



NATIONAL YOUTH DEVELOPMENT AGENCY
OUR YOUTH. OUR FUTURE.

APPOINTMENT OF TWO TRAVEL MANAGEMENT COMPANIES FOR THE PROVISION OF TRAVEL AND ACCOMMODATION MANAGEMENT SERVICES TO THE NATIONAL YOUTH DEVELOPMENT AGENCY FOR A PERIOD OF THREE (3) YEARS

NATIONAL YOUTH DEVELOPMENT AGENCY (NYDA) 54 MAXWELL DRIVE BUILDING A WOODMEAD 2191	
Name of Tenderer:	
Total Price inclusive of Value Added Tax:	
Description	Appointment of two travel management companies for the provision of travel and accommodation management services TO the National Youth Development Agency for a period of three (3) years
Tender Number	RFP2024/3/NYDA
Tender Issue Date	26 April 2024
Briefing Session Date and time	A compulsory briefing session will be held on 08 May 2024 at 10h00 @via Microsoft TeamViewer Join the meeting now . Prospective bidders are advised to download Microsoft TeamViewer prior to the time of the meeting. Bidders can access the briefing session at Join the meeting now which is also available on the NYDA Website as well as the National e-tender portal of this tender advert
Closing Date	The closing date for submission of proposals is as follows Date: 29 May 2024
Closing Time	The closing time for submission of proposals is as follows: Time 11:00 am Bidders must ensure that bids are delivered timeously to the correct address. As a rule, if a bid is late or delivered to the incorrect address, it will not be accepted for consideration.
Tender Validity Period	120 Business days from closing date.
Enquiries	Tenders Email: tenders@nyda.gov.za

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A. TENDER NOTICE AND INVITATION TO TENDER

APPOINTMENT OF TWO TRAVEL MANAGEMENT COMPANIES FOR THE PROVISION OF TRAVEL AND ACCOMMODATION MANAGEMENT SERVICES TO THE NATIONAL YOUTH DEVELOPMENT AGENCY FOR A PERIOD OF THREE (3) YEARS - RFP2024/3/NYDA

The National Youth Development Agency invites two travel management companies to provide travel and accommodation management services to the National Youth Development Agency for a period of three (3) years. Tender documents are available for downloading on the NYDA website: www.nyda.gov.za.

DOWNLOADING OF TENDER DOCUMENTS

An electronic copy of the bid document will be available for download directly from the National Treasury's e-Tender Publication Portal at www.etenders.gov.za, and National Youth Development Agency at www.nyda.co.za at no cost.

BRIEFING SESSIONS

A compulsory briefing session will be held as follows:

Microsoft teams: Online on 08 May 2024 at 10h00

Venue: Online (Microsoft-TeamViewer)

Link: [Join the meeting now](#)

Prospective bidders are advised to download Microsoft TeamViewer prior to the time of the briefing session. Bidders can access the briefing session at [Join the meeting now](#) which is also available on the NYDA Website as well as the National e-tender portal of this tender advert.

Queries relating to the issue of the documents or technical inquiries may be addressed to Mr. Mlungisi Xulu via e-mail: tenders@nyda.gov.za on or before the 13th of May 2024

CLOSING DATE AND TIME

The closing date and time for submission of proposals is as follows:

Date: 29 May 2024

Time **11:00 am**

Tenderers must ensure that the tender is delivered timeously to the correct address. As a rule, if a tender is late or delivered to the incorrect address, it will not be accepted for consideration. Proposals may only be submitted on the tender documentation form that is issued by NYDA.

The tenders must be inserted into the tender box available at the Reception Area of NYDA Head Office, Tsietsi Mashinini House, No.54 Maxwell Drive, Woodmead (Woodmead North Office Park, Block A, NYDA Building) by **11:00am on 29 May 2024**. Telegraphic, telephonic, telex, facsimile, e-mail, and late tenders will not be accepted.

Evaluation Method: Four-stage evaluation:

1. Administrative Compliance.
2. Functionality
3. Online Self Booking Tool presentation
4. Price and specific goals

NB: NYDA reserves the right to cancel this tender without prior notice and not to appoint any service provide.

PART A

SBD 1

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NATIONAL YOUTH DEVELOPMENT AGENCY)					
BID NUMBER:	RFP2024/3/NYDA	CLOSING DATE:	29 May 2024	CLOSING TIME:	11:00am
DESCRIPTION	Appointment of two travel management companies for the provision of travel and accommodation management services to the National Youth Development Agency for a period of three (3) years.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
NATIONAL YOUTH DEVELOPMENT AGENCY					
54 MAXWELL DRIVE					
WOODMEAD					
WOODMEAD NORTH OFFICE PARK, BLOCK A, NYDA BUILDING					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Mlungisi Xulu		CONTACT PERSON	Mlungisi Xulu	
TELEPHONE NUMBER			TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	tenders@nyda.gov.za		E-MAIL ADDRESS	tenders@nyda.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
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART THE QUESTION 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**

• BID SUBMISSION:

- BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

• TAX COMPLIANCE REQUIREMENTS

- BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 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.
- APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 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:

B. NYDA BACKGROUND AND INTRODUCTION

The National Youth Development Agency (NYDA) is a South African based agency established primarily to tackle challenges that the nation's youth are faced with. The NYDA was established by an Act of parliament, act no 54 of 2008. The institution was established to be a single, unitary structure, established to address youth development issues at National, Provincial and Local government level. The existence of the NYDA should be located within the broad context of South Africa's development dynamics. Similar to many developing countries, South Africa has a large population of youth, those between the ages 14-35; represent 42% of the total population. Given the youthful nature of the South African population much of the socio economic challenges faced by the nation, i.e. poverty, inequality and joblessness, poor health etc, are borne by the youth. The gravity of challenges South Africa is faced with, require multi - pronged efforts, that simultaneously promote the development of sustainable livelihoods, reduce poverty, inequality and prioritise the development of policies which create an enabling environment for youth development.

The NYDA plays a lead role in ensuring that all major stakeholder's, i.e., government, private sector, and civil society, prioritise youth development and contribute towards identifying and implementing lasting solutions which address youth development challenges. Furthermore, the NYDA designs and implements programmes aimed at improving lives and opportunities available to youth. These programmes could be clustered as follows:

At an individual level (Micro level), the NYDA provides direct services to youth in the form of information provision, mentorship, skills development & training, entrepreneurial development & support, health awareness programmes and involvement in youth initiatives. At a Community level (Meso Level), the NYDA encourages young people to be catalysts for change in their communities through involvement in community development activities, social cohesion activities and national youth service programmes and dialogue.

