractor is "ordinarily resident" i.e. place of permanent residence:</b>	

## DEPARTMENT OF NATIONAL TREASURY

Question		Yes	No
1.	Do you supply services on behalf of a Labour Broker?		
2.	Are you subject to the control or supervision of the National Treasury (NT)? Including, but not limited to, the following: <ul style="list-style-type: none"> <li>The manner of duties performed;</li> <li>The hours of work;</li> <li>The quality of work.</li> </ul>		
3.	Are you paid at regular intervals i.e. daily, weekly, monthly etc? (If the payments are made at regular intervals or by a rate per time period)		
4.	Will payment to you include any benefits? Including, but not limited to, the following: <ul style="list-style-type: none"> <li>Leave pay;</li> <li>Medical aid;</li> <li>Training;</li> <li>Sick Leave.</li> </ul>		
5.	Will, or have you be/been in the full time employment of the NT?		
6.	Will you require of the NT to provide any equipment, tools, materials or office space, in order to fulfil the contract?		
7.	Do you supply these, or similar, services only to the NT and not to any other client or the general public?		
8.	Will you be required to work more than 22 hours per week?		
8.1	If "yes", will payment be made on an hourly, daily weekly or monthly basis?		
8.2.1	Will you work solely for the NT?		
8.2.2	Will you provide a written statement to this effect?		
<b>Non-Residents of the RSA</b>			
9.	Will you return to your jurisdiction of residence upon the termination of the contract?		
10.	Is the contract to exceed a period of three years?		
11.	Will you be returning to the jurisdiction of residence during the course of the contract? If so, for what periods of time?		
12.	Is your employer resident in the Republic of South		



## DEPARTMENT OF NATIONAL TREASURY

Question		Yes	No
	Africa or does a permanent establishment or branch represent the employer in the Republic?		
13.	If a permanent establishment or branch represents the employer in the Republic, will your salary be paid from such permanent establishment or branch?		
14.	Will you be required to perform any work outside of the Republic?		
15.	Do you agree to submit copies of your passport should the NT, so require?		

### PARTICULARS OF PERSON ACTING AS REPRESENTATIVE OF THE ENTERPRISE

I, the undersigned, confirm that the information provided above is accurate, and that while in receipt of payment from NT, will inform NT of any changes that take place pertaining the information provided above.

Representative's Full Names:	Capacity:	Contact number:
Signature:		Date:

DEPARTMENT OF NATIONAL TREASURY



**PLEASE COMPLETE QUESTIONNAIRE A OR B**

**Contractors'/Suppliers' Questionnaire – All Service Providers  
(excluding Individuals): Questionnaire B:**

Please answer the questions by marking the appropriate column with an "X".  
Please do not leave out any question relating to your specific circumstances.

<b>Contractor/Supplier Name:</b>	
<b>Corporate Contractors (including companies, close corporations and trusts):</b>	
<b>Registered name and furnish a certified copy of registration:</b>	
<b>Nature of legal entity:</b>	
<b>Trade name:</b>	
<b>Registration number:</b>	
<b>Date of incorporation:</b>	
<b>Jurisdiction of incorporation:</b>	
<b>Jurisdiction where effective management is performed:</b>	
<b>Income tax reference number:</b>	
<b>Employees' Tax reference number:</b>	
<b>Value Added Tax number and furnish a certified copy of VAT 103 Certificate:</b>	
<b>Postal address and code:</b>	
<b>Physical address and code:</b>	
<b>Telephone numbers:</b>	
<b>Facsimile numbers:</b>	
<b>E-mail address:</b>	

## DEPARTMENT OF NATIONAL TREASURY

Question		Yes	No
1.	Are you a "Labour Broker" i.e. do you provide payment for supplying the National Treasury (NT) with a person/s? If so, furnish a certified copy of an IRP30, which is valid for the period of the contract.		
2.	Is the service to be rendered personally by any person, who is a connected person, in relation to the entity? (For example a shareholder, member or their direct family)		
3.	Do you employ four or more employees on a full time basis throughout the year, excluding connected parties? If so, are these employees engaged in rendering the service to the NT? (For example secretarial employees would NOT be so engaged)		
4.	Would you be regarded as an employee of the NT if the service was rendered by the person directly to the NT, other than on behalf of the contractor?		
5.	Do you, the Company, Close Corporation or Trust receive any form of training supplied or paid for by NT? If "yes", please specify the nature and extent of the training:		
6.	Are you, the Company Close Corporation or Trust free to choose which tools or equipment, or staff, or raw materials, or routines, patents and technology to use in performing your main duties?		
7.	In order to perform your main duties, do you, or does such a person, Company, Close Corporation or Trust, use any tools or equipment supplied or paid for by NT? If "yes", please state the nature thereof:		
8.	Are you subject to the control or supervision of the NT, as to the manner in which, or hours during which, the duties are performed or are to be performed in rendering the service?		
9.	Will the amounts paid or payable in respect of the service consist of, or include, earnings of any description, which are payable at regular daily, weekly, monthly, or other intervals?		
10.	Will more than 80% of your income, during the year		

## DEPARTMENT OF NATIONAL TREASURY

Question		Yes	No
	of assessment, from services rendered, consist of or be likely to consist of amounts received directly or indirectly from <b>any one client</b> , or any associated institution, in relation to the client?		
11.	Does your contract contain any elements of an employment contract? [i.e. Job titles, reporting structure in organisation, fixed working hours, employment benefits, performance bonuses (excluding bonus and penalties for early or late delivery)]		
12.	Does your contract contain any clause that will enable you to receive payment, even if no work was done?		
13.	Have you ever been classified as a Labour Broker or personal services company (including Close Corporation and Trust) by SARS or any other client?		
14.	If the answer to question 13 was "yes", did anything change that no longer classifies you as a labour broker or personal services company? If "yes", elaborate:		

### PARTICULARS OF PERSON ACTING AS REPRESENTATIVE OF THE ENTERPRISE

I, the undersigned, confirm that the information provided above is accurate, and that while in receipt of payment from NT, will inform NT of any changes that take place pertaining the information provided above.

Representative's Full Names:	Capacity:	Contact number:
Signature:		Date: