



**National  
Research  
Foundation**

## **Invitation to Bid**

**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS LISTED IN THIS DOCUMENT**

**BID NUMBER:  
NRF/TMC GP-EC/66/2024-25**

**APPOINTMENT OF TRAVEL MANAGEMENT COMPANIES (TMCs) TO PROVIDE  
COMPREHENSIVE TRAVEL MANAGEMENT SERVICES AND CONFERENCING TO THE  
NATIONAL RESEARCH FOUNDATION (GAUTENG AND EASTERN CAPE BUSINESS UNITS) FOR  
A PERIOD OF FIVE (5) YEARS**

**ATTENTION – FRAUD ALERT**

The NRF would never offer payment or any other consideration in return for the favourable consideration of a bid. Please report any suspected acts of fraud or corruption to the following **toll-free number: 0800 701 701 or SMS 39772.**

**INVITATION TO BID (SBD 1)**

<b>Bid number:</b>	NRF/TMC GP-EC/66/2024-25
<b>Bid Title:</b>	APPOINTMENT OF TRAVEL MANAGEMENT COMPANIES (TMCs) TO PROVIDE COMPREHENSIVE TRAVEL MANAGEMENT SERVICES AND CONFERENCING TO THE NATIONAL RESEARCH FOUNDATION (GAUTENG & EASTERN CAPE BUSINESS UNITS) FOR A PERIOD OF FIVE (5) YEARS
<b>Compulsory Briefing Session:</b>	An online compulsory briefing session will be held. Date: 16 January 2025 at 11:00 AM Zoom link: <a href="https://zoom.us/j/98654746879?pwd=YMaJugUrs45BokCE6AdGuJxkIRIbJ.1">https://zoom.us/j/98654746879?pwd=YMaJugUrs45BokCE6AdGuJxkIRIbJ.1</a>
<b>Closing Date and Time:</b>	24 January 2025 at 11:00
<b>Bid Submission:</b>	Electronic submissions must be sent to <a href="mailto:bids@nrf.ac.za">bids@nrf.ac.za</a> Bids must be submitted in two separate electronic folders, one with the compliance and technical response, and the second with the financial response Compliance submissions should preferably be in searchable PDF format Folders must be titled with the bidder's company name and folder title. Attachments are limited to 25 MB per email Bidders may use WeTransfer, Dropbox, or Google Drive to submit their bid submissions.

**SUMMARY OF BID REQUIREMENTS**

<b>Two envelope system:</b>	Yes
<b>Bid validity period from date of closure:</b>	Ninety (90) days

**SUPPLIER INFORMATION**

<b>Name of Bidder:</b>	
<b>Postal Address:</b>	

<b>Street Address:</b>					
<b>Telephone Number:</b>					
Code		Number			
<b>Cell Phone Number:</b>					
Code		Number			
<b>Facsimile Number:</b>					
Code		Number			
<b>E-Mail Address:</b>					
<b>VAT Registration Number:</b>					
<b>Tax Compliance Status</b>	Tax Compliance System PIN		<b>OR</b>	Central Supplier Database No.	MAAA
<b>B-BBEE Status Level Verification Certificate</b>	Tick Applicable Box. <input type="checkbox"/> Yes <input type="checkbox"/> No		<b>B-BBEE Status Level Sworn Affidavit</b>	Tick Applicable Box. <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>[A B-BBEE status level verification certificate/sworn affidavit (for EMEs &amp; QSEs) must be submitted in order to qualify for preference points for B-BBEE – also refer to the SBD 6.1]</b>					

<b>Are you the accredited representative in South Africa for the goods/services/works offered?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No  [If yes enclose proof]	<b>Are you a foreign-based supplier for the goods/services/works offered?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No  [If yes, answer the questionnaire below]
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Is the entity a resident of the Republic of South Africa (RSA)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the entity have a branch in the RSA?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the entity have a permanent establishment in the RSA?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the entity have any source of income in the RSA?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the entity liable in the RSA for any form of taxation?	<input type="checkbox"/> Yes <input type="checkbox"/> No

If the answer is “No” to all of the above, then it is not a requirement to register for a tax compliance status system pin code from the South African Revenue Service (SARS).

#### BID SUBMISSION

1. Bids must be delivered by the stipulated time to the correct address. Late bid will not be accepted for consideration.
2. All bids must be submitted on the officially provided forms provided – (not to be re-typed) or in the manner prescribed in the bid document.
3. This bid is subject to the specifications and special conditions of contract pertaining to this bid, the Preferential Procurement Policy Framework Act, 2000. the General Conditions of Contract (GCC), and any other legislative requirements if applicable to this bid. These are included in this document thereby forming the contract between the NRF and the appointed/awarded bidder.
4. The successful bidder will be required to fill in and sign the contract signature form (SBD7.1) for this contract.

#### TAX COMPLIANCE REQUIREMENTS

1. Bidder must ensure compliance with their tax obligations.
2. Where the bidder is registered on the Central Supplier Database (CSD), a CSD number must be provided
3. Bidders are required to submit their unique personal identification number (PIN) issued by SARS to enable the organ of state to verify the taxpayer’s profile and tax status. Application for tax compliance status (TCS) pin is made via e-filing through the SARS website [www.sars.gov.za](http://www.sars.gov.za).

4.	Bidders may also submit a printed TCS certificate together with the bid, available via e-filing through the SARS website <a href="http://www.sars.gov.za">www.sars.gov.za</a> .
5.	In bids where consortia/ joint ventures/ sub-contractors are involved; each party must submit a separate TCS certificate/PIN/CSD number.
6.	No bids will be considered from persons in the service of the state, companies with directors who are persons in the service of the state, or close corporations with members' persons in the service of the state.

### BID ENQUIRIES

Bid enquires may be directed to:

Technical Enquiries:	Procedural Enquiries:
Name: Marlize Delpont Email: <a href="mailto:me.delpont@saasta.nrf.ac.za">me.delpont@saasta.nrf.ac.za</a>	Name: Xolisa Gugushe Email: <a href="mailto:x.gugushe@saeon.nrf.ac.za">x.gugushe@saeon.nrf.ac.za</a>

### INTRODUCTION TO THE NRF

The National Research Foundation Act, Act 23 of 1998 as amended, establishes the National Research Foundation ("NRF") as the juristic person that makes this bid invitation and will contract with the awarded service provider. The Public Finance Management Act classifies the organisation as a Schedule 3A Public Entity.

The NRF is the Government's national entity responsible for promoting and supporting research and human capital development through funding the establishment of National research facilities, science outreach platforms and programs to the broader community in all fields of science and technology, including natural science, engineering, social science and humanities.

Visit the NRF website (<https://www.nrf.ac.za>) for more information.

### HIGH LEVEL SUMMARY OF REQUIREMENTS

The NRF have their Corporate Head Office in Pretoria East, with Business Units (BU) located in a number of provinces across the country, including three in Gauteng Province; namely Research Innovation Impact Support and Advancement (RIISA), Corporate, and South African Environmental Observation Network (SAEON) and one in the Eastern Cape Province; South African Institute for Aquatic Biodiversity (SAIAB). Collectively, these Eastern Cape and Gauteng Business Units are the purchasing entity for this tender. Reference to 'the NRF' or 'Business Units (BU)' in the context of this tender shall mean the Eastern Cape and Gauteng Business Units.

The NRF's travel pattern involves transporting its travellers between the different sites locally and internationally. This

includes postgraduate students, researchers from various institutions, International researchers (A&B rated), government ministers and foreign country dignitaries who regularly attend NRF hosted events (conferences/workshops/award ceremonies). The NRF expects a high level of service in delivering a precise, professional and smoothly executed events that promotes both South African and NRF reputations and brand image.

The NRF including the Business Units (BU) are currently utilizing outsourced travel booking services provided by Travel Management Company(ies) (TMC) for the booking of travel, accommodation and events.

A hybrid travel booking system, traditional (manual) and/or online travel booking methods are used for domestic and international travel at the NRF. To increase efficiency, the NRF will be migrating from the hybrid travel booking methods (traditional and online) to a fully online travel booking system method for all the Business Units/ facilities.

The online travel booking system must but not limited to, process travel requisitions, retrieve quotations, authorisations/ approvals, account reconciliations, order execution to optimise the efficiencies; reduce booking times; and optimise related fees. The appointed TMC shall provide the necessary training, implement and change manage for all NRF users to transition onto the online travel booking system platform. The platform must integrate with any of the interface modules available in the NRF's Microsoft Dynamics 365 Enterprise Resource Planning System(ERP) including adhering to the NRF business process for requisition/approval/order execution as defined by the NRF BU's.

**The primary objective is to move away from the traditional booking system method of requesting and approving services for travel and accommodation. There remains a need for a simple, immediate, economical, and efficient procurement system such as an online travel booking platform. Thus the NRF will require the necessary software development and integration of an online travel booking platform into the NRF's Microsoft Dynamics 365 Enterprise Resource Planning System (ERP).**

The NRF intends to appoint Travel Management Companies to provide the necessary travel agency services of travel. This also includes the development and management of travel procurement services processes, software integration, migration and support of an online travel booking system across the NRF, ensuring a smooth transition.

The NRF runs two travel-booking models for its Business Units - a centralised travel booker per Business Unit or decentralised to the booking traveller and/or their personal assistants. These models require active contact account management at their interaction points.

The service providers manages the entire travel supply chain, from the management of accommodation suppliers, air travel suppliers, land travel suppliers, hosting of conferences/workshops including venue provision and other ancillary travel services on behalf of the NRF. This includes, among others, managing the use of NRF's contracted providers of these services on behalf of the NRF. The service providers will represent the NRF's public face to the travel industry and to the NRF's individual travellers.

The successful service providers will be provided with the NRF's virtual diners club card to process **all** transactional payments to all contracted travel suppliers, travel expenses and all-inclusive processing service fees directly, unless

otherwise agreed in writing.

The objective of this tender is for appointed TMCs to –

1. Institute an online travel booking system/tool for domestic travel. The online travel booking system must have the following functionalities (not exhaustive) –
  - (a) processing of travel requisitions,
  - (b) retrieving of quotations,
  - (c) authorisations/ approvals,
  - (d) account reconciliations,
  - (e) order execution to optimise efficiencies;
  - (f) reduction of booking times; and
  - (g) optimise related fees.

The appointed TMCs shall provide the necessary training, and implement change management for all users to transition onto the online travel booking system.

2. Provide travel management services, including conferencing.

## DETAILED SCOPE OF WORK

### **1. Context and Scope of Work**

The NRF (Gauteng & Eastern Cape Business Units) use a hybrid travel booking platform - traditional (manual) for international travel, and an online travel booking platform for domestic travel.

The appointed TMCs must provide an online travel system / tool for domestic travel arrangements, while for international travel, the traditional (manual) process will be applied.

The NRF runs two travel-booking models - a centralised travel booker per Business Unit or decentralised to the traveller. These models require active contact account management per business unit at their interaction points, and back-office support where required. These interactions should be quarterly or as and when required.

The appointed TMCs will be responsible for managing the entire travel booking supply chain process. This includes the management of air travel, accommodation, land travel and providing services required for conferences/workshops, including venue hire, other ancillary travel services and managing third party contracted providers on behalf of the NRF. This includes, among others, managing the use of NRF's contracted service provider. The TMCS will represent the NRF to the travel industry and to the NRF's travellers.

The successful TMCS will be provided with the NRF's virtual diners club card or EFT payments by Business Unit to process all transactional payments to the contracted travel supplier, travel expenses and all-inclusive processing service fees directly, unless otherwise agreed in writing.

All quotes must be inclusive of all related charges to complete the booking transaction trip.

## **1.2 Objective and Deliverables**

The objective of this tender is to deliver the following:

- (a) Provide the NRF with travel management services that are consistent, economical, reliable and maintain traveller satisfaction;
- (b) Manage the transition to the newly appointed TMCs. [Provide a detailed transition/ change management plan to demonstrate its management capability for engaging with the current TMCs to ensure a smooth transition without service interruptions];
- (c) Transition the NRF's users to an online travel booking platform, including necessary support services (intervention, in-person and virtual workshops, et cetera.) [Note: during the transition phase from traditional to online travel booking, there will be no distinction between fees and only the online booking service fees will be charged];
- (d) Assess, advise, and develop (in consultation with the NRF) a tailored online travel procurement services process;
- (e) Assess, continuous reviews through traveller and user satisfaction surveys, analyse and provide bi-annual reports for necessary enhancements.
- (f) Continuous support (24/7) to users on the online booking platform.
- (g) Provide a dedicated TMC account manager for each of the Business Unit's to manage their individual travel accounts.
- (h) Ad Hoc event management to arrange conferences/workshops/seminars/award ceremonies/roadshows/networking or corporate events, which include venue hire, catering and hospitality, marketing, booking of keynote speakers, audio visual and event technology;

Note: BUs will engage directly with their dedicated TMC account manager/consultant and provide the required event specifications in order for the TMC to prepare an economical quotation. Prior to contract expiry, TMCs must submit a client handover report that includes all archived and current documentation, final statement of accounts, identifying of all key risks, gap analysis for further enhancements [Note: the first (1<sup>st</sup>) iteration of the report shall be submitted 6 months prior to contract expiry date for comment; and the final accepted iteration shall be submitted three (3) months after the contract expiry date.

## **1.3 Additional Travel Conditions and Constraints**

### **Travel Critical**

The various locations to which the NRF's travellers need to travel, including rural and remote areas within and outside of South Africa, require that travel bookers must have telephonic and face-to-face interactions with the TMC back office. The NRF uses a number of video conferencing technologies which allow face-to-face online communication. Due to the variety of travellers transported (from government Ministers to interns) and attendant travel complexities, the NRF requires that TMCs have the necessary technology to enable them to meet with NRF representatives virtually, as and



when required, typically within 2 hours of a meeting request.

### **Outlying Site Constraints**

The NRF have a few remote sites located in Carnarvon (Northern Cape), Sutherland (Northern Cape), Gqeberha (Eastern Cape), Makhanda (Eastern Cape) and smaller sites in more isolated regions as set out below. The service providers must have researched and have detailed knowledge of travel (venues, accommodation and transport) resources in these areas to maintain the image of the organisation, the Department of Science and Innovation, and the South African Government.

### **Current Travel Requisition Process (to transition onto online travel booking form)**

The travel requisition process is a semi-automated process which manually captures data on forms that undergo a manual authorisation pre-approval procedure (either co-ordinated by the individual or the personal assistants of the senior management) and are then forwarded to the Business Units' Finance sections.

### **Current Travel Purchase Ordering Process (to transition onto online travel booking platform)**

Upon receipt of the approved travel requisition, the Business Units' Finance sections raise in the financial system the requisite travel purchase order detailing the agreed quote data from the travel company submission. The travel bookers or travellers (dependent on which model applies at the Business Unit) forward the travel purchase order to the travel company system.

### **Current Travel Booking Execution Methodologies (to transition onto online travel booking platform)**

The NRF utilises two travel models – a centralised travel booker function within a Business Unit, and travellers within Business Units performing their own travel booking functions. This requires that the service provider utilise dedicated professional staff to perform all travel booking and interaction – the training and change management component in the Online Travel Booking section above – adapting to the traveller's level of experience with travel management. These models apply as follow:

- Per centralised travel booker function:
  - NRF-**SAIAB Office** Somerset Street Gqeberha;
- Per traveller or their personal assistants
  - NRF **Corporate**: NRF Corporate Building, South Gate, CSIR Campus, Meiring Naude Road, Pretoria;
  - NRF **RIISA**: NRF RIISA Building, South Gate, CSIR Campus, Meiring Naude Road, Pretoria;
  - NRF-**SAEON National Office**: Didacta Building Office: 211 Nana Sita Street Pretoria, Pretoria;
  - NRF-**SAEON Arid Lands Node Office**: Hadison Park, Kimberley;
  - NRF-**SAEON Egasgasini Node Office**: 5<sup>th</sup> Floor, ForeTrust Building, Martin Hammersdlog weg, Cape Town;
  - NRF-**SAEON Elwandle Node Office**: A Block, Ocean Sciences Campus, Nelson Mandela University, Gnomes Road, Summerstrand, Port Elizabeth;

- **NRF-SAEON Fynbos Node Office:** CBC Building, Kirstenbosch Botanical Gardens, Rhodes Drive, Newlands, Cape Town;
- **NRF-SAEON Grasslands, Forests, and Wetlands Node Office:** Queen Elizabeth Park, 1 Peter Brown Drive, Pietermaritzburg;
- **NRF-SAEON Ndlovu Node Office:** Phalaborwa Gate, Kruger National Park;
- **NRF RIISA-SAASTA Office:** Didacta Building Office: 211 Nana Sita Street Pretoria;

### PICK UP LOCATIONS AT NRF SITES

All service providers must be aware of the location of all NRF sites and their surrounding areas in order to provide precise and timeous movement of travellers. The evaluation team, via desktop and presentation, verifies the ability to provide services at these locations. Failure to meet this requirement will result in disqualification. Further information is available at the NRF website ([www.nrf.ac.za](http://www.nrf.ac.za)) which provides further links to the regional sites.

The site locations are as follows:

1. **NRF Corporate:** NRF Corporate Building, South Gate, CSIR Campus, Meiring Naude Road, Pretoria;
2. **NRF RIISA:** NRF RIISA Building, South Gate, CSIR Campus, Meiring Naude Road, Pretoria;
3. **NRF-SAEON National Office:** Didacta Building Office: 211 Nana Sita Street Pretoria, Pretoria;
4. **NRF-SAEON Arids Lands Node Office:** Hadison Park, Kimberley;
5. **NRF-SAEON Egasgasini Node Office:** 5<sup>th</sup> Floor ForeTrust Building, Martin Hammersdlog weg, Cape Town;
6. **NRF-SAEON Elwandle Node Office:** A Block, Ocean Sciences Campus, Nelson Mandela University, gnomes Road, Summerstrand, Port Elizabeth;
7. **NRF-SAEON Fynbos Node Office:** CBC Building, Kirstenbosch Botanical Gardens, Rhodes Drive, Newlands, Cape Town;
8. **NRF-SAEON Grasslands Node Office, Forests, and Wetlands Node Office:** Queen Elizabeth Park, 1 Peter Brown Drive, Pietermaritzburg;
9. **NRF-SAEON Ulwazi Node Office,** 8th Floor, The Towers South, Hertzog Blvd, Foreshore, Cape Town
10. **NRF-SAEON Ndlovu Node Office:** Phalaborwa Gate, Kruger National Park;
11. **NRF-SAIAB Office:** Somerset Street, Gqeberha;
12. **RIISA (SAASTA) Didacta Building Office:** 211 Nana Sita Street Pretoria;

### TOTAL PROJECTED TRAVEL VOLUMES

**Note:** These figures are projections based on current trends and are subject to change during the course of the contract. The figures are meant for illustration purposes to assist TMC in resource allocation planning, and as an objective model for purposes of bid comparison.

The NRF's current total annual travel volumes are inclusive of air travel, accommodation, car hire, foreign currency

purchase, conference, et cetera. The table below details the estimated number of transactions per annum for the past 5 financial years. These numbers aggregate the volumes of the current TMC. Regional details are not contained in the current financial system.

<b>Service Category</b>	<b>NRF Estimated Number of Transactions Per Annum (p.a.)**</b>
Air Travel – Regional & International	950
Air Travel – Domestic	8450
Car Rental – International	15
Car Rental – Domestic	1060
Shuttle Services – International	310
Shuttle Services – Domestic	2500
Accommodation – Regional & International	500
Accommodation – Domestic	6750
Bus/Coach bookings	15
Event management on ad hoc basis – conferences/workshops/seminars/ award ceremonies/roadshows/networking or corporate events ( <i>optional*</i> )	20
<p><i>Note: Optional* - BU's will engage directly with their dedicated TMC account manager and provide the required event specifications to prepare an appropriate economical quotation, for acceptance, approval and payment.</i></p> <p><i>**Refer to Annexure 1 for NRF Business Units Estimated Travel Volumes breakdown.</i></p>	

**SERVICE REQUIREMENTS APPLYING TO ALL CATEGORIES OF SPECIALISED SERVICES LISTED IN THIS DOCUMENT**

The appointed TMCs shall -

1. Provide travel services to all approved travellers travelling locally and internationally, including employees, researchers, academics, and third parties approved by the NRF.
2. Perform its travel management functions as detailed in this document, during normal office hours (Monday to Friday

8:00 – 17.00) and provide after hours and emergency services as stipulated in this document.

3. Familiarise themselves with the NRF's current travel business processes, current travel suppliers, and negotiated agreements that are in place between the NRF and third parties.
4. Endeavour to negotiate better deals with travel service providers.
5. Familiarise themselves with the current NRF Travel Policy and implement controls to ensure compliance with the Policy, such as being able to identify where travellers make travel requests that are not in compliance with the Policy. The NRF shall communicate any revised version of the Travel Policy to the appointed TMCs as soon as they have been approved and are effective.
6. Bear the cost of penalties (equated to estimated damages, unless actual damages are known) that may be incurred to the NRF, its staff or third parties, due to the inefficiency or fault of the TMC, subject to the outcome of a formal dispute process.
7. Provide an online system/tool for NRF employees to update their traveller profiles.
8. Within 3 months of contract commencement, create traveller profiles for frequent travellers in order to maintain prompt and efficient service levels.
9. Manage third-party service providers by addressing service failures and complaints.
10. Consolidate all invoices from travel suppliers for each travel event as listed on the received NRF Travel Authorisation form, reflecting the detail and order number of the approved trip. Where services for a travel event are split across multiple travel authorisation forms, consolidate all invoices pertaining to each travel authorisation form.
11. Manage the transition from the current TMCs to themselves. Demonstrate their management capability by providing a detailed transition plan for engaging with the current TMCs to ensure a smooth transition without service interruptions. The NRF will inform the newly appointed TMCs of the challenges experienced during the previous transitional period, allowing TMCs further insights to enable them to prepare comprehensive transition plans. The NRF shall rely on the TMC' years of experience in this regard.

### **MEMBERSHIP OF PROFESSIONAL ORGANISATIONS**

TMCs must comply with the professional memberships/ certifications as detailed in the Bid Selection section of this document, and if appointed, must maintain such memberships or certifications for the duration of the contract.

TMCs must have the Balance Scorecard Professional for Travel Agent's Certification (this is an IATA requirement), especially as the NRF makes use of virtual payment options for through payments with travel management companies to minimise non-compliance and ensure efficient and prompt service delivery. TMCs must submit and maintain valid Balance Scorecard Professional for Travel Agent's Certification for the duration of the contract. The NRF will permit TMCs a one (1) month grace period to ensure proper resolution of any certification and documentation issues and, if certification and documentation issues have not been resolved within the grace period, the NRF will apply penalties in

lieu of liquidated damages as set out in this contract. Where the breach is critical to service delivery of the contract, the NRF will consider cancellation of the contract.

TMCs must have access to international travel systems to manage international travel. They must provide evidence of such systems and its level of expertise in their utilisation.

### RESERVATION SPECIFICATION

1. The TMC shall receive travel requests (via the online travel booking platform) from travellers and/or travel bookers and respond with real-time quotations (confirmations) and availability. Upon receipt of the necessary approval, issue the required e-tickets and vouchers immediately. The traveller and/or travel booker receives e-tickets and vouchers via email, and shall be able to retrieve the final itinerary from the online booking platform.
2. The TMC must always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
3. The TMC must apprise itself of all travel requirements for destinations to which travellers will be travelling and must inform the traveller of alternative options that are more cost effective, or convenient, where necessary.
4. The TMC must generate a minimum of three (3) price comparisons for all travel requests, where the routing or destination permits.
5. The TMC must negotiate discounted fares and rates where possible.
6. The TMC 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, or during, the traveller's trip. When necessary, the TMC shall modify and reissue e-tickets and billing to reflect these changes.
7. Where required, the TMC shall book car parking for the traveller at the airport, for the duration of the travel.
8. The TMC must respond to, and process all queries, requests, changes, and cancellations timeously and accurately.
9. The TMC must be able to facilitate group bookings, e.g., for meetings, conferences, events et cetera.
10. The TMC must issue all necessary travel documents, itineraries, and vouchers timeously to travellers prior to departure dates and times.
11. The TMC must inform the traveller of all visa and inoculation requirements for the intended travel, well in advance of the travel date.
12. The TMC must facilitate any reservations that are not bookable on the Global Distribution System (GDS).
13. The TMC must facilitate bookings (see the Online Travel Booking section above) that are generated through its own or third-party Online Booking Tool (OBT) where it can be implemented.
14. The TMC must note that, unless otherwise stated, all cases include domestic, regional, and international travel bookings.
15. Visa applications will not be the responsibility of the TMC; however, the TMC must inform the traveller when a visa is required, to enable them to make their application.
16. Negotiated airline fares, accommodation establishment rates, car rental rates, and other ancillary rates that are

negotiated directly or established by National Treasury or by the NRF are non-commissionable. The TMC must return to the NRF all commissions earned for NRF bookings on a quarterly basis.

17. The TMC must maintain the confidentiality of travellers, and their travel arrangements.
18. The TMC must comply with the Protection of Personal Information Act (POPIA) when managing travellers' personal information.
19. The TMC must timeously submit proof that services have been satisfactorily delivered (invoices) as per the NRF's instructions.

### **AIR TRAVEL RESERVATIONS**

1. The TMC must be able to book full-service carriers as well as low-cost carriers.
2. The TMC must book the most cost-effective airfares possible for domestic travel.
3. For international flights, the TMC must provide the most cost effective and practical routings for the entire trip.
4. The TMC must obtain three (3) or more price comparisons, where possible, to present the most cost-effective and practical routing to the traveller.
5. The TMC must provide airline tickets that include the applicable airline agreement number, as well as the individual loyalty program number of the traveller (if applicable).
6. The TMC must deliver airline tickets electronically (SMS and/or email format) to the traveller(s) and/or travel bookers promptly after booking, before the departure date, and preferably through its online travel booking platform.
7. The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the NRF and provide a report on refund management once per quarter.
8. The TMC's online travel tool must be able to generate reports of bookings that were made against discounted rates on the published fares during their report period.
9. The TMC must at all times inform travellers of any travel news regarding airlines, baggage policies, checking in arrangements, et cetera.

### **ACCOMMODATION SPECIFICATION**

1. The TMC must obtain price comparisons to get the best-negotiated rate available that is the most cost effective for the NRF. The TMC must maintain records demonstrating these rates and savings achieved against the National Treasury's maximum allowable ceiling rate matrix as set out in the NRF Travel Policy.
2. The TMC must maintain the price comparisons within the maximum allowable ceiling rate matrix as per the cost containment instruction of the National Treasury. They should be aware that National Treasury has clearly stated that these are not Government-negotiated rates but ceiling caps.
3. Where possible, the TMC must obtain three (3) price comparisons from accommodation establishments that provide the best possible rate within the maximum allowable ceiling rate as stated in the NRF Travel Policy, and which is located as close as possible to the venue, office, or other location where the traveller will conduct their official

business. This includes planning, booking, confirming, and amending of accommodation with any establishment (hotel group, private hotel, guesthouse, or bed & breakfast) in accordance with the NRF Travel Policy.

4. The TMC must issue accommodation vouchers to the traveller and must invoice the travel arrangement as set out in the travel authorisation form, to the NRF. A copy of the original hotel accommodation charges must support all invoices issued for payment.
5. The TMC must cancel accommodation bookings promptly to prevent no show and late cancellation fees, as soon as it receives a cancellation request.