At a Provincial and National level (Macro Level), through its policy development, partnerships and research programmes, the NYDA facilitates the participation of youth in developing key policy inputs, which shape the socio-economic landscape of South Africa.

The National Youth Development Agency derives its mandate from the legislative frameworks, including the NYDA Act (54 of 2008), the National Youth Policy (2009-2020) and the draft Integrated Youth Development Strategy as adopted by the Youth Convention of 2006. The NYDA activities could be summarized as follows:

- 1 Lobby and advocate for integration and mainstreaming of youth development in all spheres of government, private sector and civil society
- 2 Initiate, implement, facilitate and coordinate youth development programmes
- 3 Monitor and evaluate youth development intervention across the board and mobilise youth for active participation in civil society engagements

C. CONDITIONS OF BID AND CONTRACT

The Conditions of Tender are the General Conditions of Contract issued by the National Treasury. The purpose of the Conditions is to:

- 1 Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- 2 To ensure that bidders are familiar with regard to the rights and obligations of all parties involved in doing business with government.

The Standard Conditions of Tender make several references to the Tender Data which specifically applies to this tender. The Tender Data shall have precedence in the interpretation of any ambiguity or inconsistency between it and the Standard Conditions of Tender. Each item of Tender Data given below is cross-referenced to the relevant clause in the standard Conditions of Tender.

Clause Number	Clause Heading	Data / Wording
1.1	The Employer is:	The Employer is: National Youth Development Agency (NYDA). 54 MAXWELL DRIVE, WOODMEAD, 2191 (Woodmead North Office Park, Block A, NYDA Building)
1.2	Employer's Agent is:	Mr. Mlungisi Xulu Tel: (087) 158 7878 E-mail: tenders@nyda.gov.za
1.3	Eligibility	The National Youth Development Agency reserves the right to reject bids which are non-responsive, including, without limitation, bids which contain the following defects: <ul style="list-style-type: none"> • Late or incomplete bids; • Failure to conform to the rules or requirements contained in the Tender document; • Proof of collusion among Bidders, in which case all proposals involved in the collusive action will be rejected; and • Non-compliance with applicable law, unauthorized additions or deletions, conditional bids or material irregularities. <p>Tenderers will be disqualified if the entity or any of its directors is listed on the register of Bid Defaulters in terms of the Prevention and Combating of Corruption Activities Act of 2004 as a person prohibited from doing business</p>
1.4	JOINT VENTURES OR CONSORTIUMS	Joint Ventures / Consortiums are eligible to submit tenders provided that: <ul style="list-style-type: none"> • Where bids are consortia / Joint ventures / S-contractors are involved, each party must submit a separate TCS certificate / Pin / CSD number;

		<ul style="list-style-type: none"> • A Joint Venture Agreement is signed by the JV Partners and attached to this tender document; <p>Tenders who do not meet the requirements above will be immediately disqualified from the tendering process.</p> <p>A Joint Venture / Consortium must also submit a Joint Venture BBEE Verification Certificate.</p>
1.5	Returnable Documents	<p>Tenders are to submit fully completed and signed returnable documents as stipulated. Tenders should only be submitted on original tender documentation which is issued by the NYDA</p> <p><u>COMMERCIAL RETURNABLES</u></p> <p>The following Standard Bidding Documents are duly completed and signed</p> <p>1. MANDATORY RETURNABLE DOCUMENTS:</p> <ul style="list-style-type: none"> • TECHNICAL RETURNABLES <p>2. ESSENTIAL ADMINISTRATIVE RETURNABLE DOCUMENTS:</p> <ul style="list-style-type: none"> • National Treasury Registration on Central Data Base (CSD) (certificate). • Valid and original (or a certified copy) B-BBEE certificate/Affidavit. proof of Bidder's compliance to B-BBEE • Tax Clearance Certificate or electronic access PIN obtained from SARS's new Tax Compliance Status (TCS) system [Consortia / Joint Ventures must submit a separate Tax Clearance Certificate for each party] • Section: SBD 1 Form • Section: SBD4 Disclosure Form
1.6	Number of copies of tender offers to be submitted to the Employer	<p>One original hardcopy version must be the original submission, and a softcopy/electronic version in PDF-Format digital copied versions of the original in a USB.</p>
1.7	Sealing of tender offers	<p>Tender should be sealed and externally endorsed as follows:</p> <ul style="list-style-type: none"> • Tender number and description should be clearly stated/written or typed.
1.8	Tender offer validity	<p>NYDA requires a validity period of (120 Business days) from closing date against this RFP, excluding the first day and including the last day. NYDA may at any time prior to the expiry of the bid validity period, extend the above validity period by 60 days written notice in the NYDA website and E-tender website, on the same terms and</p>

		<p>conditions. In that event, NYDA will not require consent from the bidders, and bidders will not be required or permitted to amend any of their proposals. However, bidders are not obliged to extend the validity period. In the case where bidders are not in agreement with the validity extension, they must inform NYDA in writing and their proposals will be considered non responsive.</p> <p>Once the adjudication body has approved the process and award of the business to the successful bidder(s), the validity of the successful bidder(s)' bid will be deemed to remain valid until a final contract.</p>
1.9	National treasury's supplier database (CSD) registration	<ul style="list-style-type: none"> • Bidders must submit proof of registration on the National Treasury's Central Supplier Database (CSD). A Tenderer that is selected as a preferred Tenderer but is not registered on the Central Supplier Database (CSD) of the National Treasury, shall not be awarded the Tender. Failure to submit such proof of registration, as requested, shall result in their tender being disqualified. • Bidders are requested to register on the National Treasury CSD and include the copy of supplier number in order to enable the institution to verify the supplier's tax status on CSD. • Registration can be completed online at www.csd.gov.za
110	Clarification on submitted information	During the evaluation of the bids, clarification may be requested in writing from bidders only for the purpose of clarifying aspects mentioned in the bid. Replies to such requests must be submitted, within two (2) working days or as otherwise indicated.
1.11	Two-Envelope System	A two-envelope system will not be followed.

D. PROCUREMENT TIMELINES

PROCUREMENT TIMELINE	DATE	TIME
RFP release date	26 April 2024	16h00
Compulsory Briefing Session	08 May 2024	10h00
Written questions of clarification – closing date	13 May 2024	16h00
Written response to all clarifications	15 May 2024	16h00
Closing date	29 May 2024	11h00
*Anticipated Completion of bid evaluations	12 July 2024	
*Anticipated letter of Award	31 July 2024	
*Commencement Date	01 November 2024	

***Indicative dates**

A. TERMS OF REFERENCE FOR THE APPOINTMENT OF TWO TRAVEL MANAGEMENT COMPANIES FOR THE PROVISION OF TRAVEL AND ACCOMODATION MANAGEMENT SERVICES TO THE NATIONAL YOUTH DEVELOPMENT AGENCY FOR A PERIOD OF THREE (3) YEARS.

