



T53/08/13

**APPOINTMENT OF A TRAVEL
MANAGEMENT COMPANY FOR THE IDC
FOR A PERIOD OF THREE YEARS**

**CLOSING DATE: TUESDAY, 01
OCTOBER 2013 AT 12:00 NOON**

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SECTION 1: GENERAL CONDITIONS OF BID

1. Proprietary Information

Industrial Development Corporation of SA Ltd (IDC) considers this Bid and all related information, either written or verbal, which is provided to the respondent, to be proprietary to IDC. It shall be kept confidential by the respondent and its officers, employees, agents and representatives. The respondent shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of IDC.

2. Enquiries

- 2.1 All communication and attempts to solicit information of any kind relative to this Request for Proposal (RFP) should be channelled **in writing** to:

Name:	<u>Ms Shirley Mampuru</u>
Telephone Number: Office:	<u>+27 11 269 3583</u>
Fax Number:	<u>086 210 3583</u>
Email address:	<u>shirleym@idc.co.za</u>

- 2.2 Enquiries in relation to this RFP will not be entertained after **4h00pm on 23 September 2013**.
- 2.3 The enquiries will be consolidated and IDC will issue one response and such response will be posted, within two days after the last day of enquiries, onto IDC website (www.idc.co.za) under tenders i.e. next to the same bid document.
- 2.4 The IDC may respond to any enquiry in its absolute discretion and the bidder acknowledges that they will have no claim against the IDC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. Bid Validity Period

Responses to this bid received from vendors will be valid for a period of 120 days counted from the closing date of the bid.

4. Instructions on submission of Bids

- 4.1 Bids should be submitted in duplicate (2 hard copies) all bound in a sealed envelope endorsed, **T53/08/13: Appointment of a Travel Management Company for the IDC for a period of three (3) years**; and one electronic copy (on CD) in PDF format. The sealed envelope must be placed in the bid box at the Main Reception area of the IDC Building, 19 Fredman Drive Sandton by no later than 12:00 noon on Tuesday, 01 October 2013.
- 4.2 Bids must be submitted in a prescribed response format herewith reflected as **Response Format**.
- 4.3 The closing date, company name and the return address must also be endorsed on the envelope.

- 4.4 If a courier service company is being used for delivery of the bid document, the bid description must be endorsed on the delivery note/courier packaging and the courier must ensure that documents are placed / deposited into the bid box. **The IDC will not be held responsible for any delays where bid documents are handed to the IDC Receptionist.**
- 4.5 No bid received by telegram, telex, email, facsimile or similar medium will be considered.
- 4.6 Where a bid document is not in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **The IDC reserves the right not to evaluate any late bid response.**
- 4.7 Amended bids may be sent in an envelope marked "Amendment to bid" and should be placed in the bid box before the closing time.

5. Preparation of Bid Response

- 5.1 All the documentation submitted in response to this bid must be in English.
- 5.2 The bidder is responsible for all the cost that they shall incur related to the preparation and submission of the bid document.
- 5.3 Bids submitted by Companies must be signed by a person or persons duly authorised thereto by a resolution of a Board of Directors, a copy of which Resolution, duly certified be submitted with the Bid.
- 5.4 The bidder should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by IDC in regard to anything arising from the fact that pages are missing or duplicated.
- 5.5 A list of all references (minimum of 3) must be included in the bid response.
- 5.6 A valid tax clearance certificate must be included in the bid response or proof of application and endorsement by SARS in this regard.
- 5.7 A copy(s) of certificates from the organizations/ bodies that the bidder is affiliated to must be included in the bid response.

6. Supplier Performance Management

Supplier Performance Management is viewed by the IDC as critical component in ensuring value for money acquisition and good supplier relations between the IDC and all its suppliers.

The successful bidder shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the IDC, which will form an integral part of the supply agreement. The SLA will serve as a tool to measure, monitor and assess the supplier's performance level and ensure effective delivery of service, quality and value-add to IDC's business.

Bidders are required to comply with the above condition, and also provide a scorecard on how their product / service offering is being measured to achieve the objectives of this condition.

7. IDC's Rights

- 7.1 The IDC is entitled to amend any bid conditions, validity period, specifications, or extend the closing date of bid before the closing date. All bidders, to whom the bid documents have been issued and where the IDC have record of such bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the IDC's website under the relevant tender information. All prospective bidders should therefore ensure that they visit the website regularly and before they submit their tender response to ensure that they are kept updated on any amendments in this regard.
- 7.2 The IDC reserves the right not to accept the lowest bid or any bid in part or in whole. It normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is technically acceptable and/or financially advantageous to the IDC.
- 7.3 The IDC reserves the right to give preference to an empowerment company and /or may elect to award this bid on condition that a joint venture with an empowerment company is formed. The implications of such arrangement will be subject to negotiations between the IDC and the successful bidder.
- 7.4 The IDC reserves the right to award this bid as a whole or in part without furnishing reasons.
- 7.5 The IDC reserves the right to extend the scope of work relating to this tender to include any of its Subsidiaries if required. The implications of such scope changes will be subject to negotiations between the IDC and the successful bidder.
- 7.6 The IDC reserves the right to conduct site visits at bidder's corporate offices and / or at client sites if so required.

