



REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO RENDER TRAVEL MANAGEMENT SERVICES TO THE NHBRC FOR A PERIOD OF THREE (03) YEARS.

RFP NO.: NHBRC 07/2023

CLOSING DATE: 08 NOVEMBER 2023

TIME: 11:00 AM

VENUE
NHBRC HEAD OFFICE
27 LEEUWKOP ROAD
SUNNINGHILL
JOHANNESBURG

NON-COMPULSORY BRIEFING SESSION

DATE 25 OCTOBER 2023

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 they are successful, they are to remain 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. If the bidder's tax is non-compliant, the bidder will be given 7 (seven) days to respond to their tax status. Failure to submit within seven (7) days will result in the bidder's disqualification.
- 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 publicised as the case may be. 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 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 a non-compulsory 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 the 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. 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.
- 1.17 ***The NHBRC reserves the right to accept or reject in part or completely any bid submitted, and to waive any technicalities for the best interest of the company. The NHBRC reserves the right to verify the validity of the document submitted as part of due diligence prior to the appointment***
- 1.18 RFP’s shall be rejected, among other reasons, where bids are received after the closing date and time as specified in the RFP.
- 1.19 Potential service provider(s) shall be disqualified and their bids not considered among other reasons, for any of the following specific reasons:
- 1.19.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
- 1.19.2 The Bid contains irregularities.
- 1.20 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.
- 1.21 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.

- 1.22** 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.
- 1.23** In this RFP, the words “service provider”, “bidders” will be used interchangeably to refer to the bidder.
- 1.24** All Bids must be formulated and submitted in accordance with the requirements of this RFP. confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.

2 THE NHBRC 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 an organisation with a staff complement of approximately 600 employees. The NHBRC's Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices and 12 Satellite Offices, which are located in the following areas:

	NHBRC OFFICE LOCATIONS	#	NHBRC OFFICE LOCATIONS
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 (Modimolle) - 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 (Mahikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberley) - Provincial	22	Gauteng (Tshwane) – 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 organizational 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:

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

4 PURPOSE

- 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 in line with national treasury guideline
- 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. 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.

5 SERVICES REQUIRED

- 5.1 The NHBRC will require the following services, but not limited to:
- 5.1.1 **AIR TRAVEL (DOMESTIC AND INTERNATIONAL)**
- 5.1.1.1 **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 (03) 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.

5.1.1.2 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.

5.1.1.3 ACCOMMODATION 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.
- c) All domestic accommodation bookings must not exceed the prescribed maximum allowable rates as prescribed by National Treasury Instruction 07 of 2022/2023 for Cost Containment related to travel and subsistence.
- d) All accommodation bookings must be made with an establishment that is located as close as possible to the venue or office or location or destination of the traveller. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or bed & breakfast).
- e) Service Provider will source suitable accommodation bearing in mind the safety and accessibility for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by NHBRC.
- f) Any commissions earned by the service provider for NHBRC bookings on non-negotiated rates must be returned to NHBRC on a quarterly basis.

5.1.1.4 **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.

5.1.1.5 **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.

5.1.1.6 **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

5.1.2 **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

5.1.2.1 **CANCELLATION OF TRAVEL:**

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

5.1.2.2 **CHANGES TO TRAVEL:**

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

5.1.2.3 **VALUE ADDED SERVICES**

- a) The service provider will be required to indicate the value-added services that they can provide to the NHBRC.
- b) The traffic fines must be directed to the nominated traveller
- c) The service provider must arrange a petrol card /voucher when a need arises.

5.1.2.4 **VISA APPLICATIONS**

- Service provider must familiarise themselves with the visa requirements for official, diplomatic and personal passports.
- The relevant visa and health information related to the country to be visited must be provided to the traveller.

5.1.2.5 **SERVICE, SUPPORT, SET UP AND LEGAL REQUIREMENTS**

- 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 an added advantage.

6 PROJECT DELIVERABLES

6.1 Travel Information

6.1.1 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.
- 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 deviations from 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) The Travel Agent must respond to travel requests within 2-8 working hours
- j) Ensure confidentiality in respect of travel and accommodation arrangements concerning all persons if requested by the NHBRC; and
- k) Ensure effective negotiations with suppliers of all services to the benefit of NHBRC.
- l) 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.