1. PURPOSE OF THIS TENDER

- 1.1. The purpose of this tender is to solicit proposals from potential bidder(s) for the provision of travel and accommodation management services to the NYDA for a period of three years. This tender document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidders required by NYDA for the provision of travel and accommodation management services. This tender does not constitute an offer to do business with NYDA, but merely serves as an invitation to bidders to facilitate a requirements-based decision process. The successful bidders will be expected to share the travel and accommodation management services responsibilities.

2. 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. from 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.

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.

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

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

Management Fee is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets, etc).

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 NYDA 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 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 NYDA official, consultant or contractor travelling on official business on behalf of Government.

Travel Authorisation is the official form utilised by NYDA 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 and accommodation 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.

SBT means self-booking tool.

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.

3. INTRODUCTION AND BACKGROUND

- 3.1. NYDA currently uses a travel agency to manage the travel requisition and travel expense processes within the travel management lifecycle. The travel requisition process is currently a semi-automated process. The travel requisition is electronically captured on ERP system then goes through an electronic approval and then through to the travel and accommodation management company for travel booking.

4. TRAVEL VOLUMES

4.1. The current NYDA total volumes per annum include air travel, accommodation, car hire, conference, etc. The table below details the number of transactions for the financial year 2023/2024 as follows:

Service Category	Estimated Number of Transactions per annum
Air travel – Domestic	1382
Air Travel - Regional & International	100
Car Rental - Domestic	4000
Shuttle Services - Domestic	600
Accommodation - Domestic	2000
Accommodation - Regional & International	100
Bus/Coach bookings	60
Passenger rail - Regional & International	10
Conferences	600
After Hours	1000
GRAND TOTAL	9850

5. THE OBJECTIVE

5.1. NYDA's primary objective in issuing this tender is to enter into agreement with two (2) successful bidders who will achieve the following:

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

6. THE SCOPE OF WORK

NYDA requires that the service be rendered as follows:

6.1. Air Travel

- 6.1.1. Plan, arrange, and amend domestic and international travel bookings as per NYDA's request.
- 6.1.2. Negotiate discounts on tariffs for air travel with all available airline companies.
- 6.1.3. Negotiate maximum corporate travel rands or credits, on accumulated expenditure for air travel with all available airline companies.

6.2. Vehicle Rental

- 6.2.1. Book vehicles with car rental companies and amending any confirmed bookings if necessary as per NYDA's request.
- 6.2.2. Negotiate discounts on tariffs or reduced tariffs with all available companies.
- 6.2.3. Negotiate maximum corporate credits/points, on accumulated expenditure for vehicle rental with all available vehicle rental companies.
- 6.3. Train and Bus Travel
 - 6.3.1. Book and amend train and bus travel arrangements as per NYDA's request.
 - 6.3.2. Negotiate discounts on tariffs or reduced tariffs with all available companies.
- 6.4. Accommodation
 - 6.4.1. Plan, arrange, and amend accommodation with any hotel group, private hotel, or other available establishment, for example, guesthouses or lodges as per NYDA's request.
 - 6.4.2. Negotiate discounts on tariffs or reduced tariffs with all available hotel groups, private hotels, or other accommodation facilities.
 - 6.4.3. Negotiate maximum corporate credits/points, on accumulated expenditure for accommodation with all available accommodation facilities as per the National Treasury Instruction No. 07 of 2022/2023
- 6.5. Conference facilities and arrangements including venue management
 - 6.5.1. Plan, arrange, book, and amend conference requirements with any hotel group, private hotel, or other available establishment.
 - 6.5.2. Negotiate discounts on tariffs or reduced tariffs with all available accommodation facilities.
 - 6.5.3. Manage any venue-related logistics.
- 6.6. Shuttle Services
 - 6.6.1. Plan, arrange, book, and amend shuttle service requirements as per NYDA's request.
 - 6.6.2. Negotiate discounts on tariffs or reduced tariffs with all available suppliers.
- 6.7. 24 Hour Service related to travel and accommodation.
 - 6.7.1. The bidder must be prepared to make available the abovementioned services on a 24hour basis. The travel agent must indicate their official operating times.
- 6.8. VISA processing
 - 6.8.1 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.

6.9. Deliverables

Deliverables under this section include without limitation, the following:

- 6.9.1. The travel services will be provided to all travellers travelling on behalf of NYDA, locally and internationally. This will include employees and contractors, consultants and clients where the agreement is that NYDA is responsible for the arrangement and cost of travel.
- 6.9.2. Provide travel and accommodation management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services (17h00 – 08h00).
- 6.9.3. Familiarisation with current NYDA travel business processes.
- 6.9.4. Familiarisation with current National Treasury negotiated non-commissionable fares and rates with various airlines carriers and other service providers. Assist with further negotiations for better deals with travel service providers.
- 6.9.5. Familiarization with current NYDA Travel Policy and implementations of controls to ensure compliance.
- 6.9.6. Penalties incurred as a result 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.
- 6.9.7. Provide a facility for NYDA to update their travellers' profiles.
- 6.9.8. Manage the third-party service providers by addressing service failures and complaints against these service providers.
- 6.9.9. Consolidate all invoices from travel suppliers.
- 6.9.10. Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

6.10. Travel and Accommodation Management Companies roles and responsibilities

6.10.1. Reservations

The Travel and Accommodation Management Companies will:

- 6.10.1.1. Receive travel requests from travellers and/or 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.
- 6.10.1.2. Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.

- 6.10.1.3. Appraise 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.
- 6.10.1.4. Obtain a minimum of three (3) price quotations for all travel requests where the routing or destination permits.
- 6.10.1.5. Book the negotiated discounted fares and rates where possible.
- 6.10.1.6. 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.
- 6.10.1.7. Book parking facilities at the airports where required for the duration of the travel.
- 6.10.1.8. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- 6.10.1.9. Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- 6.10.1.10. Must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- 6.10.1.11. Advise the Traveller of all visa and inoculation requirements well in advance.
- 6.10.1.12. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- 6.10.1.13. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- 6.10.1.14. Facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
- 6.10.1.15. Note that, unless otherwise stated, all cases include domestic, regional, and international travel bookings.
- 6.10.1.16. 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.
- 6.10.1.17. Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by NYDA are non-commissionable, where commissions are earned for NYDA bookings all these commissions should be returned to NYDA on a quarterly basis.

