



nhc

National Heritage Council
SOUTH AFRICA

an agency of the
Department of Arts and Culture

TERMS OF REFERENCE FOR THE APPOINTMENT OF A TRAVEL AGENCY TO THE NATIONAL HERITAGE COUNCIL



SUMMARY OF TENDER

1. Assignment:	The National Heritage Council (NHC) requires a suitable and experienced service provider to render travel management services for a period of thirty six (36) months
2. Name of the responsible office:	Supply Chain Management (SCM)
3. Address for submitting bid proposals & other correspondence:	The Supply Chain Manager, National Heritage Council, 57 Kasteel Road, Domus Building, Room 201, Lynnwood Glen, Pretoria, 0081
4. Telephone:	(012) 348 1663
5. Email:	procurement@nhc.org.za
6. Attention:	Ms Zimbini Mtimde
7. Closing Date & Time for Submission of Bid Proposals:	17 March 2015 at 11h00
8. Bid Description:	Travel Management Services (TMS)
9. Bid Number:	NHC/03/2014/15

1. BACKGROUND

1.1 NATIONAL HERITAGE COUNCIL

The National Heritage Council of South Africa is a government institution that is responsible for the preservation of the country's heritage. The important areas that the NHC focuses on are policy development for the sector to meet its transformation goals, public awareness and education, knowledge production in heritage subjects that were previously neglected, as well as making funding available to projects that place heritage as a socio-economic resource.

The National Heritage Council (NHC), is a Schedule 3A public entity that came into existence through an amendment of the Cultural Laws Second Amendment Act 69 of 2001, and was officially constituted through the National Heritage Council Act 11 of 1999.

1.2 BACKGROUND TO THE BID

The NHC invites bids from suitably qualified service providers to provide travel management services. The required service includes booking domestic and international air travel, hotel accommodation, car rentals, conference, arranging visas, and other travel related needs of the NHC. The successful bidder will be appointed for a period of three (3) years.

2. GENERAL GUIDELINES

Completed Tender submissions should be hand-delivered in sealed envelopes and deposited in a Tender Box at the NHC Offices at the address on page 1 of this document. All envelopes should be sealed and clearly marked.

All enquiries should be in writing and must be directed to: procurement@nhc.org.za for the attention of Ms Zimbini Mtimde at Tel: (012) 348 1663. Enquires will be allowed from the date of invitation until 13 March at 12h00.

In line with the requirements of the Public Finance Management Act No. 1 of 1999 (PFMA) and Treasury Regulations, the NHC seeks to engage the services of a duly qualified service provider to NHC.

2.1 PURPOSE OF THE TERMS OF REFERENCE (TOR)

The purpose of this bid is to appoint a suitable service provider for the successful provision of Travel Management Services (TMS) to NHC, including negotiation of working discount system and subsequent cost savings. These services include inter alia booking of flights, car rentals, accommodation, conferences, arranging visas, travel insurance, passports, foreign currency and other travel related needs of the NHC. The NHC intends to appoint a suitably qualified service provider for a period of three (3) years.

2.2 OBJECTIVES

The primary objective of the service required is to appoint a reputable service provider to render travel and accommodation services in a cost effective manner for a period of thirty six (36) months.

2.3 SUBMISSION OF PROPOSALS

2.3.1 The bid should be hand delivered or couriered to the address specified below in six (6) sets each. One original, four copies of the proposals plus one CD (i.e. six sets in total) should be clearly marked:

“PROVISION OF TRAVEL MANAGEMENT SERVICES, REFERENCE NUMBER: NHC/03/2014/15”

2.3.2 Completed proposals should be hand delivered / couriered in sealed envelopes and should be deposited during working hours (08h00 to 16h30) in a tender box at the address specified above. All envelopes should be sealed and clearly marked.

