



## **TERMS OF REFERENCE**

**BID NO: RFB0001 – PAN2023-24**

**APPOINTMENT OF A PANEL OF THREE (3) SERVICE PROVIDERS TO RENDER TRAVEL MANAGEMENT SERVICES (TRAVEL AGENCY) IN RESPECT OF AIR TRAVEL, CAR HIRE AND ACCOMMODATION TO PAN SOUTH AFRICAN LANGUAGE BOARD (PanSALB), AS AND WHEN REQUIRED FOR A PERIOD OF FIVE (5) YEARS.**

**CLOSING DATE AND TIME OF BID:**

**18 SEPTEMBER 2023 AT 12H00**

**COMPULSORY BRIEFING SESSION:**

**VENUE: TEAMS**

**DATE AND TIME:**

**29 AUGUST 2023 AT 11H00**

**BID VALIDITY PERIOD: 90 DAYS**

## **1. CONTRACTING AUTHORITY**

- 1.1. Pan South African Language Board (PanSALB) invites bidders to submit bids to be appointed as PanSALB's Panel of Service Providers to provide PanSALB with Travel Management Services.

## **2. INTRODUCTION AND BACKGROUND**

- 2.1. PanSALB is a Constitutional Institution established in terms of Section 65 of the Constitution.
- 2.2. PanSALB is established by the Constitution of the Republic of South Africa and is governed by an enabling legislation the Pan South African Language Board Act, No. 95 of 1995 as amended, with the legislative mandate to promote and create conditions for the development and use of all official languages of the Republic of South Africa, including the Khoi and San languages.

## **3. CURRENT STATE AFFAIRS OF THE RELEVANT SECTOR**

- 3.1 PanSALB has a network of structures to manage, as prescribed in the PanSALB Act. The institution also has satellite offices in all nine provinces of South Africa and a Head Office situated in Pretoria,
- 3.2 Activities of these offices are performed in compliance with prescribed governance and control measures, processes, and systems. In the process of these activities, it becomes necessary to travel to various places for the purpose of delivering PanSALB mandates.

## **4. OVERALL OBJECTIVES**

- 4.1. PanSALB would like to invite suitable, qualified, and competent travel agencies to send proposals to be considered for inclusion on PanSALB's panel of travel management companies, as 'preferred service providers'. Preferred service providers imply that the selected firms are a depository of selected travel agencies, not necessarily the only contracted service provider.
- 4.2. The panel of travel management agencies will be required to provide travel and accommodation management services to PanSALB, on an ad hoc basis, as and when a need arises, and the services of the travel management company will be required.
- 4.3. The period of appointment to the panel of travel agencies is 60 months, (5 years)

- 4.4. ***As a Constitutional Institution, PanSALB will consider applications of travel management companies from all nine provinces of South Africa, but only the top three companies will be appointed to the panel.***

## **5. CONDUCT OF THE WORK**

- 5.1 The conduct work will be performed at the successful bidder's premises, and it is expected for the appointed Travel Management Companies to work under the guidance of the Supply Chain Management (SCM).

## **6. SCOPE OF WORK / TASK DIRECTIVE**

- 6.1 The appointed Travel Management Companies will be required to provide all-inclusive travel arrangement services to PanSALB. Each requirement must be handled in such a manner that the most cost-effective options are confirmed to satisfy the minimum requirements of PanSALB.

- 6.2 Overall Requirements: PanSALB's requirement for domestic and/or international travel covers the following services:

a) Air travel (Domestic or International)

- Plan, arrange, amend bookings as requested, confirm bookings, and execute payment of all air travel bookings.
- Negotiate discounts and the most cost-effective air travel options with all available airlines, which meet the minimum standard, and report efforts made on this periodically.
- Negotiate discounts on accumulated expenditure for air travel with all available airlines and revert to PanSALB for executive decisions as appropriate.
- Facilitate visa-booking applications when needed.

b) Vehicle Rental

- Arrange, amend bookings as requested and confirm bookings for all vehicle rentals and/or shuttle bookings and execute payment.
- Negotiate discounts/vouchers with all available vehicle rental and/or shuttle service providers and report efforts made on this periodically.

c) Accommodation

- Arrange, amend bookings as requested and confirm bookings for all accommodation needs and execute payment.
- Negotiate discounts/vouchers with all major hotel groups or lodges that meet the standard requirements and report efforts made on this periodically.

