



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE

APPOINTMENT OF THE SERVICE PROVIDER TO RENDER TRAVEL RESERVATION SERVICES FOR THE DEPARTMENT OF WATER AND SANITATION NORTHERN CAPE PROVINCIAL OPERATIONS: FOR A PERIOD OF EIGHT (8) MONTHS

TABLE OF CONTENT

Appointment of a PSP to render Travel Reservation Services for DWS: NC Provincial Operations for 8 months

1. INTRODUCTION.....3

2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP).....3

3. DEFINITIONS.....3

4. LEGISLATIVE FRAMEWORK OF THE BID5

5. BRIEFING SESSION.....6

6. TIMELINE OF THE BID PROCESS.....6

7. CONTACT AND COMMUNICATION.....6

8. LATE BIDS.....7

9. COUNTER CONDITIONS.....7

10. FRONTING.....7

11. SUPPLIER DUE DILIGENCE.....7

12. SUBMISSION OF PROPOSALS.....7

13. DURATION OF THE CONTRACT.....8

14. SCOPE OF WORK.....8

15. PRICING MODEL.....17

16. ADMINISTRATIVE COMPLIANCE.....17

17. EVALUATION SYSTEM.....18

18. CONDITION/S 23

19. SERVICE LEVEL AGREEMENT.....23

20. CONTACT ENQUIRIES.....24

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.

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 There will be non-compulsory virtual briefing session

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 or telephonically to the contact officials
- 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 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 must be submitted on the stipulated submission platform 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 such documents to DWS.

Table 1: Guideline on the submission of files

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

13. DURATION OF THE CONTRACT

13.1 The successful bidders will be appointed for a period of 8 (Eight) 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:

- a) 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.
- b) Achieve significant cost savings for DWS without any degradation in the services.
- c) Appropriately contain DWS 's risk and traveller risk.
- d) Appoint a dedicated team that will deal with the DWS priority event management procurement services (as per specifications to be provided per event) including but not limited to:
 - Ministerial events
 - Public events

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 projected transactions for eight (8) months period, as follows:

Table 1: Northern Cape Provincial Operations

Service Category	Estimated Number of Transactions for this contract Account
1. Air Travel - International	10
2. Air Travel – Domestic	100
3. Car Rental - Domestic	400
4. Car Rental – International	10
5. Shuttle Services – Domestic	65
6. Shuttle Services – International	10
7. Accommodation – Domestic	1350
8. Accommodation – International	10
9. Transfers – International	10
10. Bus/Coach bookings	13
11. Train - Domestic & International	20
12. Visa Assistance	5
13. Conferences/Events Management	Percentage fee required as in annexure A3
14. After Hours	40
15. E-hailing	5
16. Late cancellation fee (unit cost per cancellation)	
GRAND TOTAL	2048

Kindly note that the Annexure A3 Pricing schedule needs to be completed as it will be part of the evaluation criteria. Non-completion and non-submission of the Pricing schedule will lead to disqualification of the bidder.

NOTE: These numbers are projections based on the trends and they may change during the tenure of the contract. The numbers are meant for illustration purposes to assist the bidders to prepare the costing of their proposal(s). In instances where there may be a discrepancy of the numbers between Annexure A3 and the numbers in the ToRs, the numbers captured in ToRs will take precedence. Please do ensure that the VAT formula in Annexure A3 Pricing Schedule should be adjusted to be at 15% VAT. The conditions enabling the cancellation fee will be discussed and agreed upon through the SLA with the appointed service provider.

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) Invoices to be submitted within 7 working days after the service being rendered (Invoice older than 30 days will be dealt with in a particular case).
- g) Dispute must be dealt within 14 working days.
- h) Provide a facility for DWS to update their travellers' profiles on Annual Basis.
- i) Manage the third-party service providers by addressing service failures and complaints against these service providers.
- j) Consolidate all invoices from travel suppliers.
- k) Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- l) Provide the reference letters **relevant to the company's stated experience** from contactable clients. The reference letter must indicate the description of the service and the date when the services were provided and the value of the transaction/contract.
- m) Bidders may be **active** members of International Air Travel Association (IATA) and ASATA (Association of South African Travel Agents). The certificate may be in the name of the bidding company. Where a bidding company is using a 3rd party IATA licence, proof of the agreement between the two parties must be attached and copy of the certificate to that effect at closing date. Proof of such membership must be submitted with the bid at closing date and time.
- n) All incidents relating to travelling should be reported to DWS prior invoicing within 48 hours.

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,

Appointment of a PSP to render Travel Reservation Services for DWS: NC Provincial Operations for 8 months

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) Obtains 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 as per the service level agreement.
- 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, **as per the service level agreement.**
- k) Advise the Traveller of all visa and inoculation requirements well in advance (7 days).
- 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 be as per request of the client, however should the client or traveller undertake the visa process 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) Timeous 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 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 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.

14.3.7. Conferencing and event management

- 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 (where possible) comparisons from establishments and or service providers that provide the best available rates
- c) This includes planning, booking, confirming, and amending of conference booking with any establishment or service provider.
- d) For areas without infrastructure, the TMC may offer alternative like marquees or temporary structures.

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 contracted travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.

14.5.4. 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.

14.5.5. 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.

14.5.6. 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 report or the credit card statement.

14.5.7. 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) No show report;
- f) Cancellation report;
- g) Incident 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/ WhatsApp 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's latest Instruction note relating to Cost Containment Measures relating to Travel & Subsistence and the Travel Circular 1 of 2026-2027 Accommodation Revised Rates 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.

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.	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 and 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		

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 **the 80/20** points system and the evaluation criteria. Three phase evaluation criteria will be considered in evaluating the bid.

On the receipt of the proposals, the evaluation criteria shown below will be used for the selection of the most suitable bidder to undertake the assignment.

17.2 Bidders are required to note that the pricing of each region as tabulated above must be submitted independently indicating the region that you bid for. The region-specific pricing schedule should be submitted in line with the conditions stipulated above on pricing model

PHASE 1: MANDATORY COMPLIANCE (IF NOT COMPLIED WITH, BIDDER WILL BE DISQUALIFIED)

PHASE 2: FUNCTIONAL / TECHNICAL EVALUATION (IF NOT COMPLIED WITH, BIDDER WILL NOT PROCEED TO THE NEXT PHASE)

PHASE 3: POINTS AWARDED FOR PRICE AND SPECIFIC GOALS (80/20 PREFERENTIAL SYSTEM)

PHASE 1: MANDATORY COMPLIANCE

Document that must be submitted	Non-submission shall result in disqualification	
	YES	NO
a) Attach a valid certified certificate of compliance with International Air Travel Association (IATA) The certificate may be in the name of the bidding company. Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be attached and copy of the certificate to that effect at closing date.		
b) Has the bidder quoted in line with all the specifications on Annexure A3 (Pricing Schedule)?		
c) Proxy agreement with three (3) vehicle rental 3rd parties which have national footprint (every province)		

PHASE 2: FUNCTIONAL / TECHNICAL EVALUATION (IF NOT COMPLIED WITH, BIDDER WILL NOT PROCEED TO THE NEXT PHASE)

The bidder/s are expected to achieve a minimum required score of 60% for functionality to qualify for further evaluation. Service Provider that did not provide the requested documents will not be awarded any point for the evaluation criteria. Bids that do not meet the minimum required score will be disqualified.

Values: 0 non-submission.....1 Very Poor..... 2 Poor.....3 Average.....4 Good.... 5 Excellent

Functionality will be evaluated as follows:

No	Element	Weight
1.	<p>Company Profile and Company Experience: Reference Letters (Not business relationship letters)</p> <p>For evaluation purposes, the <u>Company Profile</u> must explicitly include the following information:</p> <ul style="list-style-type: none"> • Company Name and Logo, contactable details (physical address, email address, phone number) • History and background (inclusive of the years of relevant experience) • Products and services 	

No	Element	Weight														
	<p>For evaluation purposes, the <u>Reference Letter</u> must explicitly include the following information:</p> <ul style="list-style-type: none"> • Official company letterhead of the referee • Description of the services rendered the date (commencement and end date) when the services were provided. • The contact details of the reference provider (physical address, email address, phone number) • Signed and dated by the reference provider. <table border="1" data-bbox="201 775 1369 1476"> <tr> <td data-bbox="201 775 1238 875">The attached company profile demonstrates more than eight (8) years of proven expertise in travel management and is supported by qualifying reference letters.</td> <td data-bbox="1238 775 1369 875">6</td> </tr> <tr> <td data-bbox="201 875 1238 976">The attached company profile demonstrates more than seven (7) years of proven expertise in travel management and is supported by qualifying reference letters.</td> <td data-bbox="1238 875 1369 976">5</td> </tr> <tr> <td data-bbox="201 976 1238 1077">The attached company profile demonstrates more than six (6) years of proven expertise in travel management and is supported by qualifying reference letters.</td> <td data-bbox="1238 976 1369 1077">4</td> </tr> <tr> <td data-bbox="201 1077 1238 1178">The attached company profile demonstrates more than five (5) years of proven expertise in travel management and is supported by qualifying reference letters.</td> <td data-bbox="1238 1077 1369 1178">3</td> </tr> <tr> <td data-bbox="201 1178 1238 1279">The attached company profile demonstrates more than four (4) years of proven expertise in travel management and is supported by qualifying reference letters</td> <td data-bbox="1238 1178 1369 1279">2</td> </tr> <tr> <td data-bbox="201 1279 1238 1379">The attached company profile demonstrates more than three (3) years of proven expertise in travel management and is supported by qualifying reference letters</td> <td data-bbox="1238 1279 1369 1379">1</td> </tr> <tr> <td data-bbox="201 1379 1238 1476">The attached company profile demonstrates less than two (2) years of proven expertise in travel management and is supported by qualifying reference letters</td> <td data-bbox="1238 1379 1369 1476">0</td> </tr> </table>	The attached company profile demonstrates more than eight (8) years of proven expertise in travel management and is supported by qualifying reference letters.	6	The attached company profile demonstrates more than seven (7) years of proven expertise in travel management and is supported by qualifying reference letters.	5	The attached company profile demonstrates more than six (6) years of proven expertise in travel management and is supported by qualifying reference letters.	4	The attached company profile demonstrates more than five (5) years of proven expertise in travel management and is supported by qualifying reference letters.	3	The attached company profile demonstrates more than four (4) years of proven expertise in travel management and is supported by qualifying reference letters	2	The attached company profile demonstrates more than three (3) years of proven expertise in travel management and is supported by qualifying reference letters	1	The attached company profile demonstrates less than two (2) years of proven expertise in travel management and is supported by qualifying reference letters	0	30
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2.	<p>VALUE OF THE TRANSACTION OR CONTRACT</p> <ul style="list-style-type: none"> • Value of the transaction or contract (please attach relevant Purchase Order/Contract/Service Level Agreement/Appointment letter) to reflect the value of the transaction in combination with the relevant reference letter provided. • Proof must be in line with financial capability threshold stipulated below <table border="1" data-bbox="201 1738 1369 1980"> <tr> <td data-bbox="201 1738 1219 1800">R200 000 and above</td> <td data-bbox="1219 1738 1369 1800">5</td> </tr> <tr> <td data-bbox="201 1800 1219 1863">R150 000 to R199 999</td> <td data-bbox="1219 1800 1369 1863">4</td> </tr> <tr> <td data-bbox="201 1863 1219 1926">R100 000 to R149 999</td> <td data-bbox="1219 1863 1369 1926">3</td> </tr> <tr> <td data-bbox="201 1926 1219 1980">R50 000 to R99 999</td> <td data-bbox="1219 1926 1369 1980">2</td> </tr> </table>	R200 000 and above	5	R150 000 to R199 999	4	R100 000 to R149 999	3	R50 000 to R99 999	2	15						
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R150 000 to R199 999	4															
R100 000 to R149 999	3															
R50 000 to R99 999	2															

No	Element	Weight												
	R49 999 and below	1												
	No funds available	0												
3.	<p>ASATA Certification</p> <p>Attach a valid certificate of compliance with Association of South African Travel Agents (ASATA). The certificate may be in the name of the bidding company. Where a bidding company is using a 3rd party ASATA certificate, proof of the agreement must be attached and copy of the certificate to that effect at closing date.</p> <table border="1"> <tr> <td>The bidders will score 5 points if they have attached a valid ASATA certificate as proof of such membership.</td> <td>5</td> </tr> <tr> <td>The bidders will score 0 point if they did not attach a valid ASATA certificate as proof of such membership.</td> <td>0</td> </tr> </table>	The bidders will score 5 points if they have attached a valid ASATA certificate as proof of such membership.	5	The bidders will score 0 point if they did not attach a valid ASATA certificate as proof of such membership.	0	5								
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4.	<p>Financial Capability</p> <p>The financial capability of the bidder shall be tested through the following:</p> <p>A credit letter OR a bank letter from a registered commercial bank indicating a credit facility OR availability of funds to the amount of R200 000</p> <table border="1"> <tr> <td>R200 000 and above</td> <td>5</td> </tr> <tr> <td>R150 000 to R199 999</td> <td>4</td> </tr> <tr> <td>R100 000 to R149 999</td> <td>3</td> </tr> <tr> <td>R50 000 to R99 999</td> <td>2</td> </tr> <tr> <td>R49 999 and below</td> <td>1</td> </tr> <tr> <td>No funds available</td> <td>0</td> </tr> </table>	R200 000 and above	5	R150 000 to R199 999	4	R100 000 to R149 999	3	R50 000 to R99 999	2	R49 999 and below	1	No funds available	0	20
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R50 000 to R99 999	2													
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No funds available	0													

