



**water & sanitation**

Department:  
Water and Sanitation  
**REPUBLIC OF SOUTH AFRICA**

## **TERMS OF REFERENCE**

# **APPOINTMENT OF A SERVICE PROVIDER TO RENDER TRAVEL RESERVATION SERVICES FOR THE DEPARTMENT OF WATER AND SANITATION FOR A PERIOD OF 36 MONTHS**

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## **1. INTRODUCTION**

- 1.1 The legislative mandate of the Department of Water and Sanitation (DWS) seeks to ensure that the country's water resources are protected, managed, used, developed, conserved, and controlled through regulating and supporting the provision of quality water and restoring the dignity of people through sanitation. DWS is responsible for the development, operations, maintenance, and rehabilitation of water resources infrastructure assets for the country. It distributes bulk water in terms of the National Water Act (No. 36 of 1998) to authorized users.
- 1.2 The Department's responsibility is to design, develop, construct, and maintain infrastructure assets comprising of dams, tunnels, pipelines, canals, pump stations, Wastewater Treatment Plants (WWTP's), Water Treatment Plants (WTP's), sanitation infrastructure, building, and associated infrastructure that is positioned across Southern Africa.
- 1.3 The Department of Water and Sanitation is responsible to ensure that all citizens of the country are supplied with drinkable water and dignified sanitation services.

## **2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)**

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

## **3. DEFINITIONS**

**Accommodation** means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.

**After-hours service** refers to request and changes to travel arrangements that are actioned after normal working hours, i.e., 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.

**Air travel** means travel by airline on authorised official business.

**Authorising Official** means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g., line manager of the traveller.

**Car Rental** means the rental of a vehicle for a short period of time by a Traveller for official purposes.

**Department** means the organ of state, Department or Public Entity that requires the provision of travel management services.

**Domestic travel** means travel within the borders of the Republic of South Africa.

**Emergency service** means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.

**eCommerce** refers to the Government's buy-site for transversal contracts.

**International travel** refers to travel outside the borders of the Republic of South Africa.

**Lodge Card** is a credit card which is specifically designed purely for business travel expenditure. There is typically one credit card number which is "lodged" with the TMC which all expenditure is charged.

**Management Fee** is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets etc).

**Merchant Fees** are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.

**Quality Management System** means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.

**Regional travel** means travel across the border of South Africa to any of the SADC Countries, namely, Angola, Botswana, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe.

**Service Level Agreement (SLA)** is a contract between the TMC and Government that defines the level of service expected from the TMC.

**Shuttle Service** means the service offered to transfer a Traveller from one point to another, for example from place of work to the airport.

**Third party fees** are fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include visa fees and courier fees.

**Transaction Fee** means the fixed negotiated fee charged for each specific service type e.g., international air ticket, charged per type per transaction per traveller.

**Traveller** refers to a government official, consultant or contractor travelling on official business on behalf of department.

**Travel Authorisation** is the official form utilised by Government reflecting the detail and order number of the trip that is approved by the relevant authorising official.

**Travel Booker** is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g., the personal assistant of the traveller.

**Travel Management Company** or TMC refers to the Company contracted to provide travel management services (Travel Agents).

**Travel Voucher** means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.

**Value Added Services** are services that enhance or complement the general travel management services e.g., Rules and procedures of the airports.

**VAT** means Value Added Tax.

**VIP or Executive Service** means the specialised and personalised travel management services to selected employees of Government by a dedicated consultant to ensure a seamless travel experience.

#### **4. LEGISLATIVE FRAMEWORK OF THE BID**

##### **4.1. Tax Legislation**

- 4.1.1. Bidder(s) must be compliant when submitting a proposal to DWS and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- 4.1.2. It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 4.1.3. The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 4.1.4. It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- 4.1.5. Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.
- 4.1.6. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

##### **4.2. Procurement Legislation**

- 4.2.1 DWS has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

#### **4.3. Technical Legislation and/or Standards**

- 4.3.1 Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services.

#### **5. BRIEFING SESSION**

- 5.1 Virtual briefing session will be held for clarification of scope and extent of work to be executed; bidders can also contact nominated DWS officials mentioned in paragraph 20.

#### **6. TIMELINE OF THE BID PROCESS**

- 6.1 Any time or date in this bid is subject to change at the Department of Water and Sanitation's discretion. The establishment of a time or date in this bid does not create an obligation on the part of the Department to take any action or create any right in any way for any bidder to demand that any action be taken on the date established.
- 6.2 The bidder accepts that, if the Department extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline. The period of validity of bid and withdrawal of offers, after the closing date and time is 90 days.

#### **7. CONTACT AND COMMUNICATION**

- 7.1 Bidder(s) can make enquiries in writing, to tender office on the contact details as stipulated on the tender document. All enquiries must be in writing at least 7 working days before the closing date.
- 7.2 The delegated office of DWS may communicate with Bidder(s) where clarity is sought in the bid proposal.
- 7.3 Any communication to an official or a person acting in an advisory capacity for DWS in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 7.4 All communication between the Bidder(s) and DWS must be done in writing.
- 7.5 Whilst all due care has been taken in connection with the preparation of this bid, DWS makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current, or complete. DWS, and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current, or complete.
- 7.6 If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by DWS (other than minor clerical matters), the Bidder(s) must promptly notify DWS in writing of such discrepancy, ambiguity, error, or inconsistency to afford DWS an opportunity to consider what corrective action is necessary (if any).

- 7.7. Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by DWS will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 7.8. All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid, or the Tendering process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.
- 8. LATE BIDS**
- 8.1 Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the Bidder(s).
- 9. COUNTER CONDITIONS**
- 9.1 Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.
- 10. FRONTING**
- 10.1. Government supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent, and legally compliant manner. Against this background the Government condemn any form of fronting.
- 10.2. The Government, in ensuring that Bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct, or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for period not exceeding ten years, in addition to any other remedies DWS may have against the bidder/contractor concerned.
- 11. SUPPLIER DUE DILIGENCE**
- 11.1 DWS reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.
- 12. SUBMISSION OF PROPOSALS**
- 12.1. Bid documents may either be placed in the tender box OR couriered to the aforesaid address on or before the closing date and time.
- 12.2. Bid documents will only be considered if received by DWS in original form. Before the closing date and time, regardless of the method used to send or deliver such documents to DWS.

- 12.3. The bidder(s) are required to submit two (2) copies of each file, one original and one duplicate by the closing date and time. Each file must be marked correctly and sealed separately for ease of reference during the evaluation process. Furthermore, the files must be labelled and submitted in the following format:

**Table 1: Guideline on the submission of files**

FILE 1 (TECHNICAL FILE)	FILE 2 (PRICE & Specific Goals)
<b>Exhibit 1:</b> Administrative documents (Refer to Section 16.1 – Administrative Compliance)	<b>Exhibit 1:</b> Pricing Schedule (Refer to Section 16 – Pricing Model and Annexure A3 – Pricing Submission)
<b>Exhibit 2:</b> <ul style="list-style-type: none"> <li>• Technical Responses and Bidder Compliance Checklist for Technical Evaluation</li> <li>• Supporting documents for technical responses. (Refer to Phase 2- Functional/Technical Evaluation)</li> </ul>	
<b>Exhibit 3:</b> <ul style="list-style-type: none"> <li>• General Conditions of Contract (GCC)</li> <li>• Draft Service Level Agreement (Refer to Section 19 – Service Level Agreement)</li> </ul>	
<b>Exhibit 4:</b> <ul style="list-style-type: none"> <li>• Company Profile</li> <li>• Any other supplementary information</li> </ul>	

### 13. DURATION OF THE CONTRACT

- 13.1 The successful bidders will be appointed for a period of 36 (thirty-six) months.

### 14. SCOPE OF WORK

#### 14.1. Background

- 14.1.1 DWS currently uses travel agent to manage the travel and accommodation of the department. The travel requisition process is currently a semi-automated process. The travel requisition is manually captured on forms that go through a manual authorisation approval procedure and are then forwarded to the travel co-ordinator. The DWS travel co-ordinator forward the travel requisition to the travel agency, which in return they will request three quotations from their clientele. TMC communicates the quotations with the travel coordinators for authorization and approval of the booking.
- 14.1.2 DWS' s primary objective in issuing this RFP is to enter into agreement with a successful bidder(s) who will achieve the following:
- Provide DWS 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.
  - Achieve significant cost savings for DWS without any degradation in the services.
  - Appropriately contain DWS 's risk and traveller risk.



