



## REQUEST FOR QUOTATIONS SERVICES

### QUOTATION DETAILS

**BID NUMBER:** NEMISA/2018/TRAVEL AGENT/RFQ004

**CLOSE Date:** Friday 01 FEBRUARY 2019  
**Time:** 11:00

**DESCRIPTION:** REQUEST FOR QUOTATION TO APPOINTMNET  
THE TRAVEL MANAGEMENT AGENT SERVICES

**BRIEFING SESSION:** Yes  No   
See Section A-1 Paragraph 2 on Quotation  
Submission Conditions and Instructions that the  
Respondent needs to take note of.

### DETAILS OF RESPONDENT

**Organisation/individual:** .....

**Contact person:** .....

**Telephone/ Cell number:** .....

**E-mail address:** .....

## GLOSSARY

|                      |   |
|----------------------|---|
| Award                | Conclusion of the procurement process and final notification to the effect to the successful Respondent   |
| B-BBEE               | Broad-based Black Economic Empowerment in terms of the Broad-based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003) and the Codes of Good Practice issued thereunder by the Department of Trade and Industry |
| Contractor           | Organisation with whom NEMISA will conclude a contract and potential service level agreement subsequent to the final award of the contract based on this Request for Quotation  |
| Core Team            | The core team are those members who fill the non-administrative positions against which the experience will be measured.  |
| DTI                  | Department of Trade and Industry  |
| EME                  | Exempted Micro Enterprise in terms of the Codes of Good Practice  |
| GCC                  | General Conditions of Contract  |
| IP                   | Intellectual Property   |
| NEMISA               | National Electronic Media Institute of South Africa (SOC) Ltd   |
| Original Quotation   | Original document signed in ink, or<br>Copy of original document signed in ink, or<br>Submitted Facsimile of original document signed in ink  |
| Originally certified | To comply with the principle of originally certified, a document must be both stamped and signed in original ink by a commissioner of oaths.  |
| Quote/ Quotation     | Written offer in a prescribed or stipulated form in response to an invitation by NEMISA for the provision of goods, works or services   |
| SCM                  | Supply Chain Management   |
| SLA                  | Service Level Agreement   |

## DOCUMENTS IN THIS QUOTATION DOCUMENT PACK

Respondents are to ensure that they have received all pages 1 to 47 of this document, which consist of the following sections:

### SECTION A

**Note: Documents in this section are for information to/instruction of respondents and must not be returned with quotes.**

- Section A 1: Quote Submission Conditions and Instructions
- Section A 2: Terms of Reference
- Section A 3: Evaluation Process/Criteria
- Section A 4: Contract Form (Rendering of Services) (Parts 1 & 2)/Letter of Acceptance/Formal Contract  
(The pro forma contract is only included for Respondents to take note of the contents of the contract that will be entered into with the successful contractor)

### SECTION B

**Note: Documents in this section must be completed and returned or supplied with quotations.**

- Section B 1: Special Conditions of Quotation and Contract: Special conditions that the Respondent needs to accept
- Section B 2: Declaration of Interest
- Section B 3: Declaration of Bidder's past SCM practices
- Section B 4: Certificate of Independent Bid Determination
- Section B 5: Preference Points Claim Form in terms of the Preferential Procurement Regulations, 2011
- Section B 6: Invitation to Quote
- Section B 7: Pricing Schedule (Professional Services)
- Section B 8: CV Template Guideline/Compulsory CV template

# SECTION A

(This section must not be returned quotations)

## QUOTE SUBMISSION CONDITIONS AND INSTRUCTIONS

### CONDITIONS AND INSTRUCTIONS THAT RESPONDENTS NEED TO TAKE NOTE OF

#### 1 FRAUD AND CORRUPTION

- 1.1 All providers are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act No 12 of 2004 and any other Act applicable.

#### 2 CLARIFICATIONS/ QUERIES

- 2.1 Any clarification required by a respondent regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the quote, is to be requested in writing (letter, facsimile or e-mail) from Supply chain Management by not later than **Friday 01 February 2019**. A reply will be forwarded as soon as possible. Telephonic requests for clarification will not be accepted. If appropriate, the clarifying information will be made available to all respondents by e-mail only. The quote number should be mentioned in all correspondence.

Contact details for Supply chain Management:

Facsimile: 011 484 0615

Telephone: 011 484 0583

E-Mail: [emmanuelr@nemisa.co.za](mailto:emmanuelr@nemisa.co.za)  
[phoram@nemisa.co.za](mailto:phoram@nemisa.co.za)

#### 3 SUBMITTING QUOTATIONSSC

- 3.1 One (1) original document must be handed in/delivered to:

DELIVERED TO THE NEMISA 21 Girton Road  
RECEPTION DESK SITUATED Parktown  
AT: Johannesburg  
2193

---

***No faxed quotations will be accepted***

---

**Respondents should ensure that quotes are delivered to NEMISA before the closing date and time to the correct physical address. If the quote is late, it will not be accepted for consideration.**

**\* Refer to Paragraph 5 below**

---

- Quotations can be delivered any time during office hours (08:00 to 16:30 Mondays to Fridays) before or on the closing date.
- All quotations must be submitted on the official forms (not to be re-typed).
- 3.2 Hard copies of quotations should be submitted in a sealed envelope, marked with:
- Quotation number (NEMISA/2018/TRAVEL AGENT/RFQ004)
- Closing date and time (Friday 01 FEBRUARY 2019 @ 11:00)
- The name and address of the respondent.
- 3.3 Documents submitted on time by respondents shall not be returned.

#### **4 LATE SUBMISSIONS**

- 4.1 Quotations received late shall not be considered. A quotation will be considered late if it arrived even one second after 11:00 or any time thereafter. The tender (bid) box shall be closed at exactly 11:00 and quotations arriving late will not be considered under any circumstances. Quotations received late shall be returned unopened to the respondent. Respondents are therefore strongly advised to ensure that quotations be despatched allowing enough time for any unforeseen events that may delay the delivery of the quotation.
- 4.2 The official Telkom time, which can be observed by dialling 1026 from any phone, will be used to verify the exact closing time.
- 4.3 Quotations sent to the NEMISA via normal post or any other mechanism shall be deemed to be received at the date and time of arrival at the NEMISA premises. Quotations received at the physical address after the closing date and time of the quotation, shall therefore be deemed to be received late. Quotations sent by email shall be deemed to have been received at the time indicated in the inbox of the recipient.

#### **5 PAYMENTS**

- 5.1 NEMISA will pay the Contractor the fees set out in the final contract according to the table of deliverables. No additional amounts will be payable by the NEMISA to the Contractor.
- 5.1.1 The Contractor shall from time to time during the duration of the contract, invoice NEMISA for the services rendered.
- 5.1.2 The invoice must be accompanied by supporting source document(s) containing detailed information, as NEMISA may reasonably require, for the purposes of establishing the specific nature, extent and quality of the services which were undertaken by the Contractor.
- 5.1.3 No payment will be made to the Contractor unless an original tax invoice complying with section 20 of the VAT Act No 89 of 1991, as amended, has been submitted to NEMISA.
- 5.1.4 Payment shall be made by bank transfer into the Contractor's back account normally 30 days after receipt of an acceptable, original, valid tax invoice. Money will only be transferred into a South African bank account. (Banking details must be submitted as soon as the quotation is awarded).
- 5.2 The Contractor shall be responsible for accounting to the appropriate authorities for its income tax, VAT or other moneys required to be paid in terms of the applicable law.

