

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE TRAVEL MANAGEMENT SERVICES
TO AGREMENT SOUTH AFRICA FOR A PERIOD OF 3 YEARS**

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1. INTRODUCTION

Agrément South Africa (ASA) has been incubated and managed by the Council for Scientific and Industrial Research (CSIR) and became a Schedule 3A public entity in terms of the Public Finance Management Act (Act No. 1 of 1999) on 01 April 2017.

ASA is tasked with testing, performance and certification of construction industry products and methodologies to ensure the quality and durability of such products on behalf of the Department of Public Works. ASA's mission is to promote the government's economic development objectives, good governance and raising living standards and prosperity in South Africa. The main goals are:

- To assure fitness-for-purpose of non-standard construction-related products and systems to specifiers and users.
- To support and promote integrated socio-economic development related to the construction industry in the Republic.
- To support and promote the introduction and use of certified non-standardised construction-related products or systems in the local or international market.
- To support policymakers in minimising the risk associated with the use of non-standard construction-related products or systems; and
- To be an impartial and internationally acknowledged South African Centre for assessing and confirming fitness-for-purpose of non-standard construction-related products or systems.

2. OBJECTIVE

This project aims to solicit proposals from potential bidders to provide travel management services to ASA for a period of three years.

This bid document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required travel management services to ASA.

3. DEFINITIONS

Definitions	Meaning
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 regular working hours, i.e., 17:00 to 08:00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.
Air travel	means to travel by airline on officially authorised business
Authorising Official	means the employee delegated to authorise travel regarding travel requests and expenses, e.g., the line manager of the traveller
Car Rental	means renting a vehicle for a short time by a traveller for official purposes
Department	means the organ of state, Department or Public Entity that requires travel management services.
Domestic travel	means the organ of state, Department or Public Entity that requires travel management services
Domestic travel	means travel within the borders of the Republic of South Africa
Domestic travel	means travel within the borders of the Republic of South Africa
Emergency service	means booking travel when unforeseen circumstances necessitate an unplanned trip or a diversion from an initially planned trip.
International travel	refers to travel outside the borders of the Republic of South Africa
Regional travel	means to 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 ASA that defines the level of service expected from the TMC
Shuttle Service	means the service offered to transfer a traveller from one point to another, for example, from a place of work to the airport

Third-party fees	are fees payable to third-party service providers that provide travel-related services on an ad hoc basis that the TMC does not directly provide. These fees include, for example, visa fees and courier fees
Transaction Fee	refers to an ASA official, Board member or consultant travelling on official business on behalf of ASA.
Travel Authorisation	is the official form the ASA utilises reflecting the trip details that the relevant authorising official approves
Travel Management Company or TMC	refers to the company contracted to provide travel management services (Travel Agents)
A travel Voucher	is a document the Travel Management Company issues to confirm the reservation and 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
VIP or Executive Service	means the specialised and personalised travel management services to selected employees of ASA by a dedicated consultant to ensure a seamless travel experience.

Acronyms	Meaning
CSD	Means Central Supplier Database held at National Treasury
GCC	Means General Conditions of Contract
OBT	Means Online Booking Tool
PPPFA	refers to the Preferential Procurement Policy Framework Act.
SBD	Means Standard Bidding Document
VAT	Means Value Added Tax

4. BACKGROUND

ASA currently uses a Travel Management Company (TMC) to manage its travel requirements on a traditional off-site basis. Presently the following process is in place:

- a) The traveller submits an approved travel requisition and the relevant supporting documents to the ASA procurement.
- b) Procurement captures the requisition, which goes through an approval workflow process and then to the travel management company for the booking.

The primary objective in issuing this bid is to enter an agreement with a successful Bidder(s) who will achieve the following:

- a) Provide ASA with travel management services that are consistent and reliable and maintain a high level of traveller satisfaction in line with service levels.
- b) Achieve significant cost savings for ASA without degrading the quality of service.
- c) An added advantage will be the ability of the TMC to provide online and mobile booking and management services. Please submit evidence of a fully functional online and mobile booking system.

