



# **TERMS OF REFERENCE (TOR)**

**APPOINTMENT OF A PANEL OF A MINIMUM OF THREE (3) OR MORE 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.**

**BID VALIDITY PERIOD: 120 DAYS  
CLOSING DATE 16 APRIL 2024 @ 12H00**

## 1. BACKGROUND TO PANSALB

- 1.1. The Pan South African Language Board is an entity of government under the Department of Sport, Arts and Culture, which promotes and supports the development of languages within South Africa.
- 1.2. The Board was established by national legislation with the exclusive mandate to promote and create conditions for the development and use of all official languages of the Republic of South Africa, including the KHOI, Nama, and San languages, as well as the South African Sign language.
- 1.3. 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,
- 1.4. 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 to deliver PanSALB mandates.

## 2. OBJECTIVE OF THE BID

- 2.1. 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.
- 2.2. 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.
- 2.3. The period of appointment to the panel of travel agencies is 60 months, (5 years)
- 2.4. ***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.***

### 3. SCOPE OF SERVICE

- 3.1. The scope of 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).
- 3.2. Ad hoc service may include events management when PanSALB host its events in various provinces.

### 4. TASK DIRECTIVES

- 4.1. 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.
- 4.2. Overall Requirements: PanSALB's requirement for domestic and/or international travel covers the following services:

#### **4.2.1. Air travel (domestic or international)**

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

#### **4.2.2. Vehicle Rental**

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

### 4.2.3. Accommodation

- a) Arrange, amend bookings as requested, and confirm bookings for all accommodation needs and execute payment.
  - b) Negotiate discounts/vouchers with all major hotel groups or lodges that meet the standard requirements and report efforts made on this periodically.
- 4.3. Support Services: PanSALB has the following requirements that must be met by the appointed Travel Management Companies:
- 4.3.1. 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.
  - 4.3.2. 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.
  - 4.3.3. 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.
  - 4.3.4. 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 for the expected service level.
  - 4.3.5. The Travel Management Company should also, where relevant provide services relating to visas, passports, insurance, and special and/or once-off arrangements.
  - 4.3.6. 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.
  - 4.3.7. 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 before the date of departure.

- 4.3.8. Communicate via email and SMS on emergency/short notice changes concerning 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.
- 4.3.9. Ensure correct referencing of transactions for purposes of reconciling with PanSALB's travel authorization reference number.
- 4.4. Reports: The following is required concerning reports for submission to PanSALB:
  - 4.4.1. 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.
  - 4.4.2. 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.
  - 4.4.3. 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 quarterly.
  - 4.4.4. Benefits, discounts, and refunds, received from service providers should be declared as part of the monthly report.
- 4.5. 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 Senior Manager: SCM, CFO, and CEO of PanSALB.

## 5. EXPECTED OUTCOME AND DELIVERABLES

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- 5.1. The Service Providers will be required to deliver as per the scope of work and may be expected to render events management quoted as a management fee as and when required.
- 5.2. Service Providers to demonstrate the ability to deliver the service within the required services within the set parameters and scope.
- 5.3. Demonstrate a proven track record concerning the services required; and
- 5.4. Demonstrate compliance with the PanSALB requirements and travel requests submitted.
- 5.5. Demonstrate and provide a detailed transition plan for implementing the service without service interruptions.

## **6. MONITORING THE PROGRESS OF THE SERVICE**

- 6.1. The PanSALB shall monitor and evaluate the progress of the service delivery as per the deliverables outlined in the request for quotation. The Appointed Service Providers are advised that their performance will be managed at various intervals as dictated by the concluded Service Level Agreement.

## **7. QUALITY ASSURANCE (REVIEW OF THE SERVICES)**

- 7.1. The quality of the services will be managed via the approved specifications or events.

## **8. INDEPENDENCY OF OBJECTIVES OF THE BIDDER STAFF**

- 8.1. In carrying out the services, the approved Service Providers must ensure that their staff members maintain objectivity by remaining independent of the activities they execute.

## **9. TECHNICAL SCORECARD AND COMPLIANCE**

- 9.1. The Technical proposal will be evaluated out of 100 points with a threshold of 70 points.
- 9.2. Bidders who 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.

9.3. Example of how the bidder must complete the compliance checklist:

Section No	Technical Criteria	Reference page in the proposal	Comments
1.2	<b>Experience of the Bidder</b>	Exhibit 2: Page 9 to 12	Bidder to summarise the motivation of compliance, partial compliance or non-compliance to the requirement.
1.2	<b>Manage all reservations and bookings</b>	Exhibit 2: Page 13 to 15	Bidder to summarise the motivation of compliance,
1.3	<b>Manage all refunds and nonrefundable airline-tickets</b>	Exhibit 2: Page 17 to 20	partial compliance or non-compliance to the