## **CONFERENCING, INCLUDING ACCOMODATION AND VENUE HIRE**

*Note: The BU will engage directly with their dedicated account manager and provide the required event specifications to prepare an appropriate economical quotation, for their acceptance and approval.*

1. The TMC must provide the following services in relation to hosting conferences -
  - (a) Arrangement of accommodation for all participants at the venue;
  - (b) Arrangement of block bookings for all participants – conference formats vary, from instances where the NRF pays for all accommodation directly, to instances where the individual participants and their institution pays. In both cases, the TMC must make block bookings to allow all delegates to stay at the same venue;
  - (c) Conferences held physically, virtually and in hybrid mode;
  - (d) Arrangement of shuttle services from public transport nodes to the conference venue;
  - (e) Assistance with the arrangement of functions, e.g. gala evenings;
  - (f) Management of the conference registration process and desk;
  - (g) Management of special invited guests' arrangements;
  - (h) Management of the audio and visual equipment requirements for the conference;
  - (i) Management of participants' queries and complaints.
2. The TMC must source a minimum of three (3) quotations meeting the NRF's specifications for the proposed conference bookings, for consideration by the NRF prior to making bookings.
3. The TMC must obtain all quotations on the same set of specifications to enable the NRF to evaluate the quotations, and select the quotation that meets the requirements, quality levels, and costs.
4. The NRF's travel/conference bookers shall inform the TMC in writing of the procurement decision to enable the TMC to book the conference venue on time.
5. Where the TMC contracts the approved service providers for the conference, the TMC must utilise the NRF virtual payment methods, e.g., travel lodge credit card for the payment of the TMC, or direct EFT from Business Unit.
6. Where the NRF instructs the TMC to source conference organisers, venues, and other conference services, the TMC must provide conferencing organising services. The NRF will inform the TMC of the approved service providers to allow the TMC to work with these service providers in organising the conference and related travel

arrangements.

7. The NRF must provide the TMC with the delegated authority's approved amendment instructions, where applicable, allowing the TMC to provide efficient, quality and cost-contained conferences/workshops.
8. The TMC must negotiate "best" discounted rates on standard tariffs with all contracted hotel groups, private hotels or other establishments. The TMC shall verify that these discounted rates are applied to each conference/workshop that the service provider manages.
9. The NRF's conference convener/bookers shall provide the TMC with the exact requirements for each conference. The TMC shall make conference bookings in line with these requirements and the NRF Travel Policy.
10. A copy of the original hotel accommodation charges must support all invoices issued for payment.

### **CAR RENTAL AND SHUTTLE SERVICES SPECIFICATION**

1. The TMC must book the approved category of vehicle in accordance with the NRF Travel Policy, with the appointed car rental service provider from the closest rental location (airport, hotel, and/or venue).
2. The TMC must advise the traveller on the best time and location for collection and return of the vehicle, considering the traveller's specific requirements.
3. The TMC must share relevant information with travellers regarding car rental arrangements, such as e-tolls, refuelling, keys, rental agreements, damages, and accidents.
4. For international travel, the TMC may offer alternative ground transportation to the traveller that may include rail, buses, and transfers.
5. The TMC must book transfers with the appointed and/or alternative service providers in line with the NRF Travel Policy. Transfers include bus and coach services. The NRF has, in certain cases such as NRF-SAAO (the shuttle service between Cape Town and Sutherland), established long-term contracts. NRF travellers arrange these shuttle services separately from the services set out on the Travel Authorisation form to the TMC.
6. The TMC shall manage shuttle companies on behalf of the NRF, ensuring compliance with minimum standards.
7. The TMC must negotiate best rates with relevant shuttle companies unless it relates to a pre-established NRF contract.
8. The TMC must provide proof, during their report period, that negotiated rates were booked, where applicable.
9. A copy of the original car rental and shuttle services charges must support all invoices issued for payment.

**NB:** The NRF will only contract with vehicle hire companies that perform pre-collection and post-return inspections and produce full assessment reports of damages regardless of the value of the damage. The damages should be highlighted to and accepted by the driver of the vehicle and a copy of forms be provided at the return depot. Should this not be possible, the NRF will not require quotes from those rental companies as the quotes will not be comparable. The NRF reserves the right to accept or reject quotes by service providers who have a history of not acting in good faith during the rental return process. The NRF seeks to maintain good relations with its insurers and



certain negative trends have been noted.

### **AFTER HOURS AND EMERGENCY SERVICES SPECIFICATION**

1. The TMC must have a consultant or team of consultants to assist travellers with after hours and emergency reservations and changes to travel plans.
2. The TMC must have a dedicated consultant/s available to assist Executive travellers with after hour or emergency assistance.
3. The TMC must provide after-hours services from Monday to Friday outside official hours (17:00 to 08:00) and twenty-four (24) hours on weekends and public holidays.
4. The TMC must have a call centre facility or after hours contact number(s) that is available to travellers so that, if required, unplanned changes to travel plans can be made and emergency bookings attended to.
5. The TMC must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation within twenty-four (24) hours as per NRF Travel Policy - preference is through the Online Booking Tool Platform.

### **COMMUNICATION SPECIFICATION**

1. The TMC, when requested, in addition to such interventions to change manage the transition to its online travel booking platform, conduct workshops and training sessions for NRF travel bookers and travellers, pertaining to making travel arrangements and improving the interaction between NRF travellers and the TMC.
2. The TMC must investigate all enquiries and prompt feedback must be provided in accordance with the performance service levels set out in this bid document (Annexure 2).
3. The TMC must ensure sound communication with all stakeholders linking the business traveller, travel coordinator, and service providers in one smooth continuous workflow.

### **FINANCIAL MANAGEMENT SPECIFICATION**

1. The TMC must implement the rates negotiated by NRF with travel service providers or discounted airfares, or the maximum allowable rates established by the National Treasury where applicable.
2. The TMC is responsible for the management of its accounts. This will include the timely receipt of invoices by the NRF for payment within the agreed time. NRF, where correct procedures are followed, will make prompt payments.
3. The TMC must enable savings on total annual travel expenditure. The TMC must keep records of such savings, actual paid expenditure, destinations and so forth. The TMC must provide reports of this information, with proof, during monthly and quarterly reviews. National Treasury lists the minimum reporting specifications on its website.
4. The NRF shall provide the TMC with cash support facilities through arranging efficient payment processing procedures which allow for early payment where the TMC follows these procedures, or providing an NRF virtual payment option to settle third party expenses (bill back - meaning the supplier sending the bill back to the TMC

which, in turn, invoices NRF for the services rendered).

5. Where pre-payments are required for smaller bed & breakfast/guesthouse facilities, the TMC must process these directly and shall be reimbursed upon submission of invoices. These are occasionally required at short notice and at times, for same day bookings.
6. The TMC must intervene to resolve all travel related queries and supplier bill-back invoices.

## **TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING SPECIFICATION**

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.
2. The TMC must implement its online travel booking platform to facilitate domestic bookings to optimise services and related fees.
3. The TMC must verify that all management information and data input is accurate.
4. The TMC must provide the NRF 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>.
5. The TMC's reports must be accurate and in accordance with the NRF's specific requirements.
6. The TMC must submit these reports by the agreed date as determined in the initial contract meeting and thereafter at those dates. Information must be available on a transactional level that reflects details including the name of the traveller, date of travel, spend category (for example air travel, shuttle, accommodation).
7. The TMC must provide analysis reports reflecting the average and the deviations from the average to allow the NRF to address potential irregular expenditure, and fruitless and wasteful expenditure.
8. The NRF may request the TMC to provide additional management reports to allow both parties to manage travel and conference spend.
9. The TMC must provide its reports in electronic format, for example Microsoft Excel spreadsheet.
10. The TMC and the NRF must set reporting dates as part of the TMC performance service levels in addition to the service levels detailed in Annexure 2 to this tender document. The report package must include, but is not limited to, the following information:
  - (a) Travel
    - (i) After hours report;
    - (ii) Compliments and complaints;
    - (iii) Consultant productivity report;
    - (iv) Long-term accommodation and car rental;
    - (v) Extension of business travel to include leisure;
    - (vi) Upgrade of class of travel (air, accommodation, and ground transportation);

(vii) Bookings outside NRF Travel Policy.

(b) Finance

- (i) Reconciliation of commissions/rebates or any volume-driven incentives;
- (ii) Creditor's ageing report;
- (iii) Creditor's summary payments;
- (iv) Daily invoices;
- (v) Reconciled reports for virtual payment option statement;
- (vi) No show report;
- (vii) Cancellation report;
- (viii) Receipt delivery report;
- (ix) Monthly Bank Settlement Plan (BSP) report;
- (x) Refund log;
- (xi) Open voucher report, and
- (xii) Open Age Invoice Analysis.

11. The TMC must implement all necessary processes and programs to ensure that all data, most importantly, personal information, is secure at all times and not accessible by unauthorised parties.
12. As part of the technical due diligence, the shortlisted TMC's may be requested to provide a demonstration of their travel Management System.

### FACE-TO-FACE ONLINE SUPPORT FOR TRAVEL BOOKERS

1. **"Face-to-face interaction"** is defined as telephonic, video, and face-to-face interactions between travel bookers and the TMC's staff. The NRF uses a number of video conferencing applications allowing for face-to-face online communication. The TMC must have the necessary technology to enable them to meet with BU representatives virtually, as and when required, typically within 2 hours of a meeting request. The TMC must have a call centre with staff allocated to each of the NRF's travel booking sites (see above on centralised travel booking sites and internal decentralised travel booking sites). The TMC's support team structure must respond to the needs and requirements of the NRF and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
2. The TMC must implement necessary processes to maintain good quality management and ensure traveller satisfaction at all times.
3. The TMC must at all times, adhere to the NRF Travel Policy.

### FACE-TO-FACE ONLINE ACCOUNT MANAGEMENT SPECIFICATION

1. **"Face-to-face interaction"** is defined as the telephonic, video, and face-to-face interactions between the relevant

management staff responsible for travel administration and the TMC senior management.

## **2. Escalation structure:**

- 2.1. Each Business Unit will manage their travel needs under the TMC contract.
- 2.2. To allow active account management, each Business Unit's business/financial manager shall manage its service needs directly with the account manager allocated to that Business Unit.
- 2.3. The Business Units will generate all travel purchase order authorisations.
- 2.4. The Business Units will receive and settle all invoices with the travel service providers. Settlement will be against the Diner's Virtual Card.
- 2.5. The Business Units' business/financial managers shall manage service levels and poor performance.

## **3. Account Management Structure:**

- 3.1. The TMC must have an account management structure in place to respond to the needs and requirements of the NRF and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- 3.2. The TMC must appoint a dedicated account or business manager who shall be responsible for the management of the NRF's account.

## **4. Quality Control:**

- 4.1. The TMC must implement processes to maintain good quality management, ensuring traveller satisfaction at all times.
- 4.2. The TMC must have a complaint handling procedure to manage and record complaints against the TMC and other travel service providers.
- 4.3. The TMC must manage their services to meet the service levels set in this document (Annexure 2).
- 4.4. The TMC must conduct customer satisfaction surveys to measure their performance and must provide the results to the NRF.
- 4.5. The TMC must have in place, risk mitigation and issue resolution processes.
- 4.6. The NRF shall apply penalties to the TMC where it consistently delivers services below the agreed minimum service levels.

## **5. Travel Policy Compliance:**

- 5.1. The TMC must adhere to the NRF Travel Policy.
- 5.2. The TMC must have a process for the reporting of travellers issuing instructions or conducting themselves

in contravention of the NRF Travel Policy.

**6. Travel Education:**

6.1. The TMC must ensure that they provide workshops/training to travellers and/or travel bookers to enable them to work cohesively with the TMC in providing quality and cost contained services.

**7. Travel Management Reporting:**

7.1. The TMC must present reports on travel spend, conference spend, and the performance delivered against set performance levels, for review at monthly review meetings with the NRF.

**COST MANAGEMENT SPECIFICATION**

1. The National Treasury cost containment initiative and the NRF Travel Policy establish a cost savings culture that the TMC must adhere to.
2. The TMC must seek out and present the most cost-effective option at all times, and must manage such costs within the framework of National Treasury's cost containment instructions.
3. The TMC plays a pivotal role in the NRF having high quality travel services designed to strike a balance between effective cost management, flexibility, and traveller satisfaction (the emphasis being on the implementation of the online travel booking system).
4. The TMC must have in-depth knowledge of suppliers' products, to be able to provide the best options and alternatives that are in accordance with the NRF Travel Policy.

**MONTHLY, QUARTERLY REPORT AND ANNUAL TRAVEL REVIEWS SPECIFICATION**

1. The TMC must present monthly, quarterly and annual reviews of all NRF travel activity in the previous month to the Business Units' business/finance managers. These reviews shall be part of the TMC's performance management reviews. The TMC must file a copy of these reviews with the Business Units finance managers as part of their quarterly reporting.
2. The minimum reporting requirements, over the management of travel issues, are incorporated into this document by reference, as well as the reporting requirements in National Treasury Instruction 07 of 2021/22 (Cost Containment Measures Related to Travel & Subsistence) as amended.

**Note: National Treasury has issued a revised Cost Containment Measures – Instruction Note No. 1 of 2024/25, effective as from 1 September 2024. Bidders are advised to familiarise themselves with the contents of the Instruction Note. The Instruction Note will form part of the contract pack for this tender. The revised Instruction Note can be accessed using this link:**  
[http://ocpo.treasury.gov.za/Buyers\\_Area/Legislation/Pages/Practice-Notes.aspx](http://ocpo.treasury.gov.za/Buyers_Area/Legislation/Pages/Practice-Notes.aspx)

## OFFICE MANAGEMENT SPECIFICATION

1. The TMC must ensure that a high-quality service is delivered at all times. The TMC must have in place a highly skilled and qualified team assigned to this contract, in the following roles (this list is not exhaustive) -
  - (a) Senior consultants;
  - (b) Intermediate consultants;
  - (c) Junior consultants;
  - (d) Travel manager (operational);
  - (e) Finance manager;
  - (f) Admin back office (creditors/debtors/finance processors);
  - (g) Strategic account manager;
  - (h) System administrator (general admin);
  - (i) Software developer (online travel booking system platform integration).

## EXCLUSIONS

1. The NRF prohibits the following to be included in any travel, accommodation or conferencing ticket -
  - (a) Alcohol;
  - (b) Snacks, i.e., crisps, sweets or other room service items;
  - (c) Cigarettes;
  - (d) Individual visitors' meals;
  - (e) Team building;
  - (f) Entertainment;
  - (g) Illegal narcotics.
2. The NRF shall not pay for these items and will not reimburse the TMC where it paid for these through the NRF's virtual payment systems, e.g., lodged travel credit card.

## VALUE ADDED SERVICES SPECIFICATION

1. The TMC must provide the following value-added services -
  - (a) Destination information for regional and international destinations -
    - (i) Health warnings;
    - (ii) Weather forecasts;
    - (iii) Places of interest;
    - (iv) Visa information;
    - (v) Travel alerts;

- (vi) Location of hotels and restaurants;
- (vii) Information including the cost of public transport;
- (viii) Airport rules and procedures;
- (ix) Business etiquette specific to the country;
- (x) Airline baggage policy; and
- (xi) Supplier updates

- (b) Electronic voucher retrieval via web and smartphones;
- (c) SMS notifications for travel confirmations;
- (d) Travel audits;
- (e) Global travel risk management;
- (f) VIP services for Executives that include, but are not limited to, check-in support.

