



National Empowerment Fund

RFP No: NEF 19/2014

**REQUEST FOR PROPOSAL: PROVISION OF TRAVEL
MANAGEMENT SERVICES**

CLOSING DATE : 03/10/2014
TIME : 14H00

CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER

1. Proprietary Information:

The National Empowerment Fund (NEF) considers this tender and all related information, either written or verbal, which is provided to the Bidders, to be proprietary to the NEF. It shall be kept confidential by the Bidders and its officers, employees, agents and representatives. The Bidders shall not disclose, publish, or advertise this specification or related information in part or as a whole to any third party without the prior written consent of NEF.

2. Enquiries

All communication and attempts to solicit information of any kind relative to this tender should be channeled to names provided below:

Contact person (all questions should be in writing)

Enquiries can be directed to:

or

Technical Enquiries can be directed to:

Name: Ms Kedibone Mboweni

Name: Mr. Xolile Tofile

Supply Chain Management

Supply Chain Management

Telephone Number Office: +27 11 305 8000

Telephone Number Office: +27 11 305 8000

Email address: mbowenik@necorp.co.za

Email address: tofilex@necorp.co.za

3. Medium of Communication

All the documentation submitted in response to this tender must be in English.

CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER

4. Verification of Documents

Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. The NEF will not be liable for any loss which may occur as a result of any pages or information missing or duplicated from or within the submission.

5. Validity Period

Responses to this Request for Proposal received from Bidders will be valid for a period of **120 days**, calculated from the closing date of the tender.

6. Submission of Tenders

6.1 Tenders should be submitted in **duplicate** in a sealed envelope endorsed, “**(TENDER NEF 19/2014 PROVISION OF TRAVEL MANAGEMENT SERVICES)**”. The sealed envelope must be placed in the tender box at the Main Reception area of the NEF West Block, 187 Rivonia Road Morningside by no later than **14h00** on **03 October 2014**.

6.2 The closing date, company name and the return address must also be endorsed on the envelope.

6.3 If a courier service company is being used for delivery of the tender document, the tender description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the tender box. The NEF takes no responsibility of late/lost submission due to delays in postal and courier services used by the applicants.

6.4 No tender received by telegram, telex, email, facsimile or similar medium will be considered.

6.5 Where a tender document is not in the tender box at the time of the tender closing, such a tender document will be regarded as a late tender. Late tenders will not be considered.

CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER

- 6.6 In the event that the Bidders wish to amend their submissions once made, an envelope marked "Amendment to tender" together with the other details as required above may be placed in the tender box. Such amendment must reach the NEF before the closing date. No amendment will be accepted after such closing date unless such amendment is as a result of a specific request from the NEF.
- 6.7 The Bidders are responsible for all the costs incurred in relation to the preparation and submission of the tender document including any related amendment, even in the event where such amendment is as a result of a specific request from the NEF.
- 6.8 A list of all references (minimum of 3) with contact details must be included in the tender document.
- 6.9 An original valid Tax Clearance certificate must be included in the tender document. Failure to submit a certificate would render your tender invalid.
- 6.10 A copy/ies of certificates from any professional bodies that you are affiliated to must be attached to the response to this tender.
- 6.11 The following information also needs to be provided with the tender document:
- Names and details of Senior Management.
 - Organogram of your organization.
 - Shareholders Certificate.
 - Details of employees at an Operational Level.
 - Percentage of ownership by:
 1. Black Shareholders
 2. Black Women
 3. White Women

CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER

- 6.12 The NEF is entitled to amend any tender conditions, the validity period, any specifications, or extend the closing date of tenders before the closing date. All Bidders, to whom tender documents have been issued, will be advised timeously, in writing, of such amendments.
- 6.13 The NEF shall not be obliged to accept the lowest offer or proposal received. The NEF reserves the right to enter into negotiations with a prospective vendor in relation to any terms and conditions, including the price of a prospective contract.
- 6.14 The NEF reserves the right to award this tender to an empowered entity or may award this tender on condition that a joint venture with an empowerment entity is formed.
- 6.15 The NEF may in its sole discretion determine how the tender will be awarded to the successful Bidders. Where the NEF deems fit, the tender may be awarded to Bidders in relation to specific portion of the terms of reference and in certain cases in relation to the entire terms of reference without having to furnish specific reasons. The NEF also reserves the right not to award the tender at all without having to furnish specific reasons.
- 6.16 The Bidders hereby offer to render all or any of the services described in this tender document to the NEF on the terms and conditions and in accordance with the specifications stipulated in this tender document. This tender document and the tenderer's response thereto shall form part of any service level agreement that may be concluded between the NEF and the bidders. In the event of conflict between such documents, the service level agreement shall take precedence over all other documents.
- 6.17 Bidders submitted must be signed by the duly representative of those Bidders, as evidenced by an authorising resolution or such similar document, a certified copy of which document, must be submitted with the tender.

CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER

- 6.18 The Bidders may be required by the NEF to prepare for a possible presentation and the Bidders shall be notified thereof no later than 4 (four) days before the actual presentation date.
- 6.19 The Bidders hereby agree that the offer herein shall remain binding upon them during the validity period. This Proposal and its acceptance shall be subject to the terms and conditions contained in this tender document.
- 6.20 The bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her tender response, that the price(s) and rate(s) quoted cover all the work/item(s) specified in the Tender response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accepts that any mistakes regarding price(s) and calculations will be at his/her risk.
- 6.21 The bidder hereby accepts full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on him/her under this tender as the principal(s) liable for the due fulfillment of this tender and any contract that might be concluded pursuant hereto.

CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER

Name of your Company (in block letters)	
Signature(s) of the Bidders or assignee(s)	
Name of person signing (in block letters)	
Capacity	
Are you duly authorized to sign this tender?	
Company Registration Number	
VAT Registration Number	
Postal address (in block letters)	
Physical address (in block letters)	
Domicillium citandi et executandi in RSA (full) street address) (in block letters)	
Contact Person	
Telephone Number	
Fax Number	
Cell Number	
E-mail	

***Failure to comply with any of the terms and conditions as set out above will invalidate the tender.**

7. EVALUATION CRITERIA

Tenders shall be evaluated in terms of the following parameters and shall be scored on the weightings stated below. Bidders will need to score a minimum of **60 points** in order to be evaluated further.

Technical	100
• Bidder's Relevant Experience	50
• Bidder's Proposal	30
• Experience, Skills and Qualifications of the Project Team	20

Pricing 90
<ul style="list-style-type: none">• Prices must be based on the South African Rand• Prices must be VAT inclusive• Prices must clearly indicate a breakdown of transaction fees
BEE 10
<ul style="list-style-type: none">• BEE scoring will be done in line with the new codes of good practice

WEIGHTINGS

90/10 Preference Point System

All tenders that will achieve the minimum qualifying score (acceptable tenders) will be evaluated further in terms of the preference point system as follows:

CRITERIA	POINTS
Price	90
BEE	10
TOTAL	100 points

SECTION: 2

TERMS OF REFERENCE / SCOPE OF SERVICE

2.1 Preamble

The National Empowerment Fund Act No.105 of 1998 established the National Empowerment Fund Trust (NEF), for the purpose of promoting and facilitating economic equality and transformation, by providing development finance for Black empowered South African businesses and by designing investment products in promoting savings and investment activity amongst Black South Africans. The NEF is an agency of the Department of Trade and Industry (**the dti**) and is committed to the implementation of the Broad Based Black Economic Empowerment Act, Act 53 of 2003, and the Codes of Good Practice.

2.2 Purpose

The NEF seeks to appoint a Travel Management Company for the provision of Travel Services for the NEF in Morningside, including servicing all NEF's Regional Offices. The successful Travel Management Company (TMC) will be expected to have adequate number of consultants, booking and accounting systems required to run an effective and efficient Travel Service.

