



BID-PAC/TRAVEL/2019

TERMS OF REFERENCE

APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY (TMC) TO RENDER TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF 36 MONTHS (3 YEARS).

1. OBJECTIVE

To appoint a TMC to manage all travel, accommodation, car hire and conferencing services.

2. PRE-QUALIFICATION CRITERIA

A tender must meet the following pre-qualifying criteria to be an acceptable tender:

- (a) B-BBEE status level 1 – 3 contributor;
- (b) EME or QSE;
- (c) Registration with IATA and ASATA (attach proof of registration);
- (d) Registration on the Central Supplier Database.

3. OPERATING PROCEDURE

The appointed TMC will be expected, as a minimum, to operate as follows:

- 3.1 Quotations submitted to PACOFS must stipulate the services as per Request for Quotation, e.g. Flights, Accommodation, car hire and service fees;
- 3.2 Upon receipt of an approved purchase order:
 - 3.2.1 Facilitate the request for reservation/s with relevant service providers and forward tickets, vouchers to the official who forwarded the request.
 - 3.2.2 Give feedback to users with regard to bookings, necessary changes, suggested alternative routes/service providers, suggested/possible cost savings and other related issues.
 - 3.2.3 In the case of a request for amendment, obtain approval from the delegated official to authorise the amendment and/or after hours/ emergency bookings.
 - 3.2.4 In the case of foreign travel, assist with the arrangement of passports, visas, foreign exchange, travellers' cheques, any other convenient mean of funding available, e-tickets and other essentials needed for traveling.

- 3.5 Submit invoices with proof that the required services have been rendered and/or used and include the third party invoice.
- 3.6 Every invoice must bear PACOFS order number to be deemed valid.
- 3.7 The service provider must supply PACOFS with monthly statements, accompanied by the individual invoices according to service rendered.
- 3.8 The travel agency must provide efficient, trained, capable competent and dedicated personnel and an account manager to perform the required services.
- 3.9 The successful travel agency will be required to conduct continuous workshops and / or information sessions to PACOFS employees.
- 3.10 The successful bidder will be expected to enter into a Service Level Agreement (SLA). Bidders are requested to attach their proposed draft SLA.

4. SCOPE OF WORK

4.1 Air Travel

- Planning, arranging, amending and payment of all air travel bookings.
- Negotiating discounts on standard tariffs for air travel with all available airline companies.
- Negotiating discounted rates and additional incentives for air travel with contracted airlines or credits on accumulated expenditure for air travel with all available airline companies.
- Two way flight tickets will be flexible for departure and return flights.
- One – way flight ticket will be non-flexible for departure.

4.2 Shuttle services

- Planning, arranging, booking and amending shuttle service requirements with any contracted company rendering a shuttle and / or chauffeur services.
- Negotiating discounts on standard tariffs with all available suppliers or other concerns.

4.3 Accommodation

- Planning bookings, amending and paying domestic / international accommodation with any hotel group, private hotel or other available establishment, for example guesthouse or boarding-house where such a requirement is referred to the TMC and the cost is within National Treasury's approved threshold.
- Negotiating discounts on standard tariffs with all available hotel groups, private guesthouses, lodges.

4.4 Venue hire for Conference facilities and workshop packages

- As and when required, PACOFS will request the TMC to arrange venues for meetings and workshops within and outside the Free State province.

4.5 After hours service

- The appointed TMC must be able to provide a 24 hours service to accommodate after hours arrangements.

4.6 Amendment to air travel arrangements

In case of changes occurring to the original travel arrangements, the officials who made the booking are to liaise with the TMC to amend the arrangements, **provided that such changes are confirmed in writing.**

The TMC must ensure, in cases whereby officials can't make it for flights due to unforeseen circumstances that air tickets and accommodation are cancelled or arrange that the services can be utilised at another time.

If a payment had been made and an invoice had already been submitted to PACOFS, a credit note will be passed. In the event of cancellation fees being levied, the TMC is to invoice PACOFS accordingly.

Cancellation fees will be processed by PACOFS and correctly documented on the invoice.

5. UNUSED TICKETS/ VOUCHERS AND REFUNDS

The TMC shall notify PACOFS of unused tickets/vouchers, no shows and refunds for all return tickets immediately when such incidents occur.

6. PERFORMANCE EVALUATION AND REVIEW

- 6.1 The TMC shall, on a monthly basis, meet with the delegated official/s of PACOFS to discuss issues of mutual concern, to review the travel agent's performance and to discuss improvements which the travel agent or PACOFS should make in order to achieve a more effective travel management service and greater savings.
- 6.2 The TMC must provide monthly travel reports to PACOFS. Supply Chain Management.
- 6.3 The TMC shall also discuss travel updates and other travel matters with PACOFS.
- 6.4 The TMC must immediately make PACOFS aware of major industry changes, which may have a broad impact on its travel policy or procedures.

7. DURATION

The TMC will be appointed for a period of **36 months** (three years), subject to satisfactory quarterly performance reviews.

8. BIDDING PROCESS REQUIREMENTS

The bidders are required to provide the following documentation as dictated by the Procurement of Professional Services system. Failure to provide all the required documentation will result in immediate disqualification of the bidder.

- 8.1 Covering letter
- 8.2 Terms of Reference
- 8.3 Invitation to bid SBD 1
- 8.4 Declaration of Interest SBD 4
- 8.5 Preference certificate SBD 6.1
- 8.6 Declaration of Bidders past SCM Practices SBD 8
- 8.7 Certificate of Independent Bid Determination SBD 9
- 8.8 Valid accredited B - BBEE certificate
- 8.9 IATA and ASATA licences
- 8.10 Service fees structure - Annexure A - total amount for the 3years must be added on the SBD 1.

9. OUT CLAUSE

PACOFSS reserves the right not to proceed with the appointment and it will not be held responsible for the cost of the bidders' submissions. No cessions will be accepted.

10. VALIDITY PERIOD

Bids must be valid for a 90 day period.

11. SUBMISSION

Proposals should be submitted in a sealed envelope marked: **BID-PAC/TRAVEL/2019**.

Proposals must be deposited in the bid box located at the main entrance of PACOFSS,
12 First Avenue, Westdene,
Bloemfontein.

or proposals can be posted to:
PACOFSS
P. O Box 1292
Bloemfontein 9300.

12. CLOSING DATE

The closing date for hand delivered or courier documents submission is on the **13th September 2019 at 11h00**.

Please note: No late submissions will be considered.

13. ENQUIRIES

For more information please contact Lynette on 051 - 4477771 ext. 2234 or at lynette@pacofs.co.za

ANNEXURE A: SERVICE FEES PRICING STRUCTURE

NOTE: All the blocks MUST be completed. Failure to complete ALL the blocks will disqualify your bid.

| Service type | Transaction Fee – Year 1 | Transaction Fee – Year 2 | Transaction Fee – Year 3 | Total |
|--|---------------------------------|---------------------------------|---------------------------------|--------------|
| Air ticket | | | | |
| Air Ticket Issuing Fee : Domestic | | | | |
| Air Ticket Issuing Fee : International | | | | |
| Re-Issue of Air Ticket : Domestic | | | | |
| Re-Issue of Air Ticket : International | | | | |
| Cancellation of Reservation : Domestic | | | | |
| Cancellation of Reservation : International | | | | |
| Air Ticket Refund : Domestic | | | | |
| Air Ticket Refund : International | | | | |
| Accommodation | | | | |
| Reservation Accommodation, Domestic | | | | |
| Reservation Accommodation, International | | | | |
| Cancellation of Reservation: Domestic | | | | |
| Cancellation of Reservation: International | | | | |
| Combined Service | | | | |
| Air Ticket, Accommodation, & Car Rental : Domestic | | | | |
| Air Ticket, Accommodation, & Car Rental : International | | | | |
| Air Ticket, Accommodation, & Shuttle services: Domestic | | | | |
| Air Ticket, Accommodation, & Shuttle services: International | | | | |
| Accommodation & Air Ticket : Domestic | | | | |
| Accommodation & Air | | | | |

| | | | | |
|---|--|--|--|--|
| Ticket : International | | | | |
| Accommodation & Car Rental : Domestic | | | | |
| Car hire | | | | |
| Reservation Domestic | | | | |
| Shuttle Service Per Booking : Domestic | | | | |
| Shuttle Service Per Booking : International | | | | |
| Other services | | | | |
| Executive Car Parking | | | | |
| Conference/ Group | | | | |
| Visa/ Passport Assistance | | | | |
| After hour service | | | | |
| TOTAL | | | | |

THE ABOVE SERVICE FEES MUST BE PER PERSON, PER TRANSACTION, INCLUDING VAT AND THIRD PARTY FEES.

ANNEXURE B: EVALUATION CRITERIA

80/20 preferential point system will be used, of which 80 points are for price and 20 points for BBBEE contribution. To reach this stage, the bidder must obtain at least **75 points** out of the possible 100 points for functionality outlined on the table below.

Functionality evaluation

Bids must meet the minimum eligibility criteria in respect of functionality of 75 points out of 100 points.

Any bid that does not meet the minimum eligibility threshold will be automatically disqualified.

Presentations: Prior to the award of the contract, PACOFS reserves the right to invite eligible TMCs to make presentations. Information provided during the presentations will form part of the functionality evaluation process.

The functionality criteria together with the maximum points to be awarded are set out below:

| Number | Evaluation criteria | Guidelines for criteria application | Weight |
|--------|--|---|------------|
| 1 | The ability and flexibility to provide the required travel services | <p>An indication of the timeframe for proposed reservations to be held with participating transfer vendors, participating accommodation vendors, participating road transport vendors, Domestic mainline carriers, Domestic low cost carriers whilst a travel booking is pending approval without losing initial bookings and incurring further costs for PACOFS</p> <p>Indication of how a bill back facility will be supported by the travel agent</p> <p>The ability of the travel agent to work with tight time frames and turnaround times.</p> <p>Address the above in the Work Plan</p> | 20 |
| 2 | Demonstrable capabilities of the team who will undertake the project. | <p>Experience, qualifications and skills composition.</p> <p>Provide abridged CV's of the team to be assigned to PACOFS account.</p> <p>Provide the certified copies of qualifications or training of the team to be assigned to PACOFS account.</p> | 20 |
| 3 | Travel management implementation methodology | <p>Address, among other things, the following in the Work Plan:</p> <ul style="list-style-type: none"> • Implementation methodology to include <ul style="list-style-type: none"> - How the work will be managed; - Process and work flows; - How the TMC will deal with crisis management; etc. | 10 |
| 4 | Evidence of track record in similar assignments undertaken | Provide contactable appointment letters, contracts, etc. to demonstrate track record and contactable references. | 25 |
| 5 | National Treasury Cost Containment Measures for Travel and Accommodation | Provide a detailed Implementation Plan of the Cost Containment Measures as set out in the National Treasury Instruction No. 04 of 2017/18, including the annexures A to E (included as part of this pack) | 25 |
| | Total | | 100 |