### CONTRACT PERIOD

The contract period for this bid shall be five (5) years (sixty (60) months).

### TRAVEL POLICY

The NRF adopted the National Travel Framework as the minimum standard for development of this bid document. A copy may be accessed using this link: [http://ocpo.treasury.gov.za/Buyers\\_Area/Legislation/Pages/Practice-Notes.aspx](http://ocpo.treasury.gov.za/Buyers_Area/Legislation/Pages/Practice-Notes.aspx).

A copy of the NRF Travel Policy will be made available to successful bidder(s) and shall form part of the contract documentation.

### BID SELECTION

(M – Mandatory); (O – Optional)	Submitted	Bid Section Reference	Reference to Service provider's document
<b><u>Stage 1- Returnable Documents for Preliminary Eligibility</u></b>			
Procurement Invitation (SBD 1), signed and completed.	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Bidder's Disclosure (SBD 4), signed and completed.	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Preference Points Claim Form (SBD 6.1), signed and completed.	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Tax compliance status of foreign suppliers with tax obligations in South Africa (if applicable)	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	

<b>(M – Mandatory); (O – Optional)</b>	<b>Submitted</b>		<b>Bid Section Reference</b>	<b>Reference to Service provider's document</b>
Bidders must submit the following: <ul style="list-style-type: none"> <li>• Latest Management accounts &amp; Financial Statement</li> <li>• Management Representation Letter</li> <li>• Cashflow Forecasts for the next 3 years.</li> </ul>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Bidders must submit the following documentation with their bids. Failure to submit each document will result in disqualification -</b>				
The bidder must be certified by the International Air Transport Association (IATA), and submit their valid IATA license/ certificate (certified copy). Where a bidder is using a third-party IATA license, they must submit a certified copy of the Agreement of Use and a certified copy of the third-party IATA license / certificate	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Bidders must submit their valid Balance Scorecard Professional for travel agent's certification as required by IATA	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
The bidder must be a member of the Association of South African Travel Agents (ASATA), and submit a certified copy of their membership certification, which must be valid for at least two months after the bid closing date	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b><u>Stage 2A – Functional Eligibility</u></b>				
Methodology on the transition from manual/hybrid model to fully fledged online booking platform. Bidders must submit a detailed proposal and method statement based on the scope of work for travel management services.	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Detailed Balance Scorecard Professional (BSP) results demonstrating the bidder has met the minimum professional requirements of a travel management company.	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
A list of current corporate customers (public and/or private),	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		



<b>(M – Mandatory); (O – Optional)</b>	<b>Submitted</b>		<b>Bid Section Reference</b>	<b>Reference to Service provider's document</b>
<p>indicating number of travellers per month and monthly travel spend, to demonstrate experience in travel management accounts of similar size.</p> <p>Split between direct fees earned and payments made on behalf of, or billed back to clients.</p>				
<p>A detailed staffing proposal detailing the team assigned to manage travel requests; their number of years' experience in the travel industry; and proof of capacity to deal with the full scope of this bid.</p>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<p>A detailed document illustrating how the bidder will meet the reservation specification, including -</p> <ul style="list-style-type: none"> <li>● A description of how all travel reservations/bookings will be handled.</li> <li>● A detailed complex itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency.</li> <li>● Description of how the bidder negotiates its negotiated airline fares, accommodation establishment rates, car rental rates.</li> <li>● Description of how the bidder will manage the rates negotiated directly or established by National Treasury or by the NRF where commissions are earned for NRF bookings. All of these commissions should be returned to the NRF on a quarterly basis.</li> <li>● Methodology to secure specific rates.</li> <li>● Automated tools that will be used for the said negotiated rates.</li> </ul>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<p>A detailed description document demonstrating how the bidder will meet the Air Travel Reservation specification including -</p>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		

<b>(M – Mandatory); (O – Optional)</b>	<b>Submitted</b>		<b>Bid Section Reference</b>	<b>Reference to Service provider's document</b>
<ul style="list-style-type: none"> <li>• The bidder's detailed process of booking the most cost-effective and practical routing for the traveller.</li> <li>• Refund process and management of unused, non-refundable airline tickets.</li> <li>• Capabilities to secure special airline services for traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities, et cetera.</li> </ul>				
<p>A detailed description document of how the bidder will meet the After Hours and Emergency Services specification including -</p> <ul style="list-style-type: none"> <li>• The bidder's capacity to provide reliable and consistent after hours and emergency support to traveller(s).</li> <li>• Standard Operating Procedure for after-hours support, e.g. how it is accessed by travellers, where it is located, in-country (owned)/outsourced; is it available 24/7/365,</li> <li>• Reminder process to the NRF to process purchase orders within twenty-four (24) hours to reduce queries on invoices.</li> </ul>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<p>A detailed description document of how the bidder will meet the Communication specification including -</p> <ul style="list-style-type: none"> <li>• The bidder's process informing travel bookers of the travel booking processes.</li> <li>• Description of the communication process where the traveller, travel co-ordinator/booker and travel management company will be linked in one smooth continuous workflow.</li> </ul>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<p>A detailed description document of how the bidder will meet the Financial Management specification including -</p> <ul style="list-style-type: none"> <li>• The bidder's process for implementing negotiated rates</li> </ul>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		

<b>(M – Mandatory); (O – Optional)</b>	<b>Submitted</b>		<b>Bid Section Reference</b>	<b>Reference to Service provider's document</b>
<p>and maximum allowable rates established either by the NRF or National Treasury.</p> <ul style="list-style-type: none"> <li>● Description of how the bidder will manage the thirty-day (30-day) bill-back account facility.</li> <li>● Description of how pre-payments will be handled where it is required for smaller bed &amp; breakfast/guesthouse facilities.</li> <li>● Description of how invoicing will be handled, including the process of rectifying discrepancies on invoices, supporting documentation, reconciliation of transactions and timely submission of invoices to the NRF.</li> <li>● Description of credit card reconciliation process, timing and deliverables.</li> </ul>				
<p>A detailed description document of how the bidder meets the Technology Management Information and Reporting specification including -</p> <ul style="list-style-type: none"> <li>● Description of process of how travel consultants access and book web airfares, i.e. non-GDS inventories (low-cost carriers/consolidators), and hotel web rates.</li> <li>● The bidder's process of managing data and management information such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data.</li> <li>● Provide actual examples of standard reports bidders currently have.</li> <li>● The bidder's capability for customising reports.</li> <li>● Provide a portfolio of all technology and reporting products proposed for the NRF.</li> <li>● The bidder's ability to comply with the NRF's monthly reporting requirement as and when required to do so.</li> <li>● Indicate turnaround time to complete this integration process and a breakdown of the expected cost that will</li> </ul>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		

<b>(M – Mandatory); (O – Optional)</b>	<b>Submitted</b>		<b>Bid Section Reference</b>	<b>Reference to Service provider's document</b>
be associated with it (in case NRF decides to integrate).				
<p>A detailed description document of the bidder's On-Line Booking Tool, demonstrating -</p> <ul style="list-style-type: none"> <li>• Its functionality;</li> <li>• The ability to pay third-party providers through virtual payment tools, e.g. lodged credit card;</li> <li>• The list of integration interfaces the Online Booking Tool has to integrate with ERP systems; and</li> <li>• Its customer service offering including, description of the bidder's proposed booking system, e.g. Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking Tool (SBT).</li> </ul>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<p>A detailed description document of how the bidder meets the Accounts Management specification, especially monthly face-to-face interaction on service performance including -</p> <ul style="list-style-type: none"> <li>• Proposed account management structure/organogram;</li> <li>• Description of quality control procedures/processes in place to ensure delivery of consistent quality service;</li> <li>• Processes for handling queries, requests, changes and cancellations.</li> <li>• The mitigation and issue resolution process.</li> <li>• Complaints handling procedure.</li> <li>• Process for ensuring that compliance with the NRF Travel Policy is enforced.</li> <li>• Process for monitoring and exceeding service levels.</li> <li>• Process for conducting customer satisfaction surveys.</li> <li>• Indication of what workshops/training will be provided to travellers and/or travel bookers.</li> </ul>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
A detailed description document of how the bidder will meet the Value-Added Services specification including -	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		

<b>(M – Mandatory); (O – Optional)</b>	<b>Submitted</b>		<b>Bid Section Reference</b>	<b>Reference to Service provider's document</b>
<ul style="list-style-type: none"> <li>Provision of information on the range and value-added benefit of the bidder's value-added services.</li> </ul>				
<p>A detailed document of how the bidder will meet the Cost Management specification including -</p> <ul style="list-style-type: none"> <li>Detailed strategic cost savings plan for the contract duration.</li> <li>Targeted items to achieve maximum cost savings results.</li> <li>Description of the process used in assisting the NRF to realise cost savings on annual travel spend.</li> </ul>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<p>A detailed description document of how the bidder will meet the Quarterly and Annual Travel Review specification -</p> <ul style="list-style-type: none"> <li>Provision of a sample of quarterly and annual reviews used for performance management during the life cycle of a contract.</li> </ul>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<p>A detailed description document of how the bidder will meet the Office Management specification, including -</p> <ul style="list-style-type: none"> <li>Provision of an overview of back-office processes, detailing the degree of automation for air tickets workflow, ground arrangements and online booking workflow.</li> <li>Description of roles and responsibilities of assigned staff within the management hierarchy.</li> <li>Training that the bidder provides to its personnel.</li> <li>The bidder's forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes.</li> </ul>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<p>A detailed description document of how the bidder will meet the Conferencing Management specification including -</p>	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		

(M – Mandatory); (O – Optional)	Submitted		Bid Section Reference	Reference to Service provider's document
<ul style="list-style-type: none"> <li>The bidder's capabilities for handling group bookings, e.g., meetings, conferences, events. Please specify if these bookings would be done by the bidder or outsourced.</li> </ul>				
List of international travel systems the bidder has access to.	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
A work plan demonstrating the plan, resources, and overall approach of how the bidder will meet the NRF requirements.	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
A proposed transition plan detailing risks that the bidder has identified, and setting out how the bidder will manage the transition from the current TMCs, while mitigating those risks, e.g., obtaining and creating traveller profiles in the bidder's systems.	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		

<b><u>Stage 2B - Due Diligence</u></b>				
<p>Bidders must submit three (3) written reference letters from current or previous clients (client may include the NRF). Previous clients must have been clients within the last sixty (60) months. Contact details for all references listed must be supplied.</p> <p>The reference letters must indicate that the bidder at the very least "met requirements."</p>				
Reference 1: From	<b>M</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Reference 2: From		<input type="checkbox"/> Yes <input type="checkbox"/> No		
Reference 3: From		<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Note: The NRF reserves the right to appoint one, but not more than three highest scoring bidders based on price and preference points</b>				

**BIDDING INSTRUCTIONS**

1.	<b><u>Late Bids</u></b>
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1.1	Bids received after the closing time and/or date will not be considered.
2.	<b><u>Authority of Bid Signatory</u></b>
2.1	The bid must be signed by a person duly authorised to do so.
3.	<b><u>Clarification of the Bid Document</u></b>
3.1	Clarification of any aspect of this bid document may be directed to the NRF representatives listed on the cover page of this bid document.
3.2	Responses to bid clarifications will be provided in writing, and where relevant to other prospective bidders, will be shared with all such bidders, provided they are identifiable, i.e. bidders who have attended a tender briefing session.
3.3	The last date for the submission clarification questions shall be seven (7) working days from the closing date of the tender.
4.	<b><u>Bid Preparation Costs</u></b>
4.1	Bidders will be responsible for all costs associated with the preparation and submissions of their bids.
5.	<b><u>Tender Briefing Sessions and Site Visits</u></b>
5.1	Where applicable, the arrangements for a tender briefing session and / or site visit are as stated on the Invitation to Bid.
5.2	Bidders should be represented by a person or persons who are suitably qualified and experienced to comprehend the aspects of the work involved.
5.3	Where the briefing session or site visit is compulsory, bidders not represented at such briefing session or site visit will be precluded from submitting a bid.
6.	<b><u>Counter Proposals</u></b>
6.1	No counter proposals will be accepted.
7.	<b><u>Alterations to the Bid Document</u></b>
7.1	Bidders may not make any alterations or additions to the content of this bid document, except to comply with instructions issued by the NRF. Any alterations made to the content of this bid document other than those mandated by the NRF will result in the invalidation of a bidder's submission.
8.	<b><u>Submitting a Tender Offer</u></b>
8.1	Bidders may submit one tender offer only, either as a single tendering entity or as a member of a joint venture or consortium, unless otherwise stated in this bid document.
8.2	Bidders must return all returnable documents and schedules (refer to Bid Selection – Stage 1), after completing them in their entirety, preferably electronically, or by writing legibly in non-erasable ink.
8.3	Each party to a joint venture or consortium must complete and submit the SBD returnable forms included in this bid document, and submit each returnable document required.
8.4	The bid document must be submitted in its entirety.
9.	<b><u>Alternative Tender Offers</u></b>
9.1	Unless otherwise stated in this bid document, alternative tenders offers may only be submitted if a main tender offer, strictly in accordance with all the requirements of the bid documents is also submitted, as well as a

	schedule that compares the requirements of the bid document with the alternative requirements proposed.
9.2	An alternative tender offer must be based only on the criteria stated in this bid document, or criteria otherwise acceptable to the NRF.
9.3	An alternative tender offer will only be considered if the main tender offer is the winning tender.
9.4	For the purposes of this Tender (Reference No. - NRF/TMC GP-EC/66/2024-25) no alternative bid offers will be accepted.
10.	<b><u>Clarification of Bid Submissions</u></b>
10.1	During the bid evaluation or adjudication stages, the NRF may, in writing, require bidders to clarify any aspect of their bid submission. This may include providing a breakdown of rates or prices.
10.2	No change in the competitive position of bidders or substance of the tender offer may be sought, offered, or permitted.
10.3	A bid will be considered non-responsive where a bidder fails to respond, within such time frame granted by the NRF, to any written request for clarification, and such failure renders it impossible for the NRF to clarify any ambiguities in the bid submission and evaluate the bid submission any further.
11.	<b><u>Two Envelope System</u></b>
11.1	The NRF utilises the two-envelope system to minimise any form of price bias in the functionality evaluation stage of bid selection.
11.2	Bid responses must be submitted in two sealed envelopes, alternatively two electronic folders (if submissions are required to be electronic); the first envelope/folder shall contain the technical and compliance response and the second shall contain the pricing response.
11.3	<p><b>Bidders must package their bid as follows:</b></p> <ul style="list-style-type: none"> <li>● <b>Envelope/ Folder 1: Compliance and Technical Response</b></li> <li>● <b>Envelope/ Folder 2: Pricing Response</b></li> </ul>
11.4	Bidders must ensure that they do not include any pricing details in the first envelope/folder, as the NRF reserves the right to disqualify such bids.
12.	<b><u>Central Supplier Database Registration</u></b>
12.1	No award may be made to a bidder who is not registered with the National Treasury Central Supplier Database (CSD).
12.2	Bidders not registered with CSD are not precluded from submitting bids, but must be registered prior to award of the bid.
13.	<b><u>Tax Compliance</u></b>
13.1	No award will be made to a bidder who has a non-compliant tax status with the South African Revenue Services (SARS).
13.2	Each party to a joint venture or consortium must comply with clause 13.1 above.
13.3	In the event that a bidder has a non-compliant tax status, the NRF will grant such bidder seven (7) working days within which to rectify its tax matters with SARS so that it is compliant, failing which its bid will be disqualified. not be in order, and the bidder fails to ensure that its tax matters are in order within a minimum of 7 days, or within such extended timeframe as may be granted by the NRF in writing.