#### **6 GENERAL CONDITIONS OF CONTRACT**

- 6.1 The General Conditions of Contract must be accepted. The GCC can be downloaded from the Treasury Website. Please refer to the link below:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract.pdf>

## TERMS OF REFERENCE (TOR)

### 1.1. Background

**NEMISA currently do its own travel bookings.**

**NEMISA's primary objective in issuing this RFP is to enter into agreement with a successful bidder who to:**

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

### 1.2. Travel Volumes

**The current NEMISA total volumes per annum includes air travel, accommodation, car hire, shuttle services, etc. The table below details the number of transactions for the 2017/2018 financial year as follows:**

| Service Category                         | Estimated Number of Transactions per annum | Estimated Expenditure per annum |
|--|--|---------------------------------|
| Air travel - Domestic                    | 120  | R428 000                        |
| Air Travel - Regional & International    | 4  | R150 000                        |
| Car Rental - Domestic                    | 47   | R65 000                         |
| Car Rental - Regional & International    | 0  |                                 |
| Shuttle Services - Domestic              | 20   | R10 000                         |
| Accommodation - Domestic                 | 100  | R258 000                        |
| Accommodation - Regional & International | 4  | R120 000                        |
| Transfers - Domestic                     | 0  |                                 |
| Transfers - Regional & International     | 0  |                                 |
| Bus/Coach bookings                       | 0  |                                 |
| Train - Regional & International         | 0  |                                 |
| Conferences/ Events                      | 5  | R30 000                         |
| After Hours                              | 5  |                                 |
| Parking                                  | 120  | R500                            |
| Insurance                                | 4  | R1 600                          |
| Forex                                    | 0  |                                 |
| <b>GRAND TOTAL</b>                       | <b>429</b>                                 | <b>R1 063 100</b>               |

**Note: These figures are projections based on the current trends and they may change during the tenure of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their proposal.**

### 1.3. Service Requirements

#### 1.3.1. General

Section A 2: Terms of Reference

---

**The successful Travel Management Company 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 NEMISA, locally and internationally. This will include employees, board members and students.
- b. Provide travel management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services as stipulated in paragraph 15.3.6.
- c. Familiarisation with current NEMISA travel business processes.
- d. Familiarisation with current travel suppliers and negotiated agreements that are in place between NEMISA and third parties. Assist with further negotiations for better deals with travel service providers.
- e. Familiarisation with current NEMISA Travel Policy and implementations of controls to ensure compliance.
- f. Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.
- g. Provide a facility for NEMISA to update their travellers' profiles.
- h. Manage the third-party service providers by addressing service failures and complaints against these service providers.
- i. Consolidate all invoices from travel suppliers.
- 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 NEMISA.
- k. It will be an added advantage if the bidder is a member of ASATA (Association of South African Travel Agents). Proof of such membership must be submitted with the bid at closing date and time.

### 1.3.2. Reservations

The Travel Management Company will:

- a. 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.
- b. Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
- c. Apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
- d. Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- e. Book the negotiated discounted fares and rates where possible.
- f. 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.
- g. Book parking facilities at the airports where required for the duration of the travel.
- h. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- i. Facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- j. Issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- k. Advise the Traveller of all visa and inoculation requirements well in advance.
- l. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- m. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).



Section A 2: Terms of Reference

---

- n. Facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
- o. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by NEMISA.
- p. Timeously submit proof that services have been satisfactorily delivered (invoices) as per NEMISA's instructions.

**NOTE:**

Visa applications will not be the responsibility of the TMC. However, the relevant information must be supplied to the traveller(s) where visas will be required.

Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by NEMISA are non-commissionable, where commissions are earned for NEMISA bookings all these commissions should be returned to NEMISA on a quarterly basis.

**1.3.3. Air Travel**

- a. The TMC must be able to book full service carriers as well as low cost carriers.
- b. The TMC will book the most cost-effective airfares possible for domestic travel.
- c. For international flights, the airline which provides the most cost effective and practical routings may be used.
- d. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- 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 must 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 be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- i. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- j. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- k. Assist with lounge access if and when required.

**1.3.4. Accommodation**

- a. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- b. The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller
- 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 NEMISA's travel policy.
- d. NEMISA travellers may only stay at accommodation establishments with which NEMISA may have negotiated corporate rates. Currently there are no such establishments. 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

Section A 2: Terms of Reference

---

stipulated in written directives issued from time to time by the National treasury or NEMISA.

- e. Accommodation vouchers must be issued to all NEMISA travellers for accommodation bookings and must be invoiced to NEMISA as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- f. The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
- g. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

**1.3.5. Car Rental and Shuttle Services**

- a. The TMC will book the approved category vehicle in accordance with the NEMISA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- b. The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- c. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- d. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
- e. The TMC will book transfers in line with the NEMISA 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 NEMISA and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- g. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

**1.3.6. After Hours and Emergency Services**

- a. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- b. A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour or emergency assistance.
- c. After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
- d. A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- e. The Travel Management Company must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

**1.4. Communication**

- 1.4.1. The TMC may be requested to conduct workshops and training sessions for Travel Bookers of NEMISA.
- 1.4.2. All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.
- 1.4.3. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

Section A 2: Terms of Reference

---

**1.5. Financial Management**

- 1.5.1. The TMC must implement the rates negotiated by NEMISA with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- 1.5.2. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to NEMISA for payment within the agreed time.
- 1.5.3. **Enable** savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.
- 1.5.4. **The** TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices NEMISA for the services rendered.
- 1.5.5. Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- 1.5.6. Consolidate Travel Supplier bill-back invoices.
- 1.5.7. **In** certain instances where institutions have a travel lodge card in place, the payment of air, accommodation and ground transportation is consolidated through a corporate card vendor.
- 1.5.8. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to NEMISA's Financial Department in the agreed period (e.g. monthly). 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.
- 1.5.9. Ensure Travel Supplier accounts are settled timeously.

**1.6. Technology, Management Information and Reporting**

- 1.6.1. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- 1.6.2. **The** implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
- 1.6.3. All management information and data input must be accurate.
- 1.6.4. **The** TMC will be required to provide NEMISA with a minimum of three (3) standard monthly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost.

The reporting templates can be found on:

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

- 1.6.5. **Reports** must be accurate and be provided as per NEMISA's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).
- 1.6.6. **NEMISA** may request the TMC to provide additional management reports.

Section A 2: Terms of Reference

---

- 1.6.7. **Reports** must be available in an electronic format, for example, Microsoft Excel.
- 1.6.8. **Service** Level Agreement reports must be provided on the agreed dates. It will include, but will not be limited to, the following:
- i. Travel
    - a) After hours' Report;
    - b) Compliments and complaints;
    - c) Consultant Productivity Report;
    - d) Long term accommodation and car rental;
    - e) Extension of business travel to include leisure;
    - f) Upgrade of class of travel (air, accommodation and ground transportation);
    - g) Bookings outside Travel Policy.
  - ii. Finance
    - a) Reconciliation of commissions/rebates or any volume driven incentives;
    - b) Creditor's ageing report;
    - c) Creditor's summary payments;
    - d) Daily invoices;
    - e) Reconciled reports for Travel Lodge card statement;
    - f) No show report;
    - g) Cancellation report;
    - h) Receipt delivery report;
    - i) Monthly Bank Settlement Plan (BSP) Report;
    - j) Refund Log;
    - k) Open voucher report, and
    - l) Open Age Invoice Analysis.
- 1.6.9. 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.
- 1.7. **Account Management**
- 1.7.1. 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.
- 1.7.2. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the NEMISA's account.
- 1.7.3. The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- 1.7.4. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 1.7.5. Ensure that the NEMISA's Travel Policy is enforced.
- 1.7.6. The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- 1.7.7. Ensure that workshops/training is provided to Travellers and/or Travel Bookers
- 1.7.8. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.
- 1.8. **Value Added Services**
- The TMC must provide the following value-added services:
-

Section A 2: Terms of Reference

---

- 1.9. Destination information for regional and international destinations:
- i. Health warnings;
  - ii. Weather forecasts;
  - iii. Places of interest;
  - iv. Visa information;
  - v. Travel alerts;
  - vi. Location of hotels and restaurants;
  - vii. Information including the cost of public transport;
  - viii. Rules and procedures of the airports;
  - ix. Business etiquette specific to the country;
  - x. Airline baggage policy; and
  - xi. Supplier updates
- 1.9.1. Electronic voucher retrieval via web and smart phones;
- 1.9.2. SMS notifications for travel confirmations;
- 1.9.3. Travel audits;
- 1.9.4. Global Travel Risk Management;
- 1.9.5. VIP services for Executives that include but is not limited to check-in support.
- 1.10. **Cost Management**
- 1.10.1. The National Treasury cost containment initiative and the NEMISA's Travel Policy is establishing a basis for a cost savings culture.
- 1.10.2. It is the obligation of the TMC Consultant to advise on the most cost-effective option at all times, and costs should be within the framework of the National Treasury's cost containment instructions.
- 1.10.3. 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.
- 1.10.4. The TMC should have in-depth knowledge of the relevant suppliers' products, to be able to provide the best option and alternatives that are in accordance with NEMISA'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.
- 1.11. **Quarterly and Annual Travel Reviews**
- 1.11.1. Quarterly reviews are required to be presented by the Travel Management Company on all NEMISA travel activity in the previous three-month period. These reviews are comprehensive and presented to NEMISA's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- 1.11.2. Annual Reviews are also required to be presented to NEMISA's Senior Executives.
- 1.11.3. These Travel Reviews will include, without limitation, the following information
- i. Reporting with regards to Air Travel, Accommodations and Car rental in the prescribed format as required in Annexure B of Treasury Instruction No. 02 of 2016/17 dated 30 September 2016 on Cost Containment Measures.
- 1.12. **Office Management**
- 1.12.1. The TMC shall ensure that a high-quality service be delivered at all times to the NEMISA's travellers. The TMC is required to provide NEMISA with highly skilled and qualified human resources of the following roles but not limited to:

Section A 2: Terms of Reference

---

- a. Senior Consultants
- b. Intermediate Consultants
- c. Junior Consultants
- d. Travel Manager (Operational)
- e. Finance Manager / Branch Accountant

**ALL RESPONDENTS MUST TAKE NOTE OF THE EVALUATION PROCESS THAT WILL BE FOLLOWED**

**1 EVALUATION PROCESS**

**1.1 PRE-QUALIFICATION**

Bids received from bidders who have a Level 4 to 8 B-BBEE contributor status or a is a non-compliant contributor, will not be considered for evaluation and will be eliminated from further evaluation.