2.3.3 Technical and Financial proposals should be submitted in two separate sealed envelopes.

The submission should be as follows:

Technical	Financial
One (1) original	One (1) original
Four (4) copies	Four (4) copies
One (1) electronic copy (CD)	One (1) electronic copy (CD)
Total submission of copies including original & CD = Twelve (12)	

Bidders are requested to indicate on the cover of each document whether it is the original or copy.¹

2.3.4 Bidders should adhere to the following:

- 2.3.4.1 No costs have been prescribed for the Bidding Document;
- 2.3.4.2 All proposals must be costed in South African Rand, inclusive of VAT;
- 2.3.4.3 If the bid does not include all the information required or is incomplete therefore non-compliance with this requirement will invalidate the bid;
- 2.3.4.4 Any submission received after the deadline will be rejected; and
- 2.3.4.5 The costing must remain valid and open for evaluation for a period of at least six (6) months from the time of submission.

2.4 INFRASTRUCTURE

It is expected that bidders will be able to provide basic facilities, systems and capital equipment needed for effective and efficient delivery of the service / project without any upfront payment by the NHC.

2.5 COSTS TO BE BORNE BY SERVICE PROVIDER

All costs and expenses incurred by the bidders in any way associated with the development, preparation and submission of responses and providing any additional information required by the NHC, will be borne entirely and exclusively by the service provider.

2.6 NO LEGAL RELATIONSHIP

No binding legal relationship will exist between any of the bidders and the NHC until the execution of a signed contractual Service Level Agreement (“SLA”). The Terms of Reference (“ToR”) document will not form part of any such contract or arrangement.

2.7 EVALUATION OF OFFERS

Each bidder acknowledges and accepts that the NHC may, at its absolute discretion, apply selection criteria specified in this document for the evaluation of proposals for short listing/ selecting the eligible bidder(s).

3. INSTRUCTIONS FOR PROPOSALS

3.1 FORMAT OF YOUR PROPOSAL

The proposal should be presented in two sections i.e. Technical Proposal and Financial Proposal.

3.1.1 Technical Proposal format

Bidders are at liberty to structure their Proposals according to any format, as long as it covers all areas specified in this document. The Technical proposals will be evaluated against the criteria detailed below.

3.1.2 Technical Approach

The bidders should adhere to the Terms of Reference (ToR) by elaborating on the services required, and demonstrating whether the proposed process meets the requirements.

The bidder should demonstrate adherence to the Terms of Reference (ToR) by elaborating on the services required, and demonstrating whether the proposed process meets the requirements.

Bidders must, at a minimum, cover the under-mentioned in their technical approach and return as part of their submission:

- How they propose to carry out the requirements to achieve the outcomes identified in the terms of reference including any possible problems that might hinder delivery and how they will avoid, or overcome, such problems.
- The position(s) involved in the direct delivery of the service to be provided and in the overall management of the work and the names of the people who will fill these positions. Provide information in a table format e.g.:

Name	Position	Duties/ activities	Turnaround time to complete task

3.2 CAPACITY AND EXPERIENCE

3.2.1 Capacity

The bidder is required to provide a company profile on its size, staff complement, infrastructure, location etc.

3.2.2 Company Experience

3.2.2.1 Bidders are required to provide proof that they have performed similar services. Letters of reference from at least three contactable referees must also be submitted.

3.2.2.2 Failure to submit at least three letters of reference for similar services will lead to a 0 scoring for references.

3.2.3 Individual Experience

3.2.3.1 Bidders are required to submit abridged CV's of key personnel that demonstrates prior experience and qualifications.

3.3 FINANCIAL CAPABILITY

3.3.1 The bidder is required to provide with the Audited Financial Statements for the last two (2) years

3.3.2 Failure to submit the Audited Financial Statement as stated above will lead to disqualification of the bid proposal.

4. SCOPE OF SERVICE

4.1 The NHC will require the successful bidder to provide 24 hours travel services across the globe in a cost effective manner.

SCOPE OF THE SERVICE REQUIRED

AIR TRAVEL

- Advise, arrange and amend bookings as requested and confirm the bookings;
- Negotiate discounts on standard tariffs for air travel with the airline company that meets the NHC's requirements;

ACCOMMODATION

- Arrange, amend bookings as requested and confirm bookings with any hotel group, 1 or guesthouses and lodges and provide at least three (3) quotations in all instances.
- All accommodation needs to satisfy the minimum standard required by the NHC; and
- Negotiate discounts with all hotel groups or lodges on standard tariffs or reduced tariffs with all available companies.