13.4	The NRF may extend the 7-day period referred to in clause 13.3 above, where reasonable and at its discretion.
14.	<b><u>Due Diligence during Bid Evaluation</u></b>
14.1	During the evaluation stage, the NRF reserves the right carry out such due diligence on shortlisted bidders as it may deem necessary, which due diligence may include requiring shortlisted bidders to submit reference letters from clients for whom similar services have been provided.
14.2	Where reference letters are requested, they must comply with performance indicators specified by the NRF, specific to the bid under consideration.
14.3	The NRF reserves the right to disqualify a bid where reference letters provided do not satisfy the performance indicators specified; or where the outcome of any other due diligence exercise presents a substantial risk to the NRF should the bidder be appointed.
15.	<b><u>Invalid Bids</u></b>
15.1	Tenders shall be invalid if –
15.1.1	In a two-envelope system, a bidder fails to submit both a technical proposal and a separate financial offer.
15.1.2	The bidder is listed on the National Treasury’s Register for Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, or has been listed on the National Treasury’s List of Restricted Suppliers and who is therefore prohibited from doing business with the public sector.
15.3	The bidder has been restricted from doing business with any Organ of state.
16.	<b><u>Imbalance in Tendered Rates</u></b>
16.1	<p>In the event the NRF declares tendered rates or lump sums to be unacceptable because they are either excessively low or high (in comparison to the NRF market price range determination), or not in proper balance with other rates or lump sums, the Bidder may be required to produce evidence and advance arguments in support of the tendered rates or lump sums objected to. If, after submission of such evidence and any further evidence requested, the NRF is still not satisfied with the tendered rates or lump sums objected to, it may request the Bidder to amend these rates and lump sums along the lines indicated by it.</p> <p>The Bidder will then have the option to alter and/or amend the rates and lump sums objected to and such other related amounts as are agreed on by the NRF, but this shall be done without altering the Contract Amount.</p> <p>Should the Bidder fail to amend the Tender in a manner acceptable to the NRF, the NRF may reject the Tender.</p>
17.	<b><u>Price Negotiations Prior to Award</u></b>
17.1	The award of the tender may be subject to price negotiations with the preferred bidder or bidders, where there are opportunities to realise cost savings, or where bid prices are not considered reasonable or market related.
18.	<b><u>Cancellation of the bid prior to award</u></b>
18.1	The NRF reserves the right to cancel this bid at any time before award, where -
18.1.1	Due to changed circumstances there is no longer a need for the services specified in this bid.
18.1.2	Funds are no longer available to cover the total envisaged expenditure for the project.
18.1.3	No bids meet the required specifications.
18.1.4	There is a material irregularity in the bid process.

19.	<b><u>Bid Award</u></b>
19.1	The tender will be awarded to the bidder with the highest combined score for Price and Preference, unless other objective criteria, specified in the bid document, applies.
19.2	The award will be subject to final verification of the bidder's tax compliance status.
19.2	The award will be subject to the outcome of any due diligence review of the recommended bidder.
20.	<b><u>Collusion, fraud and corruption</u></b>
20.1	Any effort by a bidder to influence the evaluation of bids or the award decision in any manner will result in the disqualification of that bidder's bid.
20.2	<b>The NRF would never offer payment or any other consideration in return for the favourable consideration of a bid. Please report any suspected acts of fraud or corruption to the following toll-free number - 0800 701 701 or SMS 39772.</b>
21.	<b><u>Fronting</u></b>
21.1	The NRF supports Government's Broad-based Black Economic Empowerment (B-BBEE) initiatives, recognising that real empowerment is achieved by individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent, and legally compliant manner. Therefore, the NRF condemns any form of fronting.
21.2	The NRF may conduct or initiate investigations to determine the accuracy of bidders' B-BBEE representations.
21.3	Should the NRF have reasonable grounds to suspect any form of fronting, the bidder in question will be notified and given 7 working days from the date of notification to provide evidence refuting the finding of fronting.
21.4	Should the bidder be unable to refute the finding to the satisfaction of the NRF, the NRF reserves the right to reject the bid submitted by the bidder or cancel any contracts entered into with the bidder, and apply to National Treasury to restrict for the bidder to be restricted from conducting business with the public sector for a period not exceeding 10 years, and exercise any other remedies the NRF may have against such a bidder.
22.	<b><u>Disclaimers</u></b>
22.1	The NRF has produced this document in good faith. The NRF, its agents, and its employees and associates do not warrant its accuracy or completeness; make no representation, warranty, assurance, guarantee or endorsements to any third parties concerning the document. The NRF has no liability towards the bidders in connection therewith.
<b>SBD 3.2: PRICING INSTRUCTIONS</b>	
1	<b><u>Pricing Schedule:</u></b> In terms of <u>General Conditions of contract clause 17.1</u> , the pricing schedule must remain unchanged for the duration of the contract. The NRF will not accept changes, extensions, or additional ad hoc costs to the accepted rates, with the exception of any price adjustments authorised in the Special Conditions of Contract for pricing set out below:
1A	<b><u>Off-Site Transactional Pricing Model:</u></b> The NRF applies the transactional fee model to deliver the best possible cost-effective solution. The transaction fee must be a fixed amount per service 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. The Service provider must further indicate the estimated percentage split between Traditional booking and On-line bookings.

### SBD 3.2: PRICING INSTRUCTIONS

2	<p><b><u>Estimated quantities over the Contract Period:</u></b> The NRF may require further quantities during the current contract period for future operational requirements where the quantities and timing are not yet known at the date of bid. For bidding purposes, and to establish the contract ceiling price for comparison purposes, the NRF shall provide estimated quantities for bidders to establish their pricing.</p>
2A	<p><b><u>Volume Driven Incentives:</u></b> It is important for bidders to note the following when determining their pricing –</p> <ul style="list-style-type: none"> <li>(a) National Treasury has negotiated non-commissionable fares and rates with various airline carriers and other service providers;</li> <li>(b) No override commissions earned through NRF reservations will be paid to TMCs;</li> <li>(c) An open book policy will apply, and any commissions earned through NRF volumes must be reimbursed to the NRF;</li> <li>(d) TMCs must book travel services using negotiated rates or the best fare available, whichever is the most cost effective for the NRF;</li> <li>(e) Cost savings must be included in the final contract price.</li> </ul>
8A	<p>Contract Price Adjustments for all transaction fees excluding conferencing will be applicable from year 2 of the contract.</p> <p>Contract price adjustments shall be effected annually on the anniversary of the contract start date (base year). Price adjustments shall be based on the Consumer Price Index Headline Inflation.</p> <p>STAS SA P0141 (CPI), Table B2– CPI headline year-on-year rates</p>
8B	<p><b><u>Conference Fee Negotiated per Conference/Workshop:</u></b></p> <p>The NRF hosts a very wide range of conferences/workshops, of varying sizes, so that a flat fee is unknown. For bidding purposes an estimate is used to allow for comparison.</p> <p>Following contract execution, the NRF will negotiate a conference fee for each conference /workshop as they occur.</p> <p>The NRF requires that during such negotiations, the TMCs provide “open book costing” to fairly disclose the cost parameters so that both parties negotiate a conference fee that is fair to both parties and is cost efficient.</p>
9	<p><b><u>Prices quoted</u></b> must be in South African Rands.</p>
10	<p><b><u>Price Basis</u></b> Price quoted must be fully inclusive of all costs, including delivery to the specified NRF price delivery point, value-added tax (VAT), income tax, unemployment insurance fund contributions, and skills development levies in terms of General Conditions of contract clauses 12, 32.1, and 32.2.</p>
11	<p><b><u>Price Delivery Point:</u></b> In cases where different delivery points influence the pricing, the bidder must submit a separate pricing schedule for each delivery point.</p> <p>Delivery points are: As stipulated under Travel Locations in the Specification section.</p>
12	<p><b><u>Detail Pricing Support:</u></b> Detailed information e.g. costed bill of quantities is optional where not stated in the price schedule below and is provided as an annexure to the details included in this SBD 3</p>
13	<p><b><u>Application of Preference Points:</u></b> Pricing is subject to the addition of Preference Points as stipulated below - Standard Bidding Document 6.1 Preference claim form</p>

## PRICING SCHEDULE

**Notes:**

- *All processing agency fees must be inclusive of all related charges to complete the booking transaction trip.*
- *During the transition phase from traditional to online travel booking, there will be no distinction between fees and only the online booking service fees will be charged.*
- *Optional\* - BU's will engage directly with their dedicated TMC account manager and provide the required event specifications to prepare an appropriate economical quotation, for their acceptance, approval and payment.*
- **Refer to Annexure 1 for NRF Business Units Estimated Travel Volumes breakdown.**

Item	Description	Unit	Qty	Unit Price (R)	Total Price (R)
1	<b>System Development &amp; Support:</b>				
1.1	<b>Assess, advise, and develop</b> a tailored online travel procurement services processes including change management plan, as per section 1 context and scope of work.	Item	1	R	R
1.2	<b>System development and integration</b> to the NRF's Enterprise Resource Planning System (ERPS), as per section 1 context and scope of work.	Item	1	R	R
1.3	<b>Pilot deployment</b> , migration including change management to the NRF travel ERPS interface with a pre-selected NRF BU or department (in-person & virtual workshops, feedback sessions, updates), as per section 1 context and scope of work.	Item	1	R	R
1.4	<b>Phased deployment</b> , migration including change management to the NRF travel ERPS interface with all remaining NRF BU or departments and staff (in-person & virtual workshops, feedback sessions, updates), ensuring a smooth transition, as per section 1 context and scope of work.	Item	1	R	R

1.5	<b>Annual analysis reports</b> based on continuous assessments, reviews, user satisfaction surveys & analyse for necessary enhancement, as per section 1 context and scope of work.	No.	8	R	R
<b>2.</b>	<b>Online Travel Booking Service /Management Fees (Estimated Qty's over 5-year period)</b>				
2.1	Air Travel - Regional & International	Per Transaction	4700	R	R
2.2	Air Travel – Domestic	Per Transaction	4220	R	R
2.3	Car Rental – International	Per Transaction	70	R	R
2.4	Car Rental – Domestic	Per Transaction	5300	R	R
2.5	Shuttle Services – International	Per Transaction	1550	R	R
2.6	Shuttle Services – Domestic	Per Transaction	1250	R	R
2.7	Accommodation – Regional & International	Per Transaction	2400	R	R
2.8	Accommodation – Domestic	Per Transaction	3370	R	R
2.9	Bus/Coach bookings	Per Transaction	70	R	R

		n			
3	Client handover report that includes all archived and current documentation, final statement of accounts, identifying of all key risks, gap analysis for further enhancements, as per section 1 context and scope of work.	Item	1	R	R
<b>TOTAL (EXCLUDING VAT)</b>					R
<b>VALUE ADDED TAX (15%)</b>					R
<b>TOTAL (INCLUDING VAT)</b>					R

### CONFERENCE TRANSACTION FEE (C)

Conference transaction fees to be negotiated as and when a need arises (as a % of the Total Turnover of the event)

<b>Estimated/Projected percentage charged for conferencing.</b> <b>(For evaluation purpose)</b>	<b>% (Bidder to complete)</b>
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Number of conferences are listed in the section **Total Projected Travel Volumes** and the total value listed in the table **Conference Expenditure Indication** in the section **Context of Procurement**

### SPECIAL CONDITIONS OF CONTRACT

**These Special Conditions of Contract must be cross-referenced against the General Conditions of Contract (GCC). The Special Conditions of Contract qualify or augment specific clauses of the GCC, or introduce conditions not included in the GCC**

<b>1</b>	<b>Definitions</b>
<b><i>Add the following definitions after Clause 1.25:</i></b>	
1.26	<b>“Accommodation”</b> means lodging facilities while away from one’s place of abode, while on approved official duty;
1.27	<b>“After-hours service”</b> means an enquiry or travel request that is actioned outside normal working hours, e.g., 17:00 to 8:00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays;
1.28	<b>“Air Travel”</b> means travel by airline on approved official business;