2.3 Scope of the Services

The duties and obligations of the service provider shall include but shall not be limited to the services set out below,

Provide general travel services including:

- Air travel: Domestic/International/Regional/Internet
- Worldwide Hotel reservations
- Fully inclusive packages
- Car Hire reservations
- Transfer arrangements
- Visa applications
- Charter travel flights
- Groups and incentive travel arrangements

- Cost savings and special offers
- Delivery of travel documents where and when required
- Offering foreign exchange assistance
- Advice on applying/renewal of South African passports
- Travel insurance
- E-ticketing
- The service provider travel on-line
- After hours service
- The services to be provided shall be provided between normal office hours as follows:
- Monday to Friday between 08h00 to 17h00 (excluding public holidays)
- Saturdays 09h00 to 12h00.

The service provider Key Account Manager will be required to carry out the following activities, which shall include, but not be limited to:

- constantly monitoring the service standards as well as the savings;
- provide assistance in identifying and negotiating with preferred suppliers and contracts
- overseeing travel workshops for all travel coordinators at the NEF
- hold monthly review meetings with travel coordinators.
- the service provider will make an emergency service available to the NEF, which services may be accessible 24 hours a day

Car Hire

- **Domestic Hire:** Staff may book vehicles in accordance with the NEF's approved Travel Policy with only the preferred Car Rental Service Providers.
- **International Hire:** The NEF travellers are encouraged to opt for alternative ground transportation other than Car hire. NEF travellers are to book group/type of cars equivalent of what is permitted on domestic travel.

Upgrading or Downgrading

The Travel Office must ensure that upgrading in respect of air travel, hotel accommodation and car hire, both internationally and domestically, by professional and administrative staff is only done in exceptional circumstances and must in all instances be approved by the relevant authority. Downgrading of business class tickets to obtain duplicate economy class tickets is not permitted.

Appointments to the successful service provider will be subject to a contract period of three years (36 months). It is at the sole discretion of the NEF to review any contract of appointment on an annual basis, if deemed necessary. A site inspection certificate will be issued during the briefing session and must be completed and submitted with the tender (compulsory). None attendance to the briefing session will invalidate the tender.

PAYMENTS

Payment will be made monthly on submission of an invoice for the services rendered. The invoice must indicate for which month's services payment is claimed and must reflect the order number. Invoices cannot be certified as correct before the work has been properly performed, that is certification can only take place after the last working day of the month during which the service was rendered. **Payment will be made within 30 days after receipt of the correct invoice**

OTHER CONDITIONS

- Any proposals received in response to this bid remain the property of the NEF
- The successful bidder will be required to sign a Service Level Agreement (SLA).
- Please note that any enquiries must be directed via e-mail and will only be responded to at the compulsory briefing session and thereafter only by e-mail of which the response will be copied to all other bidders.
- Please note that shortlisted bidders might be subjected to a site inspection/ visit.

Mandatory Technical Requirements

IATA Accreditation	Comply	Not Comply
<p>The bidder must be an accredited Travel Agent by International Air Transport Association (IATA).</p> <p>Please provide a copy of a valid certificate as proof of your accreditation by IATA.</p>		
<p><u>Substantiate:</u></p>		
Bidder's Experience	Comply	Not Comply
<p>The bidder must have experience in providing travel management services.</p> <p>Please provide three (3) references of existing clients.</p>		
<p><u>Substantiate:</u></p>		
After-hours and emergency Service	Comply	Not Comply
<p>The bidder must have capacity to provide reliable and consistent after-hour and emergency support to NEF travellers.</p> <p>Please provide details your after-hour support e.g. how it is accessed by Travellers, where it is located, centralized/ regionalized, in-country (owned)/ outsourced etc.</p>		
<p><u>Substantiate:</u></p>		
NEF Travel Policy	Comply	Not Comply
<p>The bidder must agree to adhere to and promote NEF's Travel Policy.</p>		
<p><u>Substantiate:</u></p>		

Non-Mandatory Technical Requirements

Note: Responses provided in terms of this statement of compliance should be substantiated in the columns provided, and where the space is insufficient, please add or refer to any additional annexures in your response dealing with this.