CAR RENTAL AND SHUTTLE

- Arrange, amend and confirm all car rentals and/or shuttle bookings to satisfy the minimum requirements set by the NHC; and
- Negotiate discounts with all available car rental and/or shuttle service providers on standard tariffs or reduced tariffs with all available companies.

TRAIN AND BUS TRAVEL

- Book and amend train and bus travel arrangements when required by the NHC; and
- Negotiate discounts on standard tariffs or reduced tariffs with all available companies

CONFERENCE AND WORKSHOP

- Arrange, confirm bookings as requested and amend confirm bookings with any hotel group, private hotel or guesthouses and lodges and provide at least three (3) quotations in all instances;
- All accommodation needs to satisfy the minimum standard required by the NHC; and
- Negotiate discounts with all hotel groups or lodges on standard tariffs or reduced tariffs with all available companies.

4.2 OTHER SERVICES

- The travel agent shall assist the NHC in obtaining visas. This assistance shall consist of providing the forms and applications for visa requests, providing of visa information to travellers, conducting visa assistance follow-ups, keeping appropriate records thereon, using and making arrangements for issuing of visas;

- The travel agent shall provide travellers with advice on necessary health requirements, including types of inoculations and vaccinations either required or suggested for travel to international destinations; and
- The travel agent shall indicate any special features, programmes, or services that would be beneficial to the NHC and its travellers (e.g. visa processing, "Meet and Greet", lost baggage follow-up, insurance and protocol observations).

4.3 TRAVELLER'S PROFILES

The travel agent shall maintain profiles of all travellers, as designated or defined from time to time by the NHC, setting forth the traveller's preferences regarding airlines, car hire, hotels, seating, meal requirements, passport and such information as is useful to facilitate NHC travellers' travel arrangements. This information will be used in conjunction with the NHC travel policy.

4.4 QUALITY MANAGEMENT SYSTEM (QMS)

4.4.1 The service provider is required to describe, in detail, the quality management control system on how to carry out the activities to achieve full customer satisfaction at all times. Evidence in the form of a valid certificate or any other accreditation of the quality management control system is required. Please submit a certified copy of certificate.

4.4.2 Failure to submit the certified copy of accreditation certificate will lead to a 0 scoring for QMS.

5 DURATION OF THE PROJECT

The successful bidder will be appointed for a period of thirty six (36) months from the date of signing the Service Level Agreement (SLA).

6. STANDARD REQUIREMENT OF THE BID

6.1 DISCLOSURES

6.1.1. The bidder must disclose:

6.1.1.1 If they are or have been the subject of any proceedings or other arrangements relating to bankruptcy/ insolvency.

6.1.1.2 If they have been convicted of, or are the subject of any proceedings, relating to:

- A criminal offence or other offence, involving the activities of a criminal nature in its organisation or found by any regulator or professional body to have committed professional misconduct.

- Corruption, including the offer or receipt of any inducement of any kind in relation to obtaining any contract with any contracting authority.
- Failure to fulfil any obligation in any jurisdiction relating to the payment of taxes and other legal obligations.

6.1.2. If a bidder or related company or any individual discloses details of any previous misconduct or complaint, the NHC will seek an explanation and background details from them. At the sole discretion of the NHC, an assessment as to whether the bidder will be allowed to continue to the next phase of the evaluation phase will then be made.

6.1.3 Disclosure extends to any company in the same group of the bidder, including but not limited to parent, subsidiary and sister companies, companies with common shareholders (whether direct or indirect) and parties with whom the bidder is associated in respect of this tender.

6.2 DISCLAIMER

6.2.1 The NHC reserves the right not to appoint a service provider.

6.2.2 The NHC also reserves the right to:

6.2.2.1 Award the contract or any part thereof to one or more service providers;

6.2.2.2 Reject all bids;

6.2.2.3 Decline to consider any bids that do not conform to any aspect of the bidding requirements;

6.2.2.4 Request further information from any bidder after the closing date for clarity purposes;

6.2.2.5 Cancel this tender or any part thereof at any time; and

6.2.2.6 Should any of the above occur, it will be communicated in writing to the bidders.

6.3 CONFIDENTIALITY

6.3.1 Bids submitted will not be revealed to any other bidders and will be treated as contractually binding;

6.3.2 All information pertaining to the NHC obtained by the bidder as a result of participation in this RFP is confidential and must not be disclosed without written authorisation from the NHC; and

6.3.3 The successful bidder will be expected to sign a SLA with the NHC.

6.4 DISQUALIFICATION

- 6.4.1 Any form of canvassing/lobbying/influence regarding the short listing will result in disqualification;
- 6.4.2 Any non-disclosure of any other information pertaining to this bid will result in disqualification;
- 6.4.3 Non-compliance with the bid requirements will invalidate the bid; and
- 6.4.4 Non-compliance with all the applicable Acts, Regulations and by-laws will result in the disqualification of the bid.