6.10.1.18. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by NYDA.

6.10.1.19. Timeous submission of proof that services have been satisfactorily delivered (invoices) as per NYDA's instructions.

6.10. Air Travel

6.10.1. The TMC must be able to book full-service carriers as well as low-cost carriers.

6.10.2. The TMC will book the most cost-effective airfares possible for domestic travel.

6.10.3. For international flights, the airline which provides the most cost-effective and practical routings may be used.

6.10.4. The TMC should obtain three or more price comparisons where applicable to present the most cost-effective and practical routing to the Traveller.

6.10.5. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).

6.10.6. 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.

6.10.7. The TMC will also assist with the booking of charters for VIPs utilizing the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.

6.10.8. The TMC 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.

6.10.9. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.

6.10.10. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)

6.10.11. Assist with lounge access if and when required.

6.11. Accommodation

6.11.1. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.

6.11.2. The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller.

- 6.11.3. This includes planning, booking, confirming, and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with NYDA's travel policy.
- 6.11.4. NYDA travellers may only stay at accommodation establishments with which NYDA 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 NYDA.
- 6.11.5. Accommodation vouchers must be issued to all NYDA travellers for accommodation bookings and must be invoiced to NYDA as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- 6.11.6. 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.
- 6.11.7. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

6.12. Car Rental and Shuttle Services

- 6.12.1. The TMC will book the approved category vehicle in accordance with the NYDA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel, and venue).
- 6.12.2. The travel consultant should advise the traveller on the best time and location for collection and return considering the traveller's specific requirements.
- 6.12.3. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages, and accidents, etc.
- 6.12.4. For international travel the TMC may offer alternative ground transportation to the traveller that may include rail, buses, and transfers.
- 6.12.5. The TMC will book transfers in line with the NYDA travel policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.

6.12.6. The TMC should manage shuttle companies on behalf of the NYDA and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.

6.12.7. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

6.10.12. After Hours and Emergency Services

6.12.8. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.

6.12.9. A dedicated consultant/s must be available to assist VIP/Executive travellers with after hour or emergency assistance.

6.12.10. 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.

6.12.11. A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.

6.12.12. 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.

6.13. Communication

6.13.1. The TMC must be requested to conduct workshops and training sessions for travel Bookers of NYDA.

6.13.2. All enquiries must be acknowledged within an hour, investigated and prompt feedback provided within 24 hours in accordance with the Service Level Agreement.

6.13.3. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

6.14. Financial Management

6.14.1. The TMC must implement the rates negotiated by NYDA with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.

6.14.2. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices and statements to be presented to NYDA for payment within the agreed time period.

- 6.14.3. Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- 6.14.4. 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 NYDA for the services rendered.
- 6.14.5. 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.
- 6.14.6. Consolidate Travel Supplier bill-back invoices.
- 6.14.7. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to NYDA's Financial Department on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- 6.14.8. Ensure Travel Supplier accounts are settled timeously.
- 6.15. Technology, Management Information and Reporting
 - 6.15.1. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
 - 6.15.2. The implementation of an Online Booking Tool to facilitate domestic and international bookings must be considered to optimise the services and related fees.
 - 6.15.3. All management information and data input must be accurate.
 - 6.15.4. The TMC will be required to provide the NYDA 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.
 - 6.15.5. Reports must be accurate and be provided as per NYDA'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).
 - 6.15.6. NYDA may request the TMC to provide additional management reports.
 - 6.15.7. Reports must be available in an electronic format for example Microsoft Excel.

6.15.8. Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

6.15.8.1. Travel

- a) After hours' Report.
- b) Compliments and complaints.
- c) Consultant Productivity Report.
- d) Long term accommodation and car rental.
- e) Extension of business travel to include leisure.
- f) Upgrade of class of travel (air, accommodation and ground transportation);
- g) Bookings outside Travel Policy.

6.15.8.2. Finance

- a) Reconciliation of commissions/rebates or any volume driven incentives.
- b) Creditor's ageing report.
- c) Creditor's summary payments.
- d) Daily invoices.
- e) Reconciled reports for Travel Lodge card statement.
- f) No show reports.
- g) Cancellation report.
- h) Receipt delivery report.
- i) Monthly Bank Settlement Plan (BSP) Report.
- j) Refund Log.
- k) Open voucher report, and
- l) Open Age Invoice Analysis.

6.15.8.3. 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.

6.16. Account Management

6.16.1. 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.

6.16.2. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the NYDA's account.

6.16.3. The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.

- 6.16.4. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 6.16.5. Ensure that the NYDA's Travel Policy is enforced.
- 6.16.6. The Service Level Agreement (SLA) must be managed, and customer satisfaction surveys conducted to measure the performance of the TMC.
- 6.16.7. Ensure that workshop/training is provided to Travellers and/or Travel Bookers
- 6.16.8. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

6.17. Value Added Services to be provided at no cost.

The TMC may provide the following value-added services:

- 6.17.1. Destination information for regional and international destinations:
- 6.17.2. Health warnings.
- 6.17.3. Weather forecasts.
- 6.17.4. Places of interest.
- 6.17.5. Visa information.
- 6.17.6. Travel alerts.
- 6.17.7. Location of hotels and restaurants.
- 6.17.8. Information including the cost of public transport.
- 6.17.9. Rules and procedures of the airports.
- 6.17.10. Business etiquette specific to the country.
- 6.17.11. Airline baggage policy; and
- 6.17.12. Supplier updates
- 6.17.13. Electronic voucher retrieval via web and smart phones.
- 6.17.14. SMS notifications for travel confirmations.
- 6.17.15. Travel audits.
- 6.17.16. Global Travel Risk Management.
- 6.17.17. VIP services for Executives that include but is not limited to check-in support.
- 6.17.18. Emergency numbers i.e. police, hospital, ambulance, ect.

6.18. Cost Management

- 6.18.1. The National Treasury cost containment initiative and the NYDA's travel policy is establishing a basis for a cost savings culture.
- 6.18.2. 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.
- 6.18.3. 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.
- 6.18.4. 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 NYDA'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.

