

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE DEPARTMENT OF MILITARY VETERANS					
BID NUMBER:	DMV/BID/01/2024/25	CLOSING DATE:	04/07/2024	CLOSING TIME:	11:00AM
DESCRIPTION	APPOINTMENT OF TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL MANAGEMENT SERVICES TO THE DEPARTMENT OF MILITARY VETERANS FOR A PERIOD OF 36 MONTHS (THREE YEARS)				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
THE DEPARTMENT OF MILITARY VETERANS					
328 FESTIVAL STREET					
HATFIELD,PRETORIA					
0083					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Mr Ludwe Peter		CONTACT PERSON	Mr Ludwe Peter	
TELEPHONE NUMBER	078 166 1443		TELEPHONE NUMBER	078 166 1443	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	Quotations@dmv.gov.za		E-MAIL ADDRESS	Quotations@dmv.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA .
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

(Proof of authority must be submitted e.g. company resolution)

DATE:

.....

PRICING SCHEDULE – FIRM PRICES (PURCHASES)

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder..... Bid number.....

Closing Time 11:00 on

OFFER TO BE VALID FOR...90.....DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY (INCLUDING VAT)
----------	----------	-------------	---

- Required by:
- At:
.....
- Brand and model
.....
- Country of origin
.....
- Does offer comply with specification? *YES/NO
- If not to specification, indicate deviation(s)
- Period required for delivery
*Delivery: Firm/not firm
- Delivery basis (all delivery costs must be included in the bid price)

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

***Delete if not applicable**

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

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

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 **DECLARATION**

I, _____ the _____ undersigned,
 (name)..... in
 submitting the accompanying bid, do hereby make the following
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

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

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

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

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

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

.....
Signature	Date
.....
Position	Name of bidder

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

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

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

1. GENERAL CONDITIONS

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

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

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The applicable preference point system for this tender is the 80/20 preference point system.
- c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

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

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

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

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

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

$$\begin{array}{ccc}
 \text{80/20} & \text{or} & \text{90/10} \\
 \\
 P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right) & \text{or} & P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)
 \end{array}$$

Where

- P_s = Points scored for price of tender under consideration
- P_t = Price of tender under consideration
- P_{min} = Price of lowest acceptable tender

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

3.2.1. POINTS AWARDED FOR PRICE

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

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) & \text{or} & P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) \end{array}$$

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

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

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

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

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

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

The specific goals allocated points in terms of this tender	Number of points claimed (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Organizations which are 51% owned by people who are woman	4	
Organizations which are 51% owned by black people (as per the definition in the B-BBEE Act 53 of 2003)	4	
Organizations which are 51% owned by persons with disability	4	
Organizations which are owned 51% by Military Veterans (in line with the Military Act no 18 of 2011)	4	
Organizations which are 51% owned by youth	2	
Organization which are 51% owned located within certain municipality	2	
Total Points	20	

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

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

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....



military veterans

Department:
Military Veterans
REPUBLIC OF SOUTH AFRICA

Bid NO.: DMV /BID/01/2024/25

**REQUEST FOR TENDER - APPOINTMENT OF
TRAVEL MANAGEMENT COMPANY TO PROVIDE
TRAVEL MANAGEMENT SERVICES TO THE
DEPARTMENT OF MILITARY VETERANS FOR A
PERIOD OF 36 MONTHS (THREE YEARS)**

REQUEST FOR TENDER - APPOINTMENT OF TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL MANAGEMENT SERVICES TO THE DEPARTMENT OF MILITARY VETERANS FOR A PERIOD OF 36 MONTHS (THREE YEARS)

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REQUEST FOR TENDER - APPOINTMENT OF TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL MANAGEMENT SERVICES TO THE DEPARTMENT OF MILITARY VETERANS FOR A PERIOD OF 36 MONTHS (THREE YEARS)

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REQUEST FOR TENDER - APPOINTMENT OF TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL MANAGEMENT SERVICES TO THE DEPARTMENT OF MILITARY VETERANS FOR A PERIOD OF 36 MONTHS (THREE YEARS)

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1. INTRODUCTION

The Department of Military Veterans (DMV) is a National Government Department which has offices situated all nine (9) Provinces of South Africa. The mandate of the Department often requires Officials and Stakeholders to travel local, regional and abroad. Therefore the department requires the services of a qualified Travel Management Company that will manage all travel management requirements on its behalf.

2. PURPOSE OF THIS REQUEST FOR TENDER (RFT)

The purpose of this Request for Tender (RFT) is to solicit proposals from potential bidder(s) for the provision of Travel Management Services to the Department of Military Veterans (DMV).

This RFT document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the DMV for the provision of travel management services to the DMV. This RFT does not constitute an offer to do business with the DMV, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

3. DEFINITIONS

Accommodation means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.

After-hours service refers to an enquiry or travel request that is actioned after normal working hours, i.e. 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays

Air travel means travel by airline on authorised official business.

