



**PURCHASING CONSORTIUM SOUTHERN AFRICA (PURCO SA) IN COLLABORATION WITH
WESTERN TVET COLLEGE (WESTCOL)**

REQUEST POTENTIAL BIDDERS FOR PROPOSALS (RFP) FOR THE

RENDERING OF TRAVEL MANAGEMENT SERVICES FOR A

PERIOD OF THIRTY-SIX (36) MONTHS

TENDER NO: PU9012/033

Prospective Suppliers who are interested in participating in the aforementioned tender are invited to submit a proposal in full compliance to the requirement of this tender document. Completed documents with all attachments must be signed and submitted on the PURCO SA Website.

The closing time and date for receipt for online tender 27 November 2023 is at 23:59

| | | |
|---------------------------------------|---|--------------------|
| Tender number | PU9012/033 | |
| Date issued | 05 November 2023 | |
| Tender closing date | 27 November | Time: 23:59 |
| | Tender Submission will be Electronic on www.purcosa.co.za | |
| Compulsory Information Session | 16 November 2023 | Time:13:00 |
| Company Name | | |
| Address | | |
| Contact person | Mr/Mrs/Ms/Dr/Prof. | |
| Contact numbers | (w) | (cell) |
| Email address | | |

Please see table below for the list of mandatory requirements and tick yes if documentation is submitted and no if not submitted.

| Appendix Number | Description of Appendix | Requirement | Circle yes if submitted | |
|------------------------|--|--|--------------------------------|----|
| Appendix A | RFP Document | Each page of the RFP document to be initialled by a delegated representative | Yes | No |
| Appendix B | Technical specifications and pricing | Attach your pricing schedule as per specifications. | Yes | No |
| Appendix C | Proof of Bank Account | Provide Confirmation letter from Bank not older than 3 months | Yes | No |
| Appendix D | Company registration documents | Provide Company registration documents | Yes | No |
| Appendix E | ID Copies of directors | Certified & not older than 3 months | Yes | No |
| Appendix F | Tax Pin | An original valid Tax Pin | Yes | No |
| Appendix G | Audited Financial Statements/Management Account | Provide Audited Annual Financial Statements (fully signed by auditor and director) or Annual Financial Statements (fully signed by director) for the last 2 recent years | Yes | No |
| Appendix H | B-BBEE certification | Provide a valid B-BBEE certificate from a SANAS accredited agency or Auditor registered with the IRBA | Yes | No |
| Appendix I | Declaration of Interest | Complete Point 9 of this tender document | Yes | No |
| Appendix J | Registration On Central Supplier Data Base (CSD) | Provide a copy of the full and summary reports of registration on National Treasury Central Supplier Database | Yes | No |

NB: No points will be allocated to this phase; however, tenders that do not meet the pre-qualification requirements may not advance to the next phase of the evaluation process.

1.1.1 STAGE 1: EVALUATION OF FUNCTIONALITY

The evaluation criterion for functionality aims to assess the capability of the tenderer to execute and maintain a tender and/ or contract. Tenderers need to obtain a minimum percentage score of 70% and above in order to progress to the next stage of evaluation.

All proposals will be evaluated on the following criteria indicated below.

Step 1: References table

The references must be current clients that have done business with your company for a minimum of three (3) years and more for contracts of a similar size or more with a proven record of accomplishment.

Bidders are required to submit with the bid, a Proposal.

The Proposal is to be a brief printed document that describes how the Bidder intends to ensure the following items within the sub-criterion: The proposal to reflect the areas below as headings. Failure to submit the required proposal will result in disqualification based on non-responsiveness. Company profile only, will not be acceptable as a proposal.