7. ORAL PRESENTATION

The NHC reserves the right to request presentation from the short-listed bidders, which may include, but not limited to, an equipment/service demonstration of their proposal to the NHC. This provides an opportunity for the bidder to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The NHC shall schedule the time and location of these presentations.

8. SERVICE FEES

The bidders must submit their detailed fixed service fee per transaction as per “*Annexure A*”. In instances where there are no charges for a specific transaction, the bidder must indicate it.

9. EVALUATION CRITERIA

The criteria to be used in the adjudication process will be in accordance with the NHC Supply Chain Management policy, which incorporates, amongst others, the provisions of the Preferential Procurement Policy Framework Act of 2000 and Regulations of 2011. A three (3) phase evaluation process will be considered in evaluating the proposals:

9.1 PHASE 1: PRE-QUALIFICATION CRITERIA (MANDATORY REQUIREMENTS)

Bidders must submit all the mentioned below requirements. The following mandatory requirements must be met to qualify for this bid:

- 9.1.1 Current and valid **original** SARS Clearance Certificate;
- 9.1.2 Certified Company/Agency registration certificate (CK) and/or Proof of ownership of the company/agency i.e. Shareholders Certificates;
- 9.1.3 The bidder must be a registered member of Association of Southern African Travel Agents (ASATA) and International Air Transport Association (IATA) affiliate (please submit certified copies of the membership certificates);
- 9.1.4 The bidder must provide proof of public liability insurance cover (please submit a certified copy of the insurance cover);
- 9.1.5 The successful bidder must be in a sound financial position. Bidders must provide certified copies of their audited financial statements for the latest two (2) financial years from the closing date of this bid; and
- 9.1.6 The bidder must provide three (3) references with contact details from the clients confirming that the bidder has the capacity to deliver at any given time.

9.2 PHASE 2: FUNCTIONAL/TECHNICAL EVALUATION

- 9.2.1 “Functionality” means the measurement according to predetermined norms of a service or commodity designed to be practical and useful, working or operating, taking into account quality, reliability, viability and durability of a service or commodity. The need to invite and evaluate bids on the basis of functionality depends on the nature of the required commodity or service.
- 9.2.2 Only bidders that have met the pre-qualification criteria will be evaluated for functional evaluation. In this phase the evaluation will be based on the bidders’ responses in respect of the bid proposal (evaluated on the minimum functional specifications). Prospective bidders who score a minimum of 80% points or more will be considered for the next phase 3 (Price and B-BBEE status level contributor).

10.3 Scoring and selection

10.3.1 Technical Score

The specific technical evaluation criteria, with weightings, are given below:

CRITERIA	WEIGHT
<p>Company Experience</p> <p>The Bidder must demonstrate that they have the capacity to render the required service. (provide details of experience of the company, client base, adherence to the development of travel industry)</p>	25%
<p>Team Leader & Members Experience</p> <p>Considers the technical and professional skills of the project team. Abbreviated Curriculum Vitae (CV's) of personnel involved on the implementation of the project, not longer than one page each, shall be included in an Appendix.</p>	10%
<p>Project Plan / Methodology</p> <p>The Bidder must provide a project implementation plan which details how the service will be carried out. The project plan must have deliverables and time frames.</p>	20%
<p>Quality Management Systems</p> <p>The bidder is required to describe, in detail, the quality management control system on how to carry out the activities to achieve full customer satisfaction at all times.</p>	15%