8. Undertakings by the Bidder

- 8.1 The bidder hereby offer to render all or any of the services described in the attached documents to the IDC on the terms and conditions and in accordance with the specifications stipulated in this Bid documents (and which shall be taken as part of, and incorporated into, this Proposal at the prices inserted therein).
- 8.2 Bids submitted by Companies must be signed by a person or persons duly authorised thereto by a resolution of a Board of Directors, a copy of which Resolution, duly certified be submitted with the Bid.
- 8.3 The bidder shall prepare for a possible presentation should IDC require such and the bidder shall be notified thereof in good time before the actual presentation date.
- 8.4 The bidder hereby agree that the offer herein shall remain binding upon him/her and receptive for acceptance by the IDC during the validity period indicated and calculated from the closing hour and date of the Bid; this offer and its acceptance shall be subject to the terms and conditions contained in this bid document.
- 8.5 The bidder furthermore confirm that he/she has satisfied himself/herself as to the correctness and validity of his/her Bid response that the price(s) and rate(s) quoted cover all the work/item(s) specified in the Bid response documents and that the price(s)

and rate(s) cover all his/her obligations under a resulting contract and that he/she accept that any mistakes regarding price(s) and calculations will be at his/her risk.

- 8.6 The bidder hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the Principal(s) liable for the due fulfilment of this contract.

9. Reasons for disqualification

- 9.1 The IDC reserves the right to disqualify any bidder which does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder, however the bidder will be notified in writing of such disqualification:
- 9.1.1 bidders who do not submit a valid and original Tax Clearance Certificate or proof of application of such as endorsed by SARS **on the closing date and time of the bid**;
- 9.1.2 bidders who submitted incomplete information and documentation according to the requirements of this bid document;
- 9.1.3 bidders who submitted information that is fraudulent, factually untrue or inaccurate information;
- 9.1.4 bidders who received information not available to other vendors through fraudulent means; and/or
- 9.1.5 bidders who do not comply with **mandatory requirements** as stipulated in this bid document.

10 Local Production and Content

The IDC promotes Local Production and Content. In the case of designated sectors, only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered. IDC reserves the right at its sole discretion to set minimum thresholds for sectors which may not have been declared as designated sectors by Treasury Authorities in an effort to stimulate local production and content.

11 Response Format (Returnable Schedules)

Bidders shall submit their responses in accordance with the response format specified below (each schedule must be clearly marked):

- 11.1 **Cover Page:** (the cover page must clearly indicate the bid reference number, bid description and the bidder's name)

11.2 Schedule 1:

- 11.2.1 Executive Summary
- 11.2.2 Annexure 1 of this bid document (duly completed and signed)

11.3 Schedule 2

- 11.3.1 Original and Valid tax clearance certificate(s);

- 11.3.2 Certified copies of your CIPRO company registration documents listing all members with percentages, in case of a CC. Or latest certified copies of all share certificates in case of a company;
- 11.3.3 Annexure 2 of this bid document (duly completed and signed);
- 11.3.4 BEE Certificate verified by a SANAS accredited verification agency or a letter from the supplier's auditor (option only for Exempted Micro Enterprises with annual turnover less than R5 million);

Note: If a Consortium, Joint Venture or Subcontractor, the documents listed above (11.3.1-3) must be submitted for each Consortium/ JV member or subcontractor.

11.4 Schedule 3:

- 11.4.1 Response to Section 2 of this document
- 11.4.2 Annexure 4 of this bid document, duly completed and signed (if applicable)

11.5 Schedule 4: Price Proposal (response to Section 3 of this bid document) (Must be submitted in a separate envelope)

11.6 One (1) CD with all Schedules listed above

12 Evaluation Criteria and Weightings

Bids shall be evaluated in terms of the following parameters:

12.1 Technical

Bids will be evaluated in accordance with the following technical criteria:

12.1.1 Mandatory Requirements

All bid responses that do not meet technical mandatory requirements may be disqualified and may not be considered for further evaluation on the Non-Mandatory technical requirements (If applicable).

12.1.2 Non-Mandatory Requirements

With regard to non-mandatory technical requirements, the following criteria and the weightings will be applicable:

ELEMENT	WEIGHT
Bidder's Relevant Experience	50
Bidder's Proposal	30
Experience, Skills and Qualifications of the Project Team	20
TOTAL	100%

Note: The minimum qualifying score for functionality is 70%. All bids that fail to achieve the minimum qualifying score on functionality shall not be considered for further evaluation on Price and BEE.

12.2 Preference Point System

All bids that will achieve the minimum qualifying score (acceptable bids) will be evaluated further in terms of the preference point system as follows:

CRITERIA	POINTS
Price	90
BEE	10
TOTAL	100 points

SECTION 2: TECHNICAL REQUIREMENTS SPECIFICATION

SECTION 2: TECHNICAL REQUIREMENTS SPECIFICATION

1. Special instructions to bidders

- 1.1 Should a vendor have reasons to believe that the requirement Specification is not open and/or is written for a particular brand or product or service provider; the bidder shall notify IDC Procurement within five (5) days after publication of the bid.
- 1.2 Bidders shall provide full and accurate answers to the questions posed in this document, and, where required explicitly state either "Comply/Not Comply" regarding compliance with the requirements. Bidders **must** substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/ technical requirements; failure to substantiate may lead to the bidder being disqualified. All documents as indicated must be supplied as part of the bid response. Failure to comply with Mandatory Requirements may lead to the bidder being disqualified. Mandatory Requirements will include minimum threshold for local content/ production for designated sectors.

