



## ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: RFP/ITA-006/2023

## REQUEST FOR PROPOSAL (RFP) PACK

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FOR THE PROVISION OF INTERNATIONAL TRAVEL AND ACCOMODATION SERVICES  
PROVIDER FOR A PERIOD OF THREE YEARS

**START DATE: 7 JULY 2023**  
**CLOSING DATE: 31 JULY 2023**

NAME OF TENDERER: \_\_\_\_\_

TENDERER'S ADDRESS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### CHECKLIST FOR SUBMISSIONS

| ITEM  | TICK |
|---|------|
| <b>Supporting Documentation To Be Submitted</b>   |      |
| CIPPC Registration  |      |
| Share certificate   |      |
| Proof of disability   |      |
| Proof of Office Location (lease agreement, statement of account, from the municipality and/or confirmation of address/clearance from the municipal councilor)                         |      |
| Accredited Valid Original or Certified B-BBEE Certificate for Generic companies for EMES and QSE's - Sworn Affidavit confirming annual turnover and B-BEE management split of company |      |
| Company Profile   |      |
| 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   |      |
| <b>Compulsory Documentation To Be Submitted</b>   |      |
| Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)   |      |
| CSD Registration Certificate  |      |
| JV Participation agreement with a percentage split, JV supporting documents and consolidated BBBEE  |      |
| International Air Transport Association (IATA) Registration documents   |      |
| Association of South Africa Travel Agents (ASATA) Registration documents  |      |

**NB:**

- **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.**

# RFP PACK CONTENTS

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

# **SECTION A: General Guidelines**

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FOR THE PROVISION OF INTERNATIONAL TRAVEL AND ACCOMMODATION SERVICES FOR A PERIOD  
OF THREE YEARS

## 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 80/20 rule i.e. 80 of evaluation points will be based on price competitiveness and 20 will be based on special goals. The following formula is used:

Calculation of the points for Price:

$$P_s = R \times \left[ 1 - \frac{P_t - P_{min}}{P_{min}} \right]$$

Where:

$P_s$  = Points scored for price of tender under consideration

$R$  = Percentage of the price

$P_t$  = Rand value of tender under consideration

$P_{min}$  = Rand value of lowest acceptable tender

$R$  must be up to a maximum of 80

Score Breakdown:

Price ( $R$ ) = 80 points

Specific goals = 20 points

A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Preferential and specific goals shall be as per below may include:

- (a) Historically disadvantaged individuals' companies (51% Black owned)
- (b) Women (51% Black Women Owned) companies.
- (c) Persons with disability
- (d) SMMEs

- (e) Service providers located in Eastern Cape Province
- (f) Youth
- (g) Any other RDP goal or preference points in favor of historically disadvantaged individuals, may be added

The tender documents shall stipulate—

- (a) the applicable preference point system as envisaged in regulations
- (b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate issued by verification agency accredited by SANS for the Generic Suppliers, for QSE’s and EME’s Sworn Affidavit signed under oath confirm ownership status. Failure to submit a valid B-BBEE certificate and/or sworn affidavit may 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 Specific goals criteria into points.

Table: Specific Goals Points Conversion

| Estimated Rand Value inclusive of Vat                   | Specific Goals and Point allocation                    |
|---|--|
| <b>Above R1 000 000 up to R50 000 000</b>               | <b>80 points for price</b>                             |
|   | <b>10 points - 51% and above Black owned suppliers</b> |
|   | <b>5 points - 25% up to 50% Black owned suppliers</b>  |
|   | <b>0 points below 25% Black owned suppliers</b>        |
|   | <b>5 points for Eastern Cape Based suppliers</b>       |
|   | <b>0 points outside Eastern Cape</b>                   |
|   | <b>1 point for 51% and above Youth owned suppliers</b> |
| <b>1 point for 51% and above Women owned suppliers.</b> |  |
| <b>3 points for SMME's (EME or QSE)</b>                 |  |

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.