4.1 Travel Volumes

The current ASA total volumes for the past 12 months include air travel, accommodation, car hire, etc.

The table below details the number of transactions over the 12 months:

Service Category	Estimated number of transaction.
Air Travel – Domestic	100
Air Travel – Regional/International	20
Car Rental – Domestic	150
Accommodation - Domestic	150
Accommodation - International	10
Transfers; Shuttle Domestic	100
Transfers; Shuttle International	10
Insurance	200
Conference/Events	50

After Hours	40
Airport Parking	10
Forex	20
Re-issue of tickets	10

Note: These figures are based on the current trends and may change during the tenure of the contract. The figures are meant for illustration purposes to assist Bidders in preparing their proposals. The Pricing Schedule must price all service categories.

5. SCOPE OF WORK

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

5.1 General

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

- 5.1.1 Travel services will be provided to all travellers travelling on behalf of ASA, locally and internationally. This will include employees, Board members, Consultants and any other individuals as approved by the CEO, where the agreement is that ASA is responsible for the arrangement and cost of travel.
- 5.1.2 Travel management services during regular office hours (Monday to Friday 08:00 – 17:00) and provide after-hours and emergency services as stipulated.
- 5.1.3 Familiarisation with current ASA travel business processes.
- 5.1.4 Familiarisation with current travel suppliers. Assist with further negotiations for better deals with travel service providers.
- 5.1.5 Familiarisation with current National Treasury cost containment on Travel and Subsistence Instruction Note and implementations of controls to ensure compliance.
- 5.1.6 Penalties incurred due to the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.
- 5.1.7 A facility for ASA to update their travellers' profiles. Bidders must strictly comply with the POPIA requirements in protecting travellers' personal information.

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- 5.1.8 Manage third-party service providers by addressing service failures and complaints against these service providers.
- 5.1.9 Consolidate all invoices from travel suppliers.
- 5.1.10 A detailed transition plan for implementing the service without service interruptions and engaging with the incumbent service provider to ensure a smooth transition.

5.2 Reservations

The Travel Management Company will:

- 5.2.1 Receive travel requests from procurement and respond with quotations (confirmations) and availability.
- 5.2.2 Upon receiving the relevant approval, the travel agent will immediately issue the required e-tickets and vouchers and send them to procurement via the agreed communication medium.
- 5.2.3 Always endeavour to make the most cost-effective travel arrangements based on the request from the procurement. Should the traveller source a cheaper booking than that proposed by the TMC, the service provider must ensure that the more affordable rate is booked.
- 5.2.4 Apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller of alternative plans that are more cost-effective and more convenient where necessary.
- 5.2.5 Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- 5.2.6 Book the negotiated discounted fares and rates where possible as prescribed by National Treasury
- 5.2.7 Keep abreast of carrier schedule changes, other alterations, and new conditions affecting travel. Make appropriate adjustments for any changes in flight schedules before or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- 5.2.8 Book parking facilities at the airports where required for the travel duration.
- 5.2.9 Respond to and process all queries, requests, changes, and cancellations timeously and accurately.
- 5.2.10 Issue all necessary travel documents (including boarding passes, itineraries, and vouchers) timeously to the traveller before departure dates and times.

- 5.2.11 Advise the traveller of all visa and inoculation requirements well in advance.
- 5.2.12 Assist with arranging foreign currency and issuing travel insurance for international trips where required.
- 5.2.13 Facilitate the bookings generated through their own- or third-party Online Booking Tool (OBT) where it can be implemented.
- 5.2.14 All cases include domestic, regional, and international travel bookings unless otherwise stated.
- 5.2.15 provide relevant visa information to traveller/s. Visa applications will not be the responsibility of the TMC; however, the relevant information must be supplied to the traveller(s) where visas will be required
- 5.2.16 Negotiate airline fares, accommodation establishment rates, car rental rates, etc., negotiated directly or established by National Treasury, which is non-commissionable. Where commissions are earned for ASA bookings, these are to be returned to the ASA every quarter.
- 5.2.17 Ensure confidentiality regarding all travel arrangements and personal information concerning all persons requested by ASA.
- 5.2.18 Timeous submission of proof that services have been satisfactorily delivered (invoices) as per ASA's instructions.