REQUEST FOR TENDER - APPOINTMENT OF TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL MANAGEMENT SERVICES TO THE DEPARTMENT OF MILITARY VETERANS FOR A PERIOD OF 36 MONTHS (THREE YEARS)

Authorising Official means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g. line manager of the traveller.

Car Rental means the rental of a vehicle for a short period of time by a Traveller for official purposes.

Department means the organ of state, Department or Public Entity that requires the provision of travel management services.

Domestic travel means travel within the borders of the Republic of South Africa.

Emergency service means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.

Commerce refers to the Government's buy-site for transversal contracts.

International travel refers to travel outside the borders of the Republic of South Africa.

Lodge Card is a credit card which is specifically designed purely for business travel expenditure. There is typically one credit card number which is "lodged" with the TMC at to which all expenditure is charged. .

Merchant Fees are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.

Quality Management System means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.

Regional travel means travel across the border of South Africa to any of the SADC Countries, namely; Angola, Botswana, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe.

Service Level Agreement (SLA) is a contract between the TMC and Government that defines the level of service expected from the TMC.

REQUEST FOR TENDER - APPOINTMENT OF TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL MANAGEMENT SERVICES TO THE DEPARTMENT OF MILITARY VETERANS FOR A PERIOD OF 36 MONTHS (THREE YEARS)

Shuttle Service means the service offered to transfer a Traveller from one point to another, for example from place of work to the airport.

Third party fees are fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include visa fees and courier fees.

Transaction Fee means the fixed negotiated fee charged for each specific service type e.g. international air ticket, charged per type per transaction per traveller.

Traveller refers to a Government official, consultant or contractor travelling on official business on behalf of Government.

Travel Authorisation is the official form utilised by Government reflecting the detail and order number of the trip that is approved by the relevant authorising official.

Travel Booker is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g. the personal assistant of the traveller.

Travel Management Company or TMC refers to the Company contracted to provide travel management services (Travel Agents).

Travel Voucher means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.

Value Added Services are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.

VAT means Value Added Tax.

VIP or Executive Service means the specialised and personalised travel management services to selected employees of Government by a dedicated consultant to ensure a seamless travel experience.

4. LEGISLATIVE FRAMEWORK OF THE BID

4.1. Tax Legislation

- a. Bidder(s) must be tax compliant when submitting a proposal to the DMV and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- b. It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- c. The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- d. It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- e. Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.
- f. Where Consortia / Joint Ventures are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

4.2. Procurement Legislation

The Department of Military Veterans has a detailed evaluation methodology premised on Treasury Regulation 16A promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

4.3. Technical Legislation and/or Standards

Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services.

5. BRIEFING SESSION

A **compulsory** briefing and clarification session will be held at:

Street Address

Department of Military Veterans
328 Festival Street
Hatfield
Pretoria
001

Venue: DMV Auditorium

Date: 12 June 2024

Time: 11:00 (bidders to be seated at 10:50 – no late arrivals will be allowed in the session)

To clarify to bidders the scope and extend of work to be executed.

It is highly recommended that bidders attend the briefing session.

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6. CONTACT AND COMMUNICATION

- 6.1. A nominated official of the bidder(s) can make enquiries in writing, to the DMV Supply Chain Management via email quotations@dmv.gov.za or contact @ 078 166 1443.
- 6.2. All communication between the Bidder(s) and the DMV must be done in writing.
- 6.3. Any communication to an official or a person acting in an advisory capacity for the DMV in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 6.4. Whilst all due care has been taken in connection with the preparation of this bid, the DMV makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. The DMV, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current or complete.
- 6.5. If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the DMV (other than minor clerical matters), the Bidder(s) must promptly notify the DMV in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the DMV an opportunity to consider what corrective action is necessary (if any).
- 6.6. Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by the DMV will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 6.7. All persons (including Bidder(s) obtaining or receiving the bid and any other information in connection with the Bid or the Tendering process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

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7. LATE BIDS

Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted.

8. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

9. FRONTING

9.1. Government supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.

9.2. The Government, in ensuring that Bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade, Industry and Competition, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the DMV may have against the Bidder / contractor concerned.

10. SUPPLIER DUE DILIGENCE

The Department of Military Veterans reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

11. SUBMISSION OF PROPOSALS

11.1. Bid documents must be placed in the tender box or couriered to **The Department of Military Veterans; 328 Festival Street, Hatfield, Pretoria, 0083** on or before the closing date and time.

11.2. Bid documents will only be considered if received by the DMV on or before the closing date and time, regardless of the method used to send or deliver such documents to the DMV (see address above).

11.3. Bidders are requested to initial each page of the tender document.

12. PACKAGING OF BID

The bidder shall place both the sealed Technical proposal and Price/Financial Proposal envelopes into an outer sealed enveloped or package, and must be clearly marked as follows:

12.1 FUNCTIONALITY/TECHNICAL PROPOSAL

Bid NO.: DMV /BID/01/2024/25

Description: APPOINTMENT OF TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL MANAGEMENT SERVICES TO THE DEPARTMENT OF MILITARY VETERANS FOR A PERIOD OF 36 MONTHS (THREE YEARS)

Bid closing date and time

Name and address of the bidder:

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In this envelope, the bidder shall only address the technical aspects of the bid.