**1.2 COMPLIANCE WITH MINIMUM REQUIREMENTS**

1.2.1 All quotations duly lodged as specified in the Request for Quote will be examined to determine compliance with quotation requirements and conditions. Quotations with obvious deviations from the requirements/conditions will be eliminated from further consideration.

Failure to comply with or submit any one of the following items, will render a quotation non-responsive and will not be evaluated further.

| Reference | Description   | Compliant? |    |
|-----------|---|------------|----|
|           |   | YES        | NO |
| Part 1    | Signed Special Conditions of Quotation and Contract                                 |            |    |
| Part 2    | Tax Compliance Requirements   |            |    |
| Part 3    | Completed and signed Declaration of Interest  |            |    |
| Part 4    | Completed and signed Declaration of Bidder's past Supply Chain Management practices |            |    |
| Part 5    | Completed and signed Certificate of Independent Bid Determination                   |            |    |
| Part 7    | Completed and signed Invitation to Quote  |            |    |
| Part 8    | Completed Pricing Schedule in the prescribed format                                 |            |    |
| Part 12   | Proof of registration on the CSD  |            |    |
| Part 13   | Registration certificates (e.g. for professional bodies)                            |            |    |

**1.3 DETERMINATION OF SCORE FOR FUNCTIONALITY**

Bidders will be evaluated according to the technical evaluation criteria in the scorecard below.

Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation

| #   | TECHNICAL EVALUATION CRITERION   | WEIGHT     | REFERENCE IN BID DOCUMENT | REFERENCE PAGE IN BIDDERS PROPOSAL   | COMMENTS |
|---|--|------------|---------------------------|--------------------------------------|----------|
| <i>TO BE COMPLETED BY THE TENDERING INSTITUTION</i> |  |            |                           | <i>TO BE COMPLETED BY THE BIDDER</i> |          |
| <b>DESKTOP EVALUATION</b>                           |  | <b>100</b> |                           |                                      |          |
| <b>1</b>  | <b>GENERAL</b>   | <b>10</b>  | <b>SECTION 1.3.1</b>      |                                      |          |
| 1.2   | Provide reference letters from at least three (3) contactable existing/recent clients (within past 3 | 5          | Section 1.3.1 (j)         |                                      |          |

## Section A 3: Evaluation Process/ Criteria

| #        | TECHNICAL EVALUATION CRITERION   | WEIGHT    | REFERENCE IN BID DOCUMENT  | REFERENCE PAGE IN BIDDERS PROPOSAL | COMMENTS |
|----------|--|-----------|--|------------------------------------|----------|
|          | years) which are of a similar size to NEMISA whom we may contact for references. The letter must include: company name, contact name, address, phone number, and duration of contract, value of the travel expenditure, a brief description of the services that you provided and the level of satisfaction.                                     |           |  |                                    |          |
| 1.3      | ASATA (Association of South African Travel Agents) Membership and/or International Air Transport Association (IATA) licence/ certificate (certified copy) Provide proof of such membership.  | 5         | Section 1.3.1 (k)  |                                    |          |
| <b>2</b> | <b>RESERVATIONS</b>  | <b>30</b> | <b>SECTION 1.3.2 TO 1.3.6</b>                                    |                                    |          |
| 2.1      | Manage all reservations/ bookings. Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); car rental; flights etc.<br><br>This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air, car, hotel, confirmation numbers and additional proof of competency. | 10        | Section 1.3.2<br>Section 1.3.3<br>Section 1.3.4<br>Section 1.3.5 |                                    |          |
| 2.2      | Manage group bookings. Describe your capabilities for handling group bookings (e.g. for meetings, conferences, events etc.). Please specify if these bookings would be done by the TMC or outsourced.  | 5         | Section 1.3.2 (i)  |                                    |          |
| 2.3      | Directly negotiated rates<br>Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury are non-commissionable, where commissions are earned for   | 5         | Section 1.3.2 (q)  |                                    |          |



## Section A 3: Evaluation Process/ Criteria

| #        | TECHNICAL EVALUATION CRITERION   | WEIGHT    | REFERENCE IN BID DOCUMENT | REFERENCE PAGE IN BIDDERS PROPOSAL | COMMENTS |
|----------|--|-----------|---------------------------|------------------------------------|----------|
|          | bookings, all these commissions should be returned on a quarterly basis.<br>Describe how these specific rates will be secured. Describe any automated tools that will be used to assist with maintenance and processing of the said negotiated rates.  |           |                           |                                    |          |
| 2.4      | Manage airline reservations.<br>Describe in detail the process of booking the most cost-effective and practical routing for the traveler.<br>This will include, without limitation, the refund process and how you manage the unused non-refundable airline tickets, your ability to secure special airline services for traveler(s) including preferred seating, waitlist clearance, special meals, travelers with disabilities, etc.   | 5         | Section 1.3.3             |                                    |          |
| 2.5      | After-hours and emergency services<br>The bidder must have capacity to provide reliable and consistent after hours and emergency support to traveler(s).<br>Please provide details/ Standard Operating Procedure of your after-hour support e.g. <ul style="list-style-type: none"> <li>- how it is accessed by Travelers,</li> <li>- where it is located, centralized/ regionalised, in-country (owned)/ outsourced etc.</li> <li>- is it available 24/7/365</li> <li>- Reminders to NEMISA to process purchase orders within 24 hours to reduce queries on invoices</li> </ul> | 5         | Section 1.3.6             |                                    |          |
| <b>3</b> | <b>COMMUNICATION</b>   | <b>10</b> | <b>SECTION 15.4</b>       |                                    |          |
| 3.1      | Describe how you will ensure that travel bookers are informed of the   | 10        | Section 1.4               |                                    |          |

Section A 3: Evaluation Process/ Criteria

| #        | TECHNICAL EVALUATION CRITERION   | WEIGHT    | REFERENCE IN BID DOCUMENT | REFERENCE PAGE IN BIDDERS PROPOSAL | COMMENTS |
|----------|--|-----------|---------------------------|------------------------------------|----------|
|          | <p>travel booking processes.</p> <p>Describe your communication process where the traveler, travel co-ordinator /booker and travel management company will be linked in one smooth continuous workflow.</p>  |           |                           |                                    |          |
| <b>4</b> | <b>FINANCIAL MANAGEMENT</b>  | <b>10</b> | <b>SECTION 1.5</b>        |                                    |          |
| 4.1      | <p>Describe how you will implement the negotiated rates and maximum allowable rates established either by the NEMISA or the National Treasury.</p> <p>Describe how you will manage the 30-day bill-back account facility.</p> <p>Describe how pre-payments will be handled where it is required for smaller Bed &amp; Breakfast /Guest House facilities.</p> <p>Describe how invoicing will be handled, including the process of rectifying discrepancies between purchase orders and invoices, supporting documentation, reconciliation of transactions and the timely provision of invoices to NEMISA</p> <p>Please describe credit card reconciliation process, timing and deliverables</p> | 10        | Section 1.5               |                                    |          |
| <b>5</b> | <b>TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING</b>  | <b>10</b> | <b>SECTION 1.6</b>        |                                    |          |
| 5.1      | <p>Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking tool (SBT).</p> <p>Describe how travel consultants access and book web airfares i.e. non-GDS inventories (low cost carriers/ consolidators), and hotel web rates.</p> <p>Describe how you will manage data and management information such as traveler profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveler behavior,</p>   | 10        | Section 1.6               |                                    |          |