1.29	<b>“Agents”</b> means any person or party, a Party to this Agreement may appoint as agent, professional adviser, contractor, supplier, sub-contractor, each aforementioned acting strictly in the course and scope of its obligations towards a Party, or any affiliate of either Party;
1.30	<b>“Agreement”</b> means the Contract between the parties, namely the Bid Document, including these Special Conditions of Contract; the Supplier’s bid and price submission in response to Bid Ref: NRF/TMC GP-EC/66/2024-25; and any Annexures, Schedules or Addendums referred to herein;
1.31	<b>“Annexures”</b> , <b>“Schedules”</b> and <b>“Addendums”</b> means any document of the aforesaid description reduced to writing and signed by the Parties, which is from time to time incorporated in this Agreement. These documents may be amended in writing by mutual agreement between the Parties;
1.32	<b>“Bid document”</b> means the bid document issued by the Purchaser on Friday, 15 November 2024, with Reference Number, NRF/TMC GP-EC/66/2024-25;
1.33	<b>“Car Rental”</b> means the rental of a vehicle for a short period by a traveller for official purposes;
1.34	<b>“Commencement Date”</b> means the date of last signature of the Agreement between the Parties, or any other date as may be agreed upon by the Parties as the commencement date;
1.35	<b>“Delegated Official”</b> means the NRF staff member delegated to approve travel and attendant expenses, e.g., line manager of the traveller;
1.36	<b>“Domestic Travel”</b> means travel within the borders of the Republic of South Africa;
1.37	<b>“Emergency Service”</b> means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip;
1.38	<b>“International Travel”</b> means travel outside the borders of the Republic of South Africa;
1.39	<b>“Lodge Card”</b> means a credit card specifically designed purely for reimbursing TMCs for business travel expenditure incurred on behalf of the NRF;
1.40	<b>“Loss”</b> means loss, injury, death and/or damage;
1.41	<b>“Material breach”</b> means a breach by either Party of a material obligation, imposed on such Party in terms of this Agreement;
1.42	<b>“Merchant Fees”</b> means the lodge card company fees charged at the point of sale for bill back charges for ground arrangements;
1.43	<b>“NRF”</b> means the National Research Foundation, a Schedule 3A public entity in terms of the Public Finance Management Act, No. 1 of 1999, and in the context of this Agreement, shall mean its Gauteng and Eastern Cape Business Units, namely, the Research Innovation Impact Support and Advancement (RIISA), Corporate, South African Environmental Observation Network (SAEON) and South African Institute for

	Aquatic Biodiversity (SAIAB)., including its employees, agents and representatives;
1.44	“ <b>The Initial Period</b> ” means the five (5) year duration of the Agreement from Commencement Date, excluding any extension period as may be agreed upon by the Parties;
1.45	“ <b>the Parties</b> ” means the parties to this Agreement, namely the NRF and the TMC contracted to provide the services as defined in this Agreement;
1.46	<p>“<b>Payment for Services Models</b>” means:</p> <p>“<b>Management Fee Model</b>” - the fixed negotiated fee payable to the 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);</p> <p>“<b>Transaction Fee Model</b>” - the fixed negotiated fee charged for each specific service type, e.g. international air ticket, charged per type per transaction per traveller;</p>
1.47	“ <b>Personnel</b> ” means either Party’s, as the context may indicate, directors, employees, officers, each aforementioned acting strictly in the course and scope of its employment towards a Party, or Agents;
1.48	“ <b>TMC</b> ” means the travel management company contracted by the NRF in terms of this Agreement, to provide travel management services;
1.49	“ <b>Third Party</b> ” means any person or party which is not a Party to this Agreement;
1.50	“ <b>Transaction Fee</b> ” means the fixed negotiated fee charged for each specific service type, e.g. international air ticket, charged per type per transaction per traveller;
1.51	“ <b>Traveller</b> ” means an employee of the NRF travelling on official business, or an authorised third party on behalf of the NRF, or under the auspices of the NRF;
1.52	“ <b>Travel Authorisation</b> ” means the NRF form reflecting the detail and order number of the trip approved by the relevant delegated official;
1.53	“ <b>Travel Booker</b> ” means an NRF employee coordinating travel reservations with the TMC on behalf of the traveller, e.g., the personal assistant of the traveller;
1.54	“ <b>Quality Management System</b> ” means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is the organisational structure, policies, procedures, processes, and resources needed to implement quality management;
1.55	“ <b>Regional Travel</b> ” 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;
1.56	“ <b>Services</b> ” means the full scope of services pertaining to travel and conferencing as described in this Bid



	Document;
1.57	“ <b>Service Level</b> ” means the levels of service required from TMCs in terms of the Agreement, as set out in Annexure 2 to this Agreement;
1.58	“ <b>Shuttle Service</b> ” means the service offered to transfer a traveller from one point to another, for example from place of work to the airport;
1.59	“ <b>Third Party Fees</b> ” means fees payable to third party service providers providing travel related services on an ad hoc basis not directly provided by the TMCs. These fees may include visa fees and courier fees;
1.60	“ <b>Travel Voucher</b> ” means a document issued by the travel management company to confirm the reservation and/or payment of specific travel arrangements.
<b>Substitute Clause 3 in its entirety with the following:</b>	
<b>3</b>	<b>Duration and Commencement</b>
3.1	This Agreement shall commence on the Commencement Date and shall continue for the Initial Period, unless terminated by either Party in accordance with Clauses 22A, 23, 23A, and 25 below.
3.2	Should the NRF wish to exercise the option to renew the Agreement, it will give the TMC a minimum of six (6) months' prior notice, in writing, of the intention to renew.
3.3	The Agreement renewal will become effective once accepted by the TMC, and approved by the NRF.
<b>3A</b>	<b>The TMC's Obligations</b>
3A.1	The TMC agrees, undertakes, covenants and warrants (all where applicable) to, <i>inter alia</i> : -
3A1.1	To deliver the Services as detailed in this Tender Document;
3A1.2	To ensure that its employees, agents, and representatives, comply with the terms and conditions of this Agreement.
3A1.3	Arrange a project kick-off meeting with the NRF to review the TMC's proposed project execution plan submitted with its bid, and agree on a final timetable which sets out clear commencement date and completion dates for each stage of the execution plan.
3A1.4	Provide all of the necessary materials, labour and equipment required for the delivery of the services, including any temporary services that may be required;
3A1.5	Maintain a valid BSP certificate for the duration of the contract. The NRF will allow a grace period of one (1) month for the TMC to rectify an invalid certificate, before invoking the penalty, or breach clauses of this Agreement.

3A1.6	subject to Clauses 22A, 23, 23A, and 25, it will complete and deliver the Services within the Initial Period, or any extended period thereof in terms of Clause 3.3;
3A1.7	fully co-operate with, and give every reasonable assistance to the NRF to enable it to investigate any claim which may be threatened, made or brought against the NRF arising out of this Agreement;
3A1.8	within the scope of the services, comply with all reasonable and lawful instructions issued by the NRF;
3A1.9	Ensure compliance with the NRF Travel Policy. The NRF shall verify where invoices are non-compliant to the policy due to the failure of the TMC to adhere to the Policy. In such instances, the NRF reserves the right not to pay the relevant transaction fee;
3A1.10	Issue a credit note to the NRF for any penalties imposed against it under Clause 22. Any delay by the TMC in issuing a credit note within the time period agreed to by both Parties, shall result in the NRF deducting the amount from any amounts due to the TMC. For the avoidance of doubt, should the TMC's aforementioned delay result in a deduction of any agreed to penalty, any such deduction for purposes of this Agreement shall be limited to and apply only to deduction of penalties pursuant to a delay by the TMC set out in Clause 22 and for no other matter under or in connection with this Agreement;
3A1.11	put into effect and maintain insurance of, as a minimum, general public liability insurance cover of at least the value of the tender award amount, for a single calendar year.
<b>3B</b>	<b>The NRF's Obligations</b>
3B.1	The NRF agrees, undertakes, covenants and warrants (all where applicable) that, <i>inter alia</i> -
3B1.1	it will allow the TMC reasonable access to its information and such other facilities as it requires to ensure it fulfils its obligations in terms of this Agreement;
3B1.2	it will advise the TMC of any change to its processes or circumstances relevant to the provision of the Services by the TMC in writing immediately once it becomes aware of such change;
3B1.3	it will fully co-operate with and give every reasonable assistance to the TMC to enable it to investigate any claim which may be threatened, made or brought against the TMC;
3B1.4	it may arrange meetings with the TMC, as and when required during the course of the contract, to establish that the Services are being performed in compliance with this Agreement;
3B1.5	The NRF guarantees its procurement of the services will be from the appointed TMCs only;
3B1.6	it will evaluate the TMC's performance on the contract from time to time during the course of the Agreement, against the expected outcomes and deliverables in terms of this Agreement;
3B1.7	it will make payment to the TMC for the performance of the Services as set out herein within thirty (30) days after receipt of an invoice from the TMC, paid free from set-off, deduction or arbitrary withholding other than

	as provided for in Clause 3A1.10;
3B1.8	it will notify the TMC of any dishonest, wrongful or negligent (gross or otherwise) act or omission of the TMC's personnel in connection with the Services as soon as reasonably possible after the it becomes aware of the same.
7.	<b>Performance security</b>
<b><i>Clause 7 in its entirety shall not be applicable to this Agreement.</i></b>	
11.	<b>Insurance</b>
<b><i>Add the following clauses after Clause 11.1:</i></b>	
11.2	Without limiting the obligations of the TMC in terms of this Agreement, the TMC shall affect and maintain the following additional insurances:
11.2.1	Registration / insurance in terms of the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993. This can either take the form of a certified copy of a valid Letter of Good Standing issued by the Compensation Commissioner, or proof of insurance with a licensed compensation insurer, from either the TMC's broker or the insurance company itself.
11.3	The TMC shall be obliged to furnish the NRF with proof of such insurance as the NRF may require from time to time for the duration of this Agreement.
16.	<b>Payment</b>
<b><i>Add the following clauses after Clause 16.4:</i></b>	
16.5	The NRF shall activate the performance of services by the TMC through the issue of purchase orders which shall contain quantity, description, delivery date, and the unit price as set out in this Agreement.
16.6	The TMC's invoices must meet the following minimum requirements, failing which the NRF shall not be obliged to make payment thereon -
16.6.1	reference the purchase order number as issued to the TMC by the NRF;
16.6.2	include a statement of account;
16.6.3	include detailed line items as specified in purchase order;
16.7	invoices must be accompanied by the signature of the NRF's authorised representative, confirming performance or delivery in accordance with prescribed quality and/or quantity in terms of this Agreement, and that amounts claimed are accordance with this Agreement and any purchase orders issued in terms thereof.
16.8	The NRF guarantees that funds are available to meet each purchase order issued and these funds are paid

	out once it has verified the supporting documents. Should funds no longer be available to pay for the services, the NRF may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the TMC, who shall immediately stop the performance of the services and minimize further expenditure, provided that the TMC shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.
16.9	The NRF does not guarantee that it will expend the entire contract amount during the contract period.
<b>17</b>	<b>Prices</b>
<b>Add the following clause after clause 17.1:</b>	
17.2	Contract Price Adjustments for all transaction fees excluding conferencing will be applicable from year 2 of the contract;
17.3	Contract price adjustments shall be effected annually on the anniversary of the contract start date (base year);
17.4	Price adjustments shall be based on the Consumer Price Index Headline Inflation. STAS SA P0141 (CPI), Table B2– CPI headline year-on-year rates.
<b>22</b>	<b>Penalties</b>
<b>Substitute Clause 22.1 in its entirety with the following:</b>	
22.1	Service levels, and the penalties for the TMC’s failure to meet the key performance indicators are set out in Annexure 2 of this Agreement.
<b>22A</b>	<b>Breach of Contract</b>
<b>Insert a new clause numbered Clause 22A, as follows:</b>	
22A.1	If a Party commits a Material Breach of any provision of this Agreement, and the breach is capable of remedy, the defaulting Party must be notified and called on in writing to remedy the breach within a period of 5 (five) days from receipt of such notification.
22A.2	If the breach remains unremedied after the aforesaid notice period has expired, the Party calling on the defaulting Party will be entitled, but not compelled, to either terminate this Agreement with immediate effect by written notice to the defaulting Party and without prejudice to any of its rights to recover direct loss or direct damage or demand specific performance by the defaulting Party.
22A.3	It is further recorded that in the event of any of the TMC’s personnel behaving in any manner which is not acceptable to the NRF, such behaviour shall not constitute a breach of this Agreement, however the TMC shall undertake, subject to a written request from the NRF, to take such disciplinary action as is necessary to prevent a repeat of the behaviour.

<b>23</b>	<b>Termination for Default</b>
<b><i>Substitute Clause 23.1 in its entirety with the following:</i></b>	
23.1	Either Party shall have the right, without prejudice to its other rights and remedies, to terminate this Agreement forthwith by written notice to the other Party if such other Party-
23.1.1	commits a Material Breach of any provision of this Agreement, and the breach is incapable of remedy;
23.1.2	is unable to pay its debts, or in terms of GCC Clause 26, becomes commercially insolvent or commits any act of insolvency;
23.1.3	is the subject of any order made or a resolution passed for the administration, winding-up or dissolution for reasons or purposes other than a solvent amalgamation or restructuring;
23.1.4	has an administrative or other receiver, manager, trustee, liquidator, administrator, or similar officer appointed over all or any substantial part of its assets;
23.1.5	enters into or proposes any composition or arrangement with its creditors generally;
23.1.6	files and/or receives an application or resolution for business rescue and/or is placed under business rescue pursuant to the sections of the Companies Act, No. 71 of 2008;
23.1.7	is the subject of any events or circumstances analogous to the foregoing in any applicable jurisdiction.
<b><i>Add the following new clause after clause 23.1:</i></b>	
23.2	Should this Agreement be terminated in part for one or more Services as provided for herein for any reason, this Agreement shall, unless otherwise mutually agreed to in writing between the Parties, remain in full force and effect in respect of the remainder of Services as set out in this Agreement.
<b><i>In light of the addition of a new Clause 23.2, the original Clauses 23.2 – 23.7 shall be renumbered as Clauses 23.3 – 23.8 and “terminates” in 23.3 and 23.4 amended to “terminates for default”.</i></b>	
<b><i>Add the following clauses after Clause 23 -</i></b>	
<b>23A</b>	<b>Termination by Agreement</b>
23A.1	In the event of either Party intending to terminate this Agreement other than in the circumstances stipulated in Clauses 22A, 23, and 25, such Party shall seek consent, in writing, from the other Party, which consent shall not be unreasonably withheld.
23A.2	In the event that the other Party consents to the termination as envisaged in Clause 23A.1, the Agreement shall be terminated within such reasonable period as agreed upon by the Parties.
23A.3	Any amounts incurred by the TMC prior to termination of the Agreement shall be paid by the NRF in accordance with Clause 16.