6.19. Quarterly and Annual Travel Reviews

- 6.19.1. Quarterly reviews are required to be presented by the travel management company on all NYDA travel activity in the previous three-month period. These reviews are comprehensive and presented to NYDA's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- 6.19.2. Annual Reviews are also required to be presented to NYDA's Senior Executives.
- 6.19.3. These travel reviews will include without limitation reporting requirements in the National Treasury Instruction 7 of 2022/23 (Cost Containment Measures related to Travel & Subsistence) may be used as minimum.

6.20. Office Management

- 6.20.1. The TMC to ensure high quality service to be delivered at all times to the NYDA's travellers. The TMCs are required to provide NYDA with highly skilled and qualified human resources of the following roles but not limited to:
 - 6.20.1.1. Account Manager
 - 6.20.1.2. Senior Travel Consultants
 - 6.20.1.3. Any other resources that will allow the Agency to perform the work effectively and efficiently (i.e. Finance Manager, System Administrator, etc.)

7. Technology – Online Self Booking Tool

Proposals should include an online booking tool that provides the minimum functionality detailed below:

- 7.1 The online booking tool must be customizable to the specific needs of the NYDA to ensure that all travel requests comply with Treasury Instructions and Travel policies.
- 7.2 The tool must employ sufficient access and intrusion security measures and must all for the assignment of specific access rights to different categories of users.
- 7.3 The tool must be able to accept a virtual credit card issued by NYDA which must be able to interface through an online interface link into NYDA's payment system, ERP. The card may be pre-loaded on the booking tool.
- 7.4 The virtual credit card issued by NYDA may be used for all online bookings and where the 3rd party does not accept a virtual credit card; the Travel Lodge card will be used as the alternate card for the online booking in some instances.
- 7.5 The tool must make provision for NYDA to add and remove cost centers and authorised approvers per cost center. NYDA will not be liable for any service rendered unless such service was approved by a duly authorised NYDA employee (it remains the responsibility of NYDA to ensure that authorizers are correctly captured on the online booking tool).
- 7.6 The tool must make provision for NYDA to create policy groups and limits for each service/sector type per policy group.
- 7.7 Traveller profiles must be created and amended online by NYDA. Traveller profiles will contain all the information normally required to travel (Full names. ID number etc.) as well as:
 - Contact information to enable the sending of SMSs and e-mails to travellers.
 - Policy group applicable to each traveller (which can only be amended by NYDA administrators)
- 7.8 The tool must employ approval escalation flows (to be added/amended online by NYDA) for each cost center as well as for out-of-policy approvals.
- 7.9 The tool must require the uploading of supporting documentation before a booking is sent for approval (based on policy group settings).
- 7.10 All local travel (airline tickets, accommodation, car rental, point-to-point transfers, and parking facilities at airports), can be booked, approved, and amended online. The TMC may not charge a consultant service fee in cases where the online booking tool does not make provision for the booking or amendment of these local services/sectors.
- 7.11 The following information must be available and visible to the booker and approvers when making an online booking:

Service/sector types	Required Information
Flights	<ul style="list-style-type: none"> • Departure/arrival destinations • Scheduled departure and arrival dates / times • Travel Class (First, Business, Economy) • Fare category (Y, Q, K etc.) • Fare (fully inclusive of all charges) • Change / cancellation penalties • Whether flight is in or out of policy (based on policy group to which traveller is assigned)

	<ul style="list-style-type: none"> • The TMC fee that will be charged for the sector
Accommodation	<ul style="list-style-type: none"> • Detailed location (street address and GPS coordinates) • Establishment type (Hotel, B&B, guest house etc.) • Quoted rate (inclusive of all discounts and tourism levy) • Type of rate - Room only, Bed and Breakfast, Dinner bed and Breakfast, full board • Cancellation rules/penalties • Whether the rate is in or out of policy (based on the policy group to which traveller is assigned) • The TMC fee that will be charged for the sector
Rental cars	<ul style="list-style-type: none"> • Group (e.g. EDMR, EDAR) • Cancellation rules/penalties • Whether the group is in or out of policy (based on the policy group to which traveller is assigned) • The TMC fee that will be charged for the sector
Point-to-point transfer	<ul style="list-style-type: none"> • Group (standard/luxury / VIP etc.) • Rate • Cancellation rules/penalties • Whether the group is in or out of policy (based on the policy group to which traveller is assigned) • The TMC fee that will be charged for the sector

8. PROPOSAL REQUIREMENTS

The technical Proposal must be clear and concise, comprehensive, and directly address the specifics of the proposed scope of work. The Service Provider will, in combination with their description of services and Key Team Members' resumes, demonstrate their experience in providing similar services on existing and prior assignments.

8.1 Company profile

8.1.1 The service provider must provide a company profile stating areas of corporate capabilities, services offered, and experience including details of the complete range of services offered as per those stipulated in the scope of work. The bidder must provide an organogram of the company detailing the company structure and responsibilities.

8.2. Company experience

8.2.1. The Service Provider should clearly state its skills and experience in a manner that demonstrates its capability to complete the service required. The Service Provider must provide at least Five (5) signed contactable reference letters on letterhead from existing/previous clients (**within the past 5 years from different clients**) who are of a similar size to the NYDA whom we may contact for references. The reference letter must include the company name, contact name, address, phone number, duration of the contract, the value of the travel expenditure, a brief description of the services that you provided, and the level of satisfaction.

8.3. Key Team Members

- 8.3.1. The service provider must provide detailed CVs of the proposed Account Manager and Senior Travel Consultant assigned to this project. The CV should include a Travel and Tourism Diploma or Hospitality Management qualification (NQF level 6) and a minimum of 4 years' experience related to travel and accommodation services.
- 8.3.2. Approach to the replacement of personnel when NYDA is dissatisfied with the performance of an individual assigned by the Service Provider.

8.4. Approach and Methodology

The approach and methodology should detail the Bidder/s understanding of the scope of work and outline the proposed approach/methodology. It should explain why the approach and methodology are appropriate to achieving the scope of work as well as the objectives of TOR. This section should also set out any other matters that might affect the achievement of the assignment. The approach and methodology should cover the following activities:

- 8.4.1. A detailed transition plan for implementing the service without service interruptions and engaging with the incumbent service provider to ensure a smooth transition.
- 8.4.2. Provision of the following information on reservations:
 - 8.4.2.1. Manage all reservations and bookings - Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); car rental; flights etc. This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirements, confirmation numbers, and additional proof of competency.
 - 8.4.2.2. Manage group bookings - Describe your capabilities for handling group bookings (e.g. for meetings, conferences, events, etc.). Please specify if these bookings would be done by the TMC or outsourced.
 - 8.4.2.3. Directly negotiated rates - Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by NYDA are non-commissionable, where commissions are earned for NYDA bookings, all these commissions should be returned to NYDA on a quarterly basis.
 - 8.4.2.4. Describe how these specific rates will be secured. Describe any automated tools that will be used to assist with the maintenance and processing of the said negotiated rates.
 - 8.4.2.5. Manage airline reservations - Describe in detail the process of booking the most cost-effective and practical routing for the traveller. This will include, without limitation, the refund process and how you manage the unused non-refundable airline tickets, your ability to secure special airline services

for the traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities, etc.