## Section A 3: Evaluation Process/ Criteria

| #        | TECHNICAL EVALUATION CRITERION  | WEIGHT    | REFERENCE IN BID DOCUMENT | REFERENCE PAGE IN BIDDERS PROPOSAL | COMMENTS |
|----------|---|-----------|---------------------------|------------------------------------|----------|
|          | <p>transaction level data, etc. (refer to the detail in Section 15.6.6)</p> <p>Give actual examples of standard reports that you currently have available. Give an indication if reports can be customised.</p> <p>Provide a description of all technology and reporting products proposed.</p> <p>Can the TMC comply with the monthly reporting requirement as prescribed by National Treasury? See Monthly Reporting Template prescribed by National Treasury Instruction No 3 of 2016/17.</p>  |           |                           |                                    |          |
| <b>6</b> | <b>ACCOUNT MANAGEMENT</b>   | <b>10</b> | <b>SECTION 1.7</b>        |                                    |          |
| 6.1      | <p>Provide the proposed Account Management structure / organogram.</p> <p>Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service.</p> <p>Describe how queries, requests, changes and cancellations will be handled. What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues. Complaint handling procedure must be submitted.</p> <p>What is in place to ensure that the NEMISA's travel Policy is enforced.</p> <p>How will you manage the service levels in the SLA and how will you go about doing customer satisfaction surveys?</p> <p>Indicate what workshops/ training will be provided to travelers and/ or Travel Bookers.</p> | 10        | Section 1.7               |                                    |          |
| <b>7</b> | <b>VALUE ADDED SERVICES</b>   | <b>5</b>  | <b>SECTION 1.8</b>        |                                    |          |
| 7.1      | Please provide information on any value-added services your company can offer.  | 5         | Section 1.8 and 1.9       |                                    |          |
| <b>8</b> | <b>COST MANAGEMENT</b>  | <b>5</b>  | <b>SECTION</b>            |                                    |          |

## Section A 3: Evaluation Process/ Criteria

| #         | TECHNICAL EVALUATION CRITERION   | WEIGHT   | REFERENCE IN BID DOCUMENT | REFERENCE PAGE IN BIDDERS PROPOSAL | COMMENTS |
|-----------|--|----------|---------------------------|------------------------------------|----------|
|           |  |          | 1.10                      |                                    |          |
| 8.1       | Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results?<br>Describe how you will assist NEMISA to realise cost savings on annual travel spend.  | 5        | Section 1.10              |                                    |          |
| <b>9</b>  | <b>QUARTERLY AND ANNUAL TRAVEL REVIEWS</b>   | <b>5</b> | <b>SECTION 1.11</b>       |                                    |          |
| 9.1       | Provide a sample of a Quarterly and Annual review used for performance management during the life cycle of the contract.   | 5        | Section 1.11              |                                    |          |
| <b>10</b> | <b>OFFICE MANAGEMENT</b>   | <b>5</b> | <b>SECTION 1.12</b>       |                                    |          |
| 10.1      | Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements and bill back workflow.<br>Describe roles and responsibilities of assigned staff. Please provide the management hierarchy.<br>Describe type of training provided to travel agency personnel<br>Describe the forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes, etc. | 5        | Section 1.12              |                                    |          |

1.3.1 The score for functionality shall be calculated as follows:

- Each panel member shall award values for each individual criterion on a score sheet. The value scored for each criterion shall be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for the various criteria. These marks should be added to obtain the total score for functionality.
- The score of each panel member shall be added together and divided by the number of panel members to establish the average score obtained by each individual respondent for functionality.

#### 1.4 DETERMINATION OF SCORE FOR PRESENTATIONS

Section A 3: Evaluation Process/ Criteria

---

- 1.4.1 NEMISA has **may** decide to have compulsory presentations made either by all respondents who have obtained at least **70%** of the marks for functionality, or by the respondents ranked first to a maximum of six, but not less than the three highest scoring respondents once the price and preference marks have been combined.
- 1.4.2 Presentations shall only affect the marks awarded for functionality. If NEMISA wishes to use presentations to discriminate between respondents, the evaluation criteria to be affected shall be determined in advance and due allowance made in the mark scheme and indicated in paragraph 1.2.1.
- 1.4.3 Points determined by the presentation will be awarded to each respondent by each member of the Evaluation Committee and then an average calculated. Such score will be added to the original score for functionality.
- 1.4.4 A respondent will be disqualified if the combined score for functionality fails to meet the minimum threshold for functionality as per paragraph 1.341.
- 1.5 ELIMINATION OF PROPOSALS ON GROUNDS OF FUNCTIONALITY**
- 1.5.1 Quotations that score less than **70%** of the marks available for functionality will be eliminated from further consideration. Marks will therefore not be awarded for their cost proposals or for preference.
- 1.6 PRICE AND B-BBEE STATUS LEVEL POINTS**
- 1.6.1 All remaining quotations will be evaluated as follows:
- 1.6.2 The 80/20 preference point system will be applied. Points for price and B-BBEE status level certificate will be awarded in accordance with the stipulations in the Preference Point Claim Form in terms of the Preferential Procurement Regulations, 2017.
- 1.6.3 If appropriate, implied contract price adjustments will be made to the cost proposals of all remaining quotations.
- 1.6.4 The point scored for the B-BBEE status level certificate for each acceptable quotation will now be added to the price point.
- 1.6.5 The Evaluation Committee may recommend that the contract be awarded to the respondent obtaining the highest aggregate mark as determined by 1.5.1 or to a lower scoring quotation on justifiable grounds.
- 1.7 ADJUDICATION OF BID**
- 1.7.1 The relevant award structure will consider the recommendations and make the final award. The successful respondent will usually be the service provider scoring the highest number of points or it may be a lower scoring quotation on justifiable grounds or no award at all.

## CONTRACT FORM: RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

### PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I/we hereby undertake to render services described in the attached bidding documents to NEMISA in accordance with the requirements and task directives/proposals specifications stipulated in Quotation Number NEMISA/2018/TRAVEL AGENT/RFQ004 at the price/s quoted. My/our offer/s remain binding upon me/us and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.
  
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
  - 2.1 Bidding documents, viz
    - Invitation to bid
    - Tax clearance certificate
    - Pricing schedule(s)
    - Filled in terms of reference/task directive/proposal
    - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2017;
    - Declaration of interest
    - Declaration of bidder's past SCM practices
    - Special Conditions of Contract
  - 2.2 General Conditions of Contract
  - 2.3 Other (specify)
  
3. I/we confirm that I/we have satisfied myself as to the correctness and validity of my/our bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
  
4. I/we accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me/us under this agreement as the principal liable for the due fulfilment of this contract.
  
5. I/we declare that I/we have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
  
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT) .....

CAPACITY .....

SIGNATURE .....

NAME OF FIRM .....

DATE .....

| WITNESSES |       |
|-----------|-------|
| 1         | ..... |
| 2         | ..... |
| DATE:     | ..... |

## CONTRACT FORM: RENDERING OF SERVICES

### PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I ..... in my capacity as ..... accept your bid under reference number ..... dated ..... for the rendering of services indicated hereunder and/or further specified in the annexures.

1. An official order indicating service delivery instructions is forthcoming.

2. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract within 30 (thirty) days after receipt of an invoice.

| DESCRIPTION OF SERVICE | PRICE (VAT INCL) | COMPLETION DATE | B-BBEE STATUS<br>LEVEL OF CONTRIBUTION |
|------------------------|------------------|-----------------|--|
|                        |                  |                 |  |

3. I confirm that I am duly authorised to sign this contract.

SIGNED AT ..... ON .....

NAME (PRINT) .....

SIGNATURE .....

OFFICIAL STAMP

WITNESSES

1 .....

2 .....

DATE: .....

# SECTION B

This section must be completed and returned or supplied with quotations as prescribed.