| FUNCTIONALITY CRITERIA | | POINTS ALLOCATED |
|--|---|------------------|
| Experience, Skills and Ability of Services Provider to fulfil Westcol's requirements, past experience in work of similar nature. The service provider must have at least 5 years' experience in the travel industry. Provide verifiable written references: <ul style="list-style-type: none"> • 5 or more written verifiable references • 4 written verifiable reference • 3 written verifiable reference No references Irrelevant references WESTCOL has right to verify the company reference | = 25 points = 15 points = 10 points = 00 points = 00 points | 25 |
| Personnel Resources The bidder to provide CV's of dedicated staff to Western TVET College indicating experience in travel management environment: <ul style="list-style-type: none"> • Head of Operations (Minimum 5 years experience) • Account Manager (Minimum 5 years experience) • Operations Manager (24-hours availability) (Minimum 5 years experience) | = 10 points = 10 points = 10 points | 30 |
| <u>Project Execution Plan (PEP)</u> Provide a detailed project execution plan and travel services methodology - detailed programme plan including: <ul style="list-style-type: none"> • Explanation of standard operating procedures on handling travel reservations/bookings. • Management of complex itinerary. • Management of conferences, functions, event, inclusive of all required resources. • Management of invoices and payments. • Management of all refunds and non-refundable airline tickets (refund processes). • Management of queries and complaints resolution including management of escalations. • Approach to after-hours and emergency service requests. NB: Online functionality on the above activities. | = 10 points = 05 points = 05 points = 05 points = 05 points = 05 points = 10 points | 45 |
| Total points | | 100 |

TECHNICAL SPECIFICATIONS

BACKGROUND

Western TVET College is looking for services of a Travel Management Company (TMC) to process and manage the travel and related services required by Western TVET College to conduct its business operations across the country and internationally and facilitate the achievement of Western TVET College mandate. Business travel is not Western TVET College core business and therefore the organisation contracts an external service provider to deliver these services to Western TVET College as this is the TMC's area of expertise. The Western TVET College Travel Management Office fulfils different functions from those of the travel management companies.

Western TVET College primary objective in issuing this RFP is to enter into an agreement with a successful bidder who will achieve the following:

- Provide Western TVET College with travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction;
- Achieve significant cost savings for Western TVET College without any degradation in the services; and
- Appropriately contain Western TVET College' risk and its travellers' risk.

GOAL

To obtain a reputable, experienced supplier responsible to **Travel Management and Related Services** for a period of 36 months (03 years).

TERMS OF REFERENCE

The successful bidder will be required to provide travel management services. Deliverables include the provision of the following (**including online functionality for the activities listed below**):

1.1 BOOKING SERVICES

1.1.1. Reservations

- a. All bookings will be expected to comply with the Western TVET College Travel Management Services policy, National Travel Framework, National Treasury cost containment measures related to travel and subsistence, and the agreed Services Agreement.
- b. All bookings must be made through preferred suppliers unless additional suppliers are required to be sourced in the specific area, in which case the bidder will recommend or source suitable suppliers.
- c. Three (3) quotes must be obtained for all travel requests.
- d. The bidder must have an in-depth understanding of all destination points and advise the travellers accordingly of proposed routes for all travel. The successful bidder must be able to offer advice and alternative plans for consideration to the traveller(s) covering the accommodation, air travel, car hire as well as anything else related to the proposed travel.
- e. Arrange and process changes to bookings.
- f. The bidder must submit all necessary travel documents to the traveller immediately once issued.

1.1.1.2 Air Travel: Domestic and International

- a. The bidder must be able to book low-cost carriers.
- b. Only IATA accredited airlines must be used.
 - i. Book airline tickets: A minimum of three (3) quotes must be obtained for all travel requests. Where three (3) quotes cannot be obtained approval must be sought from Western TVET College.
 - ii. The airline which provides the most cost-effective pricing or the lowest logical fare routing must be proposed to Western TVET College at all times.

- iii. Airline tickets and other travel documents must be delivered electronically to the travellers as soon as it has been issued.
- iv. The bidder must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustment for any changes in flight, schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- v. The bidder must conclude Corporate Travel Agreements with airlines where there are no agreements between the airlines and National Treasury.
- vi. Book parking facilities at the airports, where necessary, for the duration of the travel at no additional cost to Western TVET College.

1.1.1.3 Accommodation: Domestic and International

- a. All domestic accommodation bookings must not exceed the prescribed maximum allowable rates as prescribed by National Treasury.
- b. All accommodation bookings must be made with an establishment that is located as close as possible to the venue or office or location or destination of the traveller. This includes planning, booking, confirming, and amending of accommodation with any establishment (hotel group, private hotel, guest house or bed & breakfast).
- c. Bidder will source suitable accommodation bearing in mind the safety and accessibility for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by Western TVET College.
- d. Accommodation vouchers must be issued to all Western TVET College travellers for accommodation bookings and must be invoiced to Western TVET College monthly. Such invoices must be supported by a copy of the original accommodation charges.