7 REQUIREMENTS FROM THE SERVICE PROVIDER

7.1 Corporate Travel Management

7.1.1 The service provider must have experience in both domestic and international corporate travel management.

7.2 Operational office

7.2.1 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.

7.2.2 The NHBRC will verify the infrastructure of the service provider.

7.3 Confidentiality

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

7.4 Inhouse Travel Desk

7.4.1 The NHBRC currently does not have an Inhouse 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.

7.4.2 For every option that is proposed in response to the first bullet point, the service provider should indicate both the pros and cons of the options and the related cost implications of those options.

8 MANAGEMENT AND STAFF

8.1 Management

8.1.1 The management of the service provider must have experience in the industry both domestic and international corporate travel per manager. Curriculum Vitae of management must be included within the written proposal outlining the experience of the manager

8.2 Key Account Manager

8.2.1 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 coordination of the agreement including arrangement of regular meetings.

8.3 Staff

- 8.3.1 Knowledgeable and experienced staff in corporate travel must be provided by the service provider.
- 8.3.2 The service provider should provide CVs of all dedicated staff to NHBRC indicating experience in the travel management industry including:
 - 8.3.3 X1 Operations Manager
 - 8.3.4 X1 Account Manager
 - 8.3.5 X2 Junior consultants
- 8.3.6 Admin back-office staff shared services – TMC to determine the number based on NHBRC volumes.
- 8.3.7 Curriculum Vitae must also be included with the written proposal for these resources.
- 8.3.8 The replacement of staff must be of a similar standard and level of experience, skill and knowledge and timeously communicated to the NHBRC.
- 8.3.9 Be available to work during periods of heightened activity.
- 8.3.10 Indicate how many staff members are presently available for the type of work described in this bid.

Note: CVs must be signed by both the service provider's authorised representative and the resource concerned, in order to confirm that it is accurate and complete. In instances where the NHBRC is not satisfied with the service rendered by all the resources, the service provider is obliged to replace those affected resources with personnel with similar expertise within a reasonable time over the life of the contract and written permission must be obtained from the NHBRC.

8.4 Customer Service and Support and/or Methodology

- 8.4.1 How does your company monitor and maintain the airline contract offers? Please elaborate on the process you follow.
- 8.4.2 How do you ensure the necessary corporate airline agreement information/data is captured or that the necessary information/data is provided to the airlines?
- 8.4.3 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:
 - 8.4.4 Access to airport lounge
 - 8.4.5 Express client services

8.5 Servicing Price Scope

8.5.1 Indicate the Company's ability to obtain:

8.5.1.1 Competitive pricing in the domestic and international markets.

8.5.1.2 Special pricing for groups, meetings and incentives for travellers.

8.5.1.3 Pricing based on scalable thresholds and/or volume targets.

8.5.1.4 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.

8.5.1.5 For additional discounts available as an incentive to convert to a specific reservation or Global Distribution System (GDS)?

8.5.1.6 Are you a member of any airline "preferred supplier" alliance? If so, how will the NHBRC benefit from the membership?

8.5.1.7 Are restrictions placed on NHBRC in exchange for discounts offered? If so, please elaborate.

8.6 Systems and Processes

8.6.1.1 Describe the system your company will use to ensure optimal quality of reservations and automatic price searching or price checking

8.6.2 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.

8.6.3 Describe the management system that will be used to ensure that the travel policy of the NHBRC is adhered to.

8.7 Management Reporting

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

- 8.7.1.1 Air Travel
- 8.7.1.2 Date of travel
- 8.7.1.3 Passenger's particulars
- 8.7.1.4 Reasons for travel
- 8.7.1.5 Airlines utilized
- 8.7.1.6 Cost relating to airport taxes or excess luggage
- 8.7.1.7 Cost of air travel
- 8.7.1.8 Normal fare
- 8.7.1.9 Actual fare expenditure
- 8.7.1.10 Amount saved in relation to most expensive standard tariff in a specific class of travel
- 8.7.1.11 Total amount spent for the specific month
- 8.7.1.12 Total amount saved for the specific month
- 8.7.1.13 Authorization number / alpha
- 8.7.1.14 Shortfall
- 8.7.1.15 Reasons for shortfall