- d) Appoint a dedicated team that will deal with the DWS priority offices such as the Ministry and Deputy Ministry

#### 14.2. Travel Volumes

14.2.1 The current DWS total volumes per annum includes air travel, accommodation, car hire, forex, conference, etc. The table below details the number of transactions for the FY 2023/2024 as follows:

**Table 1: Western Cape main and Trading account**

Service Category	Estimated Number of Transactions per annum
Air travel - Domestic	400
Air Travel - Regional & International	05
Car Rental - Domestic	950
Car Rental - Regional & International	0
Shuttle Services - Domestic	35
Shuttle Services - International	5
Accommodation - Domestic	1100
Accommodation - Regional & International	5
Transfers - Regional & International	0
Bus/Coach bookings	0
Train - Regional & International	0
Conferences/Events	10
After Hours	10
E-hailing	5
<b>GRAND TOTAL</b>	<b>2 525</b>

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

#### 14.3. Service Requirements

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

- a) The travel services will be provided to all Travellers travelling on behalf of DWS, locally and internationally. This will include employees and contractors, consultants, and clients where the agreement is that DWS is responsible for the arrangement and cost of travel.
- a) Provide travel management services during normal office hours (Monday to Friday 8h00 –17h00) and provide after hours and emergency services as stipulated in paragraph 14.3.6.
- b) Familiarisation with current DWS travel business processes.

- c) Familiarisation with current travel suppliers and negotiated agreements that are in place between DWS and third parties. Assist with further negotiations for better deals with travel management service providers.
- d) Familiarisation with current DWS Travel Policy and implementation of controls to ensure compliance.
- e) Penalties incurred because 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.
- f) Provide a facility for DWS to update their travellers' profiles on Annual Basis.
- g) Manage the third-party service providers by addressing service failures and complaints against these service providers.
- h) Consolidate all invoices from travel suppliers.
- i) Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- j) Provide the reference letters from contactable existing/recent clients (within the past 3 years) which are of a similar size to DWS.
- k) Bidders must be members of ASATA (Association of South African Travel Agents) and International Air Travel Association (IATA). Proof of such membership must be submitted with the bid at closing date and time.

#### **14.3.2. 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 tickets and vouchers immediately and send them to the travel Booker and/or 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) Must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to 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) Must be able to facilitate group bookings (e.g., for meetings, conferences, events, etc.)
- j) Must 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).
- n) Facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
- o) Note that, unless otherwise stated, all cases include domestic, regional, and international travel bookings.
- p) 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.
- q) Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by DWS are non-commissionable, where commissions are earned for DWS bookings all these commissions should be returned to Draw on a quarterly basis.
- r) Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by DWS.
- s) Timely submission of proof that services have been satisfactorily delivered (invoices) as per DWS's instructions.

#### **14.3.3. Air Travel**

- a) The TMC must be able to book full-service carriers as well as low-cost carriers.
- b) The TMC will book the most cost-effective airfares possible for domestic travel.
- c) For international flights, the airline which provides the most cost effective and practical routings may be used.
- d) The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- e) The airline ticket should include the applicable airline agreement number.
- f) Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and/or 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 fares 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 when required.

#### **14.3.4. 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 rates 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 DWS's travel policy.
- d) DWS travellers may only stay at accommodation establishments with which TMC has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National Treasury.
- e) Accommodation vouchers must be issued to all DWS travellers for accommodation bookings and must be invoiced to DWS 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.

#### **14.3.5. Car Rental and Shuttle Services**

- a) The TMC will book the approved category vehicle in accordance with the DWS 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 DWS 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 DWS 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.

#### **14.3.6. After Hours and Emergency Services**

- a) The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- b) A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour 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 TMC 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.

#### **14.4. Communication**

14.4.1. The TMC may be requested to conduct workshops and training sessions for Travel Bookers of DWS

14.4.2. All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.

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

#### **14.5. Financial Management**

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

14.5.2. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to DWS for payment within the agreed time period.

14.5.3. Enable savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.

14.5.4. 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 DWS for the services rendered.

14.5.5. 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.

14.5.6. Consolidate Travel Supplier bill-back invoices.

14.5.7. 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.