8.4.2.6. After-hours and emergency services - The bidder must have the capacity to provide reliable and consistent after-hours and emergency support to the traveller (s). Please provide details/ Standard Operating Procedure of your after-hour support e.g.

- a) how it is accessed by Travellers,
- b) where it is located, centralized/regionalized, in-country (owned)/outsourced etc.
- c) is it available 24/7/365?
- d) Reminders to NYDA to process purchase orders within 24 hours to reduce queries on invoices.

8.4.3. Provision of information on Communication

8.4.3.1. Describe how you will ensure that travel bookers are informed of the travel booking processes.

8.4.3.2. Describe your communication process where the traveller, travel coordinator/booker, and travel management company will be linked in one smooth continuous workflow

8.4.4. Provision of information on Financial Management

8.4.4.1. Describe how you will implement the negotiated rates and maximum allowable rates established either by the NYDA or the National Treasury.

8.4.4.2. Describe how you will manage the 30-day bill-back account facility.

8.4.4.3. Describe how pre-payments will be handled where it is required for smaller Bed & Breakfast /Guest House facilities.

8.4.4.4. Describe how invoicing will be handled, including the process of rectifying discrepancies between purchase orders and invoices, supporting documentation, reconciliation of transactions and the timely provision of invoices to NYDA.

8.4.5. Provision of information on Technology, management information and reporting

8.4.5.1. Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT), or Self-Booking tool (SBT).

8.4.5.2. Describe how travel consultants' access and book web airfares i.e. non-GDS inventories (low-cost carriers/ consolidators), and hotel web rates.

8.4.5.3. Describe how you will manage data and management information such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellations, traveller behaviour, transaction-level data, etc.

- 8.4.5.4. Give actual examples of standard reports that you currently have available. Give an indication if reports can be customised.
- 8.4.5.5. Provide a description of all technology and reporting products proposed for NYDA.
- 8.4.5.6. Can the TMC comply with the NYDA's monthly reporting requirement as prescribed by National Treasury? See Monthly Reporting Template Prescribed by National Treasury Instruction No 7 of 2022/23.
- 8.4.6. Provision of information on Account Management
 - 8.4.6.1. Provide the proposed Account Management structure / organogram.
 - 8.4.6.2. Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service.
 - 8.4.6.3. Describe how queries, requests, changes and cancellations will be handled. What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues. Complaint handling procedure must be submitted.
 - 8.4.6.4. What is in place to ensure that the NYDA's travel Policy is enforced.
 - 8.4.6.5. How will you manage the service levels in the SLA and how will you go about doing customer satisfaction surveys?
 - 8.4.6.6. Indicate what workshops/training will be provided to Travellers and /or Travel Bookers.

9. Provision of information on Cost Management

- 9.1. Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results?
- 9.2. Describe how you will assist the NYDA to realize cost savings on annual travel spend.
- 9.3. Provision of information on Quarterly and annual travel reviews
- 9.4. Provide a sample of a Quarterly and Annual review used for performance management during the life cycle of the contract.

10. Provision of information on Office Management

- 10.1. Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements, and bill back workflow.
- 10.2. Describe the roles and responsibilities of assigned staff. Please provide the management hierarchy.
- 10.3. Describe the type of training provided to travel agency personnel.

10.4. Describe the forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes, etc.

11. Service Standards

11.1. Outline the service standards that NYDA can expect to receive for the following services:

- 11.1.1. Air Travel
- 11.1.2. Vehicle rental
- 11.1.3. Train and Bus Travel
- 11.1.4. Accommodation
- 11.1.5. Conference facilities and arrangements including venue management.
- 11.1.6. Shuttle Services
- 11.1.7. Visa processing
- 11.1.8. 24-Hour Service related to travel and accommodation.
- 11.1.9. Communicating confirmation of bookings/notices to travelers.

12. SUBMISSION REQUIREMENTS

Description of the Submission:

APPOINTMENT OF TWO TRAVEL MANAGEMENT COMPANIES FOR THE PROVISION OF TRAVEL AND ACCOMMODATION MANAGEMENT SERVICES TO THE NATIONAL YOUTH DEVELOPMENT AGENCY FOR A PERIOD OF THREE (3) YEARS: RFP2024/3/NYDA

- 12.1. Submissions that are faxed, sent via telex, and/ or electronic mail delivery will not be accepted.
- 12.2. All submissions received by NYDA will become the property of the NYDA and will not be returned to the respondent.
- 12.3. The submissions must be inserted into the TENDER BOX available at the Reception area of NYDA Head Office, Tsietshi Mashinini House, 54 Maxwell Drive Woodmead, Johannesburg. Woodmead North Office Park, Block A, NYDA Building between 08h00 am and 17h00 pm weekdays.
- 12.4. Unsuccessful submissions will be informed in writing when the process is concluded.
- 12.5. A submission will be considered late if received after the specified date and time.
- 12.6. Respondents are therefore strongly advised to ensure that submissions are despatched allowing enough time for any unforeseen events that delay the delivery of the submission.

13. Enquiries/Communication

13.1. Contact person for any enquiries with regards to the tender submission should be **addressed to:** Mr. Mlungisi Xulu - Supply Chain Management Unit Email: tenders@nyda.gov.za

- All clarifications or enquiries must be made in writing and received by the NYDA on or before 7 May 2024.
- Telephonic requests for clarification will not be accepted.

14. SUBMISSION EVALUATION/ADJUDICATION

The tender will be evaluated in four (4) phases:

- 14.1. Compliance/eligibility.
- 14.2. Technical/Functionality.
- 14.3. Online Self Booking Tool presentation
- 14.4. Pricing and specific goals

15. COMPLIANCE/ELIGIBILITY EVALUATION

Bidders who do not meet the requirements below will be immediately disqualified.