8.7.2 Car Hire

- 8.7.2.1 Date of travel
- 8.7.2.2 Passenger's particulars
- 8.7.2.3 Reasons for travel
- 8.7.2.4 Class / Group
- 8.7.2.5 Mileage restrictions
- 8.7.2.6 Mileage travelled
- 8.7.2.7 Refuelling cost
- 8.7.2.8 Usage of petrol card
- 8.7.2.9 Shortfall
- 8.7.2.10 Reason for shortfall
- 8.7.2.11 Total amount spent for the specific month
- 8.7.2.12 Total amount saved for the specific month
- 8.7.2.13 Incidents / accidents

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

- 8.7.3.1 Date service provided
- 8.7.3.2 Traveller' particulars
- 8.7.3.3 Reasons for travel
- 8.7.3.4 Service provided
- 8.7.3.5 Cost of service provided
- 8.7.3.6 Amount saved in relation to the most expensive standard tariffs relating to similar services

- 8.7.3.7 Percentage saving in relation to the most expensive standard tariff relating to similar services
- 8.7.3.8 Total amount spent for the specific month
- 8.7.3.9 Total amount saved for the specific months

8.7.4 Accommodation

- 8.7.4.1 Date of travel (check in and check out)
- 8.7.4.2 Name of traveller
- 8.7.4.3 Reason for travel
- 8.7.4.4 Name of hotel, guest house, etc.
- 8.7.4.5 Standard rate
- 8.7.4.6 Actual cost
- 8.7.4.7 Meals
- 8.7.4.8 Duration
- 8.7.4.9 Extras

8.7.5 Conference / External Venue

- 8.7.5.1 Venue
- 8.7.5.2 Reason for external venue
- 8.7.5.3 Dates
- 8.7.5.4 Number of people
- 8.7.5.5 Standard rates

8.7.6 Exception Reports

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

8.8 Project Management Plan

8.8.1 Describe in detail how this project will be managed with more emphasis on the following points but not limited to:

- 8.8.1.1 Quality control tools
- 8.8.1.2 Systems / programs used to track bookings
- 8.8.1.3 NHBRC staff training.
- 8.8.1.4 Risk management plan
- 8.8.1.5 Problem identification
- 8.8.1.6 Selecting appropriate remedy/solutions
- 8.8.1.7 Evaluating the remedy/solution
- 8.8.1.8 Monitoring the selected program.
- 8.8.1.9 Contingency plan
- 8.8.1.10 Data/information loss
- 8.8.1.11 Additional staff needed at short notice in the event of industrial action.

8.9 Services Fee and escalations

8.9.1 Service fees must be valid with the inclusion of the escalations over the three (03) year's period complete in accordance to table 14

8.10 Conditions

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

8.11 Due diligence

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

9 PURPOSE OF THE CONTRACT

- 9.1** The appointed service provider will be required to coordinate land and air travel for the NHBRC. All travelling and accommodation requirements must be dealt with in line with the NHBRC Travel and Subsistence policy to enforce compliance

10 NHBRC ROLE PLAYERS

- 10.1** All NHBRC Business units

11 CONTRACT DURATION

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

12 SERVICE PROVIDER RESPONSIBILITIES

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

- 12.1.1** NHBRC working hours are from 8h30 to 16h30, the bidder will be required to work eight (8) hours a day and after hours.
- 12.1.2** The service provider will be expected to avail themselves and after hour support should the need arise.
- 12.1.3** The service provider will be expected to provide support.
- 12.1.4** The service provider will be expected to provide high-quality work.
- 12.1.5** The service provider will be expected to deliver assigned tasks and daily duties as per the agreed time frames.