<b>25</b>	<b>Force Majeure</b>
<b><i>Substitute clause 25 in its entirety with the following:</i></b>	
25.1	Neither Party shall be liable for failure to perform its obligations, under this Agreement if the failure results from any Force majeure event.
25.2	In the event of a force majeure event, the Party whose performance is affected by such event shall promptly notify the other Party in writing of such event, and the cause thereof. Unless otherwise directed by the NRF in writing, the TMC shall continue to perform its obligations under the contract as far as is reasonably practical, and shall use its best endeavours to seek all reasonable alternative means to perform services not rendered impossible by the force majeure event.
25.3	Should any force majeure event persist for a continuous period of 30 days, either Party shall have the right to terminate the Agreement with immediate effect.
<b>27.</b>	<b>Settlement of Disputes</b>
<b><i>Add the following sub-clauses after Clause 27.4</i></b>	
27.4.1	The appointment of a mediator and the procedure thereof shall be agreed upon by the Parties.
27.4.2	Regardless of the outcome of a mediation, the parties shall bear their own costs concerning the mediation and equally share the costs of the mediator and related expenses.
<b>28</b>	<b>Limitation of Liability</b>
<b><i>Substitute clause 28 in its entirety with the following:</i></b>	
28.1	Notwithstanding anything to the contrary elsewhere indicated, stated or provided for, although subject always to Clause 28.2 below, the Parties agree and the NRF acknowledges that: -
28.1.1	The TMC will use all reasonable endeavours to minimise loss to the NRF but gives no warranty and has made no representation that the Services or the TMC's personnel will be able to eliminate any such loss;
28.1.2	the TMC shall be liable to the NRF for loss (from whatsoever cause arising, whether delictual or contractual) sustained by the NRF only if such loss is sustained as a direct proven result of the negligence, wilful act or wilful omission to act of the TMC or its personnel, and any liability which the TMC does incur to the NRF under or in connection with this Agreement shall be limited to, and shall in no circumstances whatsoever exceed the total contract price under this Agreement. Thus, the total amount that can be claimed by the NRF from the TMC for the duration of this Agreement is equal to, in aggregate, the total contract price under this Agreement;
28.1.3	under no circumstances whatsoever shall the TMC be liable for any indirect, special, incidental, punitive or consequential loss (from whatsoever cause arising, whether delictual or contractual), under or in connection

	with this Agreement;
28.1.4	the TMC and its personnel shall not be liable to the NRF or its personnel in any circumstances or to any extent whatsoever in respect of any loss unless written notice of a claim is sent to the TMC following the discovery by the NRF the loss alleged to give rise to any such claim;
28.1.5	In the event that the TMC performs a risk analysis of NRF premises or property and recommends preventative measures to the NRF to address such risks ("risk analysis"), then neither the TMC nor the TMC's personnel shall be liable to the NRF, the TMC's personnel or any third party for any loss whether direct, indirect, special, incidental, punitive or consequential, and the NRF hereby indemnifies and agrees to hold the TMC and its personnel harmless in respect of all claims emanating from, caused by or arising out of any such loss to the extent that same is attributable to the failure by the NRF or its personnel to rectify of the risks identified in the risk analysis.
28.2	This clause 28 shall survive completion, termination or cancellation of this Agreement for whatsoever reason or cause.
<b>31</b>	<b>Notices</b>
<b><i>Substitute clause 31 in its entirety with the following:</i></b>	
31.1	Any notice, request, consent, approvals or other communications made between the Parties pursuant to the contract shall be in writing and forwarded to the addresses specified in the contract and may be given as set out hereunder and shall be deemed to have been received when:
31.1.1	Hand delivered – on the day of delivery;
31.1.2	Registered mail – five (5) working days after mailing;
31.1.3	Email – within one (1) working day after it has been sent
<b><i>Add the following clauses after clause 34 -</i></b>	
<b>35</b>	<b>Whole Agreement</b>
35.1	The Agreement between the Parties shall inter alia comprise of the following documents –
35.1.1	the Bid Document;
35.1.2	these Special Conditions of Contract;
35.1.3	the TMC's bid submission in response to Bid Ref: NRF/TMC GP-EC/66/2024-25;
35.1.4	the TMC's bid price submission in response to Bid Ref: NRF/TMC GP-EC/66/2024-25;
35.1.5	any Annexures, Schedules or Addendums referred to in the abovementioned documents.
35.2	In the event of a conflict between the General Conditions of Contract and the Special Conditions of Contract,

	the latter will prevail.
35.3	The Agreement documentation as referred to in Clause 35.1 above, subject to Clause 35.2 above, supersedes and replaces any prior arrangements, agreements and understandings of any nature whatsoever that may exist between the Parties with regards to any aspect, matter or thing referred to herein and shall be the sole recordal device of the Parties' rights and obligations <i>vis-à-vis</i> each other, in relation to the subject matter hereof.
<b>36</b>	<b>Occupational Health and Safety when working on NRF sites</b>
36.1	Over and above the obligations required by the Occupational Health and Safety Act (OHS Act No 85 of 1993 and its Regulations, ('the Act'), the TMC will be required to comply with all relevant health and safety written instructions given to them by the NRF's site safety Personnel, where relevant.

<b>SBD 4 BIDDER'S DISCLOSURE</b>								
<b>1.</b>	<b>PURPOSE OF THE FORM</b>							
1.1	<p>Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.</p> <p>Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.</p>							
<b>2.</b>	<b>BIDDER'S DECLARATION</b>							
2.1	Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest <sup>1</sup> in the enterprise, in the service of the State?	<b>YES / NO</b>						
2.1.1	If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below -							
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">Full Name</th> <th style="width: 33%;">Identity Number</th> <th style="width: 33%;">Name of State Institution</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td></td> <td></td> </tr> </tbody> </table>		Full Name	Identity Number	Name of State Institution			
Full Name	Identity Number	Name of State Institution						

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



2.2	Do you, or any person connected with the bidder, have a relationship with any person employed by the procuring entity?	<b>YES / NO</b>	
2.2.1	If so, furnish particulars:		
2.3	Does the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?	<b>YES / NO</b>	
2.3.1	If so, furnish particulars:		
<b>3.</b>	<b>DECLARATION</b>		
I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect -			
3.1	I have read and understand the contents of this disclosure;		
3.2	I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;		
3.3	The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium <sup>2</sup> will not be construed as collusive bidding.		
3.4	In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.		
3.5	There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.		

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

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

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

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

.....

Date

.....

Signature

.....

Position

.....

Name of bidder

**PREFERENCE POINTS CLAIMED (SBD 6.1)**

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

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

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

1. GENERAL CONDITIONS

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

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

## PREFERENCE POINTS CLAIMED (SBD 6.1)

1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the 80/20 preference point system.
- b) The 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

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

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

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

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

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

## 2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in

## PREFERENCE POINTS CLAIMED (SBD 6.1)

legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e) “the Act” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

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

#### 3.1. POINTS AWARDED FOR PRICE

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

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

80/20

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

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

#### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

##### 3.2.1. POINTS AWARDED FOR PRICE

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

80/20 or 90/10

$$Ps = 80 \left( 1 + \frac{Pt - P_{max}}{P_{max}} \right) \quad \text{or} \quad Ps = 90 \left( 1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

### 4. POINTS AWARDED FOR SPECIFIC GOALS

**PREFERENCE POINTS CLAIMED (SBD 6.1)**

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

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

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

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

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

NRF will use the B-BBEE status level scoring table

Preference points are allocated to both procurement and income-generation based on the two different thresholds in terms of the table below:

The specific goals allocated points in terms of this tender: B-BBEE Status Level of Contributor	Number of points allocated (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
1	20	
2	18	
3	14	
4	12	

**PREFERENCE POINTS CLAIMED (SBD 6.1)**

5	8	
6	6	
7	4	
8	2	
Non-compliant	0	

**DECLARATION WITH REGARD TO COMPANY/FIRM**

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

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

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

[Tick applicable box]

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

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

**PREFERENCE POINTS CLAIMED (SBD 6.1)**

- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution, if deemed necessary.

SIGNATURE(S) OF TENDERER(S)

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....

.....

**REFERENCE LETTER FORMAT**

**Referee Letterhead**

**Referee Legal Name:**

**REFERENCE ON COMPANY:**

**Bid Number:** NRF/TMC GP-EC/66/2024-25

**Bid Description:** Appointment of Travel Management Companies (TMCs) to provide Comprehensive Travel Management Services and Conferencing to the National Research Foundation (Western Cape Business Units) for a period of five years

Describe the service/work the above service provider provide to you below

Criteria / risks	Below requirements	Meets requirements	Exceeds requirements
Customer focus and interpersonal skills			
Turnaround time on issuing of tickets			
Online booking system user friendly			
Provision of reporting			
Transition management			
Conference venue sourcing			
Conference accommodation sourcing			
Event management			
Travel Booker support on face-to-face basis			
Quality of emergency and after-hours services			
Dedicated account manager			
Overall Impression	Other comments		
Approximate value of contract	R		
Would you use the provider again?		<input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>Completed by:</b>			
<b>Signature:</b>			
<b>Company Name:</b>			
<b>Contact Telephone Number:</b>			
<b>Date:</b>			

**NB:** Those bidders that have provided services to the NRF in the past five years are can submit reference letters from any of the Business Units of the NRF

<b>BID SUBMISSION FORM - (SBD 1)</b>	
I hereby undertake to supply all or any of the goods, works, and services described in this procurement invitation to the NRF in accordance with the requirements and specifications stipulated in this Bid Invitation document at the price/s quoted.	
My offer remains binding upon me and open for acceptance by the NRF during the validity period indicated, which is calculated from the closing date of the tender.	
The following documents are deemed to form and be read and construed as part of this offer / bid even where integrated in this document:	
Invitation to Bid (SBD 1)	Contract of services including specifications for each service component, service performance levels, and including



**BID SUBMISSION FORM - (SBD 1)**

		conditions of contract, general and special set out in this Quotation Invitation inclusive of any annexures thereto
	The Bidder's response to this invitation as attached to this document	Pricing Schedule(s) including detailed schedules attached if applicable
	The Bidder's Disclosure (SBD4)	Preference (SBD 6.1) claims for specific goals

I confirm that I have satisfied myself as to the correctness and validity of my offer / bid in response to this Bid Invitation; that the price(s) and rate(s) quoted cover all the goods, works and services specified in the Bid Invitation and cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me in terms of this Bid Invitation as the principal liable for the due fulfilment of the subsequent contract if awarded to me.

I declare that I have had no participation in any collusive practices with any Service provider or any other person regarding this or any other Bid.

I certify that the information furnished in these declarations (SBD 3.2, SBD 4, SBD 6.1) is correct and I accept that the NRF may reject the Bid or act against me should these declarations prove to be false.

I confirm that I am duly authorised to sign this offer/ bid response.

<b>NAME (PRINT)</b>		
CAPACITY		
SIGNATURE		Date:
<b>WITNESS 1</b>		
NAME		
SIGNATURE		Date:

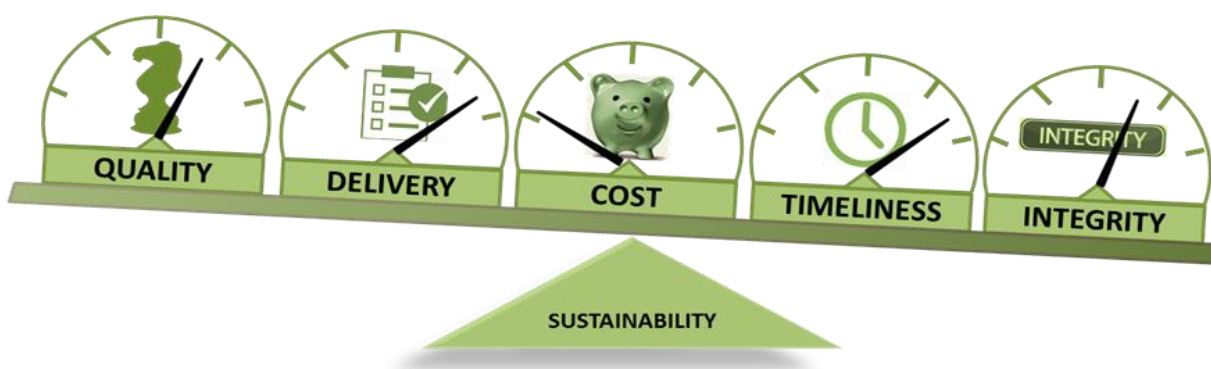
## ANNEXURE 1: NRF BUSINESS UNITS ESTIMATED TRAVEL VOLUMES

Travel Sector/ Service Category	SAIAB		CORP/RIISA*		SAEON*		SAASTA*		TOTAL		Proposed NRF TOTAL	
	Estimated Volume Numbers of Transactions		Estimated Volume Numbers of Transactions		Estimated Volume Numbers of Transactions		Estimated Volume Numbers of Transactions		Estimated Volume Numbers of Transactions		Estimated Volume Numbers of Transactions	
	Per Annum	5 Year Period	Per Annum	5 Year Period	Per Annum	5 Year Period	Per Annum	5 Year Period	Per Annum	5 Year Period	Per Annum	5 Year Period
Air Travel – International	50	250	120	600	744	3720	12	60	926	4630	950	4700
Air Travel – Domestic	352	1760	3000	15000	4596	22980	480	2400	8428	42140	8450	42200
Car Rental – International	10	50	1	5	1	5	1	5	13	65	15	70
Car Rental – Domestic	250	1250	300	1500	460	2298	48	240	1058	5288	1060	5300
Shuttle – International	40	200	36	180	223	1116	4	18	303	1514	310	1550
Shuttle – Domestic	70	350	900	4500	1379	6894	144	720	2493	12464	2500	12500
Accommodation – International	26	130	60	300	372	1860	6	30	464	2320	500	2400
Accommodation – Domestic	275	1375	2400	12000	3677	18384	384	1920	6736	33679	6750	33700
Bus/Coach Bookings– Domestic	10	50	1	5	1	5	1	5	13	65	15	70
Conferences/ Workshops (Optional*)	20	100	0	0	1	0	0	0	20	100	20	100

# ANNEXURE 2: SERVICE LEVELS & PENALTIES

## OBJECTIVE OF SERVICE LEVELS

1. The goal of the service levels and attendant key performance indicators are to:
  - a. Receive savings (Cost);
  - b. Increase quality (Quality);
  - c. Improve delivery (Delivery);
  - d. Ensure timeliness of actions (Timeliness);
  - e. Improve transparency (Integrity); and
  - f. Improve productivity (Systems Productivity)



2. **Updating of Service Levels:** The NRF reserves the right to update the Service Level Indicators measuring the level of delivery of the services during the contract period. The NRF shall negotiate such changes with the TMC, to achieve a set of indicators that fairly measure the services delivered and which both parties agree to.
3. **Accepting Amendments or Additions:** The NRF, in addition to the General Conditions, reserves the right to accept or reject any or all amendments or additions proposed by the TMC if such amendments or additions are unacceptable to the NRF or pose a risk to the organisation.
6. The TMC recognises that its failure to meet the service levels may result in material adverse impact on the operations of NRF, and that the damage caused by the TMC's failure to meet any service level may not be able to be precisely determined.
8. The NRF will not attribute to the TMC failure to comply with the service levels to the extent that such failure is directly attributable to an act or omission of the NRF, or its personnel or a force majeure event in terms of clause 25 of the Agreement.

