

REQUEST FOR PROPOSAL

REF NO: RFP 16/2018

**DESCRIPTION: PROVISION OF TRAVEL MANAGEMENT AND
RELATED SERVICES**

DATE ISSUED: 9 MARCH 2018

CLOSING DATE: 28 MARCH 2018, 11H00

TENDER BOX:
570 FEHRSEN STREET
BROOKLYN BRIDGE
GROUND FLOOR, LINTON HOUSE
BROOKLYN, PRETORIA

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1. GLOSSARY OF TERMS/ ACRONYMS

Acronym	Description
TMC	Travel Management Company
RFP	Request for Proposal
SAP ERP	The system used by SARS for Enterprise Resource Planning
SARS	South African Revenue Service
GDS	Global Distribution System
OBT	Online Booking Tool
OOC	Office of the Commissioner
EXCO	Executive Committee
IATA	International Air Travel Association
ASATA	Association of Southern Africa Travel Agents
SMME	Small Micro Medium Enterprises

2. INTRODUCTION

The South African Revenue Service (SARS) is uniquely placed to contribute to government's plan of action to address socio-economic growth and development, poverty alleviation and job creation. Through the vital role of providing the revenue to fund the full spectrum of initiatives, plans, programmes and strategies of national and provincial government departments, SARS plays a crucial enabling role for government delivery.

3. OVERVIEW OF SARS

Our Mandate

In terms of the South African Revenue Service Act (No. 34 of 1997), SARS is mandated to:

- Collect all revenues due;
- Ensure maximum compliance with tax and customs legislation; and
- Provide a customs service that will maximise revenue collection, protect our borders and facilitate trade.

Our Vision

SARS is an innovative revenue and customs agency that enhances economic growth and social development, and that supports the country's integration into the global economy in a way that benefits all South Africans.

Our Mission

To optimise revenue yield, to facilitate trade and to enlist new tax contributors by promoting awareness of the obligation to comply with tax and customs laws, and to provide a quality, responsive service to the public.

Our Values

- Integrity
- Fairness
- Respect
- Trust
- Honesty
- Accountability
- Transparency

Our Core Outcomes

- Increased customs compliance
- Increased tax compliance
- Increased ease and fairness of doing business with SARS
- Increased cost effectiveness, internal efficiency and institutional respectability.

4. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

The purpose of this Request for Proposal (RFP) is to solicit proposals from potential Travel Management Companies (TMC) herewith referred to as “Bidders” with **International Air Travel Association (IATA)** and **Association of Southern Africa Travel Agents (ASATA)** accreditations and a **minimum of BEE level 2** for the provision of travel management and related services to SARS.

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by SARS for the provision of travel management services.

This RFP does not constitute an offer to do business with SARS, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

5. LEGISLATIVE FRAMEWORK OF THE BID

5.1. TAX LEGISLATION

Bidder(s) must be compliant when submitting a proposal to SARS and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991)

5.2. PROCUREMENT LEGISLATION

SARS has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

5.3. TECHNICAL LEGISLATIONS AND/OR STANDARDS

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

6. BRIEFING SESSION

A non-compulsory briefing session will be held at Brooklyn Bridge, Linton House, 570 Fehrsen Street, Brooklyn, Pretoria, on 13 March 2018, 14h00 to clarify to bidder(s) the scope and extent of work to be executed.

7. TIMELINE OF THE BID PROCESS

The project timeframes of this bid are set out below:

Activity	Date Due
Advertisement of bid on Government tender bulletin & e-tender	9 March 2018
Distribution of bid documents on the SARS website	9 March 2018
Non compulsory briefing session	13 March 2018, 14h00
Questions relating to bid from bidder(s)	9 March to 21 March 2018
Bid closing date	28 March 2018, 11H00
Notice to bidder(s)*	May/June 2018

* Dates subject to change

All dates and times in this bid are South African standard time.

Any time or date in this bid is subject to change at SARS's discretion. The establishment of a time or date in this bid does not create an obligation on the part of SARS to take any action, or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if SARS extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

The validity period of this bid is 180 working days.

8. CONTACT

A nominated official of the bidder(s) can make enquiries in writing, to the specified person, Ms Vuyokazi Ntshinga (Procurement Tender Office) via email tenderoffice@sars.gov.za and copy rft-professionalservices@sars.gov.za. Bidder(s) must reduce all telephonic enquiries to writing and send to the above email address.