13 FUNCTIONAL EVALUATION CRITERIA

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

- 13.1.1 Stage 1: Compliance check of bid requirements
- 13.1.2 Stage 2: Functionality in terms of the set technical evaluation criteria
- 13.1.3 Stage 3: Price and Preference Points Evaluation

Stage 1: Compliance check of bid requirements

DOCUMENTS TO BE SUBMITTED		
No.	Bidders shall take note of the following bid requirements and documents to be submitted	Yes/No
1.	The service provider MUST provide Valid IATA accreditation certificate (Mandatory) NB: Online verification will be conducted.	
2.	Annexure A: Price List as mentioned in the bid terms of reference, (including a detailed costing breakdown of all costs and escalations per annum). The pricing schedule must be duly signed by the bidder and/or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified (Mandatory)	
3.	SBD1 (Invitation to bid, make sure it is completed and signed).	
4.	SBD 3.1 – Pricing Schedule (Firm Price) make sure it is completed.	
5.	SBD 4 Bidders Disclosure Form, should be completed and signed).	
6.	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
7.	SBD 7.2 Contract Form, should be completed and signed.	
8.	Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number	

Note: NHBRC will be using General Conditions of Contract (GCC) as issued by National Treasury and SLA for the management of the contract

Bidders that do not comply with all the mandatory requirements or do not submit the required documents will be disqualified.

Functionality Evaluation (Stage 2) (Combination of Paper-Based and Site Presentation Evaluation)

- i. **Paper-Based Evaluation – Bidders will be evaluated out of 80 points and bidders are required to achieve a minimum threshold of 60 points or more out of 80 points. Only bidders who achieve a minimum of 60 points or more will be invited for site presentation evaluation. The Bid Evaluation Committee shall conduct a site presentation evaluation on the date specified by the Committee.**
- ii. **Site Presentation Evaluation – Bidders will be evaluated out of 20 points and are required to achieve 20 points out of 20 points.**
- iii. **The overall combined score for paper-based and site visit presentation evaluation must be equal to or above 80 points to proceed to Stage 3 for Price and preference points**

The bidder's information will be scored according to the following points system:

Paper-Based Evaluation:

- **Details for Stage 2: Part 1 - Functionality score of 80 Points**

Site Presentation Evaluation

- **Details for Stage 2: Part 2 – Site Presentation Evaluation score of 20 Points**

COMBINED TOTAL SCORE FOR PART 1 & 2 = 100 POINTS

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 bid 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

_____ X Weight per criteria = 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
<p>1. Bidder Experience</p>	<p>The service provider MUST have experience in both domestic and international corporate travel management Please attach a company profile that includes a list of projects that demonstrate relevant experience.</p> <p>Bidder Experience</p> <ul style="list-style-type: none"> • 0 Years' Experience = 0 Points • 3 – 4 Year Experience = 1 Point • 5 – 6 Years' Experience = 2 Points • 7 – 8 Years' Experience = 3 Points • 9 – 10 Years' Experience = 4 Points • 11 Years' Experience and more = 5 Points 	<p>10</p>
<p>2. Client References</p>	<p>The bidder must provide a positive written contactable references indicating the travel management services rendered.</p> <p>The reference letters from the clients of a bidder must include:</p> <ul style="list-style-type: none"> • Company name • Company letterhead • Contact person and contact telephone numbers • The letter must be signed by a duly authorised person • Reference letters MUST indicate the period when the project was executed. <p>Bidders Reference Letters</p> <ul style="list-style-type: none"> • No Reference Letters = 0 Points • One Reference Letters = 1 Point • Two Reference Letters = Points • Three Reference Letters = 3 Points • Four Reference Letters = 4 Points • Five Reference Letters and more = 5 Points <p>NB: Reference letters will be inextricably linked to the bidders' experience</p>	<p>15</p>

Evaluation Criteria	Description	Weights
<p>3. Capacity of Staff</p>	<p>Bidder must provide an experienced account manager, operation manager and staff in the sector (travel agency) Please attach CV of the account manager, operation manager and staff.</p> <p>Experience of Account Manager in the sector (travel agency) (Attach CV)</p> <ul style="list-style-type: none"> • Account Manager with 0 years' experience = 0 points • Account Manager with 3 – 4 years' experience = 1 point • Account Manager with 5 – 6 years' experience = 2 points • Account Manager with 7– 8years' experience = 3 points • Account Manager with 9 – 10 years' experience = 4 points • Account Manager with 11 years or more experience = 5 points <p>Experience of Operation Manager in the sector (travel agency) (Attach CV)</p> <ul style="list-style-type: none"> • Operation Manager with 0 years' experience = 0 points • Operation Manager with 3 – 4 years' experience = 1 point • Operation Manager with 5 – 6 years' experience = 2 points • Operation Manger with 7 – 8 years' experience = 3 points • Operation Manager with 9 – 10 years' experience = 4 points • Operation Manager with 11 years or more experience = 5 points 	<p>10</p> <p>10</p>
<p>4. Staff</p>	<p>The bidder must provide two staff with experience in travel management services. Please attached CV</p> <p>Experience of Staff in the sector (travel agency) Attach CV</p> <ul style="list-style-type: none"> • Staff with 0 years' experience = 0 points • Staff with 1 year experience = 1 point • Staff with 2 years' experience = 2 points • Staff with 3 years' experience = 3 points • Staff with 4 years' experience = 4 points • Staff with 5 years' experience and more = 5 points 	<p>5</p>