The Technical Proposal envelope must contain one original hard copy documents, clearly marked: "Original hard copy documents"

12.2 PRICE/FINANCIAL PROPOSAL

Bid NO.: DMV /BID/01/2024/25

Description: APPOINTMENT OF TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL MANAGEMENT SERVICES TO THE DEPARTMENT OF MILITARY VETERANS FOR A PERIOD OF 36 MONTHS (THREE YEARS)

Bid closing date and time

Name and address of the bidder:

In this envelope, the bidder shall provide the price/financial proposal

For General enquiries: E-mail: Quotations@dmv.gov.za or Contact No: 078 166 1443

13. PRESENTATION / DEMONSTRATION

The Department of Military Veterans reserves the right to request presentations/demonstrations from the short-listed Bidders as part of the bid evaluation process.

14. DURATION OF THE CONTRACT

The successful bidder will be appointed for a period of 36 (thirty six) months. A Probation period of 06 months will be applicable.

15. SCOPE OF WORK

15.1. Background

The Department of Military Veterans travel requisition is manually captured on forms that go through a manual authorisation approval procedure and are then forwarded to the departmental travel co-ordinator. The DMV travel co-ordinator captures the requisition manually and then through to the travel management company for travel booking.

The DMV's primary objective in issuing this RFT is to enter into agreement with a successful bidder who will achieve the following:

- a) Provide the DMV with the travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service levels;
- b) Achieve significant cost savings for the DMV without any degradation in the services;
Appropriately contain DMV's risk and traveller risk.

15.2. DMV Proposed Travel Volumes

The current Department of Military Veterans proposed total volumes per annum includes air travel, accommodation, car hire, forex, conference and other value added services. The table below details the estimated number of transactions for the three-year period based on previous departmental travel trends:

Service Category/Area	Estimated Number of Transactions for 36 Month (3 years)
Air travel – Domestic	11 520
Air Travel - Regional	285
Air travel – International	140
Car Rental	6 855
Accommodation – Domestic	5 184
Accommodation - Regional	360
Accommodation - International	140
Shuttle/Transfers	5 991
Bus/Railway/Ferry	669
Conferences/Events	225
Conferences accommodation	4 200
Conferences Bus/Railway/Ferry(To include 3 meals on route e.g. Breakfast, Lunch and Dinner)	933
After Hours	618
Bill Back	1
Parking (Including Airport Parking)	519
Travel Insurance	425
Forex facilitation	425
VISA facilitation	425
GRAND TOTAL	38 915

Note: These figures are projections based on historical data and they may change during the lifecycle of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their proposal.

15.3. Service Requirements

15.3.1 General

The successful bidder will be required to provide travel management services. Deliverables under this section include without limitation, the following:

- a. The travel services will be provided to all Travellers travelling on behalf of the Department of Military Veterans, locally, regionally and internationally. This will include employees, contractors, consultants and clients where the agreement is that the DMV is responsible for the arrangement and cost of travel.
- b. Provide travel management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services as stipulated in paragraph 15.5.2
- c. Familiarisation with current DMV travel business processes.
- d. Provide travel management services in compliance with the cost containment instruction note as issued by National Treasury.
- e. Familiarisation with current travel suppliers and negotiated agreements that are in place between the DMV and third parties. Assist with further negotiations for better deals with Travel service providers.
- f. Familiarisation with current DMV Travel Policy and implementations of controls to ensure compliance.
- g. Penalties incurred as are results of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.
- h. Provide a facility for the DMV to update their traveller's profile.
- i. Manage the third party service providers by addressing service failures and complaints against these service providers.
- j. Consolidate all invoices from travel suppliers.
- k. Provide a detailed transitional plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

15.3.2 Reservations

The Travel Management Company will:

- a. Receive travel requests from travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium.
- b. Always endeavour to make the most cost effective travel arrangements based on the request from the traveller and/or travel booker.
- c. Apprise themselves of all travel requirements for destinations to which travel requirements alternatives plans that are more cost effective and more convenient where necessary.
- d. Obtain a minimum of three (3) written price comparison for all travel requests where the routing or destination permits.
- e. Book the negotiated discounted fares and rates where possible.
- f. Must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- g. Book parking facilities at the airports where required for the duration of the travel.
- h. Respond timely and process all queries, request, changes and cancellations timeously and accurately.
- i. Must be able to facilitate group bookings (e.g. For meetings, conferences, events, etc.).
- j. Must issue all necessary travel documents, itineraries and vouchers timeously to traveller (s) prior to departure dates and times.
- k. Advise the Traveller of all visa and inoculation requirements well in advance.
- l. Assist with the arrangement of foreign currency and the issuing of travel insurance international trips where required.
- m. Facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.