## SPECIAL CONDITIONS OF BID AND CONTRACT

### Return as Part 1

| <b>SPECIAL CONDITIONS</b> |   |
|---------------------------|---|
| <b>1</b>                  | <b>GENERAL</b>  |
| 1.1                       | The Respondent must clearly state if a deviation from these special conditions are offered and the reason therefor. If an explanatory note is provided, the paragraph reference must be indicated in a supporting appendix to the application submission.           |
| 1.2                       | Should Respondents fail to indicate agreement/compliance or otherwise, the NEMISA will assume that the Respondent is in compliance or agreement with the statement(s) as specified in this quotation.   |
| 1.3                       | Quotes not completed in this manner may be considered incomplete and rejected.  |
| 1.4                       | NEMISA shall not be liable for any expense incurred by the Respondent in the preparation and submission of a quotation.   |
| <b>2</b>                  | <b>CANCELLATION OF PROCUREMENT PROCESS</b>  |
| 2.1                       | This procurement process can be postponed or cancelled at any stage at the sole discretion of NEMISA provided that such cancellation or postponement takes place prior to entering into a contract with a specific service provider to which the quotation relates. |
| <b>3</b>                  | <b>QUOTE SUBMISSION CONDITIONS, INSTRUCTION AND EVALUATION PROCESS/CRITERIA</b>   |
| 3.1                       | The Quotation submission conditions and instructions as well as the evaluation process/criteria have been noted.  |
| <b>4</b>                  | <b>NEGOTIATION AND CONTRACTING</b>  |
| 4.1                       | NEMISA have the right to enter into negotiation with one or more Respondents regarding any terms and conditions, including price(s), of a proposed contract.  |
| 4.2                       | Under no circumstances will negotiation with any Respondents, including preferred Respondents, constitute an award <sup>1</sup> or promise/ undertaking to award the contract.  |
| 4.3                       | NEMISA shall not be obliged to accept the lowest or any quotation, offer or proposal.   |
| 4.4                       | A contract will only be deemed to be concluded when reduced to writing in a formal contract and Service Level Agreement (if applicable) signed by the designated responsible person of both parties. The designated responsible person of NEMISA is the CEO.        |
| 4.5                       | NEMISA also reserves the right to enter into one contract with a Respondent for all required functions or into more than one contract with different Respondents for different functions.   |

<sup>1</sup> See GLOSSARY.

## Section B 1: Special Conditions of Quotation and Contract

|           |   |
|-----------|---|
| <b>5</b>  | <b>ACCESS TO INFORMATION</b>  |
| 5.1       | All Respondents will be informed of the status of their quotation once the procurement process has been completed.  |
| 5.2       | Requests for information regarding the quotation process will be dealt with in line with the NEMISA SCM Policy and relevant legislation.  |
| <b>6</b>  | <b>REASONS FOR REJECTION</b>  |
| 6.1       | NEMISA shall reject a proposal for the award of a contract if the recommended Respondent has committed a proven corrupt or fraudulent act in competing for the particular contract.   |
| 6.2       | The NEMISA may disregard the quote of any respondent if that respondent, or any of its directors: <ul style="list-style-type: none"> <li><input type="checkbox"/> Have abused the SCM system of the NEMISA.</li> <li><input type="checkbox"/> Have committed proven fraud or any other improper conduct in relation to such system.</li> <li><input type="checkbox"/> Have failed to perform on any previous contract and the proof exists.</li> </ul> Such actions shall be communicated to the National Treasury. |
| <b>7</b>  | <b>GENERAL CONDITIONS OF CONTRACT</b>   |
| 7.1       | The General Conditions of Contract must be accepted.  |
| <b>8</b>  | <b>ADDITIONAL INFORMATION REQUIREMENTS</b>  |
| 8.1       | During evaluation of the quotes, additional information may be requested in writing from Respondents. Replies to such request must be submitted as soon as it is received. Failure to comply, may lead to your quotation being disregarded.   |
| 8.2       | No additional information will be accepted from any individual Respondent without such information having been requested  |
| <b>9</b>  | <b>CONFIDENTIALITY</b>  |
| 9.1       | The quotation and all information in connection therewith shall be held in strict confidence by Respondents and usage of such information shall be limited to the preparation of the quotation. Respondents shall undertake to limit the number of copies of this document.   |
| <b>10</b> | <b>INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT</b>  |
| 10.1      | Copyright of all documentation relating to this contract belongs to the client. The successful Respondent may not disclose any information, documentation or products to other clients without the written approval of the accounting authority or the delegate.  |
| 10.2      | This paragraph shall survive termination of this contract.  |
| <b>11</b> | <b>NON-COMPLIANCE WITH DELIVERY TERMS</b>   |
| 11.1      | As soon as it becomes known to the contractor that he/she will not be able to deliver the services within the delivery period and/or against the quoted price and/or as specified, NEMISA must be given immediate written notice to this effect. NEMISA reserves the right to implement remedies as provided for in the GCC.  |

## Section B 1: Special Conditions of Quotation and Contract

|           |  |
|-----------|--|
|           |  |
| <b>12</b> | <b>WARRANTS</b>  |
| 12.1      | The Contractor warrants that it is able to conclude this Agreement to the satisfaction of NEMISA.  |
|           |  |
| <b>13</b> | <b>PARTIES NOT AFFECTED BY WAIVER OR BREACHES</b>  |
| 13.1      | The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this contract by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and conditions hereof.   |
| 13.2      | No favour, delay, relaxation or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this contract shall operate as a waiver of such power or right nor shall any single or partial exercise of any such power or right under this agreement.  |
|           |  |
| <b>14</b> | <b>RETENTION</b>   |
| 14.1      | On termination of this agreement, the contractor shall, on demand hand over all documentation provided as part of the project and all deliverables, etc., without the right of retention, to NEMISA.   |
| 14.2      | No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force and effect unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing. |
|           |  |
| <b>15</b> | <b>CENTRAL SUPPLIER DATABASE</b>   |
| 15.1      | It is a requirement that all suppliers/ services providers to NEMISA shall be registered on the National Treasury Central Supplier Database (CSD).   |
| 15.2      | Respondents are therefore required to register as a supplier on the CSD before submitting a quotation.<br><br>The CSD website can be accessed on the following link:<br><a href="http://ocpo.treasury.gov.za/Pages/default.aspx">http://ocpo.treasury.gov.za/Pages/default.aspx</a>  |
| 15.3      | Respondents are therefore required to submit proof of their registration on the CSD, or if not yet registered, provide proof of their application to be registered, with their quotation.  |
| 15.4      | No quotation will be awarded and a contract concluded with a respondent who is not registered on the CSD.  |
|           |  |
| <b>16</b> | <b>FORMAT OF SUBMISSIONS</b>   |
| 16.1      | Respondents must complete all the necessary quotation documents and undertakings required in this quotation document. Respondents are advised that their proposal should be concise, written in plain English and simply presented.  |
|           |  |

## Section B 1: Special Conditions of Quotation and Contract

|        |  |
|--------|--|
| 16.2   | <b>Respondents are to set out their proposal in the format prescribed hereunder.</b> This means that the proposal must be structured in the parts noted below. <u>Information not submitted in the relevant part, may not be considered for evaluation purposes.</u>   |
| 16.3   | <b>Part 1: Special Conditions of Quotation and Contract</b>  |
| 16.3.1 | Respondents <b>must initial</b> each page and sign the last page and return the Special Conditions of Quotation and Contract (Section B-1).<br><br>Quotes submitted without a completed Special Conditions of Quotation and Contract form <b>will</b> be deemed to be non-responsive.  |
| 16.4   | <b>Part 2: SARS Tax Clearance Certificate(s)</b>   |
| 16.4.1 | Bidders must ensure compliance with their tax obligations.<br><br>Bidders are required to submit their unique personal identification number (PIN) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.<br><br>Application for tax compliance status (TCS) or PIN may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website <a href="http://www.sars.gov.za">www.sars.gov.za</a> .<br><br>Bidders may also submit a printed TCS together with the bid.<br><br>In bids where consortia/ joint ventures/ sub-contractors are involved, each party must submit a separate proof of TCS/ PIN/ CSD number.<br><br>Where no TCS is available, but the bidder is registered on the Central Supplier Database (CSD), a CSD number must be provided.<br><br>Bids submitted without any one of the above particulars, <b>will</b> be deemed to be non-responsive. |
| 16.5   | <b>Part 3: Declaration of Interest</b>   |
| 16.5.1 | <b>Each party</b> to the quotation must complete and return the "Declaration of Interest" (Section B-2).<br><br>Quotes submitted without a complete and signed Declaration of Interest <b>will</b> be deemed to be non-responsive.   |
| 16.6   | <b>Part 4: Declaration of Bidder's past Supply Chain Management practices</b>  |
| 16.6.1 | <b>Each party</b> to the quotation must complete and return the "Declaration of Bidder's past Supply Chain Management practices" (Section B-3).<br><br>Quotes submitted without a completed and signed Declaration of Bidder's past Supply Chain Management practices <b>will</b> be deemed non-responsive.  |
| 16.7   | <b>Part 5: Certificate of Independent Bid Determination</b>  |
| 16.7.1 | <b>Each party</b> to the quotation must complete and sign the Certificate (Section B-4).   |

Section B 1: Special Conditions of Quotation and Contract

|         |  |
|---------|--|
|         | Quotes submitted without a completed and signed Certificate of Independent Bid Determination <b>will</b> be deemed non-responsive.   |
| 16.8    | <b>Part 6: Preference Points Claim Form in terms of the Preferential Procurement Regulations 2017</b>  |
| 16.8.1  | <p>Respondents must complete, sign and return the full “Preference Points Claim Form” (Section B-5) document.</p> <p>In addition, a valid BEE certificate must be submitted.</p> <p>Quotes submitted without a completed and signed Preference Points Claim Form and a valid BEE certificate will be awarded zero points for preference.</p> |
| 16.9    | <b>Part 7: Invitation to Quote</b>   |
| 16.9.1  | <p>Respondents must complete, sign and return the full “Invitation to Quote” (Section B-6) document.</p> <p>Quotes submitted without a completed and signed Invitation to Quote <b>will</b> be deemed to be non-responsive.</p>  |
| 16.10   | <b>Part 8: Pricing Schedule</b>  |
| 16.10.1 | Any budget amount that may be indicated in this document shall be deemed to be a guide only and Respondents are expected to submit a costing that is fair and reasonable.  |
| 16.10.2 | <p>All costs related to this assignment are to be allowed for in the pricing schedule and in the formats prescribed and must be returned as part of the submission (Section B-7).</p> <p>Quotes submitted without a price or with an incomplete price, <b>will</b> be deemed to be non-responsive.</p>                                       |
| 16.10.3 | Rates for the first year of the contract must be firm and must be indicated in the formats prescribed. <u>All normal operating costs and out of pocket expenses such as photocopies, telephone calls, printing, travel, etc. must be covered in the rates quoted.</u>  |
| 16.10.4 | A pricing schedule with one of the specified elements (fees and reimbursable costs) omitted from the costing, may be considered non-responsive.  |
| 16.10.5 | <p>Fees:</p> <p><input type="checkbox"/> The budgeted days/ hours and applicable rates of all team members as per the pricing schedule.</p>  |
| 16.10.6 | <p>Reimbursable costs</p> <p><input type="checkbox"/> Travel</p> <ul style="list-style-type: none"> <li>▪ Only economy class flights are to be used.</li> </ul>  |

## Section B 1: Special Conditions of Quotation and Contract

|         |   |
|---------|---|
|         | <ul style="list-style-type: none"> <li>▪ Preferably Group A hire cars are to be used. In circumstances where good motivation exist, Group B hire cars may be used. The difference in cost between Group B and more expensive options, will be borne by the service provider.</li> <li>▪ A rate per kilometre for the use of a personal vehicles must be quoted.</li> </ul>  |
|         | <input type="checkbox"/> VAT: Value Added Tax must be included and shown separately.  |
| 16.11   | <b>Part 9: Technical approach</b>   |
| 16.11.1 | Respondents must submit a description of the methodology and approach that will be used to perform the work as set out in the Terms of Reference. This methodology and approach must demonstrate the Respondent’s understanding of the requirement and also of the environment.   |
| 16.11.2 | Respondents must, at least cover the under-mentioned in their technical approach and return as part of their submission:  |
|         | <ul style="list-style-type: none"> <li><input type="checkbox"/> Describe, in detail, exactly how they propose to carry out the activities to achieve the outcomes identified in the terms of reference. They should identify any possible problems that might hinder delivery and indicate how they will avoid, or overcome such problems.</li> <li><input type="checkbox"/> Describe how the work will be managed. Provide an organisation chart clearly indicating: <ul style="list-style-type: none"> <li>▪ The lines of reporting and supervision within the Respondent’s team.</li> <li>▪ The lines of reporting between the Respondent and the NEMISA and other stakeholders, if applicable.</li> </ul> </li> <li><input type="checkbox"/> Identify the position(s) involved in the direct delivery of the service to be provided and in the overall management of the work and name the people who will fill these positions.</li> </ul> |
| 16.11.3 | Provide a project plan of activities. In addition to providing details of the estimated number of work days for each activity, Respondents are to supply a detailed timetable that identifies when certain activities will be undertaken and over what period they will be spread. The timing of activities, the time needed to complete them, and the order in which they will be undertaken must be explained and justified.  |
| 16.11.4 | Please note that <b>Part 9</b> should be no longer than 20 single-sided A4 pages in Arial 11 (font size).   |
| 16.12   | <b>Part 10: Team details</b>  |
| 16.12.1 | In this part that must be returned as part of the submission, Respondents must provide details of the team named in the previous part.  |
| 16.12.2 | For each team member there must be:   |
|         | <input type="checkbox"/> A complete curriculum vitae confirming suitability for the position. A format is provided as a guideline only for the compilation of the CVs.  |

Section B 1: Special Conditions of Quotation and Contract

|         |  |
|---------|--|
| 16.13   | <b>Part 11: Experience in this field</b>   |
| 16.13.1 | <p>Respondents should provide in this part, and return as part the submission, at least the following information.</p> <p><input type="checkbox"/> Details of contracts for similar work within the last 5 years.</p> <p><input type="checkbox"/> Contact details of a maximum of 3 organisations for which work was done.</p> |
| 16.14   | <b>Part 12: Registration on the CSD</b>  |
| 16.14.1 | <p>In this part, Respondents must submit proof of their registration, or proof that they have applied for registration on the Central Supplier Database.</p> <p>Quotes submitted without the required proof, <b>will</b> be deemed to be non-responsive.</p>   |
| 16.15   | <b>Part 13: Registration Certificates</b>  |
| 16.15.1 | <p>Insert any requirements for registration with professional bodies here such as IATA, ASATA for travel agents, etc.</p> <p>Quotes submitted without a completed and signed Invitation to Quote <b>will</b> be deemed to be non-responsive.</p>   |

I/we herewith accept all the above-mentioned special conditions of the quotation. If I/we do consider a deviation therefrom, I have noted those as per the instruction in paragraph 1 (General) above.

Name of Respondent: \_\_\_\_\_

Signature of Respondent: \_\_\_\_\_

Date: \_\_\_\_\_

Section B 2: Declaration of Interest

## DECLARATION OF INTEREST Return as Part 3

1. Any legal person, including persons employed by the State<sup>2</sup>, 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 bid, 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 –

1.1. The bidder is employed by the State; and/or

1.2. The bidder is a Management Board member of NEMISA and/or

1.3. 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 quotation(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 quotation.

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

2.1. Full Name of bidder or his or her representative: \_\_\_\_\_

2.2. Identity Number: \_\_\_\_\_

2.3. Position occupied in the Company (director, trustee, shareholder, etc<sup>3</sup>): \_\_\_\_\_

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

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: \_\_\_\_\_

<sup>2</sup> "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;
- (e) Parliament.

<sup>3</sup> "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



Section B 2: Declaration of Interest

---

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 attach proof of such authority to the quotation document? YES / NO

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

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

.....

.....

.....

2.8. Did you or your spouse, or any of the company's directors/shareholders/members or their spouses conduct business with the State in the previous twelve (12) months? YES / NO

2.8.1. If so, furnish the following 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 quotation? YES / NO

2.9.1. If so, furnish the following particulars.

.....

.....

.....

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

2.10.1. If so, furnish the following particulars.

.....

.....

.....

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

Section B 2: Declaration of Interest

2.11.1. If so, furnish the following particulars.

.....  
 .....  
 .....