6.3 Support Services: PanSALB has the following requirements that must be met by the appointed Travel Management Companies:

- a) All air travel tickets' (including airport tax), accommodation vouchers, and vehicle and shuttle booking confirmations will be timeously delivered/e-mailed and SMSed to PanSALB via the relevant staff. Only in exceptional cases and where prior agreement is in place with PanSALB, may travel arrangements be requested/collected or received by any other person not directly employed by PanSALB.
- b) The Travel Management Companies must allocate sufficient staff to manage this account, which includes a dedicated key accounts manager, consultants, and administrative and payment personnel.
- c) PanSALB requires 24-hour service where emergencies occur and where the direct involvement of the Travel Management Company is necessary to resolve any issues concerning air travel, vehicle rental/shuttle service, and accommodation arrangements. A mobile number (or numbers) should be provided for this purpose.
- d) Once the bid has been awarded, PanSALB will provide the relevant policies, information, and budget that must be adhered to, which will stipulate the minimum requirements and standards pertaining to the expected service level.
- e) The Travel Management Company should also, where relevant provide services relating to visas, passports, insurance, and special and/or once-off arrangements.
- f) Provide comprehensive travel services and avoid any situation where parts of PanSALB's requirements will be fulfilled by a sub-contractor of the Travel Management Company where PanSALB will be liable for additional/extra service/management fees.
- g) Take overall responsibility to confirm all bookings, air travel, shuttle services, vehicle rentals, accommodation bookings, and visa/passport applications, and ensure that payment has been made and that confirmation thereof is communicated to PanSALB timeously prior to the date of departure.

- h) Communicate via email and SMS on emergency/short notice changes with regard to flights, accommodation, and land transportation, effectively and as soon as possible to avoid PanSALB travelers being stranded without being informed of the relevant changes in advance.
  - i) Ensure correct referencing of transactions for purposes of reconciling with PanSALB's travel authorization reference number.
- 6.4 Reports: The following is required with respect to reports for submission to PanSALB:
- a) Financial reports detailing all expenses incurred per month for all transactions processed. The report shall be provided to PanSALB monthly on the first day of each month for expenses incurred in the previous month.
  - b) The report shall, as a minimum, include a detailed summary of all transactions processed, the number and details of change requests, and all savings and credits accumulated per month.
  - c) Advance notice of imminent tariff/discount adjustments, which are in place, must be declared and communicated to PanSALB in writing and this should form part of the monthly report. The Travel Management Company will be responsible for ensuring continuous negotiations for lower tariffs or higher discounts and reporting on efforts made in this regard on a quarterly basis.
  - d) Benefits, discounts, and refunds, received from service providers should be declared as part of the monthly report.
- 6.5 The Travel Agent shall provide travel services from 07h30 to 17h00 during working days. In addition, the Travel Agent shall provide contact numbers of dedicated and experienced travel consultants for 24-hour emergency services, services on weekends, and official holidays where required. Reservations will be accepted on an official order, or in cases of emergency, by written confirmation from the HOD: SCM, CFO, and CEO of PanSALB.

Please note: PanSALB is a public entity. **The attached PFMA SCM Instruction 06 of 2022-2023 – National Travel Framework relating to travel and subsistence must be adhered to.** The National Treasury has negotiated improved upfront discounts on domestic flights and also established maximum allowable rates for domestic accommodation for Public Entities, which must be utilized by the appointed travel agent.