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- n. Facilitate any reservation that are not bookable on the Global Distribution System (GDS)
- o. Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- p. Visa applications would be the responsibility of the TMC.
- q. Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by DMV are **non-commissionable**, where commissions are earned for the DMV bookings all these commissions should be returned to the DMV on a quarterly basis.
- r. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by the DMV.
- s. Timeous submission of proof that the services have been satisfactorily delivered (invoices) as per DMV's instructions.

15.4 MODES OF TRANSPORT

15.4.1 Air Travel

- a. The Travel Management Company must be able to book full-service carriers as well as low-cost carriers.
- b. The Travel Management Company will book the most cost effective airfares possible for domestic travel.
- c. For international flights, the airline which provides the most cost effective and practical routings may be used.
- d. The Travel Management Company should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- e. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- f. Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.

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- g.** The Travel Management Company will also assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- h.** The Travel Management Company will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- i.** The Travel Management Company must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- j.** Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- k.** Assist with lounge access if and when required.

15.4.2 Road Travel or Transport

- a.** The TMC will book public bus coach service in line with DMV travel policy and S&T policy with regards to meals on route. The three meals that can be provided depending on the time of travel are: Breakfast, Lunch and Dinner.
- b.** Domestic trips less than 24hrs
 - i.** When an official or stakeholder is on official business trip less than 24hrs they may claim expenses for meals and non-alcoholic liquid refreshment when meals are not provided by the host. Supporting evidence is required as proof of actual expenditure. Meals expenses may be claimed under the following conditioned:
 - ii.** Three (3) meals where the official/ stakeholder leaves his or her place of work or residence before 06:00 am and only returns to his or her place of residence after 20:00 pm,
 - iii.** Any Two (2) meals if the total duration of the Trip is More than 8 hours but less than 14 hours,

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- iv. Any one (1) meal if the total duration of the trip is more than 4hrs but less than 8 hours,
- b. The TMC should manage bus/coach company on behalf of the Department of Military Veterans and ensure compliance with minimum standards.
- c. The TMC should also assist in negotiating better rates with relevant bus coach companies.
- d. Pre-payments are occasionally required by service providers at the short notice and even for same day bookings. In case where repayment is required for bus coach by the service provider, the pre-payment will be paid directly by the TMC without demanding prepayment from Department of Military Veterans. Depart of Military Veterans shall pay the TMC on bill back within 30 days of receipt of valid invoice from TMC.
- e. Bookings of bus or coach for a group of travellers does not constitute conferencing/event services and does not attract conferencing/event transaction fee

15.4.3 Car Rental and Shuttle Services

- a. The Travel Management Company will book the approved category vehicle in accordance with the DMV Travel Policy with the appointed car rental services provider from the closest rental location (airport, hotel and venue).
- b. The default car types to be booked are vehicles categorized as **Mini, Economy** or **Compact** also known as group B. subject to availability and cost effectiveness.
- c. The various car rentals companies use different groups and or SIPP codes to categories the vehicles please refer to annexure B for the various car rentals companies' group and SIPP codes categorization.
- d. The travel Booker or TMC must book a rental vehicle for the period that is actually required for official business. The traveller must return the vehicle within the specified rental period or notify the travel Booker or TMC to make additional arrangement with the car rental company. If the traveller fails to inform the travel Booker or TMC, where

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- it was in his or her ability to do so, an additional charges are incurred, the institution will settle the account and if the traveller found liable, recover the amount from the traveller.
- e. If the traveller needs to extend the rental period for official business purposes, the traveller must obtain approval from the authorising official and the TMC will issue a travel voucher for the extended period.
 - f. The following officials may hire class vehicle (categorized as intermediate, standard, premium or luxury unless the person elect to hire a Mini, Economy or compact type of vehicle. AO/Director or person holding equivalent rank.
 - g. Official with disability who require the use of an automatic vehicle or officials who have a restriction on their drivers licence may hire a Mini, Economy or Compact type vehicle with an automatic transmission
 - h. The hiring of an automatic vehicle for any other traveller must be approved by the AO or Delegated official.
 - i. he consultants should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
 - j. The Travel Management Company must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, (petrol cards), keys, rental agreements, damage and accidents, etc.
 - k. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
 - l. The Travel Management Company will book transfers in line with the DMV Travel Policy with the appointed and /or alternative service providers. Transfers can also include Gautrain, Uber, Taxi, Municipal Bus and Coach Services.
 - m. The Travel Management Company should manage shuttle companies on behalf of the DMV and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
 - n. The Travel Management Company must during their report period provide proof that negotiated rates were booked, where applicable.

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15.4.4 Car Insurance

- a. The TMC must organize insurance for the minimum but not limited to other risk associated with travelling:
 - Emergency medical related expenses
 - Loss of life
 - Bodily harm
 - Rental car collision damage
 - Language losses
 - Unforeseen/ inconveniences circumstances
- b. In the event of an accident the traveller must notify the car rental company immediately and report it within 24hrs at the nearest police station to obtain a case number. The traveller should also notify the Department and the TMC.
- c. The incident report required by the car rental company should be completed within the period specified, failing which the traveller should be held responsible for all damages charged.
- d. Private vehicles utilized for official trips should be insured by the owner of the vehicle.
- e. Wear and tear on the vehicle including the replacement of tyres due to mileage is included in the rate per kilometre as determined by the department of transport.