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

14.5.9. Ensure Travel Supplier accounts are settled timeously.

#### **14.6. Technology, Management Information and Reporting**

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

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

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

14.6.4. The TMC will be required to provide the DWS 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>

14.6.5. Reports must be accurate and be provided as per DWS's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).

14.6.6. DWS may request the TMC to provide additional management reports.

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

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

**i. Travel**

- a) After hours' report;
- b) Compliments and complaints;
- c) Consultant Productivity Report;
- d) Long-term accommodation and car rental;
- e) Extension of business travel to include leisure;
- f) Upgrade of class of travel (air, accommodation and ground transportation);
- g) Bookings outside Travel Policy.

**ii. Finance**

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

14.6.9. The TMC will implement all the necessary processes and programs to ensure that all the data is always secure and not accessible by any unauthorised parties.

#### **14.7. Account Management**

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

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

14.7.3. The necessary processes should be implemented to ensure good quality management and always ensuring Traveller satisfaction.

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

14.7.5. Ensure that DWS's Travel Policy is enforced.

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

14.7.7. Ensure that workshops/training is provided to Travellers and/or Travel Bookers

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

#### **14.8. Value Added Services**

14.8.1. The TMC must provide the following value-added services, information for regional and international destinations:

- i. Health warnings.
- ii. Weather forecasts.
- iii. Places of interest.
- iv. Visa information.
- v. Travel alerts.
- vi. Location of hotels and restaurants.
- vii. Information including the cost of public transport.
- viii. Rules and procedures of the airports.
- ix. Business etiquette specific to the country.
- x. Airline baggage policy; and
- xi. Supplier updates

14.8.2. Electronic voucher retrieval via web and smart phones.

14.8.3. SMS notifications for travel confirmations.

14.8.4. Travel audits.

14.8.5. Global Travel Risk Management.

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

#### **14.9. Cost Management**

14.9.1. The National Treasury cost containment initiative and the DWS Travel Policy is establishing basis for a cost savings culture.

14.9.2. It is the obligation of the TMC Consultant to always advise on the most cost-effective option, and costs should be within the framework of the National Treasury's cost containment instructions.

14.9.3. The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility, and traveller satisfaction.

14.9.4. The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with DWS's Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

#### **14.10. Quarterly and Annual Travel Reviews**

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

14.10.2. Annual Reviews are also required to be presented to DWS's Senior Executives.

14.10.3. These Travel Reviews will include without limitation the following information:

**The reporting requirements in the National Treasury Instruction 07 of 2022/2023 (Cost Containment Measures related to Travel & Subsistence) may be used as minimum.**

#### **14.11. Office Management**

14.11.1. The TMC to ensure high quality service to be always delivered to the DWS's travellers. The TMC is required to provide DWS with highly skilled and qualified human resources of the following roles but not limited to:

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

#### **15. PRICING MODEL**

15.1 DWS will opt for one pricing model being the transactional fee model.



15.1.1 Transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers. **Refer Annexure A3: Pricing Schedule**

## 15.2. Volume driven incentives

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

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

## 16. ADMINISTRATIVE COMPLIANCE

16.1 Bidders are required to comply with the following criteria listed below:

No	Criteria	Yes	No
1.	Companies must be registered with National Treasury's Central Supplier Database. Provide proof of print out from CSD.		
2.	Tax compliant with SARS (to be verified through CSD).		
3.	Complete, sign and submit SBD 1, SBD 3.2, SBD 4 and SBD 6.1		
4.	Pricing Schedule (Refer to Section 15 – Pricing Model Submit full details of the pricing proposal as per Annexure 3 in a separate envelope		
5.	General Conditions of Contract (GCC)		
6.	Active registration with Company Intellectual Property Commission (to be verified through CSD and CIPC) Attach copy of CIPC/CIPRO Certificate		
7.	The service provider (and in the case of a consortium or joint venture – at least one member of such consortium or joint venture) should submit a notary agreement between the parties must clearly identify the lead partner (if applicable)		
8.	CERTIFICATE OF AUTHORITY FOR SIGNATORY (bidders to complete the relevant form.)		
9.	Copy of an Identity document of the authorised individual to represent the Service provider as per the CERTIFICATE OF AUTHORITY FOR SIGNATORY form		
10.	Certified copy of valid BBBEE certificate		

## 17. EVALUATION SYSTEM

17.1 The Department of Water and Sanitation will evaluate all proposals in terms of the Preferential Procurement Regulations 2022. In accordance with the Preferential Procurement Regulations 2022, submissions will be adjudicated on either **the 80/20 or 90/10** points system