5.3 Travel

- 5.3.1 The TMC must be able to book full-service and low-cost carriers.
- 5.3.2 The TMC will book the most cost-effective airfares possible for domestic travel.
- 5.3.3 The airline that provides the most cost-effective and practical routes may be used for international flights.
- 5.3.4 Only IATA-accredited airlines must be used.
- 5.3.5 The TMC should obtain three or more price comparisons where applicable to present the most cost-effective and practical routing to the traveller.
- 5.3.6 The airline ticket should include the applicable airline agreement number and the traveller's personal gramme number (if applicable).
- 5.3.7 Airline tickets must be delivered electronically (SMS and email format) to the traveller(s) and procurement promptly after booking before the departure times.
- 5.3.8 The service provider will do the following on behalf of the traveller in respect of air travel:

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- i. Confirm the passenger's seat reservation
 - ii. confirm dietary preferences (if applicable)
 - iii. receive the boarding pass
 - iv. make the passenger aware of specific requirements, e.g., baggage specifications, check-in times etc., that vary from one airline to another (or from international to domestic)
 - v. updates the passenger's loyalty/membership programmes
- 5.3.9 The TMC will also assist with booking VIP charters utilising existing transversal term contracts where applicable and sourcing alternative service providers for other charter requirements.
- 5.3.10 The TMC must, during their report period, provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- 5.3.11 Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking-in arrangements, meals included/excluded etc.)

5.4 Accommodation

- 5.4.1 All accommodation bookings must be made with an establishment as close as possible to the traveller's venue, office, location, or destination. This includes planning, booking, confirming, and amending accommodation with the establishment (hotel group, private hotel, guest house or bed & breakfast).
- 5.4.2 The TMC will source suitable accommodation bearing in mind the safety and accessibility for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by ASA.
- 5.4.3 Any commissions the bidder earns for ASA bookings on non-negotiated rates must be returned to ASA every quarter.
- 5.4.4 Accommodation vouchers must be issued to all ASA travellers for accommodation bookings and must be invoiced to ASA monthly. A copy of the original accommodation charges must support such invoices.
- 5.4.5 The TMC 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.
- 5.4.6 The cancellation of accommodation bookings must be made promptly to guard against no-

shows and late cancellation fees.

5.5 Car Rental and Shuttle Services

- 5.5.1 The TMC will book the approved category vehicle by the ASA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel, and venue). The TMC must confirm the vehicle class/category booked.
- 5.5.2 The travel consultant must confirm with the traveller the best pick-up and drop-off times and pick-up and drop-off locations for collection and return, considering the traveller's specific requirements.
- 5.5.3 The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls (e-toll tags must be tested before cars are dispatched), refuelling, keys, rental agreements, damages, accidents, etc.
- 5.5.4 The TMC may offer alternative ground transportation to the Traveller for international travel, including rail, buses, and transfers.
- 5.5.5 The TMC will book transfers in line with the ASA Travel Policy. Transfers can also include bus and coach services.
- 5.5.6 The TMC should manage shuttle companies on behalf of the ASA and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- 5.5.7 The TMC must prove that negotiated rates were booked during their report period.

5.6 Foreign exchange

- 5.6.1 The TMC must facilitate foreign exchange (forex) purchase and repurchase requests.

5.7 Visa applications

- 5.7.1 TMC must familiarise themselves with the visa requirements for official, diplomatic, and personal passports and process applications on behalf of ASA travellers.
- 5.7.2 The relevant visa and health information must be provided to the traveller as soon as there is an awareness that the traveller will be going to any country where these are required.