1.1.1.4 Car/Shuttle Hire

- Bidder must book car/shuttle hire for Western TVET College travellers.
- Bidder must have a process to manage traffic fines and ensure that all traffic fines are re-routed to the traveller.

1.1.1.5 Visa Applications

Bidders must familiarise themselves with the visa requirements for official, diplomatic and personal passports. The relevant visa and health information related to the country to be visited must be provided to the traveller.

1.1.1.6 After Hours and Emergency Services

- a. Dedicated and exclusive after-hours assistance for travellers must be provided.
- b. The bidder must provide after hours or emergency assistance at a local facility. A call centre facility should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to. This requirement must accommodate world time differences. When required by Western TVET College, the bidder must be able to perform all travel management and related services after hours.
- c. The after-hours assistance staff must be able to send emails, and/or SMSs to communicate travel arrangements to the traveller and make external telephone calls to both domestic and international destinations.

1.1.1.7 Management of Complaints and Resolution of Queries & Escalations

- a. The bidder must have in place a clear established queries, escalations and complaints management process which includes acknowledgement within 2 hours, investigation, and provision of a written report within three (3) business days indicating the root cause analysis of each incident and mitigation strategies to be implemented to prevent recurrence which must be sent to the Western TVET College.
- b. The bidder has described how the queries and complaints resolution process will be handled within 24 hours.

- c. The bidder must provide feedback to the complainant and the Western TVET College Travel Management Office Manager regarding progress in the resolution of the complaint, within the turnaround times specified by Western TVET College.
- d. A detailed complaints and compliments register must be maintained by the bidder.

1.1.1.8 Efficient Communication

- a. Ensure sound communication with all stakeholders, i.e., travellers, travel suppliers and Western TVET College. It must be able to link the business traveller, travel co-ordinator and travel manager in one smooth continuous workflow.
- b. Bidder, together with Western TVET College, to conduct quarterly strategic meetings and annual reviews.
- c. On an ad hoc basis, the bidder may be required to conduct workshops/training to update Western TVET College on new travel management trends, bidder's systems, and processes etc. at no cost to Western TVET College.

1.1.1.9 Manage Billing

- a. Implement and manage negotiated rates with travel suppliers.
- b. Enable savings on total annual travel expenditure and provide proof of same at quarterly reviews.
- c. Manage travel supplier accounts.
- d. Manage the processing of airline refunds.
- e. Western TVET College utilises a wide variety of accommodation establishments country wide. The bidder will be required to offer a 30-day account (bill-back) facility to the accommodation establishments or pre-payments facilities as required by the establishments. Bill-back refers to the supplier sending the bill-back to the bidder, who, in turn, invoices Western TVET College for the services rendered. Where pre-payments are required for smaller bed & breakfast / guest house facilities, these will be processed by the bidder. These are occasionally required at short notice and even for same day bookings. Ensure travel supplier accounts are settled within 30-days or bi-weekly for Small Micro Medium Enterprises (SMME) suppliers.
- f. Manage the bill-back process for all travel service providers (i.e. Accommodation, car hire and shuttle companies). Submit electronic version of bill-back report.
- g. All pre-payments accounts for both domestic and international travel service providers must be kept up to date to avoid the any inconvenience to Western TVET College travellers being disallowed to check-in.
- h. Ensure that all costs incurred due to the bidder's errors will be absorbed by the bidder.

1.1.2. DATA MANAGEMENT AND INFORMATION PROVISION

- a. Provide a single consolidated information source for all travel related expenses with automated reporting tools. Integration of travel costs into corporate financial and management accounting systems must be possible.
- b. **Quarterly reports** to be provided must include but not limited to the following:
 - i. Travel Activities
 - compliments and complaints register
 - Long term accommodation and car hire
 - Productivity report (consultants)
 - Domestic, Regional & international travel analysis reports
 - Cost containment exception reports
 - Accommodation exceeding prescribed National Treasury rates
 - Car rental exceptions
 - Air travel exceptions

- Out of seven (7) days advance travel bookings
- Top 10 travellers domestic and international
- Monthly divisional dashboards etc.
- ii. Data Extracts
 - Monthly raw data extract
 - Monthly data analysis reports
- iii. Finance
 - No show reports (accommodation, car hire and airline)
 - Land arrangements
 - Airline cancellations and refunds

