



**REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO RENDER TRAVEL MANAGEMENT SERVICES TO THE NHBRC FOR A PERIOD OF THREE (3) YEARS**

**RFP NO.: NHBRC 06/2020**

**CLOSING DATE: 21 JANUARY 2021**

**TIME: 11:00 AM**

**COMPULSORY BRIEFING SESSION**

**DATE: 11 DECEMBER 2020**

**TIME: 11:00 AM**

**VENUE: NHBRC HEAD OFFICE, 27 LEEUWKOP ROAD  
SUNNINGHILL  
JOHANNESBURG**

## 1 TERMS AND CONDITIONS

**This Request for Proposal (RFP) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.**

**Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:**

- 1.1 The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is tax compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains tax compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.

- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.
- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the Bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 Briefing Session: There will be briefing session. The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- 1.17 The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make award in the best interest of the company.
- 1.18 Bids must only be submitted on documentation provided by the NHBRC. Late, emailed, faxed and telegraphic bids will not be considered.
- 1.19 The NHBRC reserves the right to accept or reject the Proposal.
- 1.20 RFP’s shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- 1.21 Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:
  - 1.21.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
  - 1.21.2 The Bid contains irregularities.
- 1.22 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.

- 1.23 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
- 1.24 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- 1.25 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

## 2 BACKGROUND

### 2.1 ABOUT THE NHBRC

2.1.1 The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 (“the Act”). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and to promote ethical and technical standards in the home building industry;
- (e) improve structural quality in the interests of housing consumers and the home building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and to maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objects of this section in the subsidy housing sector.

### 2.2 NHBRC OFFICES

2.2.1 The NHBRC is a medium sized organization with a staff compliment of approximately 700 employees. The NHBRC’s Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

	<b>NHBRC OFFICE LOCATIONS</b>	<b>#</b>	<b>NHBRC OFFICE LOCATIONS</b>
1	Head Office, (Sunninghill)	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal(Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Bela Bela) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mafikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberly) - Provincial	22	Gauteng (Pretoria) – Satellite

11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite		

### 3 INTRODUCTION

The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the homebuilding industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organisational scorecard.

#### VISION

To be the Champion of the Housing Consumers.

#### MISSION

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

#### MOTTO

Assuring Quality Homes.

#### STRATEGY OF NHBRC

The strategy of the NHBRC is based on the following pillars:

- 1) To ensure that housing consumers and home builders are educated on their rights and obligations.
- 2) To entrench a culture of compliance through fair and efficient enforcement mechanisms
- 3) To research and introduce innovative products, methods and technologies within the homebuilding industry.
- 4) To maintain a sustainable warranty fund.

### 4 SCOPE OF WORK

4.1 The appointed service provider will be required to coordinate domestic and international travel, accommodation arrangements including procurement of venue hire for conferences, workshop packages as and when required by the NHBRC. All travelling and accommodation requirements must be dealt with in line with the NHBRC Travel and Subsistence policy and cost containment measures to enforce compliance

4.2 The NHBRC is seeking a travel service provider to create a partnership with, which will explore the most beneficial financial opportunities through an innovative, flexible approach to travel management. While the NHBRC's corporate objective of cost reduction is paramount, travel is a personal experience and hence personal service is vital. It is expected that the appointed service provider will customize its services for the NHBRC's employees as much as possible to ensure the highest level of customer satisfaction with proactive participation in advising and guiding prospective travellers.

- 4.3 The appointed Travel Agent will be expected to provide travel services from 08h30 to 16h30 during working days, in addition, Travel Agent shall provide for 24 hours a day emergency service, as well as for services during weekends and official holidays where emergency travel services are required. **This service may not be outsourced to another service provider.**
- 4.4 The official travel requirements for NHBRC employees shall be afforded the highest priority which is timely and effective processing.
- 4.5 On exceptional cases official travel including new staff, participants in meetings, interviews and staff from other provinces must be organized with a period of 7 days however emergency must be responded within 24 hours.
- 4.6 Management reports on detailed expenses per completed month for each service, inclusive of all savings, exception reports must be submitted together with month-end statements as prescribed by NHBRC.