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

| Full Name | Identity Number | Personal Tax Reference No | State Employee Number/ Peral Number |
|-----------|-----------------|---------------------------|-------------------------------------|
|           |                 |                           |                                     |
|           |                 |                           |                                     |
|           |                 |                           |                                     |
|           |                 |                           |                                     |
|           |                 |                           |                                     |
|           |                 |                           |                                     |
|           |                 |                           |                                     |
|           |                 |                           |                                     |
|           |                 |                           |                                     |
|           |                 |                           |                                     |
|           |                 |                           |                                     |

**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 Respondent

Section B 3: Declaration of bidder's past SCM practices

## DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES Return as Part 4

- 1 This declaration will be used by institutions to ensure that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 2 The bid of any bidder may be disregarded if that bidder, or any of its directors have:
  - a. abused the NEMISA's supply chain management system;
  - b. committed fraud or any other improper conduct in relation to such system; or
  - c. failed to perform on any previous contract.
- 3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

| Item  | Question  | Yes                             | No                             |
|-------|---|---------------------------------|--------------------------------|
| 3.1   | Is the bidder or any of its directors listed on the National Treasury's database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?<br><br><b>(Companies or persons who are listed on this database were informed in writing of this restriction by the Accounting Officer/ authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</b><br><b>The database of Restricted Suppliers now resides on the National Treasury's website (<a href="http://www.reatury.gov.za">www.reatury.gov.za</a>) and can be accessed by clicking on its link at the bottom of the homepage.</b> | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 3.1.1 | If so, furnish particulars:   |                                 |                                |
| 3.2   | Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?<br><br><b>The Register for Tender Defaulters can be accessed on the National Treasury's website, (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) by clicking on its link at the bottom of the homepage.</b>   | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 3.2.1 | If so, furnish particulars:   |                                 |                                |
| 3.3   | Was the bidder 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?  | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 3.3.1 | If so, furnish particulars:   |                                 |                                |
| 3.4   | Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?   | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 3.4.1 | If so, furnish particulars:   |                                 |                                |

### CERTIFICATION

I, THE UNDERSIGNED (FULL NAME) .....  
CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of Respondent

## CERTIFICATE OF INDEPENDENT BID DETERMINATION Return as Part 5

I, the undersigned, in submitting the accompanying quotation:

NEMISA/2018/TRAVEL AGENT/RFQ004 - REQUEST FOR QUOTATION FOR THE  
APPOINTMENT OF AN ORGANISATIONAL DEVELOPMENT SPECIALIST

(Quotation Number and Description)

in response to the invitation for the quotation made by:

NEMISA

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: \_\_\_\_\_ that:  
(Name of Respondent)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying quotation will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the Respondent to sign this Certificate, and to submit the accompanying quotation, on behalf of the Respondent;
4. Each person whose signature appears on the accompanying quotation has been authorized by the Respondent to determine the terms of, and to sign the quotation, on behalf of the Respondent;
5. For the purposes of this Certificate and the accompanying quotation, I understand that the word "competitor" shall include any individual or organization, other than the Respondent, whether or not affiliated with the Respondent, who:
  - has been requested to submit a quotation in response to this quotation invitation;
  - could potentially submit a quotation in response to this quotation invitation, based on their qualifications, abilities or experience; and
  - provides the same goods and services as the Respondent and/or is in the same line of business as the Respondent
6. The Respondent has arrived at the accompanying quotation independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium<sup>4</sup> will not be construed as collusive bidding.

<sup>4</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.

Section B 4: Certificate of Independent Bid Determination

---

7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
- prices;
  - geographical area where product or service will be rendered (market allocation)
  - methods, factors or formulas used to calculate prices;
  - the intention or decision to submit or not to submit, a quotation;
  - the submission of a quotation which does not meet the specifications and conditions of the quotation; or
  - bidding with the intention not to win the quotation.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this quotation invitation relates.
9. The terms of the accompanying quotation have not been, and will not be, disclosed by the Respondent, directly or indirectly, to any competitor, prior to the date and time of the official quotation opening or of the awarding of the contract.
10. 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.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of Respondent

## PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

### Return as Part 6

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.**

#### 1. GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to all bids:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
  - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).
- 1.2 The value of this bid is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable;
- 1.3 Points for this bid shall be awarded for:
- (a) Price; and
  - (b) B-BBEE Status Level of Contributor.
- 1.4 The maximum points for this bid are allocated as follows:

|   | POINTS |
|---|--------|
| PRICE   | 80     |
| B-BBEE Status Level of Contributor                | 20     |
| Total points for Price and B-BBEE must not exceed | 100    |

- 1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.
- 1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

#### 2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good

practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;

- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
  - 1) B-BBEE Status level certificate issued by an authorized body or person;
  - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
  - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

**3. POINTS AWARDED FOR PRICE**

**3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS**

A maximum of 80 or 90 points is allocated for price on the following basis:

$$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

- P<sub>s</sub> = Points scored for price of bid under consideration
- P<sub>t</sub> = Price of bid under consideration
- P<sub>min</sub> = Price of lowest acceptable bid

**4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR**

4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

| B-BBEE Status Level of Contributor | Number of points (90/10 system) | Number of points (80/20 system) |
|------------------------------------|---------------------------------|---------------------------------|
| 1                                  | 10                              | 20                              |
| 2                                  | 9                               | 18                              |
| 3                                  | 6                               | 14                              |
| 4                                  | 5                               | 12                              |
| 5                                  | 4                               | 8                               |
| 6                                  | 3                               | 6                               |
| 7                                  | 2                               | 4                               |
| 8                                  | 1                               | 2                               |
| Non-compliant contributor          | 0                               | 0                               |

**5. BID DECLARATION**

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

**6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1**

6.1 B-BBEE Status Level of Contributor:= ..... (maximum of 10 or 20 points)  
 (Points claimed in respect of paragraph 6.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

**7. SUB-CONTRACTING**

7.1 Will any portion of the contract be sub-contracted?

**(Tick applicable box)**

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

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted? .....%
- ii) The name of the sub-contractor .....
- iii) The B-BBEE status level of the sub-contractor .....
- iv) Whether the sub-contractor is an EME or QSE

**(Tick applicable box)**

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

v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of the Preferential Procurement Regulations,2017:

| Designated Group: An EME or QSE which is at last 51% owned by:    | EME<br>√ | QSE<br>√ |
|---|----------|----------|
| Black people  |          |          |
| Black people who are youth  |          |          |
| Black people who are women  |          |          |
| Black people with disabilities                                    |          |          |
| Black people living in rural or underdeveloped areas or townships |          |          |
| Cooperative owned by black people                                 |          |          |
| Black people who are military veterans                            |          |          |
| <b>OR</b>   |          |          |
| Any EME   |          |          |
| Any QSE   |          |          |

**8. DECLARATION WITH REGARD TO COMPANY/ FIRM**

8.1 Name of company/firm: .....



Section B 5: Preference Points Claim Form into the Preferential Procurement Regulations 2011

---

8.2 VAT registration number: .....

8.3 Company registration number: .....

8.4 TYPE OF COMPANY/ FIRM

**(Tick applicable box)**

- Partnership/ Joint Venture/ Consortium
- One person business/ sole propriety
- Close corporation
- Company
- (Pty) Limited

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....  
.....  
.....  
.....

8.6 COMPANY CLASSIFICATION

**(Tick applicable box)**

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

8.7 Total number of years the company/firm has been in business: .....

8.8 I/ we, the undersigned, who is/ are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I/ we 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 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
  - (a) disqualify the person from the bidding 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

Section B 5: Preference Points Claim Form into the Preferential Procurement Regulations 2011

- result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury 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.

|   |   |
|---|---|
| <p>WITNESSES</p> <p>1. ....</p><br><p>2. ....</p> | <p>.....</p> <p style="text-align: center;">SIGNATURE(S) OF BIDDERS(S)</p> <p>DATE: .....</p> <p>ADDRESS: .....</p> <p>.....</p> <p>.....</p> |
|---|---|

## INVITATION TO QUOTE Return as Part 7

**YOU ARE HEREBY INVITED TO QUOTE FOR REQUIREMENT OF NEMISA**

|  |                                 |                     |                         |                     |       |
|--|---------------------------------|---------------------|-------------------------|---------------------|-------|
| <b>QUOTE NO</b>  | NEMISA/2018/TRAVEL AGENT/RFQ004 | <b>CLOSING DATE</b> | Friday 01 FEBRUARY 2019 | <b>CLOSING TIME</b> | 11:00 |
| <b>REQUEST FOR QUOTATION FOR THE APPOINTMENT OF AN ORGANISATIONAL DEVELOPMENT SPECIALIST</b> |                                 |                     |                         |                     |       |

**All Bidders must furnish the following particulars and include it in their submission  
(Failure to do so may result in your bid being disqualified)**

Name of Bidder: .....

Postal address: .....

Street address: .....

:

Telephone number: Code ..... Number .....

Cellular number: .....

Facsimile number: Code ..... Number .....

e-Mail address: .....

VAT Registration No: .....

**TAX COMPLIANCE REQUIREMENTS (Tick applicable box)**

Printed TCS  SARS PIN  CSD No

**PROOF OF B-BBEE STATUS LEVEL SUBMITTED? YES  NO**

**(Tick applicable box)**

B-BBEE Status Level Verification Certificate  B-BBEE Status Level Sworn Affidavit

**WHO WAS THE CERTIFICATE ISSUED BY? (Tick applicable box)**

An Accounting Officer as contemplated in the Close Corporation Act (CCA)?