5.8 VIP client services, including:

- 5.8.1 Personalized service to the Chairperson of the Board, Board members and CEO, including but not limited to:
- Dedicated VIP consultant to service the Chairperson of the Board and CEO. Where time permits, the consultant may assist with other bidder responsibilities.
- 5.8.2 The VIP consultants must provide the following services, including but not limited to:
- Online check-in for all flights.
 - E-mail confirmation from all international accommodation service providers for traveller-specific requirements.
 - Pre-trip and post-trip debriefings. Where-ever traveller schedules permit.
 - Assistance with recommendations and enrolments for loyalty programmes memberships

5.9 After-Hours and Emergency Services

- 5.9.1 The TMC must provide a consultant or team to assist travellers with after-hours and emergency reservations and changes to travel plans.
- 5.9.2 A dedicated consultant/s must be available to assist VIPs with after-hours or emergency assistance.
- 5.9.3 After-hours 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.
- 5.9.4 A responsive call Centre facility or after-hours contact number must be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- 5.9.5 The TMC must have a standard operating procedure for managing after-hours and emergency services.
- 5.9.6 ASA official hours for the travel management office are from 08:00 to 17:00. After-hours services must be provided from:
- Monday to Friday: 17:00 to 08:00.
 - Saturday, Sunday, and Public Holidays: 24 hours.

5.10 Communication

- 5.10.1 All enquiries must be investigated, and the SLA must provide prompt feedback within three (3) working days.
- 5.10.2 The SLA must provide a customer feedback survey to be issued by the TMC to the traveller and travel coordinator after each travel for service levels to be ascertained.
- 5.10.3 The TMC must communicate well with all stakeholders (link the business traveller, travel coordinator and TMC in one smooth continuous workflow).

5.11 Financial Management

- 5.11.1 The TMC must implement the discounted airfares and the maximum allowable rates established by the National Treasury where applicable.
- 5.11.2 The TMC will be responsible for managing the service provider accounts. This will include the timely receipt of invoices to be presented to ASA for payment within the agreed period.
- 5.11.3 The TMC must offer the ASA a 30-day bill-back account facility. 'Bill back' refers to the supplier sending the bill back to the TMC, who, in turn, invoices the ASA for the services rendered.
- 5.11.4 Where pre-payments are required for more miniature Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These occasions must be needed at short notice and even for same-day bookings.

5.12 Consolidate Travel Supplier bill-back invoices.

- 5.12.1 The TMC is responsible for consolidating invoices and supporting documentation to be provided to the ASA's Finance Department every second week. This includes attaching the Travel Authorization and other supporting documentation to the invoices reflected on the Service provider's bill-back report.
- 5.12.2 Ensure Travel Supplier accounts are settled timeously.

5.13 Technology and Reporting Requirements

- 5.13.1 Implementing an Online Booking Tool (OBT) to facilitate domestic bookings will be required

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to optimise the services and related fees.

5.14 The TMC will be responsible for submitting a monthly Finance Report.

5.14.1 The Finance Report must incorporate the following:

- a) creditor's ageing report
- b) creditor's summary payments
- c) daily invoices
- d) no-show reports.
- e) cancellation report
- f) receipt delivery report
- g) refund log
- h) open voucher report
- i) open age invoice analysis
- j) quantity of non-commissionable transactions and monetary value owed to the ASA.
- k) After-hours Report

5.14.2 The TMC will be responsible for tracking and managing unused e-tickets as per the agreement with the ASA and must be included in the above Finance Report.

5.14.3 The TMC must enable savings on total annual travel expenditure, which must be reported, and proof provided in the Finance Report.

5.14.4 Report information must be available on a transactional level that reflects details, including the traveller's travel date and spend category (examine for travel, shuttle, and accommodation).

5.14.5 Reports must be available in an electronic format.

5.14.6 Reports must be accurate and provided per ASA's requirements at the agreed time.

5.14.7 The TMC must implement all the necessary processes and programs to ensure that all the data is always secure and not accessible by any unauthorised parties.

5.14.8 More detailed information regarding the reporting requirements will be finalised with the successful Bidder at the inception meeting (if applicable).