Infrastructure and Internal Control System	10%
Ability and flexibility to provide required solutions without subcontracting	10%
<p>Contactable References</p> <p>*Note: References should be presented in a form of a written signed letter on official letterhead and from clients where similar services have been provided/rendered.</p> <p># Three or more (10%) # Less than three (5%)</p> <p>Failure to submit written signed reference letters on official letterhead will result in 0 scoring.</p>	10%
Total:	100%

10.3.2 PHASE 3: THE 90/10 PRINCIPLE BASED ON PRICE AND B-BBEE STATUS LEVEL CONTRIBUTOR.

The following bid requirement must be met to qualify for B-BBEE Points:

- Current and valid original or certified B-BBEE Certificate from **SANAS** or **IRBA** accredited verification agencies or proof of exemption from registered auditors. (Failure to submit a certificate will result in scoring **0** for B-BBEE.)

Points will be awarded to a bidder for attaining the B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points (90/10 system)
1	10
2	9
3	8

4	5
5	4
6	3
7	2
8	1
Non-Compliant contributor	0

10.4 FINAL SELECTION

The proposal having the highest combined scores (Price and B-BBEE) will be declared as the successful bidder and eligible for award.

The highest combined score (HCS) will be calculated as follows:

$$PS = 90 (1 - Pt - Pmin / Pmin)$$

Where

Ps = Points scored for price of tender

Pt = Rand value of offer tender

Pmin = Rand value of lowest acceptable tender

- 10.4.1 A maximum of 10 points may be awarded to a bidder for being a B-BBEE;
- 10.4.2 The points scored by a bidder in respect of B-BBEE goals contemplated in (20) must be added to the points scored for price;
- 10.4.3 Points scored will be rounded off to the nearest 2 decimals;
- 10.4.4 Only the tender with the highest number of points scored may be selected;
- 10.4.5 A bid may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points; and
- 10.4.6 In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of B-BBEE points. Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

11. OTHER CONDITIONS:

- 11.1 Only bidders who obtain at least 80% under Functional/Technical Evaluation will be considered for further evaluation on phase 2.
- 11.2 Bidders are further requested to provide separate financial and technical proposals.
- 11.3 Bidders are requested to provide a clear agreement regarding joint venture/consortia. The percentage involvement of each company in the joint venture agreement should be indicated on the agreement. A trust, consortium or joint venture must submit a consolidated B-BBEE Status Level Verification Certificate for every separate bid. iv. Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids, to substantiate their B-BBEE rating claims.
- 11.4 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 11.5 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.
- 11.6 Fraudulent practices shall result in immediate disqualification.
- 11.7 NLB is under no obligation to accept any bid and reserves its right not to proceed with the appointment of any service provider that responded to the invitation to submit proposals, for whatever reasons it may consider appropriate.

12. OTHER REQUIREMENTS

12.1 PRICES

- 12.1.1 Only fixed prices will be accepted.
- 12.1.2 All services' pricing should be inclusive of all taxes, duties etc. and payment shall be made in South African Rand;
- 12.1.3 A pricing schedule should be submitted on a separate sheet (refer to attached "*Annexure A*").
- 12.1.4 The NHC may require a breakdown of rates on any of the items priced and the bidders are to provide same without any additional cost and also provide a "Pricing Grid" or "Transaction Fee Schedule"; and
- 12.1.5 The total fee amount should be carried out on the Standard Bidding Form (SBD1).

12.2 PRICES ADJUSTMENTS

Prices submitted for this bid will be regarded as non-firm subject to the following price adjustments:

- 12.2.1 Annual price adjustment.
- 12.2.2 Exchange rates e.g. adjustments of price increases due to fluctuations of the exchange rate in excess of 5%; and
- 12.2.3 Index escalation e.g. CPIX and fuel prices.
- 12.2.4 Application for price adjustments must be accompanied by documentary evidence in support of any adjustment on an annual basis.

Bidders are encouraged to utilise the Reserve Bank published rates for foreign currency.

12.3 PAYMENT TERMS

- 12.3.1 The NHC undertakes to pay valid tax invoices in full within thirty (30) days from statement date for services rendered;
- 12.3.2 All supporting documents for services rendered should be submitted together with the tax invoices by the twentieth (20th) of every month;
- 12.3.3 Valid Tax Invoices for all services rendered are to be submitted to the Financial Manager at the NHC's Finance Division at the address on page 1 above.