6.6 **The price proposal should be structured per service type as outlined below:**

<b>SERVICE TYPE</b>	<b>SERVICE FEE (R)</b>	<b>NOTES</b>
Domestic E-Ticket		
Regional E-Ticket (bordering countries)		
International E-Ticket		
Domestic Re-issue		
International and Regional Re-issue		
E-Ticket Refund		
Car Hire		
Accommodation		
Bundle Fee Domestic (Air, Land and Car)		
Bundle Fee International (Air, Land and Car)		
Transfers and Coach		
Executive Car Parking		
VIP Airport Services		
Mobile Travel Vaccinations		
Foreign Exchange Orders		
Standard Visa Applications		
Emergency Visa Applications		
Excess Baggage Voucher		
Customized Reporting		
24-hours Assistance		
Bill backs on accommodation or car hire		
Online Reporting		
Airline Ticket Tracker for unused tickets		

Delivery/collection of travel documents		
Issue of Travel Insurance Policy		

## 7 EVALUATION STAGES

7.1 The bid evaluation process consists of several stages that are applicable as defined in the table below:

Stage	Description	Applicable for this bid
Stage 1 A	Compulsory briefing session	Yes
Stage 1 B	The initial screening process to check compliance with bid requirements (administrative compliance)	Yes
Stage 2	Functionality requirement evaluation	Yes

### Stage 1A:

It is compulsory for bidders to attend the team's briefing session for consideration for the next stage.

### Stage 1B:

Verification of service provider(s) compliance with bid requirements and initial screening process (Administrative compliance). Bidders will be automatically disqualified if any of the SBD documents are not completed or submitted, or any other mandatory requirements are not complied with.

### Stage 2:

The Technical proposal will be evaluated out of 100 points with a threshold of 70 points.

## 8 FUNCTIONALITY CRITERIA AND EVALUATION

Bidders that score less than the minimum 70 points will be disqualified. Bidders must score a minimum of 70 or more points to qualify for the panel of travel management companies.

<p><b>1. Positive reference letters and portfolio of evidence (15 points)</b></p> <p>The bidder must submit a minimum of three (3) written reference letters or completion certificates specifically in the <b>public sector</b> (not older than three (3) years) from previous/present clients where <b>travel management services</b> were/are rendered. All letters must be on letterhead and signed by the client. The client must be contactable, and the contact details provided must include:</p> <ul style="list-style-type: none"> <li>- Contact Person.</li> <li>- Designation.</li> <li>- Company name.</li> <li>- e-mail address; and</li> <li>- Landline and mobile number</li> </ul> <p><u>Scoring criteria:</u></p> <ol style="list-style-type: none"> <li>1. <u>No letter = 0 points</u></li> <li>2. <u>1 letter attached = 5 points</u></li> <li>3. <u>2 letters attached = 10 points</u></li> <li>4. <u>3 letters attached = 15 points</u></li> </ol>	<p><b>15</b></p>
<p><b>2. Capacity and Experience (15 points)</b></p> <p>Bidders must demonstrate that they have been in business for a minimum of five (5) years. Demonstrate the ability to provide a comprehensive service on air travel, accommodation service, conference venue hire, car hire, and in-depth knowledge of the industry.</p> <ul style="list-style-type: none"> <li>- Substantiate why it would benefit PanSALB to use the travel management company as opposed to going to airlines and hotels directly <b>(04 points)</b></li> <li>- Provide details of the travel options the bidder gives to the client <b>(03 points)</b></li> <li>- Demonstrate how the bidder will assist PanSALB with cost savings and/or value-added services <b>(04 points)</b></li> </ul>	<p><b>15</b></p>



<ul style="list-style-type: none"> <li>- Ability to facilitate the procurement of venue hire for conferences and workshops <b>(04 points)</b>, <b>PLEASE provide list of venues hired in the last 5 years</b></li> </ul>	
<p><b>3. Membership to professional recognized travel association(s)/body(ies) (05 points)</b></p> <ul style="list-style-type: none"> <li>- Bidder must provide proof of membership.</li> </ul>	<b>5</b>
<p><b>4. Financial Status (15 points)</b></p> <p>Please provide a copy of the latest Audited Financial statements not older than a year comprising of:</p> <ul style="list-style-type: none"> <li>- Performance statement <b>(05 points)</b></li> <li>- Position statement <b>(05 points)</b></li> <li>- Cash flow statement <b>(05 points)</b></li> </ul>	<b>15</b>
<p><b>5. Execution Plan (25 points)</b></p> <p>An execution plan covering the following must be provided:</p> <ul style="list-style-type: none"> <li>- Give detailed after-hour procedure <b>(05 points)</b></li> <li>- Ability to provide a dedicated key accounts manager and consultants <b>(05 points)</b></li> <li>- Provide the company's turnaround time <b>(05 points)</b></li> <li>- Demonstrate processes of proper authorization <b>(05 points)</b></li> <li>- Demonstrate processes during emergencies i.e. support and change of travel and accommodation <b>(05 points)</b></li> </ul>	<b>25</b>
<p><b>6. Team qualifications and general capabilities (25 points)</b></p> <p>The curriculum vitae and certified qualifications of all personnel to be allocated to the project (project team), indicating:</p> <ul style="list-style-type: none"> <li>- Relevant qualifications; <b>(10 points)</b></li> <li>- The project team should indicate the number of years' experience in travel management/tourism.</li> </ul> <p><u>Scoring criteria:</u></p> <ol style="list-style-type: none"> <li>1. <u>Less than 1 years= 0 points</u></li> <li>2. <u>Between 2 and 3 years = 5 points</u></li> <li>3. <u>Greater than 3 years = 10 points</u></li> </ol>	<b>25</b>