2. Background Information

2.1 Purpose

The IDC seeks appoint a Travel Management Company for the provision of a total administration service of the in-house Travel Office for the Industrial Development Corporation of South Africa Limited in Sandton, including servicing all IDC's Regional Offices from one Hub (IDC Sandton In-house).

The successful Travel Management Company (TMC) will be required to resource the in-house Travel Office with an adequate number of consultants; booking and accounting systems required to run an effective and efficient in-house Travel Office.

2.2 IDC Travel Spend

The current IDC total spend per annum, which includes air travel, hotel accommodation, car hire, forex etc amounts to an estimated R35 million. This estimated spend is based on the last financial year's figures as follows:

Service/ Category	Transactions	Total (ZAR)	% Split
Domestic Air Travel	4 053	R12 568 540	33.4%
International Air Travel	634	R9 577 604	25.5%
Accommodation (Domestic and International)	2 768	R6 804 195	18.1%
Forex	621	R5 514 596	14.7%
Car Hire	2 102	R2 679 226	7.1%
Conferences	7	R178 877	0.5%
Visas and Passports	123	R167 413	0.4%

Note: These figures are projections based on the current trends and they may change from time to time due to the following; amongst others; circumstances:

- Travel that is project driven (short/long term projects)

- **Training and/or workshops**
- **Conferences**
- **Involvement of IDC in other countries**

3. IDC Booking Processes

3.1 Reservations

- 3.1.1 All International and Domestic Travel arrangements in respect of business trips are made through the Travel Office, whether for air-tickets, hotel accommodation, car hire, visas, trains, transfers via chauffeur services, etc.
- 3.1.2 All official IDC travel undertaken by IDC employees must be pre-approved by the relevant Departmental/SBU Head or Executive Management (as appropriate).
- 3.1.3 Travel arrangements for temporary staff, interviewees, consultants and others must be pre-approved via a purchase order and invoiced to IDC monthly.
- 3.1.4 Travel bookings arranged telephonically or by email must be confirmed in writing with the traveler. The Travel Office is to obtain the Trip Request number or Purchase Order number from the traveler or person coordinating the travel arrangements.
- 3.1.5 Travel arrangements for leisure travel may also be made by IDC employees through the Travel Office; however these will necessarily receive a lower priority rating in terms of service levels than official travel, and the commission generated from these transactions is included from the recovery of commission against management fees.
- 3.1.6 Visa applications and courier services to and from the embassies/consulates are to be arranged by Travel Office, who will also provide all necessary assistance to staff in this regard to ensure that visa applications proceed smoothly and that IDC's business travel is not impacted by the lack of visas on international trips. Courier service fees are to be invoiced monthly to IDC.
- 3.1.7 Foreign currency purchases from the approved currency services provider must be attended to in accordance with currency requested and approved on the Trip Request. The Travel Office will complete the necessary documentation (as required by the SA Reserve Bank) on behalf of the traveler.
- 3.1.8 Only once the Trip Request has been approved by the appropriate authority may the Travel Office issue the relevant travel documentation. The Travel Office must obtain signature on the Foreign Currency purchase invoices from the traveler or his/her appointed delegate to prove delivery of the currency to the traveler or delegate.
- 3.1.9 The Travel Office must issue all necessary travel documents and vouchers timeously to travelers prior to departure dates.
- 3.1.10 The Travel Office must always endeavor to make the most cost effective travel arrangements and reservations, taking into consideration of the convenience for the IDC staff. The Travel Office must be in a position to offer advice and alternative plans for consideration by the traveler.

- 3.1.11 The Travel Office must issue all the necessary travel insurance documentation as well as foreign currency, where applicable, to the traveler prior to departure.

3.2 Air Travel

- 3.2.1 International: The airline which provides the most cost effective/convenient routings may be used. The Travel Office should obtain a minimum of four quotes or more where applicable.
- 3.2.2 Domestic: The IDC will book the lowest airfares possible for domestic travel. The Travel Office should obtain a minimum of three quotes or more, where applicable.
- 3.2.3 Airline Corporate Agreements: IDC has concluded Corporate Travel Agreements with some airlines – the credits earned by IDC will be used at IDC's discretion.

3.3 Hotel Accommodation

- 3.3.1 International: Where applicable staff may stay only at the hotels with which IDC has concluded corporate agreements. Should there be no rate agreement in place with a hotel or chain of hotels in the town of destination, the Travel Office will source suitable accommodation, bearing in mind the requirement of convenience for the traveler and conformation with acceptable costs, or as stipulated in written directives issued from time to time by IDC. Travel Office staff should be in a position to offer recommendations to IDC staff regarding hotels in the major foreign destinations.
- 3.3.2 Local: Where applicable staff may stay only at the hotels with which IDC has concluded corporate agreements. Should there be no rate agreement in place in the destination, or should the contracted hotel be unable to accommodate the traveler, the Travel Office will source suitable accommodation bearing in mind the requirement of convenience for the traveler and conformation with acceptable costs, or as stipulated in written directives issued from time to time by IDC.
- 3.3.3 Contracted hotel rates are negotiated directly with the hotels by IDC and are non-commissionable, where commissions are earned for IDC bookings all these should be returned to the IDC.
- 3.3.4 Bill-back vouchers or prepayment issued to cover hotel accommodation for all IDC travellers and must be invoiced to IDC monthly. Such invoices must be supported by a copy of the original hotel accommodation charges.