No	Element	Weight	
5.	<p>Travel Management Plan: Methodology and Approach</p> <p>The bidder must demonstrate their understanding of the key requirements and expectations of DWS: Northern Cape Provincial Office as outlined in this document.</p> <p>The following should be addressed on the Travel Management Plan:</p> <ul style="list-style-type: none"> • A detailed travel management plan indicating clear timeframes for project implementation • A detailed travel management plan indicating the approach and communication • Methodology and support mechanisms on how they will assist DWS: Northern Cape Provincial Office in providing travel management service that is specific to DWS: Northern Cape Provincial Office nature of business, reliable, efficient, accountable, and cost effective • A detailed travel management plan indicating the approach on TMC emergency call centre and after-hours services. 	30	
	Travel Management Plan addressing all aspects above.		6
	Travel Management Plan addressing any four aspects and TMC emergency call centre and after-hours services above.		5
	Travel Management Plan addressing any three aspects and TMC emergency call centre and after-hours services above.		4
	Travel Management Plan addressing any two aspects and TMC emergency call centre and after-hours service above.		3
	Travel Management Plan addressing any one aspect and TMC emergency call centre and after-hours service above.		2
	Travel Management Plan addressing none of the aspects above		1
	Non-submission		0
TOTAL		100	

PHASE 3: POINTS AWARDED FOR PRICE AND SPECIFIC GOALS (80/20 PREFERENTIAL SYSTEM)

The 80/20 Preferential Procurement System will be used in evaluating these bids:

Evaluation element	Weighting (Points)
SPECIFIC GOALS	20
PRICE	80

Total	100
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Price

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

80/20

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

Where:

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

Preference point system

SPECIFIC GOALS	NUMBER OF POINTS TO BE ALLOCATED 80/20
Women	5
People with disability	5
Youth (35 and below)	5
Location of enterprise (Province)	2
B-BBEE status level contributors from level 1 to 2 which are QSE or EME	3
Total points for SPECIFIC GOALS	20

Documents Requirement for verification of Points allocation: -

Procurement Requirement	Required Proof Documents
Women	Full CSD Report
Disability	Full CSD Report
Youth	Full CSD Report
Location	Full CSD Report
B-BBEE status level contributors from level 1 to 2 which are QSE or EME	Valid BBBEE certificate/affidavit Consolidated BEE certificate in cases of Joint Venture Full CSD Report

The definition and measurement of the goals above is as follows:

Women, disability, and youth:

This will be measured by calculating the pro-rata percentage of ownership of the bidding company which meets this criterion. E.g., Company A has five shareholders each of whom own 20% of the company. Three of the five shareholders meet the criterion, i.e. they are women/disability/youth. Therefore, this bidder will obtain 60% of the points allowable for this goal.

Location of enterprise

Local equals province. Where a project cuts across more than one province, the bidder may be located in any of the relevant provinces to obtain the points.

BBBEE status level contributors from level 1 to 2 which are QSE or EME

Measured in terms of normal BBBEE requirements.

Note: Formula for calculating points for specific goals

Preference points for entities are calculated on their percentage shareholding in a business, if they are actively involved in and exercise control over the enterprise. The following formula is prescribed:

$$PC = Mpa \times \frac{P\text{-own}}{100}$$

100

Where

PC= Points awarded for specific goal

Mpa= The maximum number of points awarded for ownership in that specific category

P-own = The percentage of equity ownership by the enterprise or business

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. DWS will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

18. CONDITION/S

18.1 Bidders are kindly requested to submit one (1) original document.

19. SERVICE LEVEL AGREEMENT

19.1. Upon award, DWS and the successful bidders will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by DWS in the format of the draft Service Level Indicators included in this tender pack.

19.2. DWS reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with bidders by amending or adding thereto.

- 19.3. Bidder(s) are requested to:
 - a. Comment on draft Service Level Indicators and where necessary, make proposals to the indicators.
 - b. Explain each comment and/or amendment; and
 - c. Use an easily identifiable colour font or “track changes” for all changes and/or amendments to the Service Level Indicators for ease of reference.
- 19.4. DWS reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to DWS or pose a risk to the organisation.

20. CONTACT ENQUIRIES

- 20.1 Please note that all formal enquiries should be submitted to both contact enquiries listed below.
- 20.2 All bid enquiries should be directed to:

Technical

Any enquiries regarding the bidding procedure may be directed to:

Contact Person: Me Ruth Mothekhe
 Telephone: 053 836 7617
 Email Address: mothekher@dws.gov.za

SCM enquiries

Any enquiries regarding technical information may be directed to:

Contact Person: Ms K Maako
 Telephone No.: (053) 836 7643
 Email Address: maakop@dws.gov.za

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