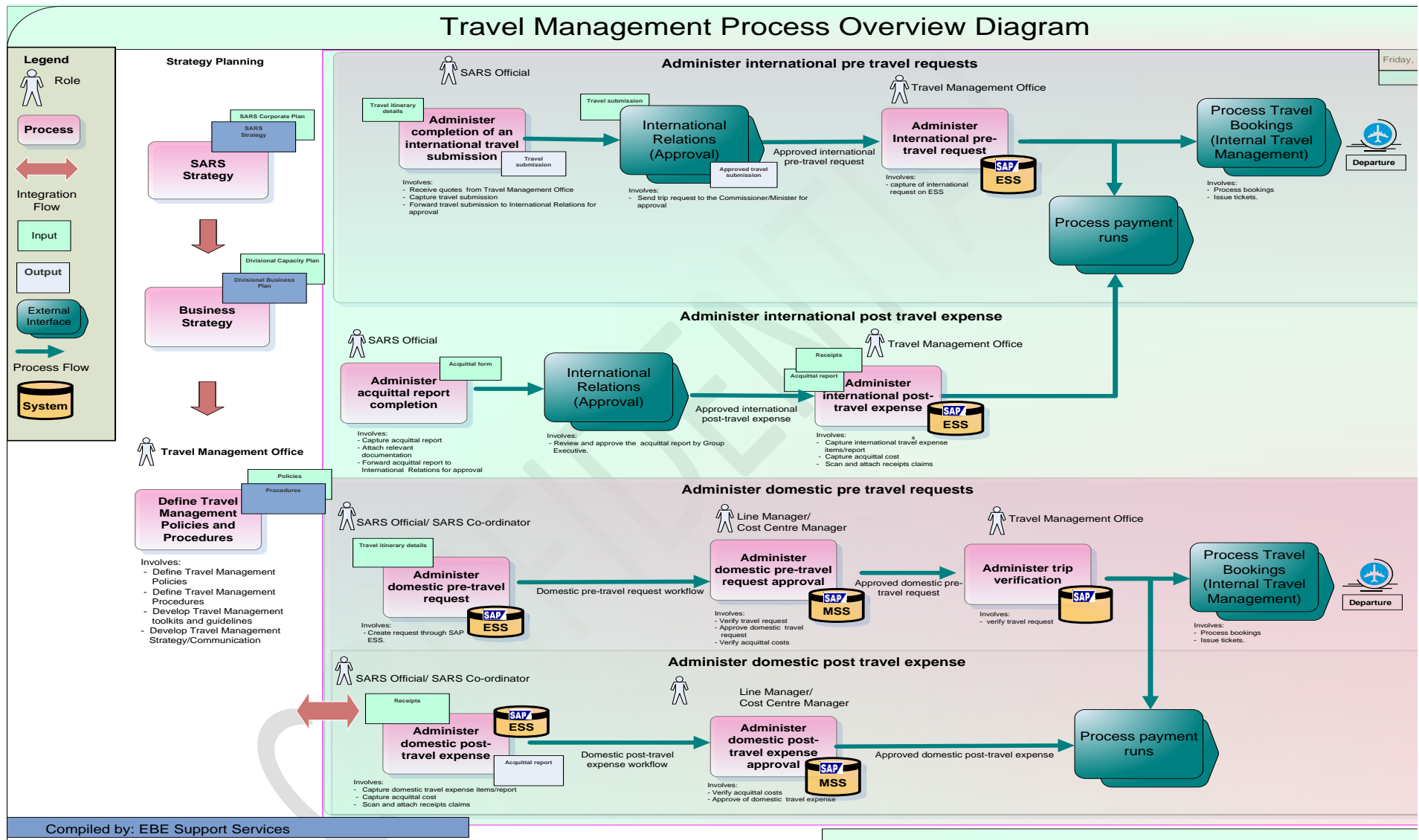
9. SCOPE OF WORK and TECHNICAL REQUIREMENTS

9.1. BACKGROUND

SARS currently uses SAP Travel management 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 manually captured on forms that go through a manual authorisation approval procedure and are then forwarded to the SARS travel co-ordinator. The SARS travel co-ordinator captures the requisition into SAP which goes through an approval workflow process and then through to the TMC for travel booking.

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

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



9.2. SARS TRAVEL VOLUMES

The current SARS total volumes per annum include air travel, accommodation, car hire, forex, etc.

The table below details the number of transactions for the past three (3) Financial Years:

Table 9A: April 2017 – March 2018 (10 months' actuals then annualised)

Travel Statistics Apr 17 - Mar 18			
Service/Category	Transactions	Bed Nights	Car Days
After Hours	840		
Air Travel – Domestic (single sector)	24 463		
Air Travel – Regional (return)	25		
Air Travel – International (return)	313		
Car rental	6 976		23 213
Accommodation	26 077	83 468	
Bus tickets and coach booking	74		
Transfers/shuttle	9 658		
Forex (1 x VIP traveller only)	5		
Parking	257		
Visa applications	36		
Insurance letters for international travel	338		
Grand Total	69 062	83 468	23 213
Total VIP Transactions (incl. in above totals)	737	180	318
After-Hours VIP Transactions (incl. in above totals)	75		

Table 9B: April 2016 - March 2017 (Actuals)

Travel Statistics Apr 16 - Mar 17			
Service/Category	Transactions	Bed Nights	Car Days
After Hours	693		
Air Travel – Domestic (single sector)	26 132		
Air Travel – Regional (return)	61		
Air Travel – International (return)	179		
Car rental	8 147		33 157
Accommodation	28 353	76 473	
Bus tickets and coach booking	64		
Transfers/shuttle	11 320		
Forex (1 x VIP traveller only)	6		
Parking	350		
Visa applications	20		
Insurance letters for international travel	179		
Grand Total	75 504	76 473	33 157
Total VIP Transactions (incl. in above totals)	883	166	370
After-Hours VIP Transactions (incl. in above totals)	72		

totals)	
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Table 9C: April 2015 - March 2016 (Actuals)

Travel Statistics Apr 15 - Mar 16			
Service/Category	Transactions	Bed Nights	Car Days
After Hours	782		
Air Travel – Domestic (single sector)	30 943		
Air Travel – Regional (return)	84		
Air Travel – International (return)	324		
Car rental	9 661		24 313
Accommodation	32 728	98 274	
Bus tickets and coach booking	39		
Transfers/shuttle	11 745		
Forex (1 x VIP traveller only)	5		
Parking	449		
Visa applications	33		
Insurance letters for international travel	324		
Grand Total	87 117	98 274	24 313
Total VIP Transactions (incl. in above totals)	677	129	181
After-Hours VIP Transactions (incl. in above totals)	69		

Note: The figures are meant for illustration purpose to assist the bidder to prepare their proposal.