3.4 Car Hire

- 3.4.1 Domestic Hire: Staff may book vehicles in accordance with the IDC's approved Travel Policy with only the preferred Car Rental Service Providers.
- 3.4.2 International Hire: IDC travelers are encouraged to opt for alternative ground transportation other than Car hire. IDC travellers are to book group/type of cars equivalent of what is permitted on domestic travel.

- 3.4.3 The Travel Office must advise all travelers to consider accident/theft waivers when booking car hire for private reasons/use.
- 3.4.4 Airport transfers: Travel Office will, if requested by the traveler, book airport transfers from approved service providers in accordance with the approved Travel Policy. These should only be done upon receipt of a special approval in writing authorised only by Executive Management.

3.5 Upgrading or Downgrading

The Travel Office must ensure that upgrading in respect of air travel, hotel accommodation and car hire, both internationally and domestically, by professional and administrative staff is only done in exceptional circumstances and must in all instances be approved by the relevant authority. Downgrading of business class tickets to obtain duplicate economy class tickets is not permitted.

3.6 Payment of Travel Accounts

- 3.6.1 All accounts for hotel accommodation and car hire are paid directly the Travel Office using the Bill Back vouchers, Prepayment System, Lodge Card or Direct Billing Instruction, where appropriate.
- 3.6.2 All IDC official Air-tickets are paid via IDC's Travel Lodge Card Account and a Cash account for contractors which will be sent to the IDC for settlement.
- 3.6.3 Bill-back vouchers issued to contractors must be invoiced by Travel office monthly.
- 3.6.4 Where refunds in respect of air-tickets are applicable, the Travel Office will arrange for the refund from the airline directly to the IDC's Travel Lodge Account, if applicable. Tax credit invoices for such refunds are to be raised monthly.
- 3.6.5 Tax invoices for air tickets are to be provided monthly to IDC Financial Management Department. Invoices are to reflect payment by IDC's Travel Lodge Account, where applicable.

4. Reports

The following reports/information (and not limited to) should, on a monthly & quarterly basis, be submitted by the Travel Office to the IDC Travel Manager - Support Services:

- Monthly Travel Management Reports;
- Detailed Air Travel reports
- Monthly Car Hire reports
- Monthly Accommodation spend reports
- Monthly Visa, Forex and other spends
- Annual reports in respect of changes in international and domestic hotel tariffs
- All other detailed and summarized reports that IDC may deem necessary; and
- Monthly service level assessments

5. Facilities

The IDC will provide the Travel Office with the following facilities:

- Office Space
- Office Furniture
- Telephones
- Photocopier
- Shelving
- Safe
- Tea/Coffee making facilities

6. Contract Term

The Travel Management Company will be appointed to manage the IDC in-house Travel Office for a period of three (3) years.

7. Technical Evaluation Criteria

7.1 Mandatory Technical Requirements

7.1.1 IATA Accreditation	Comply	Not Comply
<p>The bidder must be an accredited Travel Agent by International Air Transport Association (IATA).</p> <p>Please provide a copy of a valid certificate as proof of your accreditation by IATA.</p>		
Substantiate:		

7.1.2 Bidder's Experience	Comply	Not Comply
<p>The bidder must have experience in providing travel management services for an in-house Travel Office.</p> <p>Please provide three (3) references of existing clients which are of IDC size or bigger in terms of average spend per annum. Please refer to Table (a) of Annexure 3 of this document for the required information.</p>		
Substantiate:		

7.1.3 After-hours and emergency Service	Comply	Not Comply

<p>The bidder must have capacity to provide reliable and consistent after-hour and emergency support to IDC travellers.</p> <p>Please provide details your after-hour support e.g. how it is accessed by Travellers, where it is located, centralized/ regionalized, in-country (owned)/ outsourced etc.</p>		
<p><u>Substantiate:</u></p>		

7.1.3 IDC Travel Policy	Comply	Not Comply
The bidder must agree to adhere to and promote IDC's Travel Policy.		
<p><u>Substantiate:</u></p>		

7.2 Non-Mandatory Technical Requirements

Note: Responses provided in terms of this statement of compliance should be substantiated in the columns provided, and where the space is insufficient, please add or refer to any additional annexures in your response dealing with this.

7.2.1 Services

The Travel Management Company (TMC) must indicate their ability to do the following and to substantiate as required:	Comply	Partial	Not Comply	Substantiation
<p>Manage all reservations/ bookings. Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); rental car; flights etc.</p>				
<p>Process and coordinate passport and visa requests. Describe any specific capabilities you have to process or coordinate requests for passports and visas.</p>				
<p>Manage non-refundable airline-tickets. How can you help IDC manage its inventory of unused non-refundable airline tickets? Is there a best practice you recommend?</p>				
<p>Provide additional airline services. Indicate your ability to secure special airline services for travellers including preferred seating, upgrades, waitlist clearance, etc.</p>				

<p>The Travel Management Company (TMC) must indicate their ability to do the following and to substantiate as required:</p>	<p>Comply</p>	<p>Partial</p>	<p>Not Comply</p>	<p>Substantiation</p>
<p>Manage/ arrange a complex itinerary in a cost-effective manner. Provide an example of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirements, confirmation numbers and more. Do you have a service that will search for the lowest fares for complex international itineraries? Please describe.</p>				
<p>Effectively manage invoicing. Describe how invoicing will be handled.</p>				
<p>Lodge Card Reconciliation: Please describe credit card reconciliation process, timing and deliverable.</p>				
<p>Provide VIP Traveller Services. What service configuration do you propose for IDC's executives both prior to and during travel?</p>				
<p>Provide leisure and vacation services. What capabilities does your company have for providing leisure and vacation services for IDC's employees? How are these services priced? Is there a discount you can extend to them for this service?</p>				
<p>Provide value-added services. Please provide information on any value-added services your company can offer to IDC.</p>				
<p>Effective handling of queries. What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues.</p>				
<p>Manage IDC negotiated rates/ fares. How do you ensure that IDC's specific rates are secured? Describe any automated tools used to assist with maintenance and processing of IDC negotiated fares.</p>				
<p>Manage group bookings. Describe your capabilities for handling group bookings (e.g. for meetings, incentives, conferences, event - MICE).</p>				