9.4. Example of how the bidder must complete the compliance checklist:

Rating	Definition	Score
<b>Excellent</b>	<b>Exceeds</b> the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services. Response identifies factors that will offer potential added value, with supporting evidence.	5
<b>Good</b>	<b>Satisfies</b> the requirement with <b>minor additional benefits</b> . Above-average demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services. Response identifies factors that will offer potential added value, with supporting evidence.	4

<b>Acceptable</b>	<b>Satisfies</b> the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services, with supporting evidence.	3
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<b>Minor Reservations</b>	Satisfies the requirement with <b>minor reservations</b> . Some minor reservations about the supplier's relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services, with little or no supporting evidence.	2
<b>Serious Reservations</b>	Satisfies the requirement with <b>major reservations</b> . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services, with little or no supporting evidence.	1
<b>Unacceptable</b>	<b>Does not meet the requirement.</b> Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resources & quality measures required to provide the goods/services, with little or no supporting evidence.	0

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOC (SECTION)	REFERENCE PAGE IN BIDDERS' PROPOSAL	COMMENTS
<b>TO BE COMPLETED BY PANSALB</b>				<b>TO BE COMPLETED BY THE BIDDER</b>	
<b>1</b>	<b>GENERAL</b>	<b>30</b>	<b>e.g. SECTION 15.1</b>	<b>e.g. P25</b>	<b>COMMENTS</b>
1.1	Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.		<b>Section 5.5, P6</b>		

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1.2	<p>Provide the reference letters from <b><u>at least three (3) contactable</u></b> existing/recent clients (within past 3 years) which are of a similar size to PanSALB whom we may contact for references.</p> <p>The letter must include the company name, contact name, address, phone number, duration of the contract, the value of the travel expenditure, a brief description of the services that you provided, and the level of satisfaction.</p>		Section 5.3; P6		
1.3	ASATA (Association of South African Travel Agents) Membership. Provide proof of such membership.		Section 12; P20		
2	<b>RESERVATIONS</b>	15	e.g. SECTION 15.1	e.g. P25	<b>COMMENTS</b>
2.1	<p><b>Manage all reservations/ bookings.</b></p> <p>Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); car rental; flights etc.</p> <p>This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirements, confirmation numbers, and additional proof of competency.</p>		Section 4.2. to 4.3; P3-4		

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2.2	<p><b>Manage group bookings.</b></p> <p>Describe your capabilities for handling group bookings (e.g. for meetings, conferences, events, etc.). Please specify if these bookings would be done by the TMC or outsourced.</p>		Section 4.2. to 4.3; P3-4		
2.3	<p><b>Directly negotiated rates</b></p> <p>Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established National Treasury or by PanSALB are <b>non-commissionable</b>, where commissions are earned for PanSALB bookings, all these commissions should be returned to PanSALB quarterly.</p> <p>Describe how these specific rates will be secured. Describe any automated tools that will be used to assist with the maintenance and processing of the said negotiated rates.</p>		Section 4.2. to 4.3; P3-4		
	<p><b>Manage airline reservations.</b></p> <p>Describe in detail the process of booking the most cost-effective and practical routing for the traveller.</p> <p>This will include, without limitation, the refund process and how you</p>		Section 4.2. to 4.3; P3-4		

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	manage the unused nonrefundable airline tickets, your ability to secure special airline services for the traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities, etc.				
	<p><b>After-hours and emergency services</b></p> <p>The bidder must have the capacity to provide reliable and consistent after-hours and emergency support to the traveller(s).</p> <p>Please provide details/ Standard Operating Procedure of your after-hour support e.g.</p> <ul style="list-style-type: none"> <li>▪ how it is accessed by Travellers,</li> <li>▪ where it is located, centralized/ regionalized, in-country (owned)/ outsourced, etc.</li> <li>▪ is it available 24/7/365</li> <li>▪ Reminders to PanSALB to process purchase orders within 24 hours to reduce queries on invoices</li> </ul>		<b>Section 4.2. to 4.3; P3-4</b>		
<b>3</b>	<b>COMMUNICATIONS</b>	<b>25</b>	<b>e.g. SECTION 15.1</b>	<b>e.g. P25</b>	<b>COMMENTS</b>
<b>3.1</b>	Describe how you will ensure that travel bookers are informed of the travel booking processes.		<b>Section 4.3.8; P5</b>		

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	Describe your communication process where the traveller, travel co-ordinator/booker, and travel management company will be linked in one smooth continuous workflow.				
<b>4</b>	<b>FINANCIAL MANAGEMENT</b>	<b>10</b>	<b>e.g. SECTION 15.1</b>	<b>e.g. P25</b>	<b>COMMENTS</b>
<b>4.1</b>	<p>Describe how you will implement the negotiated rates and maximum allowable rates established either by the PanSALB or the National Treasury.</p> <p>Describe how you will manage the 30-day bill-back account facility.</p> <p>Describe how pre-payments will be handled where it is required for smaller Bed &amp; Breakfast /Guest House facilities.</p> <p>Describe how invoicing will be handled, including the process of rectifying discrepancies between purchase orders and invoices, supporting documentation, reconciliation of transactions and the timely provision of invoices to PanSALB</p>		<b>Section 4.1; P3</b>		