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.**

- A Compulsory Briefing meeting will be held on the 14 July 2023 at 10:00 via Microsoft Teams, a link below will be provided in a bid document on the East London IDZ's website: [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_OWM5NDJmZWUtM2E4YS00Nzk0LTg0NGYtODFmNmVINWE3NjY0%40thread.v2/0?context=%7b%22Tid%22%3a%22bd71323e-f0dc-4d06-8e22-af342304bedc%22%2c%22Oid%22%3a%2209174bf1-727b-442f-84bb-83ce732c74d2%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_OWM5NDJmZWUtM2E4YS00Nzk0LTg0NGYtODFmNmVINWE3NjY0%40thread.v2/0?context=%7b%22Tid%22%3a%22bd71323e-f0dc-4d06-8e22-af342304bedc%22%2c%22Oid%22%3a%2209174bf1-727b-442f-84bb-83ce732c74d2%22%7d)
- Tenderers are encouraged to submit written questions by email to Zandile Mtebele via e-mail to [zandile@elidz.co.za](mailto:zandile@elidz.co.za) on/or before 21 July 2023 at 16:00 responses will be sent to all tenders attended briefing meeting not later than 15:00 on the 24 July 2023.

- The closing date for this tender is at 12h00 on the 31 July 2023. All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> before the closing date and time.
- 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.

### **4 AREA OF SERVICE/POINT OF DELIVERY**

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyridge, East London.

### **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.

If 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 / FIRM 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;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- 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 SHERQ COMPLIANCE (IF APPLICABLE)**

Before starting work, the successful service providers must produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,
  - a. SHE Risk assessments to include activity specific risks, service providers risk to the ELIDZ and the ELIDZ risk to them;
2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
3. List of applicable PPE required;
4. Letters of Good standing with workman's compensation where applicable;
5. Applicable legal appointments - as required;
6. List of chemicals and related Material Safety Data Sheets;

All of the above must be included in a SHE file together with:

1. Copy of scope of work;
2. Copy of appointment;
3. PPE issue register;
4. Requisite training / competency certificates where applicable;
5. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);

#### **15 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".

## 16 SUPPORTING DOCUMENTATION TO BE SUBMITTED

| ITEM  | TICK |
|---|------|
| CIPC Registration   |      |
| Certified I. D's  |      |
| Share certificate   |      |
| Proof of Disability   |      |
| Proof of Office Location (lease agreement, statement of account from the municipality and/or confirmation of address/clearance from the municipal councilor)  |      |
| 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   |      |
| Three (3) Completed and Verifiable Reference Letters for similar work (Annexure 2)  |      |
| Two years' Audited Company Financial Statements, criteria to assess financial sustainability  |      |
| CVs of Resources (Accounts Manager, Junior Consultant) with Qualifications  |      |

## 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 |
|---|------|
| <b>Compulsory Documentation To Be Submitted</b>   |      |
| Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.) |      |
| CSD Report  |      |
| JV Participation agreement with a percentage split, JV supporting documents and consolidated BBBEE              |      |
| International Air Transport Association (IATA) Registration documents   |      |
| Association of South Africa Travel Agents (ASATA) Registration documents  |      |

## 18 POPIA

By submitting this tender, the bidder hereby consents to providing the ELIDZ with personal information as provided in the 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.

## **19 METHOD OF SUBMISSION**

The RFP document will be available for download at no cost on [www.elidz.co.za](http://www.elidz.co.za) at 12h00 (Noon) on the 7 July 2023 from the East London Industrial Development Zone website: [www.elidz.co.za](http://www.elidz.co.za) under Opportunities >> Tenders All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> not later than 12:00 at 31 July 2023. No 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**

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FOR THE PROVISION OF INTERNATIONAL TRAVEL AND ACCOMMODATION SERVICES FOR A  
PERIOD OF THREE YEARS

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## 1. Introduction

The East London IDZ SOC (ELIDZ) requires the services of a suitable company to provide the services of International Travel and Accommodation services to the ELIDZ employees and its stakeholders at the request of the ELIDZ.

## 2. Considerations

### 2.1. Requirements Considerations

The services defined are based on the current understanding of the requirements and strategic and business objectives of the ELIDZ. Therefore, as the need arises, the services may be amended (by agreement between the parties) to ensure that it at all times reflects the realities of the relationship between the ELIDZ and the Service Provider.