7.2.2 Service Configuration

<p>The Travel Management Company (TMC) must indicate their ability to do the following and to substantiate as required:</p>	<p>Comply</p>	<p>Partial</p>	<p>Not Comply</p>	<p>Substantiation</p>
<p>The TMC must ensure that they have adequate staff to service the IDC at times. Provide the proposed number of travel consultants to service IDC account on-site. Describe how the number of consultants is calculated.</p>				
<p>The proposed travel consultants must have relevant experience. What is the average experience and tenure of your proposed travel consultants?</p>				
<p>The TMC must be flexible and be able to adjust staffing levels in line with IDC requirements. Describe the forecasting system you employ to staff your operations in response to volume changes owing to conferences, project-related volumes, etc.</p>				
<p>The TMC must ensure consistent quality service for the IDC. Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service.</p>				
<p>The TMC must provide Special Rates/Fares/Rebates to the IDC. Fully describe any special pricing relationships you can pass to IDC, and indicate how these will be administered.</p>				
<p>The TMC must ensure cost savings for the IDC. Describe your detailed strategic cost savings plan for IDC for the contract duration. What items do you target for maximum cost savings results?</p>				
<p>The TMC must ensure seamless implementation of service. Please provide a detailed plan for implementing your services with IDC. The plan must include the following items -- a) Individuals responsible for implementation; b) Project Plan for implementation. Include timeline, roles and responsibilities to ensure a 01 April 2013 start date; c) Technology implementation schedule; d) Dependencies</p>				

7.2.3 Systems

The Travel Management Company (TMC) must indicate their ability to do the following and to substantiate as required:	Comply	Partial	Not Comply	Substantiation
<p>The TMC must use effective and efficient booking system. Describe your proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT). If more than one system is used, indicate the % split in transaction.</p>				
<p>The proposed system must have functionality for traveller profile creation and management. Describe your systems capabilities in this regard. If more than one system is used, indicate how synchronisation of profile data is managed.</p>				
<p>The TMC must be able to handle/ book web-fares. Describe how do the travel consultants access and book web fares i.e. non-GDS inventories (low cost carriers/ consolidators), and hotel web rates?</p>				
<p>The TMC must ensure full data protection i.e. protect confidential company and traveller data. Describe how is your company prepared to safeguard IDC's data privacy interests.</p>				

7.2.4 Account Management

The Travel Management Company (TMC) must indicate their ability to do the following and to substantiate as required:	Comply	Partial	Not Comply	Substantiation
<p>The TMC must provide a dedicated Key Account Manager to support IDC's account activities. Describe the responsibilities of the Key Account Manager.</p>				
<p>The TMC must ensure regular contract/ service reviews. Provide a sample of your standard contract/service reviews, including reports, KPIs, SLAs, savings and program/ service maximization/ improvement initiatives.</p>				
<p>The TMS must submit consolidated monthly reports to the IDC reflecting all travel related activities. Provide a sample of standard report reflecting, but not limited to, the following: spend per category, savings etc.</p>				

7.2.5 Travel Management Company Profile

Provide the following information:	Comply	Partial	Not Comply	Substantiation
Explain how you differentiate yourself from your competition. What are your TMC's core competencies?				
Affiliation to industry associations. Please provide documentary proof of valid membership issued by the association in their official letter head. Indicate how the affiliation will benefit the IDC.				
What is the largest account you have lost in the last eighteen months due to a reason other than consolidation or change of ownership ? Why did this company change travel management companies? Provide the contact name, address and telephone number of the primary contact for this account.				

SECTION 3: PRICE PROPOSAL

SECTION 3: Cost Proposal

- 1 Please indicate your total bid price here: R..... (compulsory) (Option 1)
 2 Please indicate your total bid price here: R..... (compulsory) (Option 2)
 3 **NOTE: All prices must be VAT exclusive and must be quoted in South African Rand (ZAR).**
 4 Are the rates quoted firm for the full period of the contract?

YES	NO
-----	----

Important: If not firm for the full period, provide details of the basis on which adjustments shall be applied e.g. CPI, and also details of the cost breakdown.

4

The bidder must indicate CLEARLY which portion of the bid price is linked to the exchange rate.	Comply	Not Comply
Substantiate / Comments		

5

All additional costs must be clearly specified and included in the total bid price.	Comply	Not Comply
Substantiate / Comments		

6

Payments will be linked to specified deliverables after such deliverables have been approved by the IDC.	Comply	Not Comply
Substantiate / Comments		

7 COSTING MODEL

Note: The bidder must provide cost proposals for both Pricing Options. IDC reserves its right to select the most cost effective option.