1.1.3. QUARTERLY AND ANNUAL REVIEWS

- a. Quarterly reviews are required to be presented by the bidder on all Western TVET College travel activities for the previous three-month period. These reviews are comprehensive and presented to Western TVET College Procurement Division as part of the performance management reviews based on the service levels.
- b. Similarly, annual reviews are required to be presented by the bidder on all Western TVET College travel activities for the previous twelve (12) month period.
- c. Consolidated savings report.
- d. Update on travel industry trends.

1.1.4. PERSONNEL RESOURCES

The required minimum resources from TMC to Western TVET College account are as follows:

- A Head of Operations – to handle all escalations relating to Western TVET College accounts.
- An Account Manager – to provide overall oversight on the Western TVET College account and all Western TVET College travel requirements.
- An Operations Manager – to manage day-to-day operations of all travel services for Western TVET College.
- Admin back-office staff shared services – TMC to determine the number based on Western TVET College volumes.

1.1.5. OTHER SERVICES

The bidder must provide the following services:

Additional Service Travel

- a. Destination advice on, including but not limited to:
 - Health warnings
 - Weather of the respective destination
 - Places of interest
 - Cost and information of commuting on public transport
 - Location of accommodation
 - Rules and procedures of airports and/or the foreign countries
 - Travel alerts
 - Supplier and product updates
- b. Electronic voucher retrieval via web and smart phones e.g., via app
- c. System-generated SMS notifications for travel confirmations
- d. Global Travel Risk Management detailed plan, including but not limited to:
 - Risk assessment
 - Evacuation processes
 - Traveller tracking

Additional Service: Conferences/Functions/Events

The following services need to be part of Event Management:

- Good relationships with Venue Owners: Service provider need to be able to interact, negotiate and source venues on behalf of Western TVET College.
- Venue Sourcing, Packaging and Pricing for conferences/functions/events: Service provider need to be able to put together innovative ideas and package venue and sourcing requirements including logistics for Western TVET College.
Ability to undertake critical need assessment for all proposed events and to offer advice on specific needs that may be required. These could include provision of additional requirements such as venues such as VIP holding rooms, media rooms, operations room, security room, mini panel discussions rooms, sourcing of events and break-away rooms.
- Management of Catering Services
- Management of logistics for outdoor events: The service provider should be in a position to manage logistics for outdoor events including the provision of Marquee, furniture, décor, generator, chairs and covers, portable mobile toilets (his/hers), large flat television screens, heat control, heaters, fire extinguishers, podium, décor, lighting, stage and certification of marquee by engineer.
- Management of all needed clearance certificates.
- Management of Hybrid events.

1.1.6. VALUE-ADDED SERVICES

Travel services

The bidder must propose value-add services which may include but not limited to the following: secure reliable and special travel services to maximize value for money for Western TVET College e.g., parking, preferred seating, waitlist clearance, special meals, travellers with disabilities, forex, Visa requirements, Vaccination etc.

PRICE SCHEDULE

Rendering of TMC to the Western TVET College

| No | Output | Unit of Measurement (UoM) | Service fee (VAT Included) | | | |
|----|---|---------------------------|----------------------------|---------|---------|-------|
| | | | 2024/25 | 2025/26 | 2026/27 | TOTAL |
| 1 | Air travel domestic / business | 1 | R | | | |
| 2 | Air travel international Economy | 1 | R | | | |
| 3 | Motor vehicle rentals (5 days max) | 1 | R | | | |
| 4 | Accommodation (5 days max) | 1 | R | | | |
| 5 | Alterations, cancellations | 1 | R | | | |
| 6 | After hour service / consulting | 1 | R | | | |
| 7 | Visa applications | 1 | R | | | |
| 8 | Bus transport | 1 | R | | | |
| | TOTAL (Rand value for services 1- 8) | | R | | | |
| 9 | Venue sourcing (%) | | | | | |

TENDER PRICE:

Note: Official company quotation to accompany this submission confirming above totals.

NOTE:

All prices must be VAT inclusive and must be quoted in South African Rand (ZAR).

All prices quoted should be fixed the contract period 3 years period (36 months).