12.4 VALIDITY

- 12.4.1 A Proposal shall remain valid for ninety (90) days after the closing date of the submission for proposals. A Proposal which is valid for a shorter period may be rejected by the NHC for non-responsiveness.
- 12.4.2 In exceptional circumstances, the NHC may solicit the bidder's consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing. A bidder that has been granted the request will neither be required nor permitted to modify the Proposal.

12.5 SIGNATORIES

All responses to this RFP should be signed off by the authorised signatories of the bidder.

13. SPECIAL TERMS AND CONDITIONS

- 13.1 The NHC reserves the right to accept or reject any submission in full or in part, and to suspend this process and reject all proposals or part thereof, at any time prior to the awarding of the contract, without thereby incurring any liability to the affected bidders;
- 13.2 This bid and the contract will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the PFMA. The special terms and conditions of contract are supplementary to that of the general conditions of the contract;
- 13.3 Where, however, the special conditions of contract are in conflict with the general conditions of contract, the general conditions of contract will prevail.
- 13.4 The NHC is the sole adjudicator of the suitability of the venue for the purpose for which it is required. Therefore, the NHC's decision in this regard will be final.
- 13.5 No bids sent by the facsimile or email will be accepted.
- 13.6 Bids must only be submitted at the NHC Office Tender Box in Pretoria by the specified date and time.
- 13.7 Bidders are welcome to be present at the opening of bids.
- 13.8 The annexures are part of the bid documentation and must be signed by the bidder and attach to the bid document.
- 13.9 The bid forms must not be retyped or redrafted but copies may be used. Additional offers may be made but only photocopies of the original documents. Additional

offers/submissions are regarded as separate and must be treated as such by the bidder. The inclusion of various offers as part of a single submission in one envelope is not allowed and will not be considered. Additional bid offers must be submitted separately in separate sealed envelopes.

- 13.10 The original valid Tax Clearance Certificate should be submitted together with the completed bid.
- 13.11 Failure to comply with the above-mentioned conditions will invalidate the bid.
- 13.12 Certified copies of the company registration documents or proof of ownership of the company or agency i.e. Shareholders Certificates.
- 13.13 Certified copy of B-BBEE certificate issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or an Accounting Officer as contemplated in the CCA must be submitted.

14. LATE BIDS

Bids received late shall not be considered. A bid will be considered late if it arrived one second after 11:00 am or any time thereafter. The tender (bid) box shall be locked at exactly 11:00 am and bids arriving late will not be considered under any circumstances. Bidders are therefore strongly advised to ensure that bids are dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.

The official Telkom time (Dial 1026) will be used to verify the exact closing time.

15. CLARIFICATIONS / ENQUIRIES

Telephonic request for clarification will not be considered. Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference or any other aspects concerning the bid is to be requested in writing (letter, facsimile email) from the below contact persons. The bid reference number should be mentioned in all correspondence.

15.1 BID ENQUIRIES

Name and Surname: Zimbini Mtimde

E-mail: procurement@nhc.org.za

Fax: 086 260 4684

15.1.1 All enquiries must be forwarded in writing via email to procurement@nhc.org.za not later than 12h00 on 13 March 2015. Enquiries received will be responded to within two (2) working days of receiving the enquiry.

15.1.2 Enquiries received after this date and time (13 March 2015 at 12h00) will not be responded.

15.1.3 All questions should reference specific paragraph numbers, where appropriate.

THE NHC IS NOT OBLIGED TO ACCEPT THE LOWEST OR ANY BID AND RESERVES THE RIGHT TO ACCEPT ANY BID IN WHOLE OR PART

ANNEXURE A

Pricing / Service Fee

Please provide a “Pricing Grid” or “Transaction Fee Schedule” for the following items as per the attached “Annexure B” detailing the specific destinations: Air Ticket-All types (Kindly refer to “Annexure B”)

Destination	Agent service fee charged in Rands inclusive of VAT			
	Peak season	Off season	Office hours	After hours
Domestic/Regional: e.g. Cape Town				
International: e.g. New York				

Accommodation

Star allocation (3*) ¹	Agent service fee charged in Rands inclusive of VAT			
	Peak season	Off season	Office hours	After hours
Accommodation Domestic & International				

¹ Note that the star allocation of this example is merely for comparative purposes assisting the evaluation process.