A verification Agency accredited by the South African National Accreditation System (SANAS)?

A registered Auditor?

**NOTE: A B-BBEE Status Level Certificate/ Sworn Affidavit (For EMEs or QSEs) must be submitted in order to qualify for preference points for B-BBEE**

**Contact details of Bidder's representative:**

Name and Surname .....

Telephone number: Code ..... Number .....

Cellular number: .....

Facsimile number: Code ..... Number .....

e-Mail address: .....

Section B 6: Invitation to Bid

---

---

**Confirmation**

---

Are you the accredited representative in South Africa for the services offered by you? **YES / NO**

**Declaration**

I/ We have examined the information provided in your bid documents and offer to undertake the work prescribed in accordance with the requirements as set out in the bid document. The prices quoted in this bid are valid for the stipulated period. I/ We confirm the availability of the proposed team members. I/ We confirm that this bid will remain binding upon us and may be accepted by you at any time before the expiry date.

**Signature of Bidder:** .....

Date: .....

Are you duly authorised to commit the Bidder? **YES / NO**

Capacity under which this bid is signed .....

TOTAL BID PRICE for the service for 36 months (INCLUSIVE OF VAT) R .....

**PRICING SCHEDULE**

Services

**Return as Part 8**

|  |
|--|
| NAME OF<br>RESPONDENT: .....                                     |
| OFFER TO BE VALID FOR 60 DAYS FROM THE CLOSING DATE OF QUOTATION |

**PRICE INSTRUCTIONS****1. STRUCTURE OF THE TENDER**

The tables below contain the financial response templates for the bid. The bid pricing submission instructions in this document must be read.

**2. GENERAL INSTRUCTIONS FOR COMPLETING THE PRICING SCHEDULE TEMPLATES****2.1. Tender submission format**

**2.1.1. Bidders must provide two separate pricing tables, one for 100% Traditional Booking and one for 100% online booking. Costs must include all the costs in both the options, e.g. Licence for online option, applications (App) if necessary etc.**

2.1.2. Bidders must sign both Pricing Schedule provided.

2.1.3. Bidders must complete and submit the templates attached, which are the management fee model and transactional fee model.

2.1.4. Bidders must reference the main document section 15.2 for current travel volumes.

**2.2. Input spreadsheets**

2.2.1. Bidders must not make any changes to the pricing schedule.

2.2.2. The Bidder must complete all the relevant input cells for the bid. No other cells must be changed in any way whatsoever.

**2.3. Currency and VAT**

2.3.1. All Bidders' pricing must be quoted in South African Rand (ZAR).

2.3.2. The Pricing must be exclusive of VAT and VAT calculated at the end.

2.3.3. Where no charge is applicable bidder must indicate

Section B 7: Pricing Schedule

| 1 TRANSACTION FEES  |  |                        |                       |                        |                       |                        |   |
|---|--|------------------------|-----------------------|------------------------|-----------------------|------------------------|---|
| ITEM  | Transaction Type   | Estimated Volume       | TRADITIONAL BOOKINGS  |                        | ONLINE BOOKINGS       |                        |   |
|   |  |                        | Unit Price (Excl VAT) | TOTAL Price (Excl VAT) | Unit Price (Excl VAT) | TOTAL Price (Excl VAT) |   |
| 1   | Air Travel – International                                   | -                      |                       |                        |                       |                        |   |
| 2   | Air Travel – Regional  | -                      |                       |                        |                       |                        |   |
| 3   | Air Travel – Domestic  | 140                    |                       |                        |                       |                        |   |
| 4   | Air Travel – International (Re-issue)                        | -                      |                       |                        |                       |                        |   |
| 5   | Air Travel – Regional (Re-issue)                             | -                      |                       |                        |                       |                        |   |
| 6   | Air Travel – Domestic (Re-issue)                             | 20                     |                       |                        |                       |                        |   |
| 7   | Refunds – Air Domestic                                       | 10                     |                       |                        |                       |                        |   |
| 8   | Refunds – Air Regional                                       | -                      |                       |                        |                       |                        |   |
| 9   | Refunds – Air International                                  | -                      |                       |                        |                       |                        |   |
| 10  | Car Rental – Domestic  | 70                     |                       |                        |                       |                        |   |
| 11  | Car Rental – Regional  | -                      |                       |                        |                       |                        |   |
| 12  | Car Rental – International                                   | -                      |                       |                        |                       |                        |   |
| 13  | Transfers/Shuttle – Domestic                                 | 20                     |                       |                        |                       |                        |   |
| 14  | Transfers/Shuttle – Regional                                 | -                      |                       |                        |                       |                        |   |
| 15  | Transfers/Shuttle – International                            | -                      |                       |                        |                       |                        |   |
| 16  | Accommodation – Domestic                                     | 100                    |                       |                        |                       |                        |   |
| 17  | Accommodation – Regional                                     | -                      |                       |                        |                       |                        |   |
| 18  | Accommodation – International                                | -                      |                       |                        |                       |                        |   |
| 19  | Bus/Coach Bookings   | 2                      |                       |                        |                       |                        |   |
| 20  | Train bookings – International                               | -                      |                       |                        |                       |                        |   |
| 21  | Visa Assistance<br>(Provision of documents and advice)       | -                      |                       |                        |                       |                        |   |
| 22  | Courier services for travel documentation (visa & passports) | -                      |                       |                        |                       |                        |   |
| 23  | SMS Notifications  | 220                    |                       |                        |                       |                        |   |
| 24  | Parking bookings   | 100                    |                       |                        |                       |                        |   |
| 25  | Cancellations  | 20                     |                       |                        |                       |                        |   |
| 26  | Changes to bookings  | 20                     |                       |                        |                       |                        |   |
| 27  | After Hours Services   | 10                     |                       |                        |                       |                        |   |
| 28  | Additional Ad-hoc Reports (per report)                       | 1                      |                       |                        |                       |                        |   |
| 29  | Customised Reports (per report)                              | 1                      |                       |                        |                       |                        |   |
| 30  | Travel Lodge card Reconciliation                             | 12                     |                       |                        |                       |                        |   |
| 31  | Debtors Account Reconciliation                               | 12                     |                       |                        |                       |                        |   |
| <b>Total (Excluding VAT)</b>  |  |                        |                       |                        | R                     |                        | R |
| <b>Value Added tax @ 14%</b>  |  |                        |                       |                        |                       |                        |   |
| <b>Total (Including VAT)</b>  |  |                        |                       |                        |                       |                        |   |
| <b>Percentage Split between Online Booking and Traditional Booking</b>  |  | Percentage Traditional | %                     | Percentage Online      | %                     |                        |   |
| <b>Total for Traditional Booking after applying percentage split (Total for Traditional Booking x percentage split) (TOTAL 1)</b> |  |                        |                       |                        |                       |                        |   |
| <b>Total for Online Booking after applying percentage split (Total for Online Booking x percentage split) (TOTAL 2)</b>           |  |                        |                       |                        |                       |                        |   |
| <b>PRICE THAT WILL BE USED FOR EVALUATION PURPOSES (TOTAL 1 + TOTAL 2)</b>  |  |                        |                       |                        |                       |                        |   |

Section B 8: Curriculum Vitae Template

## CV TEMPLATE GUIDELINE/COMPULSORY CV TEMPLATE

Proposed role in the project: .....

- 1. Family name .....
- 2. First name: .....
- 3. Date of birth: .....
- 4. Nationality .....
- 5. Education

| Institution<br>(Date from - Date to) | Degree(s) or Diploma(s) obtained |
|--------------------------------------|----------------------------------|
|                                      |                                  |
|                                      |                                  |
|                                      |                                  |

- 6. Membership of professional bodies .....
- 7. Other skills (e.g. computer literacy, etc.) .....
- 8. Present position: .....
- 9. Years within the organisation: .....
- 10. Key qualifications (relevant to the project) .....

11. Professional experience

|                             |  |
|-----------------------------|--|
| Date<br>(From – To) (mm/yy) |  |
| Organisation                |  |
| Location                    |  |
| Position                    |  |
| Description of duties       |  |

|                             |  |
|-----------------------------|--|
| Date<br>(From – To) (mm/yy) |  |
| Organisation                |  |
| Location                    |  |
| Position                    |  |
| Description of duties       |  |

- 12. Other relevant information (e.g. Publications) .....
- 13. References .....