**OBJECTIVE OF SERVICE LEVELS**

9 If the TMC fails to meet any service level, the TMC shall:

- a. Investigate and report on the root causes of the service level failure;
- b. Promptly correct the failure and begin meeting the set service levels;
- c. Inform the NRF, to the extent requested, of the status of remedial efforts being undertaken to rectify the service level failure; and
- d. Take appropriate preventive measures to prevent the recurrence of the service level failure.

10 Both parties are responsible for monitoring and measuring the performance of the TMC against the service levels set in this Agreement. The NRF deems failure by the contracted service provider to measure performance with respect to the contract specifications for any measurement period, as a failure to meet the stipulated service levels.

**SERVICE LEVELS**

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
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**AFTER HOURS/EMERGENCY SERVICES**

After hours services must be available Monday to Friday outside normal official hours (17:00 to 8:00) and twenty-four (24) hours on weekends and Public Holidays	Availability = 100%	Monthly/Quarterly Review	No payment of service fee for the transaction.
After hours and emergency services operates 365 days per year	100%	Quarterly	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty
Contact numbers are correct on itineraries and client SMS notifications	100%	Quarterly	
Emergency and after hours call to be resolved within one (1) hour	80% of all emergency and afterhours requests	Quarterly	

### SERVICE LEVELS

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
Authorization and order processing of afterhours and emergency travel requests to be done within twenty-four (24) hours	100% of all bookings to be authorised within twenty-four (24) hours	Quarterly	deduction off the TMC's monthly invoice for each month the failure persists

### TRAVELLER PROFILES

At least 75% of frequent travellers' profiles are set up within three (3) months of commencement of the contract	Number of profiles	At end of the first three (3) months	TMC provided extra resources to achieve target at end of fourth month
New travellers not processed in the system	Notification sent to TMC to action	Days taken to create profile	TMC to notify the NRF where the traveller has refused to provide necessary information

### THIRD PARTY MANAGEMENT

Manage the third-party service providers by addressing service failures and complaints against these service providers	80%	Quarterly Review	Corrective action plan agreed upon and action within one month of agreement. Action plan not completed – 5% penalty deduction off the monthly invoice for each month in arrear
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### RESERVATIONS: TURNAROUND TIMES TO ACKNOWLEDGE REQUESTS

## SERVICE LEVELS

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
Turnaround time on domestic bookings within four (4) hours and point to point international bookings within twenty-four (24) hours	80% of bookings within twenty-four (24) hours for international and four (4) hours for domestic bookings	Quarterly	Corrective action plan agreed upon and action taken within one month of agreement.
Turnaround time for quotations on multi-sector regional and international air travel within twenty-four (24) hours			Turnaround times still not met following corrective action plan – 5% penalty deduction off the
Response to change or cancellation of bookings within four (4) hours	90% of changes & cancellations within four (4) hours	Quarterly	TMC's monthly invoice for each month in the failure persists
<b>RESERVATIONS: GROUP BOOKINGS</b>			
Number of group bookings facilitated	100% of all requests	Quarterly	Corrective action plan agreed upon and action taken within one month of agreement.
TMC to acknowledge receipt of enquiries/bookings within three (3) hours of receipt	95%	Quarterly	
TMC to provide quotations within two (2) business days of receiving enquiry	95%	Quarterly	Turnaround times still not met following corrective action plan – 5% penalty deduction off the
In the event that the TMC needs additional time to get prices from a venue, this must be communicated to the NRF	95%	Quarterly	TMC's monthly invoice for each

## SERVICE LEVELS

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
Vouchers must be issued within a day prior to the event (short notice due to high volumes of changes)	95%	Quarterly	month the failure persists
The TMC must provide ongoing feedback to the booker until the booking is confirmed and the vouchers sent	95%	Quarterly	
No voucher may be issued without an electronic or manual authorization. The voucher must contain the correct booking information, and must be signed by the booker and the authoriser	95%	Quarterly	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists
All vouchers must be signed by the authorised NRF official	95%	Quarterly	
Any additional items required at the venue/during the conference should be signed off by the authoriser	95%	Quarterly	
All invoices must be sent to the booker for verification before payment.	95%	Quarterly	

### RESERVATIONS: SUPPORT & ADVICE

**SERVICE LEVELS**

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
TMC must support and advise on requirements regarding passports and visa applications, inoculation requirements, foreign currency, insurance, et cetera.	50% of all requests on time delivery.	Quarterly	Corrective action plan agreed upon and action taken within one month of agreement.
Facilitate the correct and timely order for foreign currency for regional and international trips	100%	Quarterly	Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC’s monthly invoice for each month the failure persists

**RESERVATIONS: COMMISSIONS EARNED**

Commissions earned on Government business must be paid back to the NRF on a quarterly basis.	100% of all commission earned for Government business	Quarterly	On second occurrence report to National Treasury to investigate and restrict
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**AIR TRAVEL, ACCOMMODATION, CAR RENTAL & SHUTTLE SERVICES: PRICE COMPARISONS**



**SERVICE LEVELS**

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
<p>Domestic Reservations: Three (3) price comparisons. The TMC will offer the lowest possible quotations for the travel.</p> <p>Alternative options will be offered if the discounted classes are not available at time of travel to allow for an hour window before and after the requested time (best quote)</p>	<p>95% of all bookings to be the lowest/best quote</p>	<p>Quarterly</p>	<p>Corrective action plan agreed upon and action taken within one month of agreement.</p> <p>Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC’s monthly invoice for each month the failure persists</p>
<p>International Reservations: Three (3) price comparisons that provide the most cost effective and practical routing.</p>	<p>95% of all bookings to be the lowest/best quote</p>	<p>Quarterly</p>	

**AIR TRAVEL, ACCOMMODATION, CAR RENTAL & SHUTTLE SERVICES: RESERVATIONS COMMUNICATION**

<p>Confirmation of bookings (air travel, accommodation, car rental, et cetera.) must be communicated to the traveller via SMS and/or email.</p>	<p>100% of all bookings</p>	<p>Quarterly</p>	<p>Corrective action plan agreed upon and action taken within one month of agreement.</p> <p>Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC’s monthly invoice for each month the failure persists</p>
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**SERVICE LEVELS**

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
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**AIR TRAVEL: CANCELLED AND UNUSED TICKETS**

All cancelled and/or unused tickets must be refunded automatically within 3 months of date of issue	80%	Quarterly	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists
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**AIR TRAVEL, ACCOMMODATION, CAR RENTAL & SHUTTLE SERVICES: QUALITY CONTROL**

**SERVICE LEVELS**

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
Confirm best fare for international tickets with more than six (6) airlines	95%	Quarterly	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists
<b>ACCOMMODATION</b>			
Accommodation bookings that were not within the Maximum allowable ceiling	Number	Quarterly	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists
Cancellations and no-shows	Number	Quarterly	

**SERVICE LEVELS**

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
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**CAR RENTAL & SHUTTLE SERVICES**

Car Rental bookings that were not in line with the travel policy and cost containment measures as published by National Treasury on their website	Number	Quarterly	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists
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**COMMUNICATION**

Workshops and Training provided to Travel Bookers	Number of workshops / training sessions and number of personnel trained	Quarterly	Corrective action plan agreed upon and action taken within
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## SERVICE LEVELS

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
All enquiries must be investigated and prompt feedback to be provided within twenty-four (24) hours	80% of all enquiries within twenty-four (24) hours	Quarterly	one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists

### FINANCIAL MANAGEMENT (AT BUSINESS UNIT LEVEL)

TMC will batch invoices weekly and deliver them (electronically) to the NRF (Business Units Finance department), who in turn will acknowledge receipt with a signature and date.	100% of all invoices	Monthly	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists
Cost effectiveness of travel arrangements. Savings generated/Savings missed/Cost reduction/Cost avoidance	±3-5% of travel spend	Monthly Review at Business Unit level	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists
Cost effectiveness of travel arrangements. Savings generated/Savings missed/Cost reduction/Cost avoidance	±3-5% of travel spend	Quarterly Review at Business Unit level <del>Corporate SCM level</del>	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists

**SERVICE LEVELS**

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
All invoices must correctly reflect the passenger's name, date of travel, destination/routing, service provider contract number, and specific travel purchase order number	95% of all invoices	Monthly	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists
Accurate reconciliation of the lodge card and Debtor's account	95%	Monthly	
The credit card statement/Debtors account statement will be accompanied by invoices and will be reconciled accordingly	95%	Daily/Weekly	
The TMC must process all invoicing for air travel immediately	95% of all air travel bookings	Daily	
The TMC must process all invoicing for third party bookings within three (3) to seven (7) days of receipt of the original invoice from the supplier	95% of invoices within three (3) to seven (7) days	Ongoing	
<b>All</b> Credit notes must be processed within five (5) working days	95% of all credit notes within 5 days	Ongoing	

**SERVICE LEVELS**

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
All finance related queries must be logged in a queries register and all queries must be resolved within five (5) working days	100% queries registered. 90% queries resolved within five (5) working days	Monthly/Quarterly Review	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists
The TMC must immediately report fraudulent Lodge Card transactions to the NRF (Business Unit finance department)	100%	As soon as a fraudulent transaction or suspicion thereof is noticed	100% of fraud value
<b>TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING</b>			
Accuracy of reports	95%	Monthly	Corrective action plan

**SERVICE LEVELS**

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
<p>Monthly travel management reports. The report must include, (not an exhaustive list):</p> <ul style="list-style-type: none"> <li>● Summary of total travel spend</li> <li>● Total expenditure by Air Carrier</li> <li>● Detailed accommodation facility spends</li> <li>● Cost savings report</li> <li>● Exception reports</li> <li>● Unused ticket report</li> <li>● Un-invoiced voucher report</li> </ul> <p>Invoices not paid within thirty (30) days</p>	<p>95% accuracy</p>	<p>Monthly to Business Units financial manager;</p>	<p>agreed upon and action taken within one month of agreement.</p> <p>Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists</p>

**ACCOUNT MANAGEMENT: HANDLING OF COMPLAINTS AND COMPLIMENTS**

<p>All complaints related to TMCs service to be recorded as a ratio of complaints to number of transactions. The ratio must be less than 1%.</p>	<p>Ratio of number of complaints to number of transactions to be less than 1%</p>	<p>Quarterly Review</p>	<p>Corrective action plan agreed upon and action taken within one month of agreement.</p>
<p>Where possible, all complaints must be acknowledged by the TMC within three (3) hours of receipt</p>	<p>95% of all complaints within three (3) hours</p>	<p>Quarterly Review</p>	<p>Turnaround times still not met following corrective action plan – 5% penalty deduction off the</p>
<p>Complaints related to TMC to be addressed within twenty-four (24) hours</p>	<p>95% of all complaints within twenty-four (24) hours</p>	<p>At time of complaint. Quarterly Review</p>	<p>TMC's monthly invoice for each</p>



<b>SERVICE LEVELS</b>			
<b>Service Level being Measured</b>	<b>Measurement Methodology</b>	<b>Trigger</b>	<b>Penalty/Bonus and level applicable from</b>
All complaints related to a supplier's service must be communicated with the supplier involved and resolved within three (3) days	95% of all complaints within three (3) days	At time of complaint. Quarterly Review	month the failure persists
All complaints and compliments must be logged in a register	100% complaints and compliments registered.	Quarterly Review	
<b>ACCOUNT MANAGEMENT: CUSTOMER SATISFACTION</b>			
Distribute and manage customer satisfaction surveys	80-100% satisfaction	Quarterly	100%
<b>VALUE ADDED SERVICES</b>			
Customer satisfaction surveys to measure value added services to travellers	80-100% satisfaction	Quarterly	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists
<b>COST MANAGEMENT</b>			

**SERVICE LEVELS**

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
Cost effectiveness of travel arrangements. Savings generated/Savings missed/Cost reduction/Cost avoidance	±3-5% of travel spend	Quarterly Review	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists
Proposals made by TMC to improve travel behaviour and realise cost savings	Number of proposals and resultant improvements	Quarterly/ Annually	

**QUARTERLY REVIEWS**

Quarterly reviews are presented by the TMC on all travel activity in the preceding three-month period. These reviews are comprehensive and presented to the NRF (Procurement and Finance teams) as part of the performance management reviews based on the service levels		Quarterly to Business Units financial managers	Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists
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**SERVICE LEVELS**

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
<p>Annual reviews are presented by the Travel Management Company on all travel activity in the preceding twelve-month period</p>	<p>One Review per annum for the duration of the contract</p>	<p>Annual</p>	<p>Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists</p>

**OFFICE MANAGEMENT: BACK-OFFICE SUPPORT AND SKILLED TMC PERSONNEL**

**SERVICE LEVELS**

Service Level being Measured	Measurement Methodology	Trigger	Penalty/Bonus and level applicable from
<p>The TMC must ensure that a high-quality service is delivered at all times to travellers</p>	<p>80 - 100% satisfaction</p>	<p>Quarterly</p>	<p>Corrective action plan agreed upon and action taken within one month of agreement. Turnaround times still not met following corrective action plan – 5% penalty deduction off the TMC's monthly invoice for each month the failure persists</p>