#### 4.7 SERVICES REQUIRED

- The NHBRC will require the following services, but not limited to:

##### 4.7.1 AIR TRAVEL (DOMESTIC AND INTERNATIONAL)

###### 4.7.1.1 Reservation and Ticketing

- a) For every duly approved travel request, Travel Agent shall immediately source formal quotations and make bookings based on the lowest (cheapest), acceptable fare and the most direct and convenient routing.
- b) In the event that required travel arrangements cannot be confirmed, the Travel Agent shall notify the requesting party of the problem and present three (3) alternatives where possible.
- c) Travel Agent shall promptly issue and deliver accurately messages (i.e. sms and/or e-mail) showing the accurate status of traveller's booking arrangements and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any change(s) in flight, train, bus schedules prior to or during the traveller's official trip. Tickets and billing shall be modified or issued to reflect these changes.
- d) Travel Agent shall accurately advise the NHBRC of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
- e) Travel Agent must ensure that all travelling staff has the relevant travel documents for their journeys sufficiently before departure.
- f) Air tickets shall be issued only for airlines/airline companies who are duly licenced for domestic/international air travel, for example, the International Air Transportation Association (IATA)
- g) Travel Agent shall only act on duly approved travel requests for official travel submitted by the responsible staff of the NHBRC. Travel Agent shall be given copies of NHBRC travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all NHBRC official travel at all times.

#### **4.7.1.2 CHANGES IN AIR TRAVEL ARRANGEMENTS:**

- a) In case of changes occurring to the original travel arrangements, the traveller is to liaise with the Travel Agent and make necessary arrangements, with the provision that such changes are confirmed and approved in writing and /or via the SAP interface. The following actions will be taken for the indicated cases

#### **4.7.2 ACCOMODATION AND MEALS**

- a) Planning, arranging, confirming, amending and paying domestic/international accommodation as per NHBRC Travel Policy and cost containment measures.
- b) Negotiating discounts on standard tariffs with all available hotel groups, private hotels, guest houses, etc.

#### **4.7.3 CONFERENCE AND EVENT MANAGEMENT**

- a) The NHBRC will request the service provider to facilitate the procurement, reservation and payment of venue hire for conferences and workshops in various provinces.
- b) The NHBRC reserves the right to verify the suitability of the venue based on what is being required for and the quality thereof by the NHBRC's dedicated resources.
- c) The service provider will be required to negotiate discounts on standard tariffs with all available and appropriate venues, etc.
- d) The NHBRC reserves the right to use other resources to execute the conference and event management services.

#### **4.7.4 CAR RENTAL/HIRE/ SHUTTLE /BUS/ TRAIN SERVICES**

- a) Booking, confirming, amending and paying for vehicles with or without the services of a driver as per NHBRC Travel Policy, where applicable
- b) Booking, confirming, amending and paying for train and / or bus services, where applicable.
- c) Booking, confirming, amending and paying shuttle service requirements with any contracted company rendering a shuttle and / or chauffeur services, where applicable
- d) Negotiating discounts on standard tariffs with all available car rental and bus rental companies.
- e) The Travel Agent must ensure that shuttle service suppliers are compliant with the rules that govern the public transport industry.

#### **4.7.5 INSURANCE**

- The Travel Agent must organize a super cover insurance, but not limited to other risks associated with travelling such as:

- a) Emergency medical and related expenses
- b) Loss of life, bodily harm etc.
- c) Rental car collision damage

- d) Luggage loss
- e) Unforeseen circumstances

#### 4.7.6 **PARKING FACILITIES**

- The Travel Agent must organize parking facilities as and when required but not limited to:

- a) Airport
- b) Bus/train stations
- c) Hotel/Guest houses etc.
- d) Conference/Workshop venues

#### 4.7.7 **CANCELLATION OF TRAVEL:**

- a) In the event of a cancellation the NHBRC nominated person will inform the Travel Agent to cancel the booking in terms of the SLA.

#### 4.7.8 **CHANGES TO TRAVEL:**

- a) The NHBRC nominated person is expected to approach the Travel Agent and have the original arrangements cancelled, timeously.
- b) This refers to changes in air tickets for dates and/or time and the Travel Agent is to provide new costs and updated travel information.

#### 4.7.9 **VALUE ADDED SERVICES**

- a) The service provider will be required to indicate the value-added services that they can provide to the NHBRC.

#### 4.7.10 **SERVICE, SUPPORT, SET UP AND LEGAL REREQUIREMENTS**

- a) International Air Transport Association (IATA) accreditations must be provided.
- b) Association of Southern African Travel Agents (ASATA) or any travel professional body will be added advantage.
- a) Furthermore, the bidder must be able to demonstrate the ability to be ticketed using the IATA system.

## **5 DELIVERABLES**

### **5.1 Travel Information**

- The service provider will be responsible for the following:
  - a) When making bookings for travel and accommodation, preference must be given to the instruction of the officials who made the bookings in respect as listed below:
  - b) Destination, date, routes, passenger class, preferred seating and estimated costs for air travel;
  - c) Hotel facilities, location, availability of parking facilities, distance from airports, public transport, etc.;
  - d) Alternative arrangements must be timeously suggested if it can be proven that with deviations to original will result in financial savings;
  - e) Provide information service to notify the official of such events as airport closure, cancelled flights, train and buses, strikes as well as of political or safety conditions which may affect travel to any particular destination;
  - f) Facilitate process of obtaining a foreign visa and delivering of foreign currencies and travellers cheque when requested as per NHBRC Travel Policy;
  - g) Ensure that travellers cheques are arranged where required;
  - h) Name, addresses and telephone numbers of all branch offices and agencies, inside and outside South Africa, and agencies with whom liaison exists outside South Africa, must be made available upon request. The names, and telephone numbers of personnel available on a 24-hour seven (7) days a week including public holidays must be made available to the NHBRC;
  - i) Ensure confidentiality in respect of travel and accommodation arrangements concerning all persons if requested by the NHBRC; and
  - j) Ensure effective negotiations with suppliers of all services to the benefit of NHBRC.
  - k) Where applicable air tickets and travel documentation must be delivered timeously by either hand delivery, facsimile, email and/or via sms to the requesting official, or his/her nominee.

## **6 REQUIREMENTS FROM THE SERVICE PROVIDER**

### **6.1 Corporate Travel Management**

- a) The service provider with a minimum five (5) years' experience in both domestic and international corporate travel management.

### **6.2 Operational office**

- a) The service provider must have a fully existing operational office with the necessary infrastructure to provide travel agency management services. The service provider will be required to continually identify improvements in terms of service and cost to deliver innovative and cost-effective solutions.

### 6.3 Confidentiality

- a) Ensure confidentiality in respect of all travel and accommodation arrangements concerning persons travelling on official NHBRC business.

### 6.4 Travel Desk

- a) The NHBRC currently does not have a travel desk. This may be put in place in the near future. Service provider must therefore propose cost effective and market trends on how they plan to accommodate this challenge until NHBRC resolves this matter as the case may be.
- b) For every option that is proposed in response to the first bullet point, service provider should indicate both the pros and cons of the options and the related cost implications of those options.

## 7 MANAGEMENT AND STAFF

### 7.1 Management

- a) The management of the service provider must have experience in the industry of at least 5 (five) years per manager. Curriculum Vitae of management with a five (5) years experience must be included with the written proposal.

### 7.2 Key Account Manager

- a) It is a requirement that a Key Account Manager be the overall contact person for the NHBRC and he or she will be responsible for the implementation and co-ordination of the agreement including arrangement of regular meetings.

### 7.3 Staff

- a) Knowledgeable and experienced staff in corporate travel must be provided by the service provider. The service provider must have a minimum of two (2) dedicated senior staff with one back up staff member.
- b) Curriculum Vitae must also be included with the written proposal for these resources.
- c) The replacement of staff must be of a similar standard and level of experience, skill and knowledge and timeously communicated to the NHBRC.
- d) Be available to work during periods of heightened activity.
- e) Indicate how many staff members are presently available for the type of work described in this bid.

#### 7.4 Specific Service Requirements

- a) Subject to the necessity and availability of office space the NHBRC may require that, during peak periods, the service provider must be able to establish a temporary office /workstation within the NHBRC office. The requirements for personnel, level of relevant experience of consultant etc., will be established and negotiated when such a need arises.
- b) The service provider must in conjunction with the NHBRC place all electronic equipment required for this service for its own account.
- c) Illustrate in detail your ability to successfully manage the request which should include, but not limited to the:
  1. Availability of extra consultants with the relevant experience
  2. Availability of electronic equipment and stationery requirements
  3. Transport for consultants to the NHBRC offices or designated office
  4. Confidentiality of data; and
  5. The availability of a senior staff member when needed

#### 7.5 Customer Service and Support and/or Methodology

- a) How does your company monitor and maintain the airline contract offers? Please elaborate on the process you follow.
- b) How do you ensure the necessary corporate airline agreement information/data is captured or that the necessary information/data is provided to the airlines?
- c) How do you measure your current performance/productivity standards? Indicate your ability to arrange special services for EXCO or Council Members, for example, but not limited to:
  - Access to airport lounge
  - Express client services

#### 7.6 Servicing Price Scope

**Indicate the Company's ability to obtain:**

- a) A competitive pricing in the domestic and international markets.
- b) Special pricing for groups, meetings and incentives for travelers.
- c) Pricing based on scalable thresholds and/or volume targets.
- d) Describe your policy towards overriding commission, promotional fares or other compensation to our company for travel suppliers and indicate how the NHBRC benefits from this arrangement.
- e) For additional discounts available as an incentive to convert to a specific reservation or Global Distribution System (GDS)?
- f) Are you a member of any airline "preferred supplier" alliance? If so, how will the NHBRC benefit from the membership?
- g) Are restrictions placed on NHBRC in exchange for discounts offered? If so, please elaborate.

## 7.7 Systems and Processes

- a) Describe the system your company will use to ensure optimal quality of reservations and automatic price searching or price checking;
- b) Will the above system be able to interface with SAP ERP System;
- c) Describe the step-by-step process to be used from receiving a request from the NHBRC until the invoicing of the request. An example, the request will include flight, accommodation, car hire, forex, visa and insurance for an overseas trip, Your description must include the system(s) that will be used during this process, i.e. booking, issue of vouchers, invoicing, etc.
- d) Describe the management system that will be used to ensure that the travel policy of the NHBRC is adhered to. Demonstrate how deviations will be managed and rectified with a pre-trip solution.

## 7.8 Management Reporting

- Monthly management reports (or at such intervals as is agreed to) in a format stipulated and required by the NHBRC but not limited to:

### (a) Air Travel

- a) Date of travel
- b) Passenger's particulars
- c) Reasons for travel
- d) Airlines utilized
- e) Cost relating to airports taxes or excess luggage
- f) Cost of air travel
- g) Normal fare
- h) Actual fare expenditure
- i) Amount saved in relation to most expensive standard tariff in specific class of travel
- j) Total amount spent for the specific month
- k) Total amount saved for the specific month
- l) Authorization number / alpha
- m) Shortfall
- n) Reasons for shortfall

### (b) Car Hire

- a) Date of travel
- b) Passenger's particulars
- c) Reasons for travel
- d) Class / Group
- e) Mileage restrictions
- f) Mileage travelled
- g) Rate per kilometer

- h) Refueling cost
- i) Shortfall
- j) Reason for shortfall
- k) Total amount spent for the specific month
- l) Total amount saved for the specific month
- m) Incidents / accidents

**(c) Land Travel (Shuttle, other modes of transport etc.)**

- a) Date service provided
- b) Traveller' particulars
- c) Reasons for travel
- d) Service provided
- e) Cost of service provided
- f) Amount saved in relation to the most expensive standard tariffs relating to similar services
- g) Percentage saving in relation to the most expensive standard tariff relating to similar services
- h) Total amount spent for the specific month
- i) Total amount saved for the specific months

**(d) Accommodation**

- a) date of travel (check in and check out)
- b) Name of traveler
- c) Reason for travel
- d) Name of hotel, guest house, etc.
- e) Standard rate
- f) Actual cost
- g) Meals
- h) Duration
- i) Extras

**(e) Conference**

- a) Venue
- b) Dates
- c) Number of people
- d) Standard rates

**(f) Parking Facilities**

- a) Date and period of vehicle parked
- b) Reasons for travel
- c) Name of car port
- d) Details of traveler
- e) Cost of parking

## **(g) Exception Reports**

- a) Detailing when where and why NHBRC policies and guidelines were deviated from in the unlikely event of this occurrence.
- b) Monthly statement providing but not limited to name of traveler, cost, invoice number, date of travel, in required format which will be detailed by NHBRC.

## **8. Project Management Plan**

- Describe in detail how this project will be managed with more emphasis on the following points but not limited to:
  - a) Quality control tools which should include but not limited to:
  - b) Systems / programs used to track bookings
  - c) On-going staff training.
  - d) Risk management plan which should include but not be limited to:
    - e) Problem identification
    - f) Selecting appropriate remedy/solutions
    - g) Evaluating the remedy/solution
    - h) Monitoring the selected program.
  - i) Contingency plan which should include but not limited to:
    - j) Data/information loss
    - k) Additional staff needed at short notice and
    - l) In the event of industrial action.

## **9. Services Fee and escalations**

- a) Service fee are valid with the inclusion of the escalations over the 3 years period complete in accordance to table 17

## **10. Conditions**

### **Service Level Agreement**

- a) The successful service provider is required to sign a mutually agreed Service Level Agreement (SLA) with the NHBRC.

### **Due diligence**

- a) Before the awarding of the bid a due diligence will be carried out at the premises of the service provider.

## **11. PURPOSE OF THE CONTRACT**

11.1 The appointed service provider will be required to coordinate domestic and international travel, accommodation arrangements including procurement of venue hire for conferences, workshop packages as and when required by the NHBRC. All travelling and accommodation requirements must be dealt with in line with the NHBRC Travel and Subsistence policy to enforce compliance

## **12. ROLE PLAYERS NHBRC**

12.1 All NHBRC Business units

## **13. DURATION**

13.1 The service provider and NHBRC will enter into a three (03) years SLA on an effective date to be determined by the parties.

## **14. SERVICE PROVIDER RESPONSIBILITIES**

14.1 **As** part of the service expectation the following key elements will be required to be addressed:

- NHBRC working hours are from 8h30 to 16h30, the service provider will be required to work eight (8) hours a day and after hours.

## **15. FUNCTIONAL EVALUATION CRITERIA**

### **EVALUATION CRITERIA**

15.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

Stage 1: Compliance check of Mandatory Documents

Stage 2: Functionality in terms of the set technical evaluation criteria

Stage 3: Price and Preference Points Evaluation

All bids will be evaluated on a 80/20 preference point system

The minimum threshold for functionality is 70 out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.

**Stage 1: Compliance check of Mandatory Requirements**

All mandatory documents as per the SCM Mandatory Checklist in this RFP should be completed in full, signed and submitted with the Bidder's response to this RFP. Failure to comply with this requirement or submission of false, fraudulent, or misleading information or documents will result in the disqualification of the Bidder or termination of the successful bidder's contract. In this regard, the NHBRC reserves its rights to take appropriate legal action.

DOCUMENTS TO BE SUBMITTED			
No.		Please note; the items marked with an (X) are mandatory requirements and failure to meet the requirements will result in your bid being disqualified.	Yes/No
1.		Valid B-BBEE Status Level or Copy/Sworn affidavit signed by the Commissioner of Oaths on the DTI template	
2.	X	SBD1 Invitation to bid, make sure it is completed and signed	
3.	X	SBD 3.3 Pricing schedule. If not filed, please refer to Annexure or Addendum in your submission where price is mentioned	
4.	X	SBD 4 (Declaration of interest, make sure it is completed and signed)	
5.	X	SBD 6.1 (Preference claim form should be completed and signed, regardless if points are claimed or not)	
6.	X	SBD 8 (Declaration of Bidder's past supply chain management practices, make sure it is completed and signed)	
7.	X	SBD 9 (Certificate of independent bid determination, make sure it completed and signed)	
8.	X	Valid and certified IATA accreditation original or certified copy of the license/certificate	
9.	X	Price List as mentioned in the bid terms of reference.	
10.		Valid Global Distribution System (GDS)/ Online Booking Tool (OBT)	
11.		General Conditions of the Contract (GCC)	
12.		Central Supplier Database supplier report (CSD)	

**Stage 2: Functionality in terms of the set technical evaluation criteria**

Bids must fully comply with all the Mandatory Requirements for the **Stage 1: Compliance check of Mandatory Requirements** in order to qualify for **Stage 2: Functional Evaluation** and those bids which failed to comply with all the requirements of Stage 2 will be invalidated or disqualified from the process.

The Bidders information will be scored according to the following points systems:

The following values and formulae will be applicable when evaluating the bid

**Member score for criteria**

$$\frac{\text{Member score for criteria}}{\text{Highest points for criteria}} \times \text{Weight per criteria} = \text{Total Score per criteria}$$

**Highest points for criteria**

5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

Evaluation Criteria	Description	Weights
1. Bidder Experience	<p><b>The service provider with a minimum five (5) years' experience in both domestic and international corporate travel management</b></p> <p><b>Bidder Experience</b>                      0 Years' Experience = 0 Points                      1 Year Experience = 1 Point                      2 Years' Experience = 2 Points                      3 Years' Experience = 3 Points                      4 Years' Experience = 4 Points                      5 Years' Experience and more = 5 Points</p>	10
2. Client References	<p><b>The service provider must provide five (5) positive written contactable references indicating the similar services rendered.</b></p> <p><b>The reference letters from the clients of a bidder must include:</b></p> <ul style="list-style-type: none"> <li>• <b>Company name</b></li> <li>• <b>Company letterhead</b></li> <li>• <b>Contact person and contact telephone numbers</b></li> <li>• <b>The letter must be signed by a duly authorised person</b></li> </ul> <p><b>Bidders Reference Letters</b>                      0 Reference Letters = 0 Points                      1 Reference Letters = 1 Point                      2 Reference Letters = 2 Points                      3 Reference Letters = 3 Points                      4 Reference Letters = 4 Points                      5 Reference Letters and more = 5 Points</p>	30
3. Capacity of Staff	<p><b>Experience Account Manager and staff in the sector (travel agency) attach CV Travel Management services (certified copies) for Management.</b></p> <p><b>Management experience (Attach CV and Certified certificates) Account Manager (15) points</b></p> <ul style="list-style-type: none"> <li>• Account Manager with 0-year experience = 0 points</li> <li>• Account Manager with 1-year experience = 1 point</li> <li>• Account Manager with 2 years' experience = 2 points</li> <li>• Account Manager with 3 years' experience = 3 points</li> <li>• Account Manager with 4 years' experience = 4 points</li> </ul>	30

	<ul style="list-style-type: none"> <li>Account Manager with 5 years or more experience = 5 points</li> </ul> <p><b>Staff (15) points</b></p> <p><b>Experience of staff in the sector (travel agency) attach CV (Attach CV and supporting documents)</b></p> <ul style="list-style-type: none"> <li>Two booking consultants with 0-year experience = 0 points</li> <li>Two booking consultants with 1-year experience = 1 point</li> <li>Two booking consultants with 2 years' experience = 2 points</li> <li>Two booking consultants with 3 years' experience = 3 points</li> <li>Two booking consultants with 4 years' experience = 4 points</li> <li>Two booking consultants with 5 years or more experience = 5 points</li> </ul>	
<b>4. Financial Status</b>	<p><b>Financial status (turnover) (Attach audited or reviewed Annual Financial Statements. (Previous year)</b></p> <ul style="list-style-type: none"> <li>10Millions = 5</li> <li>&gt;5Million&lt;10Million = 4</li> <li>&gt;3Million&lt;5Million = 3</li> <li>&gt;1Million&lt;3million = 2</li> <li>&gt;Million = 1</li> </ul>	<b>30</b>
	<b>Total</b>	<b>100</b>

The minimum threshold for functionality is 70 out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.

**16 Price and BBEE**

<b>CRITERIA</b>	<b>SUB-CRITERIA</b>	<b>WEIGHTING/ POINTS</b>
Price	Detailed budget breakdown	80
BBEE (Status Level Verification Certificate)	BBEE Level Contributor	20
<b>TOTAL</b>		<b>100</b>

## 17 SERVICE FEES

### 17.1 PLEASE LIST SERVICE FEES IN SOUTH AFRICAN RAND. INCLUDING VAT.

SERVICE PROVIDED	FEE / COST PER TRANSACTION / INVOICE (YEAR 1)	FEE / COST PER TRANSACTION / INVOICE (YEAR 2)	FEE/ COST PER TRANSACTION / INVOICE (YEAR 3)	COMMENTS
<b>RESERVATIONS</b>				
Reservation of domestic air ticket				
Reservation of regional ticket				
Reservation of international ticket				
Reservation of other carrier tickets (bidder to specify)				
Reservation of graded Hotels, guest houses, bed& breakfast				
Reservations of other accommodation (bidder to specify)				
Reservation of rental car				
Reservation of shuttle/chauffeur service				
Reservation of bus service				
Reservation of train service				
Conference bookings				
Voyager tickets				
<b>DOCUMENT DELIVERY</b>				
Delivery of travel documentation - during office hours				
Delivery of travel documentation – after hours				
<b>CANCELLATIONS</b>				
Cancellation of air tickets				
Cancellation of car rental bookings				
Cancellation of hotel bookings				
Cancellation of shuttle service				
Cancellation of train service				
Cancellation of bus service				
Cancellation of conference bookings				
Changes to booking before departure				
Changes to booking after departure				
<b>Total cost per year</b>	R	R	R	
<b>Total cost for a duration of three years</b>	R			
<b>NB: Above pricing will be used for evaluation purpose for stage three.</b>				

Are the aforementioned service fees fixed for the duration of the contract?	Yes <input type="checkbox"/> No <input type="checkbox"/>
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**NB: Prices must be fixed for duration of the contract, not be based on the percentage of the value of the transaction.**

## 18. GENERAL

### 18.1 Regular Progress Assessments

- a) Assessments of the performance of the service provider will be conducted on a regular basis. If there is dissatisfaction with the performance, the SLA stipulations will be exercised.
- b) The Key Account Manager will meet with the Chief Financial Officer and/ or the Manager: Supply Chain Management of the NHBRC to discuss issues of mutual concern, review performance and to discuss any improvements for efficiency and effectiveness for the service rendered.

### Stage 3 Price and Preference Points Evaluation

Only bids that obtained a minimum qualifying score **(70 points)** for **Stage 2 (Functional Requirements)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2017 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

**80/20 Preference point system (for acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)**

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

Where;

$P_s$  = Points scored for comparative price of bid or offer under consideration

$P_t$  = Comparative price of bid or offer under consideration

$P_{min}$  = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>BBBEE Level</b>	<b>80/20</b>
Level 1	20
Level 2	18
Level 3	14
Level 4	12
Level 5	8
Level 6	6
Level 7	4
Level 8	2
Non-Compliant Contributor	0

*The points scored for price will be added to the points scored for B-BBEE status level to obtain the Bidders total points scored out of 100 points.*

## **19 RFP SUBMISSION INSTRUCTIONS**

19.1 All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG**

## **20 AVAILABILITY OF THE RFP DOCUMENT**

20.1 Bid documents can be downloaded on the NHBRC Website ([www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)) from the **04 December 2020**.

20.2 There will be a compulsory briefing session that will be held on the **11 December 2020 at 11h00am** at the NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG

## **21 RFP CLOSING DATE**

21.1 Bid documents should be marked for Attention: Supply Chain Manager and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the **21 January 2021 at 11h00am**. No emailed or faxed bids will be accepted. The bid document should be supplied in a sealed envelope and clearly marked (**Copy or Original**) with the bid number and the full name of the service provider.

21.2 No late submissions will be accepted.

## **22 VALIDITY PERIOD OF BIDS**

22.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

## 23 ENQUIRIES SHOULD BE DIRECTED TO BOTH:

23.1 The administrative enquiries may be directed to:

**Department:** Supply Chain Management

**Contact Person:** Ms. Paballo Relela, Mr. Bernard Kekana

**E-mail address:** [Tenders@nhbrc.org.za](mailto:Tenders@nhbrc.org.za)

## 24 SUBMISSIONS OF PROPOSALS

- 24.1 Submission of bid MUST include **one** (1) original and **three** (3) copies of the proposals in a clearly marked **(Copy or Original)** envelope and deposited into the Bid box.
- 24.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.