15.5. Accommodation

- a. The Travel Management Company will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- b. The Travel Management Company will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum

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allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller.

- c. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with DMV's travel policy.
- d. The DMV travellers may only stay at accommodation establishments with which the National Treasury or the DMV has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National treasury or the DMV.
- e. Accommodation vouchers must be issued to all the DMV travellers for accommodation bookings and must be invoiced to the DMV as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- f. The Travel Management Company must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
- g. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees

15.5.1. Conferencing and Event Management

- a. Post conferencing and event management, the Travel Management Company must provide a full reconciliation of the event including a report detailing the learnings from such conference and or event. The report will be used to find ways to improve planning for the future events.
- b. The Travel Management Company will, on request from the department, acquire conferencing facilities, in line with the cost containment instruction note from the National Treasury. In some instances, the Travel Management Company may be requested to provide personnel required to assist with travel management volumes.

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- c. The TMC shall arrange and book conferencing and events for Department of Military Veterans.
- d. TMC shall ensure that suppliers of conferencing/events service deliver a service in time.
- e. Pre-payments are occasionally required by service providers at a short notice and even for the same day bookings. In case where prepayment is required for conferencing by the service provider, the prepayment will be paid directly by the TMC without demanding prepayment from Department of Military Veterans. Department of Military Veterans shall pay the TMC on bill back within 30 days of receipt of valid invoice from TMC.

15.5.2. After Hours and Emergency Service

- a. The Travel Management Company must provide a consultant or team of consultants. To assist Travellers with after hours and emergency reservations and changes to travel plans.
- b. After hour's services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
- c. A call centre facility or after hours contact numbers should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- d. The Travel Management Company must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

16 Communications

- a. The TMC may be requested to conduct workshops and training sessions for Travel Bookers of the DMV.
- b. All enquiries must be investigated and prompt feedback be provided in accordance with the Service Level Agreement.

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- c. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel Management Company in one smooth continuous workflow,

17 Financial Management

- a. The TMC must implement the rates negotiated by the DMV with travel service providers or the discounted air fares, or the maximum allowance rates established by National Treasury where applicable.
- b. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to the DMV for payment within the agreed time period.
- c. Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- d. The TMC will be required to offer a 30 day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices the DMV for the services rendered.
- e. Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- f. Consolidate Travel Supplier bill-back invoices. The TMC is responsible for the consolidation of invoices and supporting documentations to be provided to Department of Military Veteran's financial department weekly. It includes attaching a copy of purchase order, suppliers (3rd Party) invoice and TMC's invoice. No invoice shall be accepted by the Department without these supporting documents as per order request.
- g. In certain instances where institutions have a travel lodge card in place, the payment of air, accommodation and ground transportation is consolidated through a corporate card vendor.
- h. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to the DMV's Financial Department on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other

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supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.

- i. Ensure Travel Supplier accounts are settled timeously.

18 Technology, Management Information and Reporting

- a. The TMC must have capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- b. The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees
- c. All management information and data input must be accurate.
- d. The TMC will be required to provide the DMV with a minimum of three (3) standard monthly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost. The reporting templates can be found on
<http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>
- e. Reports must be accurate and be provided as per the DMV's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).
- f. The DMV may request the TMC to provide additional management reports.
- g. Reports must be available in an electronic format for example Microsoft Excel.
- h. Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:
 - i. Travel
 - After hour's Report
 - Compliments and complaints
 - Consultant Productivity Report
 - Long term accommodation and car rental
 - Extension of business travel to include rental;

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- Upgrades of class of travel (air, accommodation and ground transportation)

II. Finance

- Reconciliation of commissions/ rebates or any volume driven incentives
- Creditor's ageing report
- Creditor's summary payments
- Daily invoice
- Reconciled reports for Travel Lodge card statement
- No show report.
- Cancellation report
- Receipt delivery report
- Monthly Bank Settlement Plan (BSP) report;
- Refund log
- Open voucher report and
- Open age invoice Analysis.

- i. The TMC will implement all the necessary processes and programs to ensure that all the data is secure at all times and not accessible by any unauthorised parties.

19 Account Management

- a. An Account Management structure should be put in place to respond to the needs and requirements of the Government Department and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- b. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the DMV's account.
- c. The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- d. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.

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Ensure that the DMV's Travel Policy is enforced.

- e. The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- f. Ensure that workshops/training is provided to Travellers and/or Travel Bookers
- g. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

19.1 Value Added Services

The TMC must provide the following value added services

- a. Destination information for regional and international destinations:
 - i. Health warnings
 - ii. Weather forecast
 - iii. Places of interest
 - iv. Visa information
 - v. Travel information
 - vi. Travel alerts
 - vii. Location of hotels and restaurants
 - viii. Rules and procedures of the airports
 - ix. Business etiquette specific to the country
 - x. Airline baggage policy and;
 - xi. Supplier updates
- b. Electronic voucher retrieval via web and smart phones.
- c. SMS notification for travel confirmations
- d. Travel audits
- e. Global Travel Risk Management
- f. VIP services for Executives that include, but is not limited to check-in support.