NO	DESCRIPTION
1.	A proof of registration as a vendor on the National Treasury Central Supply Database (CSD), which can be found at https://secure.csd.gov.za/ in compliance with National Treasury compliance paragraph 4.2 with instruction note 4a of 2016/2017
2.	A proof that the bidder is in good standing with SARS. Such information will be verified through Central Supply Database (CSD) or using SARS e-filing pin in National Treasury compliance with instruction note 9 of 2017/2018 prior to the award of the bid.
3.	SBD1 – fully completed Invitation to bid.
4.	SBD 4 - A fully completed and duly signed disclosure form. Should a conflict of interest be declared or identified, the bid would be declared non- responsive. NB Bidder must ensure all pages are complete and all questions answered, and to indicate not applicable (N/A) where appropriate.
5.	One original hardcopy version must be the original submission, and a softcopy/electronic version in PDF-Format digital copied versions of the original in a USB.
6.	The bidder's attendance of the compulsory briefing session.
7.	Bidders are required to submit their International Air Transport Association (IATA) license/ certificate (certified copy)
8.	Proof of registration with ASATA (Association of South Africa Travel Agency or any other professional travel body.
9.	Proof of an online self-booking tool in a form of portfolio of evidence with report pictures and the name of the system

16. TECHNICAL/FUNCTIONALITY EVALUATION

The evaluation of functionality of the proposals will be evaluated as per the criteria contained in the table below:

Category	Sub criteria	Total score	Score	Form of Evidence
Experience of service provider in the Domestic and international Travel and accommodation Management Services to institutions of the same or similar size. The signed letters on the client's letterhead must include: a brief description of the services that you provided, client name, contact name, address, phone number, and duration of contract and the level of satisfaction.				
This criterion covers experience in domestic and international travel and accommodation management services.	More than 5 years of experience	10	10	Signed positive testimonial letters on the client's letterhead with contact details
	2 to 5 years of experience		5	
	Less than 2 years of experience		0	
Provision of at least Five (5) signed positive testimonial letters from existing/previous clients (within past 5 years) which are of a similar size to the NYDA whom we may contact for references. The signed letters must include: a brief description of the services that you provided, client name, contact name, address, phone number, and duration of contract, and the level of satisfaction.				
This criterion covers positive testimonial letters from current or previous clients within the previous 5 years	Five positive testimonial letters	20	20	Signed Positive testimonial letters on the client letter head with contact details
	Four positive testimonial letters		15	
	Three positive testimonial letters		10	
	No or two testimonial letters provided		0	
Proposed Key Team Members with domestic and international travel experience in Travel Management Services				
Account Manager NB: No points will be allocated to an Account Manager without international travel experience and NQF level 6 qualification.	More than 5 years' experience as Account Manager	10	10	Detailed CV of the Account Manager with domestic and international travel experience and proof qualification
	3 to 5 years' experience as an Account Manager		5	
	Less than 3 years of experience		0	
Senior Travel Consultant NB: No points will be	More than 5 years' experience as Senior Travel Agent	10	10	Detailed CV of the Senior Travel Consultant

Category	Sub criteria	Total score	Score	Form of Evidence
allocated to Senior Travel Consultant without domestic and international travel experience and NQF Level 6 qualification	3 to 5 years' experience as a Senior Travel Consultant		5	with domestic and international travel experience and proof of qualification
	Less than 3 years of experience		0	
Preferential points for Youth employment				
Youth Travel Consultants. NB: The above proposed youth must be employed for the duration of the contract.	Two or more detailed CV for youth travel consultants	10	10	detailed CV for youth travel consultants
	One detailed CV for youth travel consultant		5	
	No detailed CV for youth travel consultants		0	
Methodology and Approach. No points will be allocated when activities as per the proposal requirements, item number 7 above are not fully covered.				
This sub-criterion should cover the detailed transition plan for implementing the service without service interruptions.	A detailed transition plan with mitigation process to avoid interruptions as per 8.4.1	5	5	Methodology and approach detailing transition plan
	No detailed transition plan with mitigation process		0	
This criterion covers how all reservations and bookings will be managed	Detailed process on how all reservations and booking will be managed as per 8.4.2 above	5	5	Methodology and approach detailing reservations and bookings plan
	No detailed process or process does not cover how all reservations and booking will be managed as per 8.4.2 above		0	
This criterion covers how communication process will be managed	Detailed communication process that covers all the activities under item 8.4.3 above	5	5	Methodology and approach detailing reservations and bookings plan
	No detailed communication process or communication process does not cover all the activities as per 8.4.3 above		0	
This criterion covers how Financial Management	Detailed financial management process that covers all the activities in 8.4.4 above	5	5	Methodology and approach detailing reservations

Category	Sub criteria	Total score	Score	Form of Evidence
process will be managed	No detailed Financial Management process or Financial Management process does not cover all the activities as per 8.4.4 above		0	and bookings plan
This criterion covers how Technology, Management information and reporting process will be managed.	Detailed Technology, management information and reporting process that covers all the activities in 8.4.5 above	5	5	Methodology and approach detailing reservations and bookings plan
	No detailed Technology, management information and reporting or Technology, management information and reporting process does not cover all the activities as per 8.4.5 above		0	
This criterion covers the Account Management plan	Detailed account management process that covers all the activities in 8.4.6 above	5	5	Methodology and approach detailing reservations and bookings plan
	No detailed Account management process or Account management process does not cover all the activities as per 8.4.6 above		0	
This criterion covers Cost Management plan	Detailed Cost Management process that covers all the activities in 8.4.8 above	5	5	Methodology and approach detailing Cost Management plan
	No detailed Cost Management process or cost management process does not cover all the activities as per 8.4.8 above		0	
This sub-criterion covers Quarterly and annual travel reviews	Provide a sample of a Quarterly and Annual review used for performance management during the life cycle of the contract as per 8.4.9	5	5	Methodology and approach detailing Quarterly and annual travel reviews
	No sample of a Quarterly and Annual review provided as per 8.4.9		0	
Total points		100		

NB: Any proposal not meeting a minimum threshold of 70 points on functionality will not be considered further.

17. Online Self Booking Tool presentation.

17.1. NYDA will require presentations from short-listed bidders as part of the bid process to assess the following:

#	Evaluation Criteria	Points
1	All local travel airline tickets, can be booked, approved, and amended online	20
2	All local travel accommodation can be booked, approved, and amended online.	20
3	All local travel car rental can be booked, approved, and amended online.	20
4	all online bookings cater for virtual credit card issued by NYDA will be used for and/or the Travel Lodge card as the alternate card for the online booking in some instances	10
5	The tool must make provision for NYDA to add and remove cost centers and authorised approvers per cost center	10
6	The bidder's willingness to customise online booking tool to the specific needs of the NYDA to ensure that all travel requests comply with Treasury Instructions and Travel policies	20

Any proposal not meeting a minimum threshold of 60 points on presentation will not be considered further.