7.1 Transaction Fee – Option 1

TRANSACTION TYPE	ESTIMATED NO OF TRANSACTION PER ANNUM	COST PER TRANSACTION	TOTAL COST PER ANNUM
A. AIR TRAVEL			
Domestic transaction			
International transaction			
Re-issue			
Refund			
B. VEHICLE RENTAL			
Vehicle Rental transaction (domestic)			
Shuttle Rental transaction (domestic)			
C. ACCOMMODATION			

TRANSACTION TYPE	ESTIMATED NO OF TRANSACTION PER ANNUM	COST PER TRANSACTION	TOTAL COST PER ANNUM
Accommodation transaction (Domestic)			
Accommodation transaction (International)			
TOTAL COST (VAT Excl.) YEAR 1			
TOTAL COST (VAT Excl.) YEAR 2			
TOTAL COST (VAT Excl.) YEAR 3			
TOTAL BID PRICE (VAT EXCL.)			

Note: Please list all additional cost associated with the transactions listed above, with the conditions of when such costs would apply.

7.1 Management Fee

DESCRIPTION		MONTHLY MANAGEMENT FEE	MANAGEMENT FEE PER ANNUM
Management Fee	Year 1		
	Year 2		
	Year 3		
TOTAL BID PRICE (VAT EXCL.)			

Note: The monthly management fee must be inclusive of all costs related to providing travel management service on-site.

Price Declaration Form

Dear Sir,

Having read through and examined the Request For Proposal (RFP) Document, RFP no. **T53/09/13** the General Conditions, The Requirement and all other Annexures to the RFP Document, we offer to provide in-house (on-site) travel management service to the IDC at the following total amount including escalation costs:

Option 1: Transaction Fee

R..... (Excluding VAT)

In words

R.....(Excluding VAT)

Option 2: Management Fee

R..... (Excluding VAT)

In words

R.....(Excluding VAT)

We confirm that this price covers all activities associated with the project management and consulting service, as called for in the Bid document. We confirm that IDC will incur no additional costs whatsoever over and above this amount in connection with the provision of this service.

We undertake to hold this offer open for acceptance for a period of 120 days from the date of submission of offers. We further undertake that upon final acceptance of our offer, we will commence with the provision of service when required to do so by the IDC.

We understand that you are not bound to accept the lowest or any offer and that we must bear all costs which we have incurred in connection with preparing and submitting this bid.

We hereby undertake for the period during which this bid remains open for acceptance not to divulge to any persons, other than the persons to which the bid is submitted, any information relating to the submission of this bid or the details therein except where such is necessary for the submission of this bid.

SIGNED

DATE

(Print name of signatory)

Designation

FOR AND ON BEHALF OF: COMPANY NAME

Tel No

Fax No

Cell No

SECTION 4: ANNEXURES

Annexure 1 – Acceptance of Bid Conditions and Bidder’s Details

Request for Proposal No: _____

Name of Bidder: _____

Authorised signatory: _____

Name of Authorised Signatory _____

Position of Authorised Signatory _____

By signing above the bidder hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the Principal(s) liable for the due fulfilment of this contract.

[Note to the Bidder: The Bidder must complete all relevant information set out below.]

BIDDING STRUCTURE

Indicate the type of Bidding Structure by marking with an ‘X’:	
Individual Bidder	
Joint Venture/ Consortium	
Sub Contractors	
Other	

REQUIRED INFORMATION

If Individual Bidder:	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Fax Number	
Email address	
Postal Address	
Physical Address	

If Joint Venture or Consortium, indicate the following for each partner:	
Partner 1	
Name of Company	
Registration Number	
Vat registration Number	

Contact Person	
Telephone Number	
Fax Number	
Email address	
Postal Address	
Physical Address	
Partner 2	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Fax Number	
Email address	
Postal Address	
Physical Address	

If using sub-contractors, indicate the following:	
Prime Contractor	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Fax Number	
Email address	
Postal Address	
Physical Address	
Sub contractors	
Name of Company	

Company Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Fax Number	
Email address	
Postal Address	
Physical Address	

Annexure 2 - Supply chain management practices questionnaire

Request for Proposal No: _____
 Name of Respondent: _____
 Authorised signatory: _____

[Note to the Respondent: the Respondent must complete the information set out below. If the Respondent requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below and return it with Returnable Schedule 2.]

The Respondent must complete the following questionnaire.

Respondent's past supply chain management practices:

Item	Question	Yes	No
3.1	<p>Is the Respondent or any of its directors listed on the South African National Treasury's database as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this database were informed in writing of this restriction by the South African National Treasury after the <i>audi alteram partem</i> rule was applied).</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If so, provide particulars:		
3.2	<p>Is the Respondent or any of its directors listed on the Register for Bid Defaulters in terms of section 29 of the <i>Prevention and Combating of Corrupt Activities Act</i> No 12 of 2004?</p> <p>To access this Register enter the National Treasury's website, www.treasury.gov.za, click on the icon "Register for Bid Defaulters" or submit your written request for a hard copy of the Register to facsimile number +27123265445.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If so, provide particulars:		
3.3	<p>Was the Respondent or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If so, provide particulars:		

Item	Question	Yes	No
3.4	Does the Respondent relate to any IDC employee or part of IDC current or past staff (employee) establishment?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If so, provide particulars:		
3.5	Was any contract between the Respondent and any organ of state (within the Republic of South Africa or within any foreign territory) terminated during the past five years on account of failure to perform on or comply with the contract?		
	If so, provide particulars:		

I, _____ (print name) hereby certify that the information, facts and representations are correct and that I am duly authorized to sign on behalf of the company.