19.2 Cost Management

- a. The National Treasury cost containment initiative and the DMV's Travel Policy is establishing a basis for a cost savings culture.
- b. It is the obligation of the TMC Consultant to advise on the most cost effective option at all times, and costs should be within the framework of the National Treasury's cost containment instructions.
- c. The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.
- d. The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with DMV's Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

19.3 . Quarterly and Annual Travel Reviews

- a. Quarterly reviews are required to be presented by the Travel Management Company on all DMV travel activity in the previous three-month period. These reviews are comprehensive and presented to the DMV's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- b. Annual Reviews are also required to be presented to the DMV's Senior Executives by TMC.
- c. These travel reviews will include without limitation the following information:
 - Spend and transaction report on various travel service categories.
 - Spend report per supplier.
 - Booking timeline
 - Savings
 - After Hours
 - Age Analysis

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19.4 Office Management

The TMC to ensure high quality service to be delivered at all times to the DMV's travellers. The TMC is required to provide the DMV with highly skilled and qualified human resources of the following roles but not limited to:

- a. Senior Consultants
- b. Intermediate Consultants
- c. Junior Consultants
- d. Travel Manager (Operational)
- e. Finance Manager / Branch Accountant
- f. Admin Back Office (Creditors / Debtors/Finance Processors)
- g. Strategic Account Manager (per hour)
- h. System Administrator (General Admin)

19.5 Facilities

- a. An off-site facilities will be highly recommended utilising an electronic management booking system.

20 PRICING MODEL

The Department of Military Veterans requires bidders to propose one pricing model being the transactional fee model (off-site service).

20.1 Transaction Fees

Refer Annexure A3: Pricing Schedule

20.1.1 The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers.

20.1.2. Off-site Options (**Template A3**)

20.1.3. Conference for transaction fee

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20.1.4 The Bidder must further indicate the estimated percentage split between Traditional booking and On-line bookings.

20.2 Volume driven incentives

20.2.1 It is important for bidders to note the following when determining the pricing:

- i. TMC's to book negotiated rates or the best fare available whichever is the most cost effective for DMV.
- ii. No override commissions earned through the DMV reservations will be paid to TMC's, these amounts are to be declared by the TMC and returned to DMV on a quarterly basis.
- III. An open book policy will apply and any commissions earned through the DMV Volumes will be reimbursed to the Department of Military Veterans
- IV. TMC must submit a report on any commission earned to DMV Monthly. A nil report must be submitted where commission was not earned in a particular month.
- V. TMC is to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

21. EVALUATION AND SELECTION CRITERIA

. The proposals will be evaluated in three (3) phases:

The Department of Military Veterans has set minimum standards (phases) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

21.1 Phase 1: Mandatory Requirement

Without limiting the generality of the Department of Military Veterans' other critical requirements for this Bid, bidder(s) must submit the documents listed in **Table 1** below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal may be disqualified for non-submission of any of the documents.

Table 1: Documents that must be submitted for Pre-qualification

Document that must be submitted	Non-submission may result in disqualification?	Yes	No
Invitation to Bid – SBD 1	Complete and sign the supplied pro forma document		
Pricing Schedule – SBD 3.1	Fully complete and sign the supplied document		
Declaration of Interest – SBD 4	Complete and sign the supplied document		
Preference Point Claim Form – SBD 6.1	Non-submission will lead to a zero (0) score on specific Goals		
Registration on Central Supplier Database (CSD)	The Travel Management Company (TMC) must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number. Submit proof of registration.		

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Pricing Schedules: Template 1: Transactional Fee Model	Submit full details of the pricing proposal as per Annexure A3 in a separate envelope		
Bidders are required to submit their valid International Air Transport Association (IATA) Licence/ certificate.	Certified copy to be attached		
Submit a certified copy of valid Association of South African Travel Agents (ASATA)	Certified copy to be attached		
Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be attached and copy of the valid certificate to that effect.	Certified copy to be attached		

Failure to submit the below-mentioned mandatory requirements will lead to your bid being disqualified immediately

NB: As part of due diligence, the Department of Military Veterans may conduct a site visit at a client of the Bidder (reference) for validation of the services rendered. The choice of site will be at DMV's sole discretion.

21.2 Phase 2: Functionality/Technical Evaluation Criteria = 100 points

The Bidders will be evaluated according to the technical evaluation criteria in the scorecard below.

Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation.

All service providers who scored less than 70 on functionality will not be considered for further evaluation.