The relationship team management escalation levels (Chain of command) <b>(05 points)</b>	
<b>Overall Total Score</b>	<b>100 points</b>

## 9 BID REQUIREMENTS

The following is required of bidders and should be submitted to PanSALB as part of the bid submission.

- 9.1 Company profile.
- 9.2 All Bidders must be registered on the National Treasury Central Supplier Database (CSD) and must attach a copy of the most recent report to the tender document.
- 9.3 The tax status on CSD must be compliant, as PanSALB is unable to award a contract to a bidder whose tax affairs are not in order as determined by SARS. Bidders whose tax matters have expired, or whose compliance status is invalid will be disqualified. **Note that it is no longer a requirement for bidders to submit hard copies of tax clearance certificates as compliance for tax matters can be assessed and verified on the CSD report.**
- 9.4 **Original and valid and/or certified** copy of B-BBEE status level certificate. Failure to submit a valid BBBEE certificate will result in zero preference points being awarded for B-BBEE. B-BBEE certificates or sworn affidavits must be valid at the time of the closing of the tender.
- 9.5 Original Bidder Resolution or Letter of Authority or Letter of Appointment authorizing the signatory of the entity to sign the Service Level Agreement (SLA) with PanSALB.
- 9.6 Valid contact details including e-mail address.
- 9.7 Bidders are requested to provide one original of the necessary documents such as a certified Identity Document and one copy of all documents.

## 10 CONFIDENTIALITY

- 10.1 No information or documentation may be used for any other purpose other than providing a tender proposal to PanSALB, and no copies of any document may be made, except with prior written approval from PanSALB.
- 10.2 The successful bidder and staff will be required to sign a non-disclosure agreement.

## **11 INTELLECTUAL PROPERTY AND OWNERSHIP**

- 11.1 Ownership and copyright of all documentation developed during the period of the contract will be vested in PanSALB.
- 11.2 All intellectual property rights relating to any work produced by the service provider in relation to the performance of this contract shall belong to PanSALB and may not be used for any other purpose by the service provider. The service provider shall give PanSALB all assistance in protecting such intellectual property rights. All material, in paper, electronic or any recorded format produced by the service provider in the performance of this contract shall remain the property of PanSALB and must be handed over to PanSALB on termination of the contract.
- 11.3 All service providers undertake not to infringe on the intellectual property of third parties. Should any action or claim be instituted against PanSALB emanating from an infringement of intellectual property or an alleged infringement of intellectual property, the service providers hereby indemnify PanSALB against such claims or actions as well as all costs (including legal costs on an attorney and client scale).

## **12 LEGISLATIVE AND REGULATORY FRAMEWORK**

- 12.1 This bid and all contracts emanating from this bid will be subject to the General Conditions of Contract issued in 2010 in accordance with the Treasury Regulations 16A, published in terms of the Public Finance Management Act (No. 1 of 1999).
- 12.2 The Special Conditions of Contract are supplementary to that of the General Conditions of Contract of 2010. Where, however, the Special Conditions of Contract are in conflict with the General Conditions of Contract, the Special Conditions of Contract take precedence.