9.3. SCOPE OF WORK

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

9.3.1. BOOKING SERVICES

9.3.1.1. Reservations

- All bookings will be expected to comply with the SARS travel policy, National Treasury cost containment measures and the agreed Service Level Agreement (SLA).
- All bookings must be made through preferred suppliers unless additional suppliers are required to be sourced in the specific area in which case the bidder will recommend or source suitable suppliers.
- Three (3) quotes must be obtained for all travel requests.
- The bidder must have an in-depth understanding of all destination points and advise the travellers accordingly of proposed routes for all travel should the need arise. The successful bidder must be in a position to offer advice and alternative plans for consideration to the traveller(s) covering the accommodation, air travel, car hire as well as anything else related to the proposed travel.
- Arrange and process changes to bookings.
- Unless otherwise stated, all cases include domestic, regional and international travel bookings.

- g. The bidder must submit all necessary travel documents to traveller immediately once issued.

9.3.1.2. Air travel

- a. The bidder must be able to book low cost carriers
- b. Only IATA accredited airlines must be used.
- c. Airline tickets must include the applicable airline agreement number, as well as the individual loyalty programme number of the traveller.
- d. Book airline tickets
 - i. A minimum of three (3) quotes must be obtained for all travel requests. Where three (3) quotes cannot be obtained approval must be sought from SARS.
 - ii. The airline which provides the most cost effective pricing or the lowest logical fare routing must be proposed to SARS at all times.
 - iii. Airline tickets and other travel documents must be delivered electronically to the travellers as soon as it has been issued.
 - iv. The bidder must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustment for any changes in flight, schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- e. The bidder must conclude Corporate Travel Agreements with airlines where there are no agreements between the airlines and National Treasury. The credits earned by SARS will be used at SARS's discretion.
- f. All air travel must be billed against the SARS lodge card.
- g. Book parking facilities at the airports where necessary for the duration of the travel.

9.3.1.3. Accommodation

- a. All accommodation bookings must be made with an establishment that is located as close as possible to the venue or office or location or destination of the traveller. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or bed & breakfast). Refer to the **(Annexure D)** for the list of accommodation areas booked.
- b. Bidder will source suitable accommodation bearing in mind the safety and accessibility for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by SARS.
- c. Any commissions earned by the bidder for SARS bookings on non-negotiated rates must be returned to SARS on a quarterly basis.
- d. Accommodation vouchers must be issued to all SARS travellers for accommodation bookings and must be invoiced to SARS monthly. Such invoices must be supported by a copy of the original accommodation charges.

9.3.1.4. Car/shuttle hire and coach bookings

Bidder must book car/shuttle hire and make coach bookings for SARS travellers.

9.3.1.5. Foreign exchange

Foreign exchange (forex) purchase and/or repurchase requests must be facilitated by the bidder.

9.3.1.6. Visa applications

Bidder must familiarise themselves with the visa requirements for official, diplomatic and personal passports and process applications on behalf of SARS travellers.

The relevant visa and health information must be provided to the traveller as soon as there is an awareness the traveller will be going to any country where these are a requirement.

9.3.1.7. VIP client services, including:

- a. Personalised service to the Office of the Commissioner (OOC), offices of the Executive Committee (EXCO), including but not limited to:
 - Dedicated VIP consultant to service the Commissioner, physical security official and support staff and additional dedicated VIP consultant to service EXCO and other VIP travellers, their physical security officials and support staff. Where time permits, the consultant may assist with other bidder responsibilities.
 - The VIP consultants must provide the following services, including but not limited to:
 - Online check-in for all flights.
 - E-mail confirmation from all international accommodation service providers for traveller-specific requirements.
 - Pre-trip and post-trip debriefings. Where-ever traveller schedules permit.
 - Assistance with recommendation and enrolments for loyalty programmes memberships.

9.3.1.8. After hours and emergency services

- a. Dedicated and exclusive after-hours assistance for VIP travellers (Offices of the Commissioner, EXCO and any other VIP travellers including their physical security officials and support staff / Refer to 9.3.1.7.) must be provided.
- b. VIP consultants must be equipped with laptop, wi-fi/3G modem and mobile phone.
- c. The bidder must provide after hours or emergency assistance at a local facility. A call centre facility should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to. This requirement must accommodate world time

differences. When required by SARS, the bidder must be able to perform all travel management and related services after hours.

- d. The after-hours assistance staff must be able to send emails, and/or sms's to communicate travel arrangements to the traveller and make external telephone calls to both domestic and international destinations.
- e. SARS's official hours for the travel management office are from 07:30 to 17:00. After hours services must be provided from:
 - Monday to Friday: 17:01 to 07:29.
 - Saturday, Sunday and Public Holidays: 24hours.

