



**higher education
& training**
Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



LIMPOPO COMMUNITY EDUCATION AND TRAINING COLLEGE (LCETC)

Herein referred to as (LCETC)

REQUEST POTENTIAL BIDDERS FOR PROPOSALS (RFP)

REQUEST FOR PROPOSAL

THE PANEL OF TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF THIRTY-SIX (36) MONTHS

Tender No.: PU9012/046

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**.

Proposals in response to **PU9012/046 THE PANEL OF TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

CLOSING DATE AND TIME FOR ONLINE SUBMISSION OF TENDER DOCUMENTS:

The closing time and date for receipt for online tender **PU9012/046** is at 11h00 AM on **Wednesday, 10 December 2025**.

Tender number	PU9012/046	
Date issued	19 November 2025	
Tender closing date	10 December 2025	Time: 11:00 AM
	Tender Submission will be Electronic on www.purcosa.co.za	
Non-Compulsory Information Session	25 November 2025	Time: 10h00 AM
	An online Non-Compulsory briefing session will be facilitated via MS Teams	

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	
			Yes	No
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 6 months	Yes	No
Appendix D	Company registration documents	Provide Company registration documents	Yes	No
Appendix E	ID Copies of directors	Certified & not older than 6 months	Yes	No
Appendix F	Tax Pin	An original valid Tax Pin	Yes	No
Appendix G	B-BBEE certification	A valid B-BBEE certificate from a SANAS accredited agency/Affidavit	Yes	No
Appendix H	Declaration of Interest	Complete Point 9 of this tender document	Yes	No
Appendix I	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
Appendix J	ASATA	Submit certified copy of ASATA certificate	Yes	No
Appendix L	Fully signed SBD Forms	SBD 4 SBD 8 SBD 9 SBD 6.1		

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 (5) years and more for contracts of a similar size or more with a proven record of accomplishment.

FUNCTIONALITY CRITERIA	POINTS ALLOCATED
<p>Experience, Skills and Ability of Services Provider to fulfil LCETC’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:</p> <ul style="list-style-type: none"> • 3 or more written verifiable references • 2 written verifiable reference • 1 written verifiable reference <p>No references Irrelevant references LCETC has right to verify the company reference</p>	<p>= 25 points = 15 points = 10 points = 00 points = 00 points</p> <p style="text-align: right;">25</p>
<p>Personnel Resources The bidder to provide CVs of dedicated staff to LCETC indicating experience in travel management environment:</p> <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) 	<p>= 10 points = 10 points = 10 points</p> <p style="text-align: right;">30</p>
<p><u>Project Execution Plan (PEP)</u> Provide a detailed project execution plan and travel services methodology - detailed programme plan including:</p> <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 	<p>= 10 points = 05 points = 05 points = 05 points = 05 points = 05 points</p> <p style="text-align: right;">45</p>

including management of escalations. • Approach to after-hours and emergency service requests. NB: Online functionality on the above activities.	= 10 points	
Total points		100

TECHNICAL SPECIFICATIONS

BACKGROUND

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

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

- Provide LCETC with travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction;
- Achieve significant cost savings for LCETC without any degradation in the services; and
- Appropriately contain LCETC' 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 LCETC 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 LCETC.
 - ii. The airline which provides the most cost-effective pricing or the lowest logical fare routing must be proposed to LCETC 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 LCETC.

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 LCETC.
- d. Accommodation vouchers must be issued to all LCETC travellers for accommodation bookings and must be invoiced to LCETC 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 LCETC 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 LCETC, 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 LCETC.
- 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 LCETC Travel Management Office Manager regarding progress in the resolution of the complaint, within the turnaround times specified by LCETC.
- 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 LCETC. It must be able to link the business traveller, travel coordinator and travel manager in one smooth continuous workflow.
- b. Bidder, together with LCETC, 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 LCETC on new travel management trends, bidder's systems, and processes etc. at no cost to LCETC.

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. LCETC 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 LCETC 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 LCETC 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 LCETC travel activities for the previous three-month period. These reviews are comprehensive and presented to LCETC 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 LCETC 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 LCETC account are as follows:

- A Head of Operations – to handle all escalations relating to LCETC accounts.
- An Account Manager – to provide overall oversight on the LCETC account and all LCETC travel requirements.
- An Operations Manager – to manage day-to-day operations of all travel services for LCETC.
- Admin back-office staff shared services – TMC to determine the number based on LCETC 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 LCETC.
- 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 LCETC. 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 LCETC e.g., parking, preferred seating, waitlist clearance, special meals, travellers with disabilities, forex, Visa requirements, Vaccination etc.

2. PROPOSED APPROACH

The proposal submitted must address each of the elements mentioned above in detail.

All pricing must be inclusive of VAT.

Proof of experience: Proposals must include at least 3 verifiable references. Current clients and clients where contracts expired within the period of the last 3 years.

3. APPOINTMENT:

LCETC reserves the right to:

- Not obliged to appoint the lowest bidder or any other bidder.
- Benchmark prices charged to ensure no excessive inflation of prices.