5.15 Quarterly and Annual travel reviews

- 5.15.1 The TMC must present quarterly reviews on all ASA's travel activities in the previous three-month period. These reviews are comprehensive and presented to ASA's Procurement and Finance teams as part of the performance management reviews based on the service level agreements.
- 5.15.2 Annual reviews are required to be presented to ASA's senior management.

5.16 Account Management

- 5.16.1 An Account Management structure should be put in place to respond to the needs and requirements of ASA and act as a liaison for handling all matters regarding the delivery of services in terms of the contract.
- 5.16.2 The TMC must appoint a dedicated Account or Business Manager who manages the ASA's account.
- 5.16.3 The necessary processes should be implemented to ensure good quality management and traveller satisfaction.
- 5.16.4 The TMC must implement a complaint-handling procedure to manage and record the compliments and complaints of the TMC and other travel service providers.
- 5.16.5 Ensure that the ASA's Travel Policy is enforced.
- 5.16.6 The SLA must be managed, and customer satisfaction surveys must be conducted to measure the performance of the TMC.
- 5.16.7 Ensure that workshops/training is provided to travellers and procurement.

5.17 Value-Added Services

- 5.17.1 The TMC should provide the following value-added services:
 - a) destination information for regional and international destinations.
 - b) health warnings
 - c) weather forecasts
 - d) places of interest
 - e) visa information

- f) travel alerts
- g) location of hotels and restaurants
- h) information including the cost of public transport.
- i) rules and procedures of the airports
- j) business etiquette specific to the country
- k) airline baggage policy
- l) supplier updates
- m) electronic voucher retrieval via web and smartphones
- n) SMS notifications for travel confirmations
- o) global travel risk management
- p) VIP services that include check-in support

5.18 Online travel solution owned and managed by bidder.

5.18.1 The TMC must demonstrate experience and willingness to supply access to ASA to implement and utilise an online solution. All related costs must be specified in the pricing sheet.

5.19 Human Resources

5.19.1 The TMC ensures that high-quality is always delivered to ASA's travellers. The TMC is required to provide ASA with highly skilled and qualified human resources for the following roles:

- a) Senior consultants
- b) Travel Manager (Operational)
- c) Account/Business Manager

5.20 REQUIRED QUALIFICATIONS AND EXPERIENCE

5.20.1 Bidders must have a professional membership with the Association of Southern African Travel Agents (ASATA) and the International Air Transport Association (IATA). Where a bidding company uses a 3rd party IATA license, proof of the agreement must be attached to a copy of the certificate at closing.

5.20.2 Each of the following vital resources must have a minimum of 5 years of proven experience in

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the travel industry,

- a) Senior consultants
- b) Travel Manager (Operational)
- c) Account/Business Manager

6. STAGE 1 PRE-QUALIFICATION CRITERIA (SUBMISSION OF PROPOSALS AND EVALUATION CRITERIA)

6.1. Pre-qualification criteria (Bidders must meet the following pre-qualification criteria. Failure to meet these requirements shall result in the disqualification of bidders' proposal):

- National Treasury's Central Supplier Database (CSD) report. It must be noted that no contract with a service provider will be entered if such a service provider is not registered on the CSD.
- Completed and signed standard bidding documents, **SBD 1, SBD 3.1, SBD 4** and **6.1** forms.
- Signed General Conditions of Contract.
- Completed price schedule.
- Audited/reviewed annual financial statements in the name of the bidding entity.
- Valid IATA Accreditation and Valid ASATA Membership (**Bidders may submit proof of a valid accreditation/membership for IATA and ASATA**) in either one of the following formats:
 - Certificate; or accreditation membership number and professional body on the letterhead of the bidding entity.