Evaluation Criteria	Description	Weights
5. Financial Status	Financial status (turnover) (Attach Audited or Independently Reviewed Annual Financial Statements. <ul style="list-style-type: none"> • Above 20 Million = 5 Points • Above 15 Million and up to 20 Million = 4 Points • Above 10 Million and up to 15 Million = 3 Points • Above 5 Million and up to 10 million = 2 Points • Up to 5 Million = 1 Point 	30
SUBTOTAL		80 Points
MINIMIUM QUALIFYING REQUIREMENT		60 Points

The minimum threshold for functionality for part 1 is 60 or greater out of 80 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for presentation

NB: Only bidders who score 60 points or more out of 80 points (Part 1) will qualify for Site Presentation Evaluation (Part 2)

PART 2 PRESENTATION

Shortlisted bidders from Part 1 must be prepared to make presentations to NHBRC on how they will assist NHBRC to render a service in respect of travel services. Failure to attend the presentation when called upon will disqualify the bidder(s). Bidders' presentations should focus on the evaluation criteria to substantiate further merits of their bid. The presentation will be evaluated according to the scorecard below:

PART 2: Site Presentation Evaluation

<p>Site Visit</p> <p>NHBRC will conduct a site visit and the bidders will be required to perform an on-site presentation where the following will be assessed.</p> <ul style="list-style-type: none"> • Manage all reservations/ bookings, indicate how domestic and international travel reservations/ bookings will be handled. • Live presentation of the system: travel booking process, approvals, issuing of travel vouchers/ itineraries, reporting etc. • Describe all refunds and non-refundable airline tickets. • Describe in detail how the TMC will track unused and cancelled air tickets and how refundable tickets and non-refundable tickets will be handled. • Describe how invoicing will be handled and list all supporting documents to validate the claim • After-hours and emergency services. • The bidder must have capacity to provide reliable and consistent after hours and emergency support services. The bidder must indicate how it is accessed, located, owned or outsourced? • Describe how travellers' data privacy interests will be safeguarded • Ability to produce quarterly travel management review reports. Provide a sample of the report structure. • Describe what quality control procedures/processes that is in place to ensure that clients receive consistent quality service <p>Scoring allocation</p> <ul style="list-style-type: none"> • Bidder did not meet ALL the requirements listed above = 0 points • Bidder meet ALL the requirements listed above = 5 points 	<p>20</p>
<p>SUBTOTAL</p>	<p>20 Points</p>
<p>TOTAL FOR PART 1 AND 2</p>	<p>100 Points</p>

Bidders who score a total of 80 points or more on two stages (Paper-based and Site Presentation Evaluation) will qualify for further evaluation which is Price and Preference points system.

Stage 3: PRICE AND PREFERENCE POINTS EVALUATION

Only bids that achieve minimum qualifying score **80 points** or more 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, 2022 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 more than R30 000.00) (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 in accordance with the table below:

A maximum of 20 points may be awarded to a bidder for Preference Points specified in the tender.

Preference Points	Points Allocated
Women	12
Youth	5
Disabilities	1.5
Military Veterans	1.5
TOTAL	20 Points

The following formula must be applied to calculate the number of points for preference points

$$NEP = NOP \times \frac{EP}{100}$$

Where:

NEP = Points awarded for equity ownership Preference Points

NOP= The maximum number of points awarded for Preference Points

EP = The percentage of equity ownership

The points scored for price will be added to the points scored for preference points to obtain the Bidders total points scored out of 100 points.