Name of Company: _____

Company Registration Number: _____

Company VAT Registration Number: _____

Signature

Date

Annexure 3: Response Format for Section 2 Bidder's Experience and the proposed Project Team

Request for Proposal No: _____

Name of Respondent: _____

Authorised signatory: _____

[Note to the Bidder: The bidder must complete the information set out below in response to the requirements stated in Section 2 of this bid document. If the bidder requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below and return it with this Returnable Schedule 3.]

The bidder must provide the following information:

(a) Details of the bidder's current contracts of similar type, size and complexity to the required services set out in Section 2 of this document:

Client' Name	Annual Travel Spend	Break down of transaction volumes per annum		Contract Start Date and End Date	Name, title and telephone contact of client
		Service/ Category	A		
		Domestic Air Travel			
		International Air Travel			
		Accommodation			
		Car Hire			
		Domestic Air Travel			
		International Air Travel			
		Accommodation			
		Car Hire			
		Domestic Air Travel			

		Internati onal Air Travel			
		Accom modatio n			
		Car Hire			

(b) Details of the bidder's proposed project team experience:

Name	Po sit io n	(a) Role / Duties in this Project	Project description, Client, Project period

Annexure 4: Declaration Form for Local Content

SBD 6.2

DECLARATION CERTIFICATE FOR LOCAL PRODUCTION AND CONTENT FOR DESIGNATED SECTORS

This Standard Bidding Document (SBD) must form part of all bids invited. It contains general information and serves as a declaration form for local content (local production and local content are used interchangeably).

Before completing this declaration, bidders must study the General Conditions, Definitions, Directives applicable in respect of Local Content as prescribed in the Preferential Procurement Regulations, 2011, the South African Bureau of Standards (SABS) approved technical specification number SATS 1286:2011 (Edition 1) and the Guidance on the Calculation of Local Content together with the Local Content Declaration Templates [Annex C (Local Content Declaration: Summary Schedule), D (Imported Content Declaration: Supporting Schedule to Annex C) and E (Local Content Declaration: Supporting Schedule to Annex C)].

1. General Conditions

- 1.1. Preferential Procurement Regulations, 2011 (Regulation 9) makes provision for the promotion of local production and content.
- 1.2. Regulation 9.(1) prescribes that in the case of designated sectors, where in the award of bids local production and content is of critical importance, such bids must be advertised with the specific bidding condition that only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered.
- 1.3. Where necessary, for bids referred to in paragraph 1.2 above, a two stage bidding process may be followed, where the first stage involves a minimum threshold for local production and content and the second stage price and B-BBEE.
- 1.4. A person awarded a contract in relation to a designated sector, may not sub-contract in such a manner that the local production and content of the overall value of the contract is reduced to below the stipulated minimum threshold.
- 1.5. The local content (LC) expressed as a percentage of the bid price must be calculated in accordance with the SABS approved technical specification number SATS 1286: 2011 as follows:

$$LC = [1 - x / y] * 100$$

Where

x is the imported content in Rand

y is the bid price in Rand excluding value added tax (VAT)

Prices referred to in the determination of x must be converted to Rand (ZAR) by using the exchange rate published by South African Reserve Bank (SARB) at 12:00 on the date of advertisement of the bid as indicated in paragraph 4.1 below.

The SABS approved technical specification number SATS 1286:2011 is accessible on [http://www.thedti.gov.za/industrial development/ip.jsp](http://www.thedti.gov.za/industrial%20development/ip.jsp) at no cost.

1.6 A bid may be disqualified if –

- (a) this Declaration Certificate and the Annex C (Local Content Declaration: Summary Schedule) are not submitted as part of the bid documentation; and
- (b) the bidder fails to declare that the Local Content Declaration Templates (Annex C, D and E) have been audited and certified as correct.

2. Definitions

- 2.1. **“bid”** includes written price quotations, advertised competitive bids or proposals;
- 2.2. **“bid price”** price offered by the bidder, excluding value added tax (VAT);
- 2.3. **“contract”** means the agreement that results from the acceptance of a bid by an organ of state;
- 2.4. **“designated sector”** means a sector, sub-sector or industry that has been designated by the Department of Trade and Industry in line with national development and industrial policies for local production, where only locally produced services, works or goods or locally manufactured goods meet the stipulated minimum threshold for local production and content;
- 2.5. **“duly sign”** means a Declaration Certificate for Local Content that has been signed by the Chief Financial Officer or other legally responsible person nominated in writing by the Chief Executive, or senior member / person with management responsibility (close corporation, partnership or individual).
- 2.6. **“imported content”** means that portion of the bid price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or its subcontractors) and which costs are inclusive of the costs abroad (this includes labour or intellectual property costs), plus freight and other direct importation costs, such as landing costs, dock duties, import duty, sales duty or other similar tax or duty at the South African port of entry;
- 2.7. **“local content”** means that portion of the bid price which is not included in the imported content, provided that local manufacture does take place;
- 2.8. **“stipulated minimum threshold”** means that portion of local production and content as determined by the Department of Trade and Industry; and

2.9. “**sub-contract**” means the primary contractor’s assigning, leasing, making out work to, or employing another person to support such primary contractor in the execution of part of a project in terms of the contract.

3. **The stipulated minimum threshold(s) for local production and content (refer to Annex A of SATS 1286:2011) for this bid is/are as follows:**

<u>Description of services, works or goods</u>	<u>Stipulated minimum threshold</u>
_____	_____ %
_____	_____ %

4. Does any portion of the services, works or goods offered have any imported content?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

4.1 If yes, the rate(s) of exchange to be used in this bid to calculate the local content as prescribed in paragraph 1.5 of the general conditions must be the rate(s) published by SARB for the specific currency at 12:00 on the date of advertisement of the bid.