Services

The Travel Management Company (TMC) must indicate their ability to do the following and to substantiate as required:	Comply	Partial	Not Comply	Substantiation
Manage all reservations/ bookings. Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); rental car; flights etc.				
Manage non-refundable airline-tickets. How can you help NEF manage its inventory of unused non-refundable airline tickets? Is there a best practice you recommend?				
Provide additional airline services. Indicate your ability to secure special airline services for travellers including preferred seating, upgrades, waitlist clearance, etc.				

<p>The Travel Management Company (TMC) must indicate their ability to do the following and to substantiate as required:</p>	<p>Comply</p>	<p>Partial</p>	<p>Not Comply</p>	<p>Substantiation</p>
<p>Manage/ arrange a complex itinerary in a cost-effective manner. Provide an example of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirements, confirmation numbers and more. Do you have a service that will search for the lowest fares for complex international itineraries? Please describe.</p>				
<p>Effectively manage invoicing. Describe how invoicing will be handled.</p>				
<p>Lodge Card Reconciliation: Please describe credit card reconciliation process, timing and deliverable.</p>				
<p>Provide value-added services. Please provide information on any value-added services your company can offer to NEF.</p>				
<p>Effective handling of queries. What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues.</p>				
<p>Manage NEF negotiated rates/ fares. How do you ensure that NEF's specific rates are secured? Describe any automated tools used to assist with maintenance and processing of NEF negotiated fares.</p>				
<p>Manage group bookings. Describe your capabilities for handling group bookings (e.g. for meetings, conferences & events)</p>				

Service Configuration

<p>The Travel Management Company (TMC) must indicate their ability to do the following and to substantiate as required:</p>	<p>Comply</p>	<p>Partial</p>	<p>Not Comply</p>	<p>Substantiation</p>
<p>The TMC must ensure that they have adequate staff to service the NEF at times. Provide the proposed number of travel consultants to service NEF account on-site. Describe how the number of consultants is calculated.</p>				
<p>The proposed travel consultants must have relevant experience. What is the average experience and tenure of your proposed travel consultants?</p>				
<p>The TMC must be flexible and be able to adjust staffing levels in line with NEF requirements. Describe the forecasting system you employ to staff your operations in response to volume changes owing to conferences, project-related volumes, etc.</p>				
<p>The TMC must ensure consistent quality service for the NEF. Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service.</p>				
<p>The TMC must provide Special Rates/Fares/Rebates to the NEF. Fully describe any special pricing relationships you can pass to NEF, and indicate how these will be administered.</p>				
<p>The TMC must ensure cost savings for the NEF. Describe your detailed strategic cost savings plan for NEF for the contract duration. What items do you target for maximum cost savings results?</p>				
<p>The TMC must ensure seamless implementation of service. Please provide a detailed plan for implementing your services with NEF. The plan must include the following items -- a) Individuals responsible for implementation; b) Project Plan for implementation.</p>				

Account Management

The Travel Management Company (TMC) must indicate their ability to do the following and to substantiate as required:	Comply	Partial	Not Comply	Substantiation
<p>The TMC must provide a dedicated Key Account Manager to support NEF's account activities. Describe the responsibilities of the Key Account Manager.</p>				
<p>The TMC must ensure regular contract/service reviews. Provide a sample of your standard contract/service reviews, including reports and any other improvement initiatives.</p>				
<p>The TMC must submit consolidated monthly reports to the NEF reflecting all travel related activities. Provide a sample of standard report reflecting, but not limited to, the following: spend per category, savings etc.</p>				

Travel Management Company Profile

Provide the following information:	Comply	Partial	Not Comply	Substantiation
<p>Explain how you differentiate yourself from your competition. What are your TMC's core competencies?</p>				
<p>Affiliation to industry associations. Please provide documentary proof of valid membership issued by the association in their official letter head. Indicate how the affiliation will benefit the NEF.</p>				

SECTION: 3

PRICE STRUCTURE

The bidder must provide their indicative pricing as per the tables below:

(A separate pricing schedule can be attached)

Description	Amount
International Travel: Accommodation	
International Travel: Car Hire	
International Travel: Flights	
Local Travel: Accommodation – Hotel	
Local Travel: Car Hire	
Local Travel: Flights	

SECTION: 4
BLACK ECONOMIC EMPOWERMENT

BBBEE Supplier Assessment Form

Trading name of entity

Contact person

Physical Address

Contact telephone number

Fax number

Cell phone

Email address

Percentage black shareholding (where applicable)

Percentage black women shareholding

Percentage white women shareholding

Do you fall within a gazetted industry charter?