## **13 CONTRACTUAL ARRANGEMENT**

- 13.1 The service provider is required to enter into a Service Level Agreement (SLA) with PanSALB to perform all functions as set out in the project specification or Terms of Reference and National Treasury General Conditions of Contract of 2010.

## **14 FINANCIAL IMPLICATIONS**

- 14.1 No service will be provided to PanSALB before an official order has been issued to the supplier or service provider.
- 14.2 The service provider should be aware that PanSALB only pays after the services have been rendered.
- 14.3 Payments will be done within 30 days of receipt of an invoice with all required supporting documents as per the Service Level Agreement.
- 14.4 Payments will be made by PanSALB after the service provider has submitted an invoice supported by all requisite documents.

## 15 CLIENT BASE

- 15.1 PanSALB reserves the right to contact references during the evaluation and adjudication process to obtain information.

## 16 COMMUNICATION

- 16.1 PanSALB may communicate with bidders where bid clarity is sought to obtain information or to extend the validity period.

## 17 SUPPLIER DUE DILIGENCE

- 17.1 PanSALB reserves the right to conduct supplier due diligence prior to the final award or at any time during the contract period. **Bidders must note that PanSALB will conduct verification on the information submitted and any misrepresentation will result in an automatic disqualification.**

## 18 CONFLICTS OF INTEREST

- 18.1 The bidder or bidders' group must submit a document (this must be included in the covering letter), stating whether any of its employees have any interest in PanSALB or whether any of PanSALB's personnel have any interest in the bidders or affiliated business.

## 19 PACKAGING OF BID

- 19.1 Bidders to arrange the Standard Bidding Documents (SBDs) in their submission in numerical order.
- 19.2 Bidders are to submit price proposals and administrative compliance and functionality documents separately as follows:
- 19.2.1 **ENVELOPE ONE:** Administrative compliance and Functionality proposal.
- 19.2.2 **ENVELOPE TWO:** Pricing Structure as per paragraph 6.6 above.

## 20 SUBMISSIONS OF BID DOCUMENTS

- 20.1 Bidders are advised to ensure that bids are submitted allowing sufficient time for any unforeseen events that may delay the delivery of the bid and time to access PanSALB premises.
- 20.2 All bidders are required to complete a bid register when submitting bid documents. The Bid register is available at the below-mentioned address.
- 20.3 Bidders should deposit their documents into the tender box available on the 5<sup>th</sup> Floor reception area by **18 SEPTEMBER 2023** at **12H00** am at the address below:

**PROVISUS BUILDING: Pan South African Language Board, Head Office, 523 Stanza Bopape Street,  
ARCADIA - PRETORIA.**

## 21 COST OF BIDDING

- 21.1 The bidder shall bear all costs associated with the preparation and submission of its bid and PanSALB will not be held responsible for these costs regardless of the conduct or outcome of the tender process. The bidder will not be entitled to claim for travel and subsistence expenses. If such expenses are applicable, these charges must be included in the bid price.

## 22 PRICE OR FEES NEGOTIATION

- 22.1 PanSALB may negotiate the price or fees with the preferred bidder(s) during a competitive bidding process.

## 23 LATE BIDS

- 23.1 Bids are received at the address indicated above. Bids received after the closing date and time will not be accepted for consideration and will be returned unopened to the bidder.
- 23.2 Bid documents should be submitted before 12:00 am on the closing date of the tender.

## 24 BID AND TECHNICAL ENQUIRIES / CLARIFICATION OF TENDER DOCUMENTS

- 24.1 PanSALB will respond per email to any request for clarification of the tender documents which it receives **no later than one (1) week prior to the deadline for submission of bids prescribed by PanSALB**. All inquiries related to the technical content of the Terms of Reference as well as the bid inquiries may be directed **in writing** to the officials listed below:

### **For Bid Enquiries**

Mr Zola Nkosi

Tel: (012) 341 9638

Email: [zola@PanSALB.org](mailto:zola@PanSALB.org)

### **For Technical Enquiries:**

Ms Lulama Limbane

Tel: (012) 341 9638

Email: [lulama@PanSALB.org](mailto:lulama@PanSALB.org)

- 24.2 It is the intention of PanSALB to appoint the top three (3) service providers who meet all PanSALB supply chain management requirements into the panel for the period indicated above.