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#	TECHNICAL EVALUATION CRITERION	WEIGHT
DESKTOP EVALUATION		
1	GENERAL	
1.1	<p>Provide the testimonial letters from a contactable existing/recent client (within past 3 years) whom we may contact for testimonials</p> <p>The letter must include the following to be deemed valid.</p> <ul style="list-style-type: none"> • company name • A brief description of the services that you provided and the level of satisfaction. • contact name • address • Contact number • duration of contract <p>Matrix: No testimonial = 0 points 1 testimonial = 1 point 2 testimonials = 2 points 3 testimonials = 3 points 4 testimonials = 4 points 5 or more testimonials = 5 points</p>	15
1.2	<p>ASATA (Association of South African Travel Agents) Membership. Provide proof of such membership.</p> <p>Matrix: not attached = 0 points attached = 5 points</p>	15

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1.3	<p>a) The bidder(s) are requested to provide CV of project team (CV of Key account manager) detailing relevant experience.</p> <p>Matrix:</p> <p>No information provided= 0 points</p> <p>CV attached with relevant experience of 3 years= 1 point</p> <p>CV attached with relevant experience of 4 years = 2 points</p> <p>CV attached with relevant experience of 6 years = 3 points</p> <p>CV attached with relevant experience of 7 years = 4 points</p> <p>CV attached with relevant experience of 7+ years = 5 points</p>	15
1.4	<p>Staff Complement</p> <ul style="list-style-type: none"> • Travel coordinator. • Financial Manager • Team Leader • Account Consultants <p>Matrix:</p> <p>None of the factors covered = 0 points</p> <p>1 factor covered = 1 point</p> <p>2 factors covered = 2 points</p> <p>3 factors covered = 3 points</p> <p>4 factors covered = 5 points</p>	10
1.5	<p>After-hours and emergency services</p> <p>Give detailed after hour procedure, the following factors must be covered:</p> <p>No after hours support and emergency services available= 0 points</p>	10

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	Trained staff on call 24/7/365(Written confirmation must be submitted) =5 points	
1.6	<p>Company Profile</p> <p>The Company Profile must cover the following:-</p> <ul style="list-style-type: none"> - Demonstrate how all travel reservations/ bookings are handled. hotel (accommodation); car rental; flights and venue hire services. - Value added Services - Provide information on any value-added services that can be offered to DMV. - Cost saving strategy - Describe and provide examples of cost savings initiatives implemented and achieved at previous clients. Indicate what items were targeted for maximum cost savings results - How the TMC will assist with improving traveller experience. - After hour services <p>Matrix:</p> <p>None of the factors covered = 0 points</p> <p>1 factor covered = 1 point</p> <p>2 factors covered = 2 points</p> <p>3 factors covered = 3 points</p> <p>4 factors covered = 4 points</p> <p>5 factors covered = 5 points</p>	20
1.7	<p>Office set-up and demonstration of booking process</p> <ul style="list-style-type: none"> • Premises where the bidder operates 	

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<ul style="list-style-type: none"> • Offices facilities (Email and contact phones) • Demonstration of Booking tool • Demonstration of booking process • Security measures to demonstrate safeguarding of clients' confidentiality. <p>Matrix:</p> <p>None of the factors covered = 0 points 1 factor covered = 1 point 2 factors covered = 2 points 3 factors covered = 3 points 4 factors covered = 4 points 5 factors covered = 5 points</p>		15
Total		100

Values: 0= Non-Compliant, 1 = Poor; 2 = Average; 3 = Good; 4 = Very Good; 5 = Excellent

The following formula will be utilised to convert functionality score

$$Ps = SO / MP * 100$$

Ps=Percentage scored for functionality

SO=Total score for bid under consideration

Ms=Maximum possible

As part of due diligence, Department of Military Veterans will conduct a site visit at a client of the Bidder (reference) for validation of the services rendered. The choice of site will be at Department of Military Veterans sole discretion.

The Bidder's information will be scored according to the following points system:

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21.3 Phase 3: Price and Specific Goals Evaluation (80+20) = 100 points

In line with the PPR 2022, Department of Military Veterans has, in the tender documents stipulated:

- (a) the applicable preference point system as envisaged in regulations 4, 5, 6 or 7;
- (b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each specific goal, and proof of the claim for such goal.

In terms of the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum 80 points)
- Specific Goals (maximum 20 points)

21.3.1 Stage 1 – Price Evaluation (80 Points)

Criteria	Points
Price Evaluation	
$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	80

The following formula will be used to calculate the points for price:

- P_s = Points scored for comparative price of bid under consideration
- P_t = Comparative price of bid under consideration
- P_{\min} = Comparative price of lowest acceptable bid

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21.3.2 Stage 2 – Specific Goals (20 Points)

a. Specific Goals Points allocation

A maximum of 20 points may be allocated to a bidder for attaining their Specific Goals in accordance with the table below:

Specific Goals	Number of Points	Points claimed by the service providers
Organisations which are 51% owned by people who are woman	4	
Organisations which are 51% owned by Black people (As per the definition in the B-BBEE Act 53 of 2003)	4	
Organisations which are 51% owned by persons with disability	4	
Organisations which are owned 51% by Military Veterans (in line with the Military Act No 18 Of 2011) or In the absence, a plan to empower Military veterans companies in place-JV +Subcontracting	4	
Organization which are 51% owned by youth	2	
Organization which are 51% owned located within certain Municipality	2	
TOTAL POINTS	20	