Are you a Qualifying Small Enterprise?
(Annual turnover between R5 million and R35 million)

Are you an Exempt Micro Enterprise?
(Annual turnover less than R5 million)

Please attach the BBBEE rating / scorecard certificate.

I, the undersigned, certify that the information contained in this document is accurate and correct. I am fully responsible for any misrepresentation in this document and am aware of the repercussions that may arise as a result of such a misrepresentation.

Name: _____ ID Number/Passport Number: _____

Signed: _____ Date: _____

Position: _____

LIST OF TENDER RETURNABLES (BUT NOT OTHER SUPPORTING DOCUMENTS)

- Original valid Tax Clearance Certificate
- Declaration of Interest form
- Declaration of tenderer's past supply chain management practices
- BEE credentials / rating certificate
- Completed and signed tender document
- A copy/ies of any professional bodies that you are affiliated to
- The following information also needs to be provided with the tender document:
 - Names and details of Senior Management.
 - Shareholders Certificate.
 - Details of employees at an Operational Level.
 - Percentage of ownership by:
 1. Black Shareholders
 2. Black Women
 3. White Women

Failure to submit the required documents will result in the proposal being non compliant and will be disqualified.

Declaration of tenderer's past supply chain management practices

- 1 This tender may be disregarded if the tenderer, or any of its directors have:
 - Abused the institutions supply chain management systems;
 - Committed fraud or any other improper conduct in relation to such a system; or
 - Failed to perform on any previous contract

- 2 In order to give effect to the above, the following questionnaire may be completed and submitted with the tender

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's database as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>audi alteram partem</i> rule was applied).		
4.1.1	If so, furnish particulars		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? To access this Register enter the National Treasury's website, www.treasuy.gov.za . click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 326 5445		
4.2.1	If so, furnish particulars		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?		
4.3.1	If so, furnish particulars		
4.4.	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?		
4.4.1	If so, furnish particulars		

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

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

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state*, or persons having a kinship with persons employed by the state/NEF, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state/NEF, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority and/or take an oath declaring his/her interest, where-

- the bidder is employed by the state/NEF; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

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

2.1 Full Name of bidder or his or her representative:

.....

2.2 Identity Number:

.....

2.3 Position occupied in the Company (director, shareholder etc):

.....

2.4 Company Registration Number:

.....

2.5 Tax Reference Number:

.....

2.6 VAT Registration Number:

.....

* "State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;

- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

2.7 Are you or any person connected with the bidder presently employed by the state/NEF? **YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / shareholder/ member:

Name of state institution OR department to which the person is connected:

.....

Position occupied in the state institution/NEF:

.....

Any other particulars:

.....

.....

.....

2.8 Did you or your spouse, or any of the company's directors / shareholders / members or their spouses conduct business with the state/NEF in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:

.....

.....

.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state/NEF and who may be involved with the evaluation and or adjudication of this bid? **YES/NO**

2.9.1 If so, furnish particulars.

.....

.....

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

2.10.1 If so, furnish particulars.

.....

.....

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

2.11.1 If so, furnish particulars:

.....
.....

DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT ALL THE INFORMATION FURNISHED IN THIS TENDER SUBMISSION IS CORRECT.

I ACCEPT THAT THE STATE/NEF MAY ACT AGAINST ME IN TERMS OF THE GENERAL CONDITIONS OF CONTRACT ISSUED BY NATIONAL TREASURY OR ANY APPLICABLE LAW SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder