



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: RFP- DTA-005-2022

REQUEST FOR PROPOSAL (RFP) PACK

DOMESTIC TRAVEL AND ACCOMODATION SERVICES FOR THE EAST LONDON
INDUSTRIAL DEVELOPMENT ZONE

START DATE: 05 SEPTEMBER 2022
CLOSING DATE: 23 SEPTEMBER 2022

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

ITEM	TICK
Supporting Documentation To Be Submitted	
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Valid Tax Clearance Certificate or SARS PIN	
Three (3) Completed and Verifiable Reference Letters for similar work (Annexure 2)	
Two years' Audited Company Financial Statements, criteria to assess financial sustainability	
CV's of Resources (Accounts Manager, Senior Consultant and Junior Consultant) with Qualifications	
Compulsory Documentation to Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
JV Participation Documentation (If applicable)	
International Air Transport Association (IATA) Registration documents	
Association of South Africa Travel Agents (ASATA)Registration documents	

Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.

The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.

FUNCTIONALITY EVALUATION MATRIX

FUNCTIONALITY TABLE		
YEARS THE COMPANY HAS BEEN DOING SIMILAR WORK	30	The period the company has been doing domestic travel accommodation, car hire and shuttle services at domestic level (determined from the contract dates confirmed on the 3 reference letters – Annexure 2).
Above 10 years	30	
Between 5 years - 10 years	25	
Between 2 years – 5 years	15	
Below 2 years	5	
Experience Level of Team	40	CV's of Resources (Accounts Manager, Senior Consultant and Junior Consultant) with Qualifications
Account Manager experience > 10 years	15	
Between 5 - 10 years	10	
Below 5 years	5	
Senior Consultant experience > 5 years	15	
Between 2 years - 5 years	10	
Below 2 years	0	
Junior Consultant experience 5 years and above	10	
Between 2 years - 5 years	7	
Below 2 years	0	
Two years' Audited Company Financial Statements	15	Bidders to provide two years' Audited Company Financial Statements
Liquidity (Current ratios) (Current assets DIVIDED BY Current liabilities) To assess the prospective bidder's ability to settle short term obligations by only utilizing its current assets. Accepted norm 2:1	7.5	
Solvency ratio (Total debt DIVIDED BY net income before depreciation, interest and tax) To assess the ability to increase or decrease current and long-term debt by evaluating the bidders net income generation capabilities. Further, the ration will assess whether the bidder is able to raise additional debt if needed to service the terms of the contract with the EL IDZ. Accepted norm 3:1	7.5	
REFERENCE SCORE	15	Annexure 2 completed with three (3) respective referees contact details and stamp. (Score calculated by adding the total scores of submitted relevant reference letters – (Annexure 2). (Three relevant references are those references for domestic travel and accommodation service contracts with similar / relevant work experience in this services rendered for a minimum contract period of three years. Score out of (0 - for poor services received, 1,5 – for satisfactory services received, 2,5- for good services received)

Average Score from Reference letter (Reference score will be calculated by added total for each reference received and dividing by 3)	3x5	
Total Score	100	

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

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1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Annexure 1:** Procurement Handbook
4. **Annexure 3:** Reference Letter



SECTION A: General Guidelines

FOR THE PROVISION OF DOMESTIC TRAVEL AND ACCOMODATION SERVICES FOR
THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 90/10 rule i.e. 90 of evaluation points will be based on price competitiveness and 10 will be based on BBBEE status. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

Ps = Points scored for price of tender under consideration

R = Percentage of the price

Pt = Rand value of tender under consideration

Pmin = Rand value of lowest acceptable tender

R must be up to a maximum of 80

Score Breakdown:

Price (R) = 80 points

BBBEE = 20 points

A maximum of ten (20) points will be awarded to a tenderer for achieving BBBEE objectives.

Preference points shall be awarded on the basis of a B-BBEE verification certificate issued by an accredited Verification Agency.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate. Failure to submit a valid B-BBEE certificate will result in zero points being awarded for preference.

Unincorporated Joint Ventures are required to compile a consolidated verified BBBEE certificate in order to achieve Preferential Points

The following table shall be used to convert the contribution level as per B-BBEE certificate into points.

Table: B-BBEE Points Conversion

Level Contribution	B-BBEE Score	Points Conversion 20
Level 1	>100%	20
Level 2	85~100%	18
Level 3	75~85%	14
Level 4	65~75%	12
Level 5	55~65%	8
Level 6	45~55%	6
Level 7	40~45%	4
Level 8	30~40%	2
Non-Compliant	0~30%	0

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

No points will be awarded for achieving B-BBEE objectives if the total percentage scored for B-BBEE is less than 30%. All tenders with functionality less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the

contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- Non-compulsory briefing session will be held on the **12 September 2022 at 10h00**. Kindly click on the following link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_NmRkNGI3ZTctY2NkMi00MDdiLWEzOGYtMDgwOWU3ZTA5ZjEx%40thead.v2/0?context=%7b%22Tid%22%3a%22bd71323e-f0dc-4d06-8e22-af342304bedc%22%2c%22Oid%22%3a%2209174bf1-727b-442f-84bb-83ce732c74d2%22%7d
- Questions relating to the RFP will be accepted until **16h00** on the **16 September 2022**. All questions must be submitted to Zandile Mtebele via e-mail to zandile@elidz.co.za
- The closing date for this tender is at **12h00 23 September 2022**.
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions, or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.

3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a

copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure A (Procurement Handbook) with the tender together with all profit-sharing percentage information.

A consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate for every separate tender.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ Office, Lower Chester Road, Sunnyridge, East London as well as other sites under the jurisdiction of the ELIDZ.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract: Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

In the event that the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the dti in consultation with the National Treasury.

6 COMPANY PROFILE

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;

- Statement of accounts.

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session and must be addressed to the Project Manager only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific “areas of work” (or parts of “areas of work”) of the tender as it sees fit.

Accordingly, tenderer’s are advised to ensure that all prices submitted against each “area of work” are sufficient to cover the tenderer’s entire obligation as defined in these documents, required to provide each specific “area of work”.

15 POPIA

Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.
4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.
5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable

technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

16 SUPPORTING DOCUMENTATION TO BE SUBMITTED

ITEM	TICK
Supporting Documentation To Be Submitted	
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Valid Tax Clearance Certificate or SARS PIN	
Three (3) Completed and Verifiable Reference Letters for similar work (Annexure 2)	
Two years' Audited Company Financial Statements, criteria to assess financial sustainability	

17 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-responsiveness.

ITEM	TICK
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
JV Participation Documentation (If applicable)	
International Association Transport Association Registration documents	
Association of South Africa Travel Agents Registration documents	

18 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on **5 September 2022 at 12h00** (Noon) from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >> Tenders All tender documents are to be submitted online at <https://tenderportal.elidz.co.za>

No late tenders will be accepted.

Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: REQUIREMENTS SPECIFICATION

FOR THE PROVISION OF DOMESTIC TRAVEL AND ACCOMMODATION SERVICES
FOR THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE

Table of Contents

CHECKLIST FOR SUBMISSIONS	2
Please Note: All the above documents must be submitted with Envelope A - Technical Proposal	2
The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.....	2
1. Introduction.....	xviii
2. Considerations.....	Error! Bookmark not defined.
2.1. Requirements Considerations	Error! Bookmark not defined.
2.2. Requirements for Functionality	Error! Bookmark not defined.
FUNCTIONALITY EVALUATION MATRIX	Error! Bookmark not defined.
2.3. Financial Considerations	Error! Bookmark not defined.
2.4. Time Constraints.....	Error! Bookmark not defined.
2.5. Area of Service and Facilities.....	Error! Bookmark not defined.
3. Detailed Requirements	Error! Bookmark not defined.
4. Response Format.....	Error! Bookmark not defined.
4.2 Location evidence	Error! Bookmark not defined.
4.3 Service provider skills competency.....	Error! Bookmark not defined.

1. Introduction

The East London IDZ (ELIDZ) would like to appoint a service provider to provide Domestic Travel and accommodation services to the East London Industrial Development Zone, which includes but might not be limited to Specifications outlined in **Section 3 – Detailed Requirements**.

2. Scope

2.1. The Scope of This RFP Includes the Following:

The ELIDZ would like appointment of a service provider for a duration of three years to provide Domestic travel and accommodation services so as to ensure easy mobility of staff, its stakeholders and customers to and from ELIDZ in compliance and in accordance with the National Treasury Instructions of Cost Containment Measures No.7 of 2022/2023.

The scope of services required in the following areas:

Explain timeframes, cut-off times & deadlines, re-issuing, refunds, cancellations, attending to late domestic reservations and the impact for bookings including emergencies in the following:

- Arrangement of Flight booking services for domestic Reservations and Ticketing services
- Arrangement for Car Hire booking services and shuttle services
- Arrangement for Accommodation bookings services
- Arrangement for Conferencing booking services
- Negotiate good rates and discounts on behalf of the ELIDZ.
- Processing payments on behalf of ELIDZ
- Evaluation and Review: Provision of Reports
- Travel Agency(s) must have 24/7 emergency and support service

3. Considerations

3.1 Requirements Considerations

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section).

3.2 Financial Considerations

Payment milestones will be attached to the service level agreement. Usage above the contract values will need to be either billed directly to the users or claimed back by the ELIDZ.

3.3 Time Constraints

The East London Industrial Development Zone would like this project to commence on the 1st November 2022 after the signing of the service level agreement.

3.4 Area of Service & Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester

Road, Sunnyridge, East London. We currently have no remote or branch offices.

4 Detailed Requirements

4.1. Domestic Reservation and Ticketing

- Arrangement of domestic air tickets on request by the ELIDZ and in line with the Treasury Instructions of Containment Measures of No.7 of 2022/2023.
- Ensure that alerts of itineraries are sent to travelers with correct date and times before travel
- Do follow ups where travelers have queries
- Do payments on behalf of the ELIDZ
- Assisting the ELIDZ in making bookings and or accommodation and transport when requested at domestic level.
- Travel Agency(s) shall provide reconfirmation and revalidation of airline tickets, re-issued tickets, which are returned as a result of changed routing or fare structures and printed itineraries showing complete information on status of reservations on all carriers.
- Travel Agency(s) shall negotiate on behalf of the ELIDZ to the maximum extent possible, discount rates, for airlines, hotel/accommodation and car hire/shuttle services for all its official travel.
- Travel Agency(s) must have 24/7 emergency and support service.

4.2 Car Hire & Shuttle Services

- The travel agency shall provide car hire /rental & shuttle services to all ELIDZ employees, in line with the ELIDZ Travel Policy and the National Treasury Instructions of Containment Measures No.7 of 2022/2023 at international level.
- Do payments on behalf of the ELIDZ
- The travel agent must ensure that the engine capacity of the vehicle hired and shuttle services is no less than 1.6 and that it is a power steering, with radio and air-conditioned.
- Travel Agency (s) shall make provision for mini-bus/bus transfers for group travels including a driver, where necessary.
- Travel Agency(s) shall negotiate on behalf of the ELIDZ to the maximum extent possible, discount rates, for car hire services for all its official travel.
- Provide 24-hour emergency service

4.3 Accommodation Services & Conference venue

- The travel agency shall make domestic reservations for lodging accommodation when requested by ELIDZ responsible official in relation to the National Treasury Instruction of Containment Measures No.7 of 2022/2023.
- The travel agency shall make arrangements for conference and venue should the need arise.
- Travel Agency(s) shall negotiate on behalf of the ELIDZ to the maximum extent possible, discount rates, for Hotel Accommodation; Bed and Breakfast and or Guest Houses and conference venue preferred by the ELIDZ.
- Do payments on behalf of the ELIDZ
- Provide 24 hour emergency service
- Travel Agency must ensure that the accommodation facility provided for ELIDZ employees is by no means below three star grading.

4.4 Evaluation and Review – Communication & Reporting

- Travel agency(s) shall meet on a quarterly basis with the ELIDZ or from time to time when necessary to discuss issues of mutual concern. This shall include: -
- Review of the Travel Agents` performance and discuss potential areas of improvement which the Travel Agent or ELIDZ should make to achieve better cost savings.
- To discuss travel updates and other travel matters with ELIDZ.
- The travel agent shall immediately make ELIDZ aware of all major changes or updates within the Travel and Accommodation Industry at domestic level which may have an impact in the ELIDZ policy and procedure on travel and accommodation.
- The travel agent shall submit invoices accompanied by monthly report and other supporting documents deemed necessary.

4.5 Qualified and Experienced Human Capital Support Required

- Travel agent shall provide adequate human capital support to render a smart and quick service and to fulfil its obligation under the contract with ELIDZ. This therefore means the Travel Agent will provide competent and technically skilled people to provide travel and accommodation service support to ELIDZ at detailed curriculum vitae of the key account person, **reflecting at least not less than 3 years' experience in dealing with travel and accommodation for corporate clients at domestic level**
- The travel agents shall provide a senior representative who is experienced in providing corporate travel services as well as oversee the travel management services provided to

ELIDZ as well as to ensure full compliance with all the requirements of the contract with ELIDZ. ***A detailed five curriculum vitae of a senior representatives and junior consultants with at least not less than 3 years' experience in dealing with corporate clients on travel and accommodation services at domestic level***

- The travel agent's employees shall perform their duties in a more efficient and professional manner.

4.6 Company Financial Strength must be displayed and evaluated

- Financially capable of rendering the service at domestic level viability of the company will be evaluated through the audited financial statements.

4.7 Systems Viability of a travel agent

- Accredited Billing Settlement Payment (BSP),
- Reflects a good track record in serving a range of Public Entities and Corporate Clients
- Shows that there is a current maintenance of local network / affiliates in major destinations.
- Maintains facilities of on-line bookings /airline reservations, domestic ticketing printer, basic office equipment, telecommunications equipment, and online booking tools.
- Must be capable of deploying motorized messenger(s) documentation clerks and as well as drivers
- Commit and guarantee the delivery of products and services in accordance with the performance standards required in these terms.

4.8 Affiliation to Professional Bodies

- Proof of registration with International Air Transportation Association (IATA)
- Proof of membership of Association of South Africa Travel Agents (ASATA).

4.9 Ability to Assist with Visa Applications

- The travel agent must be able to provide Visa Application services.

5. Response Format

5.1 Company Profile

- Provide information on your experience of the business in the travel agency industry.
- Provide two years Audited Company Financial Statements.
- Understanding of the National Treasury Instructions of Cost Containment Measures No.2 and No.7 of 2022/2023 at domestic level (attach travel and accommodation rates grid as supporting document in the company profile).

5.2 Service Provider Skills Competency

- Provide CV's with qualifications, experience and skills of domestic travel and accommodation for Accounts Manager, senior consultants and junior team personnel reflecting experience in the travel/tourism/ hospitality industry. Indicate experience of the consultant who will be dealing with the ELIDZ requirements. Curriculum vitae's and certificates must be attached.

5.3 References

- Provide a minimum of (3) three references relevant to this tender, with completed reference letters, stamped, signed and dated by the referee.
- Provide details of the relevant services offered to these references, establishing a track record as well as provide contactable references at these sites \ clients.
- Provide information on company's alliances and the nature of alliance.

Please forward any queries to: Zandile Mtebele at the following contact details:

E-mail: zandile@elidz.co.za

Tel: (043) 702 8200

Fax: (043) 702 8251



ANNEXURE 1

PROCUREMENT HANDBOOK



ANNEXURE 2

REFERENCE LETTER