6.2. STAGE2: Technical Specification and Functionality Evaluation

The bids shall first be evaluated for functionality. A **minimum score of 60%** must be obtained on functionality before a proposal is considered for further evaluation. Details of the functionality scoring and how the points shall be allocated are as follows:

CRITERIA FOR FUNCTIONALITY	WEIGHT	SCORING GUIDELINE
Experience of Bidder		
<p>Company letterhead, contact name, contact details, and duration of contract, value of the travel expenditure, a brief description of the services that you provided and the level of satisfaction.</p> <p>At least three contactable reference letters where similar services were rendered in the past five years.</p>	20	<p>0 – 2 reference letters = 0 points</p> <p>3 reference letters = 1 point</p> <p>4 reference letters = 2 points</p> <p>5 reference letters = 3 points</p> <p>6 reference letters = 4 points</p> <p>7 or more reference letters = 5 points</p>
Experience of team members		
<p>Please provide condensed CVs of the following proposed human resources illustrating a minimum of 5 years of proven experience in the travel industry:</p> <ol style="list-style-type: none"> 1. Senior consultants 2. Travel Manager (Operational) 3. Account/Business Manager <p>Each resource's experience will be scored separately and then be averaged to give a final score {score will be rounded off to the</p>	20	<p>4 years' experience and below = 0 points</p> <p>5 years' experience = 1 point</p> <p>6 years' experience = 2 points</p> <p>7 years' experience = 3 points</p> <p>8 years' experience = 4 points</p> <p>9 years' experience and above = 5 points</p>

nearest two decimal places (where applicable)).		
Services		
<p>Turnaround times. Indicate the turnaround times for responding to a request for quotation from the travel coordinators.</p> <p>Please submit your company's approved standard operating procedures.</p>	15	<p>above sixteen working hours = 0 points</p> <p>Within fifteen – sixteen working hours = 1 point</p> <p>within eleven - fourteen working hours = 2 points</p> <p>within seven – ten working hours = 3 points</p> <p>within two – six working hours = 4 points</p> <p>within one working hour = 5 points</p>
<p>Describe how queries, requests, changes, and cancellations will be handled.</p> <p>What is your mitigation and issue resolution process?</p>	10	<p>No information provided = 0 points</p> <p>information provided on performance standards does not address how service issues will be resolved = 1 point</p>

<p>Please provide a detailed response indicating performance standards concerning resolving service issues.</p>		<p>Inadequate performance standards provided in resolving service issues = 2 Points</p> <p>Detailed performance standards provided in resolving service issues timeously and efficiently = 3 points</p> <p>Performance standards indicated exceed expectations = 4 points</p> <p>Performance standards indicated exceptionally exceeds expectations = 5 points</p>
<p>After-hours and emergency services</p> <p>The Bidder must provide reliable and consistent after-hours and emergency support to the traveller(s).</p> <p>Please provide the approved standard operating Procedure.</p>	<p>10</p>	<p>No information provided = 0 points</p> <p>Standard operating procedures do not address after-hours and emergency services = 1 point</p> <p>Inadequate standard operating procedures provided for after-hours and emergency services = 2 points</p> <p>Detailed standard operating procedures provided for after-hours and emergency services = 3 points</p> <p>Standard operating procedures exceed expectations = 4 points</p>

		Standard operating procedures exceptionally exceed expectations = 5 points
<p>Technology Requirements</p> <p>Demonstrate evidence of a fully functional Online Booking Tool (OBT) for the ASA Travel Coordinator concerning the following:</p> <ul style="list-style-type: none"> • User-friendliness • Ability to make all bookings, e.g., car, air, accommodation etc. • Review & update traveller profiles • Amend/cancel reservations. • Make special requests, e.g., window seat on a flight, etc. <p>Please submit a link with a demonstration of the functionality of the system. The link must be valid for the duration of the validity of the proposal.</p>	15	<p>No information provided = 0 points</p> <p>Evidence of an online booking tool but no presentation submitted. = 1 point</p> <p>Online booking tool partially meets the requirement = 2 points</p> <p>Online booking tool meets all requirements = 3 points</p> <p>Online booking tool offers an additional feature not specified for needs = 4 points</p> <p>Online booking tool provides two or more other features not selected in conditions = 5 points</p>
Demonstrate evidence of a fully functional mobile travel app for the traveller concerning the	10	<p>No information provided = 0 points</p> <p>Evidence of mobile travel app but no</p>