9.3.1.9. Efficient communication

- a. Ensure sound communication with all stakeholders, i.e. travellers, travel suppliers and the SARS Travel Management Office. It must be able to link the business traveller, travel co-ordinator and travel manager in one smooth continuous workflow.
- b. Bidder, together with SARS, to have quarterly supplier meetings as well as monthly strategic and senior management meetings with SARS.

9.3.1.10. Manage billing

- a. Implement and manage negotiated rates with travel suppliers.
- b. Enable savings on total annual travel expenditure and provide proof of same at monthly and quarterly reviews.
- c. Manage travel supplier accounts.
- d. Manage the processing of airline refunds.
- e. SARS utilises a wide variety of accommodation establishments country-wide. **(Annexure D)** The bidder will be required to offer a 30-day account (bill-back) facility at as many of these establishments as possible in the event virtual card payments are not possible. Bill back, refers to the supplier sending the bill back to the bidder, who, in turn, invoices SARS for the services rendered. Where pre-payments are required for smaller bed & breakfast / guest house facilities, these will be processed by the bidder. These are occasionally required at short notice and even for same day bookings. Ensure travel supplier accounts are settled within 30-days or bi-weekly for Small Micro Medium Enterprises (SMME) suppliers.
- f. Manage the bill-back process for all travel service providers (i.e. accommodation, car hire and shuttle companies). Submit bill-back report, hard copy and a separate electronic version. **(Annexure F6)**
- g. International accommodation and transfer pre-payments must to be processed, time permitting.

- h. Consolidate SARS lodge card expenses and submit hard copy and a separate electronic version.
(Annexure F1)

9.3.2. DATA MANAGEMENT AND INFORMATION PROVISION

- a. Provide password-protected access to SARS to extract live real-time data from the bidder system at any given time.
- b. Provide a single consolidated information source for all travel related expenses with automated reporting tools. Issue reports to Finance on a weekly basis, showing daily invoicing. **(Annexure F2)**

Integration of travel costs into corporate financial and management accounting systems must be possible.

- c. Monthly reports to be provided for the following and not limited to:

i. Travel

- After hours compliments and complaints
- Long term accommodation and car hire
- Productivity report (consultants)
- Regional & international quotes
- Cost containment (exception reporting)
- Monthly strategic group and divisional dashboards. **(Annexure F5)**

ii. Data extracts

- Monthly data extract. **(Annexure F3)**
- Monthly raw data. **(Annexure F4)**

iii. Finance

- Commissions reconciliation
- Creditor's ageing analysis Lodge card **(Annexure F6)**
- No show
- Land arrangements **(Annexure F6)**
- Airline cancellations and refunds

iv. Weekly Report

- Commissioner's report OOC, EXCO and other VIP travellers including their physical security officials and support staff travel activities.

9.3.3. QUARTERLY AND ANNUAL TRAVEL REVIEWS

- a. Quarterly reviews are required to be presented by the bidder on all SARS travel activities in the previous three-month period. These reviews are comprehensive and presented to SARS' Procurement, Finance and SARS Travel Office management teams as part of the performance management reviews based on the service levels.
- b. Annual reviews are required to be presented to SARS senior management.

9.3.4. OTHER SERVICES

The bidder must provide the following services:

- a. Destination advice on, including but not limited to:
 - health warnings
 - weather of the respective destination
 - places of interest
 - cost and information of commuting on public transport
 - location of accommodation
 - rules and procedures of airports and/ or the foreign countries
 - travel alerts
 - supplier and product updates
- b. Electronic voucher retrieval via web & smart phones
- c. System-generated SMS notifications for travel confirmations
- d. Global Travel Risk Management detailed plan, including but not limited to:
 - Risk assessment
 - Evacuation processes
 - Traveller tracking

The bidder may propose additional value added services for consideration at no cost to SARS.

9.3.5. ON-SITE FACILITIES

SARS will provide the bidder with the following facilities on the terms and conditions negotiated upon by both parties:

- a. Office space
- b. Office furniture (desk, chair, credenza per person)
- c. Telephones & network infrastructure
- d. Tea/coffee making facilities

9.3.6. ONLINE TRAVEL SOLUTION OWNED AND/OR MANAGED BY BIDDER

The bidder is required to demonstrate experience and willingness to supply access to SARS for the implementation and/or utilisation of an online solution. All related costs must be specified in the pricing sheet.

9.3.6.1. Electronic booking system

SARS is considering implementing an Online Booking Tool (OBT) where employees can request and book their official business trips online. The booking information must allow for integration into the SAP financial system to allow analysis of trip data (including authorisation and payment).

The functionality that would support SARS employee online travel booking requirements includes but is not limited to:

- a. Tight integration with SAP
- b. Profile creation for all travellers
- c. Live travel reservations for (point to point)
- d. Apply all corporate agreed airline discounts on flight bookings
- e. Provide live car hire reservations and apply corporate rates
- f. Provide live accommodation reservations and apply corporate rates
- g. Provide online shuttle reservations and apply corporate rates
- h. Name change, route change, and flight change functionality
- i. Provide booking cancellation facility for employees and refund functionality for back office
- j. Enforce travel policy and detect 'out of policy' activities
- k. Provide monthly report and / or raw data for the back office
- l. Direct integration in the backend to at least one of the following Global Distribution System (GDS) systems: Travelport, Amadeus or Sabre or fully independent end-to-end solution, including fulfilment
- m. Workflow approval with flexibility to build in approver routing options
- n. Data synchronization with travel agency
- o. Workflow functionality must include both e-mail and sms confirmation capabilities

SARS reserves the right not to implement the electronic booking system.

9.4. PRICING MODEL

The pricing model is based on fixed monthly management fees applicable to day to day operational & finance activities and variable costs for after-hours support services. The day to day operations will be rendered on-site and finance support services will be off-site. Bidders must refer to **(Annexure B)** for detailed pricing schedule.

9.5. POST TENDER AWARD

Ensure that within six (6) weeks from the date of award, the bidder is operational to render the services.

9.3 SARS TECHNICAL EVALUATION CRITERIA

Bidders are required to respond to the technical criteria. Refer to **(Annexure A1)** for detailed information.

9.6. TECHNICAL COMPLIANCE CHECKLIST

Bidder(s) must complete and submit the technical compliance checklist as outlined in **(Annexure A2)**

9.7. CENTRAL SUPPLIER DATABASE (CSD) REGISTRATION

Service providers and suppliers who wish to render services to SARS will no longer register at SARS directly. Suppliers will have to register on the National Treasury Central Supplier Database (CSD) as per National Circular No. 4A of 2016/2017– Central Supplier Database.

National Treasury will maintain the database for all suppliers for Government and its institutions; and all existing and prospective suppliers are requested to register on the CSD by accessing the National Treasury website at www.CSD.gov.za.

10. INSTRUCTIONS TO BIDDER(S)

Bids must be properly packaged and deposited in the below mentioned tender box on or before the closing date and before the closing time at the Tender Submission Office situated at:

SARS Procurement Department
Brooklyn Bridge
Linton House - Ground floor
570 Fehrsen Street
Brooklyn, Pretoria

Bid documents may also be posted to The Tender Office - SARS Procurement Department, Linton House, 570 Fehrsen Street, Brooklyn Bridge, Brooklyn, Pretoria, 0181.

Bid documents will only be considered if received by SARS before the closing date and time, regardless of the method used to send or deliver such documents to SARS.

Late bids will not be accepted and shall be returned to bidder(s).

The bidder(s) are required to submit two (2) copies of each file (original and duplicate) and one (1) CD-ROM with content of each file by the closing date and time. Each file and CD-ROM must be marked correctly and sealed separately for ease of reference during the evaluation process. Furthermore, the file and information in the CD-ROM must be labelled and submitted in the following format:

ARCH LEVER FILE 1	
DOCUMENTS (Prequalification, Technical Response, supporting documents & SLA)	
Exhibit 1	<ul style="list-style-type: none"> Pre-qualification documents
Exhibit 2	<ul style="list-style-type: none"> Valid IATA Accreditation certificate and/ or valid ID Card Number Valid ASATA Membership certificate and/or valid Membership Number <p>Refer to paragraph 11.2 Table 11B for more information</p>
Exhibit 3	<ul style="list-style-type: none"> Technical Responses - Annexure A1 Bidder Compliance Checklist for Technical evaluation – Annexure A2 Supporting documents for technical responses. References/testimonials
Exhibit 4	<ul style="list-style-type: none"> Company profile Supplementary information
Exhibit 5	<ul style="list-style-type: none"> General Conditions of Contract (GCC) & Draft Service Agreement – Annexure C Draft Service Levels – Annexure E
FILE 2	
DOCUMENTS (Price, BEE & Financial Statements)	
Exhibit 1	

FILE 2

DOCUMENTS (Price, BEE & Financial Statements)

Exhibit 1

- BBBEE Certificate or Sworn valid B-BBEE certificate or sworn affidavit

Refer to paragraph 11 for more information

Exhibit 2

- Pricing Schedule – **Annexure B**

Exhibit 3

- Three (3) years audited/reviewed financial statements

11. EVALUATION AND SELECTION CRITERIA

SARS has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder.

The minimum standards consist of the following:

- **Pre-Qualification Criteria (Gate 0)** – Bidder(s) must submit all Documents as outlined in paragraph 11.1 below.
- **Technical Evaluation Criteria (Gate 1)** – Bidder(s) are required to achieve a minimum of 160 points out of 200 points to proceed to Gate 2 for Price and BEE. The process for technical evaluations is outlined in paragraph 11.2.
- **Price and BEE evaluation (Gate 2)** – Bidder(s) will be evaluated out of 100 points for Price and BEE as outlined in paragraph 11.3.
- **Financial Statement analysis** – Bidder(s) are required to submit a complete set of audited/reviewed annual financial statements (Statement of Financial Performance, Statement of Financial Position, Statement of changes in Net Assets, Cash Flow Statement and Notes to the Financial Statements) in the name of the bidding entity for 3 years. Financial Statement analysis will only be conducted on the qualifying bidder(s). Entities trading for less than 3 (three) financial periods, should provide reasons in a letter signed by a duly

authorised individual of the entity. All documentation to support the reasons of the entity trading for less than three financial periods should accompany this submission.

In the case of a Joint Venture (JV), the separate annual financial statements of all the entities forming part of the JV should be submitted. A copy of the JV legal agreement detailing the percentage ownership of each entity should also be included in the submission.

11.1 PRE-QUALIFICATION CRITERIA – GATE 0

Without limiting the generality of SARS's other critical requirements for this bid, bidder(s) must submit the documents listed in **Table 11A** below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). The bidder(s) proposal may be disqualified for non-submission of any of the documents.

Table 11A: Documents that must be submitted for Pre-qualification

Name of the document that must be submitted	Non-submission may result in disqualification
Invitation to bid – SBD 1	YES – Complete and sign the supplied pro forma document.
Central Supplier Database System Registration Report from National Treasury	YES – Bidders must register on the Central Supplier Database system and submit the report as confirmation of registration. The successful Bidder will be expected to be registered on CSD before contracting.
Annexure B: Pricing Template	YES – Submit full details of the pricing proposal to SARS in Annexure B.
Declaration of Interest – SBD 4	YES – Complete and sign the supplied pro forma document. Where the bidder is a subsidiary of another company or is owned by a Trust, the bidder should disclose the same and complete (Annexure G) .
Preference Point Claim Form - SBD 6.1	NO – Complete and sign the supplied pro forma document. Non submission will result in the bidder scoring 0 for BEE.
Declaration of bidder's Past Supply Chain Management Practices – SBD 8	YES – Complete and sign the supplied pro forma document.
Certificate of Independent bid Determination – SBD 9	YES – Complete and sign the supplied pro forma document.

SARS' Oath of Secrecy	YES – Each recommended consultant to complete and sign the supplied pro forma document in the presence of a Commissioner of Oaths and initial every page.
General Conditions of Contract (GCC)	YES – Sign the supplied GCC.
Supplier cost and risk assessment questionnaire	YES – Complete and sign the supplied pro forma document.
Bidder Compliance Checklist Form for Technical Evaluation (Annexure A2)	NO – Complete to assist with ease of reference during evaluation.
Audited/reviewed annual financial statements in the name of the bidding entity Refer to 11.4.	YES – Please submit.

Table 11B: Mandatory Requirements

Mandatory requirement	
Valid IATA Accreditation AND Valid ASATA Membership	<p>SARS will verify the validity of accreditation/membership of each bidder with the respective accreditation bodies. SARS reserves the right to request additional information from bidders to validate accreditation/membership.</p> <p>Invalid and non-verifiable accreditation/membership will lead to disqualification.</p> <p>Bidders may submit proof of a valid accreditation / membership for IATA and ASATA in either one of the following format:</p> <ul style="list-style-type: none"> • Certificate; or • Accreditation/Membership number and professional body on letter head of the bidding entity.
Minimum B-BBEE status level 2	<p>Submit a valid B-BBEE Status Level Verification Certificate or sworn affidavit (whichever applicable according to SBD 6.1) with a minimum B-BBEE status level 2.</p> <p>Failure to submit a valid B-BBEE certificate or sworn affidavit with the required minimum B-BBEE status will result in disqualification.</p>

11.2 TECHNICAL EVALUATION (GATE 1) = 240 POINTS

Only bidder(s) that have met the Pre-Qualification Criteria in (Gate 0) will be evaluated in Gate 1 for functionality. Bidder(s) will be evaluated out of 240 points and must achieve a minimum / threshold of 180 out of 240 points for the Desktop technical evaluation and Presentation in order to proceed to the next Gate.

The bidder(s)' technical proposal will be scored according to the following points system:

Functionality	Maximum Points	Threshold
Desktop Evaluation (Annexure A1, numbers 1-5)	150	180
Presentation (Annexure A1, number 6)	90	

11.3 PRICE AND BBBEE EVALUATION (GATE 2) (80 + 20) = 100 POINTS

11.3.1. Price Evaluation (80 points)

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

Where

P_s = Points scored for price of bid under consideration

P_t = Rand value of bid under consideration

P_{\min} = Rand value of lowest acceptable bid

11.3.2. BBBEE Evaluation (20 points)

Table 11C: BEE Points allocation and required documents

Adjudication Criteria	Points
A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1) and a B-BBEE certificate.	20

The checklist below indicates the B-BBEE documents that must be submitted for this bid. Failure to submit the required documents will result in bidder(s) scoring zero (0) for B-BBEE.

No.	Classification	Turnover	Submission Requirement
1.	Exempted Micro Enterprise (EME)	Below R10 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by the Independent Regulatory Board for Auditors ("IRBA") or a letter from an Accounting Officer as contemplated in the CCA.
2.	Qualifying Small Enterprise (QSE)	Between R10 million and R50 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by the IRBA. A sworn affidavit.
3.	Large Enterprise (LE)	Above R50 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by the IRBA.

Failure on the part of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS), or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

Bidders who do not claim preference points will be scored zero for BEE but cannot be excluded from the tender process.

Use and acceptance of Sworn Affidavits

SARS reserves the right to request that bidders submit proof of their black ownership and turnover information, in support of their sworn affidavits.

Joint Ventures (JVs) and Consortiums

A Trust, Consortium or Joint Venture, will qualify for points for their B-BBEE status level as a legal entity, provided that each of the entity(ies) submits their B-BBEE status level certificate.

A Trust, Consortium or Joint Venture will qualify for points for their B-BBEE status level as unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

Tertiary Institutions and Public Entities

Tertiary Institutions and Public Entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

- Regulation 12 – Subcontracting after award of tender
 - (1) A person awarded a contract may only enter into a subcontracting arrangement with the approval of the organ of state.
 - (2) A person awarded a contract in relation to a designated sector, may not subcontract in such a manner that the local production and content of the overall value of the contract is reduced to below the stipulated minimum threshold.
 - (3) A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an Exempted Micro Enterprise that has the capability and ability to execute the sub-contract.

- **Proof of Existence: Joint Ventures and/or Sub-Contracting**

Bidders must submit concrete proof of the existence of joint ventures and/or sub-contracting arrangements. SARS will accept signed agreements as acceptable proof of the existence of a joint venture and/or sub-contracting arrangement.

The joint venture and/or sub-contracting agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or sub-contracting party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or sub-contracting arrangement.

11.4 FINANCIAL STATEMENTS

Bidders are required to submit complete sets of audited or reviewed annual financial statements for the three (3) most recent financial periods in the name of the bidding entity. The financial statement analysis will be conducted on the shortlisted bidders.

- The annual financial statements must contain:
 - Statement of Financial Performance;
 - Statement of Financial Position;
 - Cash Flow Statement;
 - Statement of changes in Net Assets; and
 - Notes to the Financial Statements.
- Entities which are trading for less than three (3) financial periods should provide:
 - A letter detailing that fact, signed by a duly authorised representative of the entity; and
 - Any other information or documentation which would provide more clarity on the financial history of the bidder.
- In the event that the subsidiary is the bidding entity and submits the financial statements of the holding company for financial evaluation purposes, the holding company must furnish a Performance Guarantee that is signed by a duly authorised representative of the entity.
- In the event of the bid being in the form of a JV, the following is required:
 - Annual financial statements of the JV; and
 - A JV legal agreement detailing the percentage ownership of each entity.

SARS reserves the right to request further information with regards to the annual financial statements of a bidder at a later stage.

12. AGREEMENTS

12.1. GENERAL CONDITIONS OF CONTRACT

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

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

12.2. DURATION OF CONTRACT

The successful bidder will be appointed for a period of sixty (60) months

12.3. SERVICES AGREEMENT

- a. Upon award, SARS and the successful bidder will conclude a supplementary agreement regulating the specific terms and conditions applicable to the services being procured by SARS, more or less in the format of the draft SLA included in this tender pack.
- b. SARS reserves the right to vary the proposed terms and conditions of the draft SLA during the course of negotiations with a bidder by amending or adding thereto (including for purposes of better giving effect to the objectives in clause 2).
- c. Bidder(s) are requested to:
 - Comment on the terms and conditions set out in the SLA and where necessary, make proposals to the terms and conditions;
 - Each comment and/or amendment must be explained; and,
 - All changes and/or amendments to the SLA must be in an easily identifiable colour font and tracked for ease of reference.

12.4. SPECIAL CONDITIONS OF THIS BID

SARS reserves the right:

- a. Not to award or cancel this tender at any time and shall not be bound to accept the lowest or any Bid.
- b. To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- c. To accept part of a tender rather than the whole tender.
- d. To carry out site inspections and/or request for presentations at the bidder's site, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.
- e. To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.
- f. To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred Bidder(s) have been notified of their status as such.
- g. Conduct Financial Statement analysis only on the recommended bidder after completion of the pricing and BEE evaluation stage. In this regard bidder are referred to paragraph 11 in terms of which bidder are required to submit completed sets of audited/reviewed annual financial statements for 3 (three) periods, in the name of the bidding entity. (Submission of none or less than the required periods should be accompanied by a letter of explanation);
- h. To award a tender based on which bidder is offering the best value for money, even if such tender is not the lowest priced tender.
- i. Not to award the tender to the bidder whose financial statements are not in order.

12.5. SARS REQUIRES BIDDER(S) TO DECLARE

In the bidder's technical response, bidder(s) are required to declare the following:

- a. List the names of the key individuals i.e. representative of the bidder(s) that will act on behalf of the bidder(s) if successful in this bid.
- b. Confirm that the bidder(s) is to: –
 - i. Act honestly, fairly, and with due skill, care and diligence, in the interests of SARS;

- ii. Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- iii. Act with circumspection and treat SARS fairly in a situation of conflicting interests;
- iv. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- v. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with SARS;
- vi. Avoidance of fraudulent and misleading advertising, canvassing and marketing;
- vii. To conduct their business activities with transparency and consistently uphold the interests and needs of SARS as a client before any other consideration; and
- viii. To ensure that any information acquired by the bidder(s) from SARS will not be used or disclosed unless the written consent of the client has been obtained to do so.

12.6. CONFLICT OF INTEREST, CORRUPTION AND FRAUD

SARS reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of SARS or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")

- a. engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- b. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- c. makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SARS's officers, directors, employees, advisors or other representatives;
- d. makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- e. accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit

in relation to procurement or services provided or to be provided to a Government Entity;

- f. pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- g. has in the past engaged in any matter referred to above; or
- h. has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

12.7. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

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

It follows therefore that misrepresentations in a tender may give rise to service termination and a claim by SARS against the bidder notwithstanding the conclusion of the SLA between SARS and the bidder for the provision of the Service in question.

12.8. PREPARATION COSTS

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

12.9. INDEMNITY

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

12.10. INSURANCE

The bidder must have and maintain the requisite insurance not less than the value of the contract, to cover its liabilities and obligations.

12.11. PRECEDENCE

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

12.12. LIMITATION OF LIABILITY

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

12.13. TAX COMPLIANCE

No tender shall be awarded to a bidder who is not tax compliant. SARS reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to SARS. SARS further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract. The bidder will be required to submit the tax clearance upon expiry of the TCC.

12.14. NATIONAL TREASURY

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

12.15. GOVERNING LAW

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

12.16. RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL

A bidder is responsible for ensuring that its, personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid and in particular the provisions of paragraph 11.13 below. In the event that SARS allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and SARS will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

12.17. CONFIDENTIALITY

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

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

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

No confidential information relating to the process of evaluating or adjudicating tenders or appointing a bidder will be disclosed to a bidder or any other person not officially involved with such process.

12.18. SARS PROPRIETARY INFORMATION

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

13. ANNEXURE A1 – TECHNICAL EVALUATION TECHNICAL SCORECARD

DESKTOP TECHNICAL EVALUATION CRITERIA

#	Bidders are required to submit their detailed response to the information required in this section.	Weight	Reference
1	Experience of the bidder	10	
1.1	<p>Provide the testimonials/ reference letters from three (3) contactable existing/recent clients (within past 3 years) which are of a similar size to SARS whom we may contact for references.</p> <p>The identified reference should complete Annexure G and authenticate it with a company stamp or transfer the information onto their companies' letterhead.</p>	10	
2	Services	100	
2.1	<p>Manage all reservations/ bookings</p> <p>Describe how all travel reservations/ bookings will be handled e.g. air travel, accommodation, car/shuttle hire, etc.</p>	20	
2.2	<p>Manage all refunds and non-refundable airline-tickets</p> <p>Describe in detail the refund process and how the unused non-refundable airline tickets will be managed.</p>	10	
2.3	<p>Provide additional airline services</p> <p>Indicate ability to secure special airline services for traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities etc.</p>	5	
2.4	<p>Manage/ arrange a complex itinerary in a cost effective manner</p> <p>Provide an example of a detailed complex itinerary confirmation that includes air travel, accommodation, car/shuttle hire, passport requirements, confirmation numbers and more as proof of competency.</p> <p>Provide detailed information on ability to guarantee lowest fares for complex international itineraries. Must provide one consolidated itinerary with all applicable services per trip.</p>	10	
2.5	<p>Effectively manage invoicing</p> <p>Describe how invoicing processes for rate management, potential</p>	15	

#	Bidders are required to submit their detailed response to the information required in this section.	Weight	Reference
	duplicate invoices and outstanding open voucher invoices will be handled		
2.6	Lodge Card Reconciliation Describe the credit card reconciliation process, timing and deliverables.	10	
2.7	Effective handling of queries and complaints resolution Describe the queries and complaints resolution process.	5	
2.8	After-hours and emergency services a. Provide details of support services for the VIP travellers b. Provide details of support services for other SARS travellers	10	
2.9	Provide details of the disaster recovery plan in the event of power failure, technical difficulties or resource unavailability.	5	
2.10	Provide details of how international hotel bookings can be settled on behalf of the traveller and SARS	10	
3	Office Management	20	
3.1	a. Provide job descriptions of the assigned staff. - Branch manager operations - Strategic account manager (or a dual role with Branch Manager Operations) - Senior consultant - Intermediate consultant - Junior consultant b. Provide the management organogram. c. Describe the type of training provided to bidder staff.	5	
3.2	Describe the resource forecasting process employed for staff operations in response to volume changes owing to increased business requirements such as project-related volumes. Any cost implications should be specified in the (Annexure B) .	5	
3.3	The bidder must ensure seamless setup and implementation of the account. Provide a detailed project plan for implementing the travel management services. The plan must include but are not limited to timelines, roles and responsibilities and dependencies.	10	

#	Bidders are required to submit their detailed response to the information required in this section.	Weight	Reference
4	Systems	10	
4.1	Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT). If more than one system is used, indicate the % split in transactions.	5	
4.2	Describe how SARS's data privacy interests will be safeguarded.	5	
5	Performance Management and Review	10	
5.1.	Provide a sample of the quarterly review used for performance management during the life cycle of the contract.	10	
	SUBTOTAL:	150	

PRESENTATION EVALUATION CRITERIA

6	Bidders will be evaluated based on the criteria in this section for the presentation. The date for the presentation will be communicated to the bidders.	Weight	Reference
	<p>a. Brief company profile. (5)</p> <p>b. Cost saving strategy - Describe and provide examples of cost savings initiatives implemented and achieved at previous clients. Indicate what items were targeted for maximum cost savings results.(15)</p> <p>c. SARS will provide practical scenarios on the day of presentation. Half an hour preparation time will be allowed prior presentation. (50)</p> <p>d. System demonstration including booking, cancelation, example invoice and available reporting. (20)</p> <p>Q&A on technical submission.</p>		

	SUBTOTAL:	90	
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14. ANNEXURE A2 – TECHNICAL COMPLIANCE CHECKLIST
15. ANNEXURE B – PRICING SCHEDULE
16. ANNEXURE C – DRAFT SERVICE LEVEL AGREEMENT
17. ANNEXURE D – SARS ACCOMMODATION FOOTPRINT
18. ANNEXURE E – SERVICE LEVEL AGREEMENT
19. ANNEXURE F – SAMPLES OF SARS REPORTS TEMPLATES , incl. ANNEXURES F1-F6
20. ANNEXURE G – CLIENT REFERENCE & SERVICE SATISFACTION TEMPLATE

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