| Functional Requirements   | Item Max Points                   | Points    | Notes   |
|---|-----------------------------------|-----------|---|
| <b>Years the company has been doing International Travel and Accommodation Services</b>                       |                                   |           |   |
| >5 years  | <b>30</b>                         | <b>30</b> | The number of years the company has been providing International Travel and Accommodation Services. This will be determined from the contract dates confirmed on the reference letters – Annexure 2)  |
| >3 years to 5 years   | <b>25</b>                         |           |   |
| >1 to 3 years   | <b>15</b>                         |           |   |
| Less than 1 year  | <b>10</b>                         |           |   |
| A minimum of three (3) scored letters   | <b>Each reference letter = 10</b> | <b>30</b> | Annexure 2 completed with respective referee contact details, signature, and stamp. (Score calculated by adding the total scores of submitted relevant reference letters – (Annexure 2). (Relevant references are those references for contracts with International Travel and Accommodation Services work experience, where work was conducted for a minimum contract period of three years, and this will be determined by the information provided in the reference letter). |
| <b>Experience, and competency of Key Accounts Manager in International Travel and Accommodation Services.</b> |                                   |           |   |
| >8 years  | <b>20</b>                         |           | Will be determined CV with cover letter summarizing the previous / current similar work   |

|   |    |            |  |
|---|----|------------|--|
| >5 years to 8 years   | 15 | 20         | done as well as applicable testimonials with contact details for verification purposes)  |
| >1 to 5 years   | 10 |            |  |
| Less than 1 year  | 5  |            |  |
| <b>Experience, and competency Junior consultant in International Travel and Accommodation Services.</b> |    |            |  |
| >5 years  | 20 | 20         | Will be determined by CV with a cover letter summarizing the previous / current similar work done as well as applicable testimonials with contact details for verification purposes) |
| >3 years to 5 years   | 15 |            |  |
| >1 to 3 years   | 10 |            |  |
| Less than 1 year  | 5  |            |  |
| <b>TOTAL</b>  |    | <b>100</b> |  |

## FUNCTIONALITY EVALUATION MATRIX

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

### 2.2. Financial Considerations

Payment milestones will be monthly over 3 years according to the commencement date agreed upon in the service level agreement.

### 2.3. Time Constraints

The East London Industrial Development Zone would like this project to commence on 1 November 2023 after the signing of the service level agreement.

### 2.4. Area of Service and Facilities

The delivery services will be required at the East London IDZ offices, Lower Chester Road, Sunnyside, East London or anywhere the service is required.

### 3. Detailed Requirements

#### 3.1. Scope

##### 3.1.1 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 international 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 international reservations and the impact for bookings including emergencies in the following:

- Arrangement of Flight booking services for International 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 services
- Travel Agency(s) must ensure that the traveler has medical insurance.
- Travel Agency (s) must ensure that the traveler has a valid visa
- Travel Agency(s) shall advise the traveler concerning the exchange of foreign currency.

### 3.2 Considerations

#### 3.2.1 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).

#### 3.2.2 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.

#### 3.2.3 Time Constraints

The East London Industrial Development Zone would like this project to commence on the 1 November 2023 after the signing of the service level agreement.

### 3.2.4 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.

## 3.3 Detailed Requirements

### 3.3.1 International Reservation and Ticketing

- Arrangement of international 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.

### 3.3.2 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

### 3.3.3 Accommodation Services & Conference venue

- The travel agency shall make international 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.

### 3.3.4 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 international 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.

#### **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 international 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 international level***
- The travel agent`s employees shall perform their duties in a more efficient and professional manner.

### 3.3.5 Company Financial Strength must be displayed and evaluated

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

### 3.3.6 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, international 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.

#### **3.3.7 Affiliation to Professional Bodies**

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

#### **3.3.8 Ability to Assist with Visa Applications**

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

## **4. Response Format**

### **4.1 Company profile**

- Provide an overview of your company establishment and operational history.

### **4.2 Service provider skills competency**

- Curriculum Vitae (CV) of Proposed Contract Key Accounts Manager (including verifiable reference contact details to verify previous similar work experience). Indicate if the Contract Key Accounts Manager and Supervisor is the same person. In which case, the person must have both, the Qualification and Training.
- Curriculum Vitae (CV) of Proposed Junior Consultant (including verifiable reference contact details to verify previous similar work experience).

### **4.3 Service Provider similar work experience**

- Minimum of 3 Valid reference letters (annexure 2) must be completed; stamped and / or signed and dated by the referee.
- Reference letters that do not satisfy the following requirements shall be deemed invalid and will not be considered:
  - The scoring provided by the referee will be used in the functionality evaluation.

#### **4.4 B-BBEE**

Accredited Valid Original or Certified BBBEE Certificate for Generic companies and for EMES and QSE's - Sworn Affidavit confirming annual turnover and BBEE management split of company.

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

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# ANNEXURE 1

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PROCUREMENT HANDBOOK



## ANNEXURE 2

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REFERENCE LETTER