4. FUNCTIONAL EVALUATION CRITERIA:

General:

The successful service provider must enter into a service level agreement with Limpopo CET College.

LCETC will reserve the right to cancel such agreement by giving 30 day notice.

The service level agreement will include invoicing conditions and maximum invoicing periods.

LCETC L reserves the right to amend the final quantities of titles ordered as determined by registration numbers.

5. DURATION OF CONTRACT

The duration of the contract is anticipated to run for a period of three years (36 months) commencing on the date of signing the Service Level Agreement/ contract.

6. TECHNICAL PROPOSAL AND CRITERIA

Bidders need to demonstrate that they are capable of fulfilling the below technical functional criteria. The bidder that obtain the highest score in respect of technical functional criteria will be awarded the contract:

The proposal should focus on the following aspects to qualify and to be considered:

- Demonstration of the provider's substantial experience relating to electronic assessment & placement tools;
- Specialised skills, expertise and value added services in the field of student assessment, with emphasis on best practice methodology, tools and technology used;

- External references. A minimum of 3 contactable references within the education sector not exceeding the past 5 years

Please ensure adequate documentation is attached to evaluate the entity on the above criteria.

7. EVALUATION OF PROPOSALS

- The evaluation of technical proposals will be on the basis of their responsiveness to the
- Terms of Reference, applying the evaluation criteria and point system as indicated in the
- Functional Criteria.
- Each responsive proposal will be given a technical score. A proposal considered to be unsuitable shall be disqualified at this stage if it does not respond to important aspects of the Terms of Reference.
- A service provider will be awarded a contract on the absolute discretion of LCETC in accordance with internal policies and statutory regulations. The decision will be final and binding, no correspondence will be entered into.

8. DOCUMENTS TO BE SUBMITTED

Prospective providers intending to apply under this request need to include the following information in the proposal:

- Introduction and executive summary.
- Similar assignments undertaken, nature of the assignments, duration, and value, number of beneficiaries serviced. The names and contact details of three referees who can provide an objective assessment of the quality of relevant and recent work undertaken by the potential provider and who will not be seen to be in a potential conflict of interest situation.
- The bidder must furnish satisfactory evidence of its capability to provide professional and timely services.
- To meet this requirement the bidder must provide information that will assist LCETC to assess the service provider's capabilities, capacity, competitive advantages, for instance, in-house skills, previous experience, etc.
- Provide an organogram or list of partners, managers and specialists in the company.
- Profile of the organization
- Proof of CSD registration (supplier report to be provided)

GENERAL

The successful service provider must enter into a service level agreement with LCETC.

LCETC will reserve the right to cancel such agreement by giving 30-day notice.

The service level agreement will include invoicing conditions and maximum invoicing periods.

PRICE SCHEDULE

Bidders must complete the pricing schedule in full, failing which such bidder/s will be disqualified. Bidders must indicate if/where transactional fees are either not applicable or not charged.

Item	Service Category	Transactional Fee	Comment
		SA Rand (All-inclusive, Incl. VAT)	
1	Reservation of domestic air ticket	R	
2	Reservation of regional air ticket	R	
3	Reservation of international air ticket	R	
4	Reservation of hotel in Central Reservation System	R	
	Reservation of domestic, regional and international hotel,		
5	guest house, small hotel, bed and breakfast not done through Central Reservation System	R	
6	Reservation of car rental	R	
7	Reservation of shuttle service	R	
8	Conference booking	R	
9	Airport parking	R	
10	Voyager Tickets	R	
11	Delivery of travel documents - during office hours	R	
12	Delivery of travel documents - after hours	R	
13	Cancellation of domestic air tickets	R	
14	Cancellation of domestic car rental bookings	R	
15	Cancellation of domestic shuttle service	R	

16	Cancellation of domestic conference bookings	R	
17	Cancellation of domestic hotel / guesthouse booking	R	
18	Cancellation of regional air tickets	R	
19	Cancellation of regional car rental booking	R	
20	Cancellation of regional shuttle service booking	R	
21	Cancellation of regional conference bookings	R	
22	Cancellation of regional hotel / guesthouse booking	R	
23	Cancellation of international air ticket	R	
24	Cancellation of international car rental booking	R	
25	Cancellation of international shuttle service	R	
26	Cancellation of international conference booking	R	
27	Cancellation of international hotel / guesthouse booking	R	
28	Group bookings	R	
29	Student accommodation	R	
30	Dining/Events excluding bed	R	
31	Interest rates	R	
32	Visa	R	
33	Value added services	R	
33.1	Monthly reports	R	
33.2	Adhoc Reports	R	
33.3	Account Management	R	
33.4	After hours service (hotels/guesthouse/air tickets (domestic and (international))	R	
	international))	R	

	Total (All-inclusive, Incl. VAT)	R	
	Are the abovementioned service fees fixed for the duration of the contract?		YES / NO
	If fees are not fixed for the duration of the contract period, indicate when and by how much percentage they will be increased		
	PRICING MODEL		
	Bidders must propose a pricing model based on 'transactional' fee basis. The 'transaction' fee must be a fixed amount per service category.		

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 three years period (36 months).