The relevant rates of exchange information is accessible on www.reservebank.co.za.

Indicate the rate(s) of exchange against the appropriate currency in the table below (refer to Annex A of SATS 1286:2011):

Currency	Rates of exchange
US Dollar	
Pound Sterling	
Euro	
Yen	
Other	

NB: Bidders must submit proof of the SARB rate (s) of exchange used.

5. Were the Local Content Declaration Templates (Annex C, D and E) audited and certified as correct?

(Tick applicable box)

YES		NO	
-----	--	----	--

5.1. If yes, provide the following particulars:

- (a) Full name of auditor:
- (b) Practice number:
- (c) Telephone and cell number:
- (d) Email address:

(Documentary proof regarding the declaration will, when required, be submitted to the satisfaction of the Accounting Officer / Accounting Authority)

6. Where, after the award of a bid, challenges are experienced in meeting the stipulated minimum threshold for local content the dti must be informed accordingly in order for the dti to verify and in consultation with the AO/AA provide directives in this regard.

LOCAL CONTENT DECLARATION

(REFER TO ANNEX B OF SATS 1286:2011)

LOCAL CONTENT DECLARATION BY CHIEF FINANCIAL OFFICER OR OTHER LEGALLY RESPONSIBLE PERSON NOMINATED IN WRITING BY THE CHIEF EXECUTIVE OR SENIOR MEMBER/PERSON WITH MANAGEMENT RESPONSIBILITY (CLOSE CORPORATION, PARTNERSHIP OR INDIVIDUAL)

IN RESPECT OF BID NO.

ISSUED BY: (Procurement Authority / Name of Institution):

NB

1 The obligation to complete, duly sign and submit this declaration cannot be transferred to an external authorized representative, auditor or any other third party acting on behalf of the bidder.

2 Guidance on the Calculation of Local Content together with Local Content Declaration Templates (Annex C, D and E) is accessible on <http://www.thdti.gov.za/industrialdevelopment/ip.jsp>. Bidders should first complete Declaration D. After completing Declaration D, bidders should complete Declaration E and then consolidate the information on Declaration C. **Declaration C should be submitted with the bid documentation at the closing date and time of the bid in order to substantiate the declaration made in paragraph (c) below.** Declarations D and E should be kept by the bidders for verification purposes for a period of at least 5 years. The successful bidder is required to continuously update Declarations C, D and E with the actual values for the duration of the contract.

I, the undersigned, (full names),
do hereby declare, in my capacity as

of(name of bidder entity), the following:

- (a) The facts contained herein are within my own personal knowledge.
- (b) I have satisfied myself that:
 - (i) the goods/services/works to be delivered in terms of the above-specified bid comply with the minimum local content requirements as specified in the bid, and as measured in terms of SATS 1286:2011; and
 - (ii) the declaration templates have been audited and certified to be correct.
- (c) The local content percentage (%) indicated below has been calculated using the formula given in clause 3 of SATS 1286:2011, the rates of exchange indicated in paragraph 4.1 above and the information contained in Declaration D and E which has been consolidated in Declaration C:

Bid price, excluding VAT (y)	R
Imported content (x), as calculated in terms of SATS 1286:2011	R
Stipulated minimum threshold for local content (paragraph 3 above)	
Local content %, as calculated in terms of SATS 1286:2011	

If the bid is for more than one product, the local content percentages for each product contained in Declaration C shall be used instead of the table above.

The local content percentages for each product has been calculated using the formula given in clause 3 of SATS 1286:2011, the rates of exchange indicated in paragraph 4.1 above and the information contained in Declaration D and E.

- (d) I accept that the Procurement Authority / Institution has the right to request that the local content be verified in terms of the requirements of SATS 1286:2011.
- (e) I understand that the awarding of the bid is dependent on the accuracy of the information furnished in this application. I also understand that the submission of incorrect data, or data that are not verifiable as described in SATS 1286:2011, may result in the Procurement Authority / Institution imposing any or all of the remedies as provided for in Regulation 13 of the Preferential Procurement Regulations, 2011 promulgated under the Preferential Policy Framework Act (PPPFA), 2000 (Act No. 5 of 2000).

SIGNATURE: _____ **DATE:** _____

WITNESS No. 1 _____ **DATE:** _____

WITNESS No. 2 _____ **DATE:** _____

Annexure 5 – Declaration of Interest

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative:

2.2 Identity Number:.....

2.3 Position occupied in the Company (director, trustee, shareholder²):

2.4 Company Registration Number:

2.5 Tax Reference Number:

2.6 VAT Registration Number:

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

¹“State” means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

2"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state? **YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

Name of state institution at which you or the person connected to the bidder is employed :

.....

Position occupied in the state institution:

.....

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES / NO**

2.7.2.1 If yes, did you attached proof of such authority to the bid document? **YES / NO**

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....

.....

.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:
.....
.....
.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

2.9.1 If so, furnish particulars.
.....
.....
.....

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid? **YES/NO**

2.10.1 If so, furnish particulars.
.....
.....
.....

2.11 Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract? **YES/NO**

2.11.1 If so, furnish particulars:
.....
.....
.....

3 Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Peral Number

4. DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT. I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature Date

.....
Position Name of bidder