18. Price and specific goals evaluation using 90/10 system

18.1. Price Schedule and Model

Bidders must provide the transaction cost per service rendered. The fees indicated below are the expected service fees to be charged for the differential services offered by a travel and accommodation management service providers. Bidders should provide the fee to be charged per booking. All fees provided must be VAT inclusive.

SERVICE	SERVICE FEE INCLUSIVE OF VAT (A)
Air Travel - International)	R
Air Travel – Regional	R
Air Travel – Domestic	R
Air Travel – International (Re-Issue)	R
Air Travel – Regional (Re-Issue)	R
Air Travel – Domestic (Re-Issue)	R
Refunds – Air International	R
Refunds – Air Regional	R
Refunds – Air Domestic	R
Car Rental – International	R
Car Rental – Regional	R
Car Rental – Domestic	R

SERVICE	SERVICE FEE INCLUSIVE OF VAT (A)
Transfer/Shuttles – International	R
Transfer/Shuttles – Regional	R
Transfer/Shuttles – Domestic	R
Accommodation – International	R
Accommodation – Regional	R
Accommodation – Domestic	R
Bus/Coach Bookings	R
Train Bookings	R
Cancellations	R
Change to Bookings	R
Visa Assistance (Provision of documents and advice)	R
Initial setup/customisation of online booking tool	R
After Hour Services	R
CONFERENCE BOOKINGS TRANSACTION FEE (percentage fee of the total invoice inclusive of VAT) ** (estimated at R10 000 for bidding purposes, meaning the service fee will R10k multiplied by the proposed conference booking fee percentage) % **R
TOTAL AMOUNT INCLUSIVE OF VAT	R

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.

18.2. Volume driven incentives and price instruction

- 18.2.1. Bidder must price according to the price schedule provided;
- 18.2.2. Schedule must be completed in non-erasable ink and the use of correction fluid/tape is not permitted;
- 18.2.3. All prices quoted will remain firm for the first twelve (12) months, after anniversary date, the estimated price increase and percentage for remaining years will be determined by Consumer Price Index (CPI) or negotiated with the successful bidder.
- 18.2.4. Prices tendered must be valid for 120 days
- 18.2.5. Pricing should include VAT and must be in South African Rand.

- 18.2.6. The total fee will be used to apply Price and specific goals assessment. However, the total project cost will be determined by actual transaction costs
- 18.2.7. It is important for bidders to note the following when determining the pricing:
- a) National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers;
 - b) An open book policy will apply and any commissions earned through the NYDA volumes will be reimbursed to NYDA.

18.3. SPECIAL CONDITION

- 18.3.1. NYDA reserves the right to withdraw or amend terms of reference/specifications by notice in writing by advertising in the media in which the tender was originally advertised prior to the closing date.
- 18.3.2. NYDA reserves the right not to award any of the tenders submitted.
- 18.3.3. The cost of preparing the tenders will not be reimbursed.
- 18.3.4. Shortlisted bidders will be invited for presentations.
- 18.3.5. Successful bidder will be required to sign a confidentiality/non-disclosure agreement.
- 18.3.6. NYDA reserves the right NOT to appoint any Service Provider or to withdraw this request for bids.
- 18.3.7. NYDA reserves the right to withdraw the awarding of the bid if the organisation and the successful bidder are unable to agree on the terms and conditions of a lease agreement within 60 calendar days of the awarding of this bid.
- 18.3.8. All contracts entered into by the organisation are subject to the attached general conditions of contract.
- 18.3.9. Any plans to prepare the premises to be fully legally compliant must be submitted as part of the required returnable documentation.
- 18.3.10. The successful bidder/ landlord must be prepared to execute the fit-out of the premises as a turnkey solution as per designs and specifications prepared by its Professional team as instructed by NYDA.

18.4. REASONS FOR REJECTION

- 18.4.1. NYDA reserves the right to contact references during the evaluation and adjudication process. Any effort by a bidder to influence the evaluation, comparison or award decisions in any manner, may result in rejection of the quote/proposal concerned.

- 18.4.2. Bidders shall not contact NYDA on any matter pertaining to the tender from the time the tender is closed to the time the tender has been adjudicated. The results of all tenders will be published by the NYDA in the municipality website. Any effort by a tenderer to influence the tender evaluation, tender comparisons, or tender award decisions in any matter, may result in rejection of the bidder concerned.
- 18.4.3. Bidders shall not contact NYDA on any matter pertaining to the tender from the time the tender is closed to the time the tender has been adjudicated. The results of all tenders will be published by the NYDA in the municipality website. Any effort by a tenderer to influence the tender evaluation, tender comparisons, or tender award decisions in any matter, may result in rejection of the bidder concerned.
- 18.4.4. The NYDA shall reject a submission if the bidder has committed a proven fraud and/or corrupt act in competing for a particular contract.
- 18.4.5. NYDA may disregard the bid of any Tenderer if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.

18.5. REVIEW PEOCESS

- 18.5.1. In order to evaluate and adjudicate bids effectively, it is imperative that bidders submit responsive bids. To ensure a bid will be regarded as responsive it is imperative to comply with all conditions pertaining to the bid and to complete all the mandatory fields and questionnaires.
- 18.5.2. Documents submitted on time by bidders shall not be returned and shall remain the property of the NYDA.
- 18.5.3. All bids duly lodged will be evaluated in accordance with the evaluation criteria.
- 18.5.4. NYDA will require presentations from short-listed bidders as part of the bid process.
- 18.5.5. All tenders duly lodged as per the submission requirements will be evaluated in accordance with the stipulated evaluation criteria.

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 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:

.....

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.

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 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

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.

**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.

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	90
SPECIFIC GOALS	10
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 90/10 PREFERENCE POINT SYSTEMS

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

90/10

$$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

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 90 points is allocated for price on the following basis:

90/10

$$P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$$

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 allocated (90/10 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)
At least 51% owned by black people that are youth	04	
At least 51% owned by black people that are woman	03	
At least 51% owned by black people that are disabled	03	

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:

H. ANNEXURE A

GOVERNMENT PROCUREMENT

GENERAL CONDITIONS OF CONTRACT

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.

TABLE OF CLAUSES

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
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33. National Industrial Participation Programme (NIPP)

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 anything 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) 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 fulfilment 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 cancelling 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 for default 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 antidumping 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 wilful 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 (NIP) Programme

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.

General Conditions of Contract (revised February 2008)