<p>following:</p> <ul style="list-style-type: none"> • User-friendliness • Access to full details of confirmed reservations • Ability to do a self-check-in for flights <p>Please submit a link with a demonstration of the functionality of the system. The link must be valid for the duration of the validity of the proposal.</p>		<p>presentation submitted = 1 point</p> <p>Mobile travel app partially meets the requirement = 2 points</p> <p>Mobile travel app meets all requirements = 3 points</p> <p>Mobile travel app offers an additional feature not specified in the requirements = 4 points</p> <p>Mobile travel app provides two or more additional features not specified on requirements = 5 points</p>
Total	100	
Qualifying minimum	60	

After considering the functional criteria, a bidder is deemed to have passed Stage 1 (Functional Requirements) if the TOTAL score is equal to or greater than 60 points.

The following formula will be used to convert the points scored against the weight:

$$Ps = \left(\frac{So}{Ms} \right) \times 100$$

Where:

Ps = Percentage scored for functionality by bid under consideration

So = Total score of a request under consideration

Ms = Maximum possible score

Service providers must achieve a minimum threshold score of 60% to proceed to Stage 2.

6.1.1 Stage 2: Calculation of points

Please note that for acquisitions below or equal to R50 Million, ASA evaluates these in terms of the 80/20 preference point system where:

Eighty points are allocated for the price, and 20 points will be awarded based on the specific goals.

Points for the price will be calculated for all shortlisted service providers by the following formula:

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

Where:

P_s = Points scored for the price of the quotation under consideration

P_t = Price of the quote under consideration

P_{\min} = Price of lowest acceptable quotation

Preference points for the specific goals will be allocated as follows:

NO.	SPECIFIC GOALS ALLOCATED POINTS	PREFERENCE POINTS ALLOCATION	SUPPORTING EVIDENCE TO BE SUBMITTED
1.	SMMEs	10 points	- CSD report
2.	>50% Black female ownership	5 points	- CSD report or, - Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners
3.	>50% Black youth ownership	5 points	- CSD report, - Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners, or

			- Identification Documentation of all owners
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The final points will be calculated as follows:

CRITERIA	WEIGHTING POINTS
Price	80
Specific goal	20
TOTAL	100

ASA also reserves the right to investigate the bidder's financial position, previous contracts carried out, availability of skills or knowledge, existing workload, etc.

A recommendation for the award will then be formulated for approval by the relevant delegated authority.

7. PRICING

7.1 Service providers must submit a detailed pricing breakdown per Annexure B: Pricing Schedule (Off-site option).

7.2 Pricing must be inclusive of VAT (if VAT registered). Contract price adjustments will be made annually on the contract's start date anniversary. The price adjustment will be based on the Consumer Price Index Headline Inflation

1. STATS SA P0141 (CPI), Table E	2. Table E - All Items
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8. APPOINTMENT, COMMENCEMENT AND DURATION

- 8.1 The prospective contractors are expected to be available for commencing the project from the date of the last party's signing of the agreement. The duration of the contract is three years from the date of appointment.
- 8.2 The parties shall, upon the appointment of service providers, sign a service-level agreement to govern their relationship.

9. COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS.

Considering the fees paid, the service provider expressly assigns any copyright to ASA from the works the consultant produces while executing this contract. The consultant may not use, reproduce, or otherwise disseminate or authorise others to use, reproduce or disseminate such works without prior consent from ASA.

10. FINAL APPROVAL

ASA reserves the right not to accept the lowest bid. ASA also reserves the right to reject proposals and not appoint service providers.

11. PROCEDURE FOR SUBMISSION OF PROPOSALS

- 11.1 All proposals must be submitted electronically to procurement@agrement.co.za.
- 11.2 Respondents must use the RFP number as the subject reference when submitting their bids.
- 11.3 All documents submitted electronically via e-mail must be clear and visible.
- 11.4 All proposals, documents, and late submissions after the due date will not be evaluated.

NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED

12. VALIDITY PERIOD OF PROPOSAL

Each proposal shall be valid for a minimum period of **120 days**, calculated from the closing date.