Car Hire

Class (B) ²	Agent service fee charged in Rands inclusive of VAT			
	Peak season	Off season	Office hours	After hours
Car Hire(Domestic & International)				

Shuttle Service

Description	Agent service fee charged in Rands inclusive of VAT			
	Peak season	Off season	Office hours	After hours
Shuttling service for a group of five (5) people or more (group N)				
Shuttling service for an individual (group B sedan)				

² Note that the group allocation of this example is merely for comparative purposes assisting the evaluation process.

Conference and Workshop Accommodation

Star allocation (3*) ³	Agent service fee charged in Rands inclusive of VAT			
	Peak season	Off season	Office hours	After hours
Conference Accommodation Domestic				

Support Services

Description	Agent service fee charged in Rands inclusive of VAT
Visas	
Air Ticket Refunds	
Parking	
Transfer Services	
Back Office Processing /Bill back	
After hours call centre access	
Charter flights	
Change of reservations	
Travel insurance	Linked to Annexure A

³ Note that the star allocation of this example is merely for comparative purposes assisting the evaluation process.

Management reports and account reconciliation	Per 150 invoices per month
SMS Notifications	Per notification
Foreign Exchange	Per transaction and delivery

ANNEXURE B

PROPOSED LIST OF COUNTRIES FOR THE TRAVEL SERVICES

Item	Continent	Country	City
1.	Africa	Nigeria	Lagos
2.	Africa	South Africa	Cape Town
3.	Africa	South Africa	Durban
4.	Africa	South Africa	East London
5.	Europe	United Kingdom	London
6.	Europe	Germany	Munich
7.	Europe	France	Paris
8.	Europe	Greece	Athens
9.	Asia	Japan	Tokyo
10.	Asia	India	Mumbai
11.	Asia	Australia	Sydney
12.	South America	United States of America	New York
13.	South America	United States of America (Rhode Island)	Providence
14.	North America	Brazil	Rio de Janeiro
15.	North America	Canada	Vancouver

ANNEXURE C

NHC/03/2014/15

BID SUBMISSION CHECKLIST: PROVISION OF TRAVEL MANAGEMENT SERVICES

Name of the Bidder :			
Item	Description	Yes	No
1.	Please indicate below if whether the SBD (Standard Bidding Document) Forms are duly completed and signed by the relevant person:		
1.1	SBD 1		
1.2	SBD 2 (Only to bidders whose tax matters are not in order)		
1.3	SBD 3.3		
1.4	SBD 4		
1.5	SBD 6.1		
1.6	SBD 8		
1.7	SBD 9		
1.8	General Conditions of Contract (GCC): Please accept by signing and initial on each page		

2.	Compulsory Requirements:		
2.1	Please indicate as to whether the following <i>documents</i> /certificates have been attached?		
2.1.2	Original Valid Tax Clearance Certificate		
2.1.3	Audited Financial Statements for the last two (2) years		
2.1.4	Proof of public liability insurance cover <i>Please attach a certified copy of certificate</i>		
3.	MANDATORY ACCREDITATIONS:		
3.1	Fully accredited member of International Air Transport Association (IATA) Please attach a certified copy of certificate		
3.2	Fully accredited member of Association of South African Travel Agencies (ASATA)		
4.	Other Requirements		
4.1	Please indicate as to whether the following documents have been attached:		

4.1.1	Company/Agency Profile		
4.1.2	B-BBEE Certificate		
4.1.3	Quality Management System (QMS) in place? <i>Please attach a certified copy of certificate/any other accreditation certificate</i>		
5. Proven track record in travel services			
5.1	Provide three (3) letters of reference for similar services		
5.2	Please submit abridged CV's of key personnel		
6. Submission of Proposals:			
6.1 Technical Proposal:			
6.1.1	One (1) original		
6.1.2	Four (4) copies		
6.1.3	One (1) electronic copy (CD)		
6.2 Financial (Price) Proposal:			
6.2.1	One (1) original		
6.2.2	Four (4) copies		
6.2.3	One (1) electronic copy (CD)		
7. Bid Document Responsiveness:			
	Adherence to the Bid Documents and Terms of Reference?		