14. ANNEXURE A: SERVICE FEES

14.1 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) INCLUDING ANNUAL ESCALATION	FEE/ COST PER TRANSACTION / INVOICE (YEAR 3) INCLUDING ANNUAL ESCALATION
RESERVATIONS			
Service fee of domestic air ticket			
Service fee of regional ticket			
Service fee of international ticket			
Reservation of accommodation			
Service fee of rental car			
Service fee shuttle/chauffeur service			
Service fee of bus service			
Service fee of train service			
Service fee of conference bookings			
Service fee of Visa			
Billback charges			
Service fee for cancellation			
DOCUMENT DELIVERY			
Delivery of travel documentation - during office hours			
Delivery of travel documentation – after hours			
Total cost per year (Excl. VAT)	R	R	R
Total cost for a duration of three years (Incl. VAT)	R		
NB: Above pricing will be used for evaluation purpose for stage three.			

Are the aforementioned service fees fixed for the duration of the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
-----------------------------------------------------------------------------	------------------------------	-----------------------------

Prices must be fixed for duration of the contract (excluding escalations), not be based on the percentage of the value of the transaction.

ANNEXURE A: Pricing List

Pricing Table

The bidder will be required to price on the above and must comply with the following requirements when calculating their price. Note: Bidders who are VAT vendors must factor their VAT in the bid price.

NB:

The bidder MUST take note of the following:

- *The pricing schedule must be duly signed by the bidder and/or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified.*
- *An incomplete pricing schedule will result in the bidder being disqualified, no alterations can be made subsequent to submission of the bid.*
- **PRICE ADJUSTMENTS:** *Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter a once – off price adjustment on the 13th month will be accepted based on the average CPI % as issued by STATS SA.*
- All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).

14 GENERAL

14.1 Regular Progress Assessments

14.1.1 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.

14.1.2 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.

15 RFP SUBMISSION INSTRUCTION

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

16 AVAILABILITY OF THE RFP DOCUMENT

16.1 Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from the **17 October 2023**

16.2 There will be a non-compulsory briefing session that will be held on **the 25 October 2023 at 11h00am**

16.3 Non-Compulsory Briefing Session Venue: **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG**

17 RFP CLOSING DATE AND ADDRESS

- 17.1 Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the **NHBRC Head Office, 27 Leeuwkop Road Sunninghill Johannesburg on or before the 08 November 2023** at 11h00. No emailed or faxed bids will be accepted. **The bid document should be supplied in a sealed envelope clearly marked (one (1) Original hard copy and one (1) Memory Stick / USB with scanned original documents)** with the bid number and the full of the service provider(s).
- 17.2 No late submissions will be accepted.

18 VALIDITY PERIOD OF BIDS

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

19 ENQUIRIES SHOULD BE DIRECTED TO BOTH

- 19.1 The administrative enquiries may be directed to:

Department : Supply Chain Management
Contact Persons : Ms Paballo Relela / Mr Bernard Kekana
E-mail address : Tenders@nhbrc.org.za

- 19.2 Clarifications and enquiries by bidders should be sent to tenders@nhbrc.org.za. Responses will be communicated during week days, between Monday to Friday from 8:30 am to 16:30 pm

20 SUBMISSION OF PROPOSALS:

- 20.1 Submission of bid in an envelope should include one (1) Original hard copy and one (1) memory stick/USB with scanned original documents of the proposal marked (Original hard copy and memory stick/USB) and deposited into the tender box. NB: The Original hard copy submission in the envelope should be the same as the electronic copy.
- 20.2 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.

21 POPIA

- 21.1** The NHBRC is committed to adhere to the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. To this end the NHBRC has published its Information Manual on its website, which regulates the manner in which NHBRC processes information.
- 21.2** The NHBRC requires the information requested in bids for the purpose set out in paragraph 2.5 of the Manual. Further the Manual confirms that NHBRC processes the information requested in bids from prospective service providers and third parties at paragraph 3.4.
- 21.3** Bidders should note that the NHBRC is committed to securing all the information submitted from bidders, in terms of paragraph 6 of the Manual. (included on the NHBRC website)
- 21.4** Bidders are in turn required to comply with the tender requirements and when the information of third parties are required by NHBRC, bidders are by law required to obtain the consent of such third parties for the sharing of such third parties' information with the NHBRC. ”