13. APPOINTMENT OF SERVICE PROVIDER

- 13.1. The contract will be awarded to the bidder who scores the highest total points during the evaluation process, except where the law permits otherwise.
- 13.2. Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. If the parties fail to reach such an agreement, ASA reserves the right to appoint an alternative supplier.
- 13.3. Awarding of contracts will be announced on the National Treasury website, and no regret letters will be sent to unsuccessful bidders.

14. ENQUIRIES AND CONTACT WITH ASA

14.1. Any enquiry regarding this RFQ shall be submitted in writing to ASA at Kmadzivha@agrement.co.za with **RFQ No: ASA 05/2023 Appointment of a service provider to provide travel management services to Agrement South Africa for a period of 3 years.**

14.2 Any other contact with ASA personnel involved in this tender is not permitted during the RFP process other than as required through existing service arrangements or as requested by ASA as part of the RFP process.

15. MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFP must be in English.

17. COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements, and specifications of this RFP before submitting proposals. Each bidder assumes all risks for resource commitment and direct or indirect expenses of proposal preparation and participation throughout the RFP process. ASA is not responsible directly or indirectly for any costs incurred by tenderers.

18. CORRECTNESS OF RESPONSES

18.1 The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The fees and rates quoted must cover all obligations under any resulting contract.

18.2. The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

19. VERIFICATION OF DOCUMENTS

19.1 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. ASA will accept no liability concerning anything arising from the fact that pages are missing or duplicated.

19.2 Only one electronic copy of the proposal must be submitted via email to procurement@agrement.co.za. If the bidder sends more than one proposal, the first submission shall take precedence should it have yet to be recalled/withdrawn in writing by the bidder.

20. ADDITIONAL TERMS AND CONDITIONS

20.1 A tenderer shall not assume that information and documents supplied to ASA at any time before this request are still available to ASA and shall consequently not make any reference to such information document in its response to this request.

20.2 Copies of any affiliations, memberships and accreditations that support your submission must be included in the tender.

20.3 An omission to disclose material information, a factual inaccuracy, and misrepresentation of fact may result in the disqualification of a tender or cancellation of any subsequent contract.

20.4 Please comply with all the terms and conditions in this document to ensure the proposal is valid.

21. CONFLICT OF INTEREST, CORRUPTION AND FRAUD

ASA 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 has 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 SARS 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.
- b. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor, or another representative of a Government Entity to obtain any unlawful advantage about procurement or services provided or to be supplied to a Government Entity.
- c. makes or offers any gift, gratuity, or anything of value or other inducement, whether lawful or unlawful, to any ASA's officers, employees, advisors, or other representatives.
- d. makes or offers any gift, gratuity, value, or another inducement to any Government Entity's officers, directors, employees, advisors, or other representatives to obtain any unlawful advantage about procurement or services provided or to be supplied to a Government Entity.
- e. accepts anything of value or an inducement that would or may provide financial gain, advantage, or benefit about procurement or services provided or to be supplied to a Government Entity.
- a. 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.

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- b. has in the past engaged in any matter referred to above; or

- c. has been found guilty in a court of law on charges of fraud and forgery, regardless of whether 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.

22. ASA RESERVES THE RIGHT TO

- 22.1 Extend the closing date.
- 22.2 Verify any information contained in a proposal.
- 22.3 Request documentary proof regarding any tendering issue.
- 22.4 Appoint one or more service providers, separately or jointly (whether they submitted a joint proposal).
- 22.5 Award this RFP as a whole or in part.
- 22.6 Cancel or withdraw this RFP as a whole or in part.

23. DISCLAIMER

This document is only an RFP and is a request for proposals, not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submitting this proposal, tenderers shall be deemed satisfied with and accept all Terms & Conditions of this RFP. ASA makes no representation, warranty, assurance, guarantee or endorsement to the tenderer concerning the RFP, whether regarding its accuracy, completeness or otherwise, and ASA shall have no liability towards the tenderer or any other party in connection in addition to that.