The Department will be responsible for printing CSD reports from Central Supplier Database and confirm bidders against Military Veterans' Database

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NB: Specific points may be allocated to bidders on submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1);
- An original and valid `B-BBBEE Status level Verification Certificate or certified copies thereof, issued by an accredited Verification Agencies by SANAS or Registered Auditors approved by Independent Regulatory Board of Auditors(IRBA) to substantiate their points. The Exempted Micro Enterprise (EME) and Qualifying Small Enterprise (QSE) must submit a sworn affidavit signed by Commissioner of Oaths.
- To claim for locality with certain Municipality/locality points, bidders must have the business operating within the boundaries of a specific geographic area, and a proof of address under the business's name shall be provided where the bidders is an owner of the property. A valid lease agreement or a sworn affidavit from the property owner that the address used is rented out to the tenderer.
- To claim for disability points, the bidder may submit the proof in a form of medical report from the certified medical practitioner, confirming the disability status.
- To claim for youth points, bidders may submit a certified copy of ID document.

NB: All bids offers are subject to the application of the specific goals as stipulated in paragraph

FAILURE ON THE PART OF A TENDERER TO SUBMIT SBD 6.1 AND PROOF OR DOCUMENTATION REQUIRED IN TERMS OF THIS TENDER TO CLAIM POINTS FOR SPECIFIC GOALS WITH THE TENDER, WILL BE INTERPRETED TO MEAN THAT PREFERENCE POINTS FOR SPECIFIC GOALS ARE NOT CLAIMED.

22. GENERAL CONDITIONS OF CONTRACT

Any award made to a bidder(s) under this bid is conditional, amongst others, upon –

- a. The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which the DMV is prepared to enter into a contract with the successful Bidder(s).
- b. The bidder submitting the General Conditions of Contract to the DMV together with its bid, duly signed by an authorised representative of the bidder.

Contract price adjustments will be done annually on the anniversary of the contract start date. The price adjustment will be based on the Consumer Price Index Headline Inflation.

23 SERVICE LEVEL AGREEMENT

23.1 Upon award the DMV and the successful bidder will conclude a Service Level Agreement regulate the specific terms and conditions applicable to the services being procured by the DMV, more or less in the format of the draft Service Level Indicators included in this tender pack.

23.2 The DMV reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto.

23.3 Bidder(s) are requested to:

- a. Comment on draft Service Level Indicators and where necessary, make proposals to the indicators;
- b. Explain each comment and/or amendment; and
- c. Use an easily identifiable colour font or “track changes” for all changes and/or amendments to the Service Level Indicators for ease of reference.

23.4 The DMV reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to the DMV or pose a risk to the organisation.

24. SPECIAL CONDITIONS OF THIS BID

The DMV reserves the right:

- 24.1 To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- 24.2 To accept part of a tender rather than the whole tender.
- 24.3 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.
- 24.4 To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.
- 24.5 To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such award to multiple bidders based either on size or geographic considerations.

25. CONFLICT OF INTEREST, CORRUPTION AND FRAUD

- 25.1 The DMV reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of [Institution name] or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")
 - a. engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;

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- b. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- c. makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of DMV's officers, directors, employees, advisors or other representatives;
- d. makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- e. accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
- f. pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- g. has in the past engaged in any matter referred to above; or
- h. Has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

26. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

26.1 The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that the DMV relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.

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26.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by the DMV against the bidder notwithstanding the conclusion of the Service Level Agreement between the DMV and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

27. PREPARATION COSTS

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing the DMV, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

28. INDEMNITY

If a bidder breaches the conditions of this bid and, as a result of that breach, the DMV incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds the DMV harmless from any and all such costs which the DMV may incur and for any damages or losses the DMV may suffer.

29. PRECEDENCE

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

30. LIMITATION OF LIABILITY

A bidder participates in this bid process entirely at its own risk and cost. The DMV shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

31. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. The DMV reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

32. GOVERNING LAW

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

33. CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with Department of Military Veterans' examination and evaluation of a Tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by the DMV remain proprietary to the DMV and must be promptly returned to the DMV upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

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Throughout this bid process and thereafter, bidder(s) must secure the DMV written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

34 DEPARTMENT OF MILITARY VETERANS' PROPRIETARY INFORMATION

Bidder will on their bid cover letter make declaration that they did not have access to any DMV's proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidder(s).

THE NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT

July 2010

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

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General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 "Day" means calendar day.
 - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
 - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
 - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

2. Application

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4. Standards

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance security

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
 - (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which

may be due to him

25. Force Majeure

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

		(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
29. Governing language	29.1	The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
30. Applicable law	30.1	The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
31. Notices	31.1	Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
	31.2	The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
32. Taxes and duties	32.1	A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
	32.2	A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
	32.3	No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
33. National Industrial Participation Programme (NIP)	33.1	The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
34. Prohibition of Restrictive practices	34.1	In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
	34.2	If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.