	Please describe the credit card reconciliation process, timing, and deliverables (if applicable).				
<b>5</b>	<b>TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING</b>	<b>10</b>	<b>e.g. SECTION 15.1</b>	<b>e.g. P25</b>	<b>COMMENTS</b>
<b>5.1</b>	<p>Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT), or Self-Booking tool (SBT).</p> <p>Describe how travel consultants access and book web airfares i.e. non-GDS inventories (low cost carriers/ consolidators), and hotel web rates.</p> <p>Describe how you will manage data and management information such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellations, traveller behavior, transaction-level data, etc.</p> <p>Give actual examples of standard reports that you currently have available.</p> <p>Indicate if reports can be customized.</p> <p>Describe all technology and</p>		<b>Section 4.4; P5</b>		

	<p>reporting products proposed for PanSALB</p> <p>Can the TMC comply with the PanSALB's monthly reporting requirement as prescribed by the National Treasury? See Monthly Reporting Template prescribed by National Treasury Instruction No 3 of 2016/17.</p> <p>Describe the compatibility of your online solution to fully integrate into PanSALB ERP (SAGE &amp; ESS).</p> <p>Indicate the turnaround time to complete this process and a breakdown of the expected cost that will be associated with it (in case PanSALB decides to integrate)</p>				
<b>6</b>	<b>ACCOUNT MANAGEMENT</b>	<b>10</b>	<b>e.g. SECTION 15.1</b>	<b>e.g. P25</b>	<b>COMMENTS</b>
	<p>Provide the proposed Account Management structure/organogram.</p> <p>Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service.</p>		<b>Section 4.3.2; P4</b>		

	<p>Describe how queries, requests, changes, and cancellations will be handled. What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards for resolving service issues.</p> <p>Complaint handling procedure must be submitted.</p> <p>What is in place to ensure that the PanSALB's travel Policy is enforced?</p> <p>How will you manage the service levels in the SLA and how will you go about doing customer satisfaction surveys?</p> <p>Indicate what workshops/training will be provided to Travellers and /or Travel Bookers.</p>				
<b>7</b>	<b>VALUE ADDED SERVICE</b>	<b>10</b>	<b>e.g. SECTION 15.1</b>	<b>e.g. P25</b>	<b>COMMENTS</b>
<b>7.1</b>	Please provide information on any value-added services your company can offer.				

8	<b>COST MANAGEMENT</b>	10	e.g. SECTION 15.1	e.g. P25	<b>COMMENTS</b>
	<p>Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results?</p> <p>Describe how you will assist the PanSALB to realize cost savings on annual travel spend.</p>		<b>Section 4.4.3 to 4.4.4; P5</b>		
8	<b>QUARTERLY AND ANNUAL TRAVEL REVIEWS</b>	10	e.g. SECTION 15.1	e.g. P25	<b>COMMENTS</b>
	<p>Provide a sample of a Quarterly and Annual review used for performance management during the life cycle of the contract.</p>		<b>Section 6.1; P6</b>		
8	<b>OFFICE MANAGEMENT</b>	10	e.g. SECTION 15.1	e.g. P25	<b>COMMENTS</b>
	<p>Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements, and bill back workflow.</p> <p>Describe the roles and responsibilities of assigned staff. Please provide the management hierarchy.</p> <p>Describe the type of training provided to travel agency personnel</p>		<b>Section 4.1; P3</b>		

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	Describe the forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes, etc.				
<b>PRESENTATION</b>		<b>20</b>			
	<p><b>Part A:</b> presentation must not exceed 90 minutes</p> <ul style="list-style-type: none"> <li>▪ Summary of the proposal</li> <li>▪ Value-added Services - Provide information on any value-added services that can be offered to PanSALB.</li> <li>▪ Cost saving strategy - Describe and provide examples of cost savings initiatives implemented and achieved by previous clients. Indicate what items were targeted for maximum cost savings results</li> <li>▪ How the TMC will assist with improving traveller behavior.</li> <li>▪ Reference checks</li> <li>▪ Q&amp;A on technical submission.</li> </ul>				

## 10. PRICE

10.1. All pricing provided must be in line with the scope of service and inclusive of any applicable VAT.

10.2. The price proposal should be structured per service type as outlined below:

SERVICE TYPE	SERVICE FEE (R)	NOTES
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		
Total Cost inclusive of (VAT)	R	

## 11. PREFERENCE POINT SYSTEM

11.1. The following preference point systems apply to this invitation to tender:

11.1.1. The 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included).

11.1.2. Points for this tender shall be for:

- Price and
- Specific Goals

11.1.3. A maximum of 80 points is allocated for price on the following basis:

Points for this tender

### 80/20

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

Where

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

$P_t$  = Price of tender under consideration

$P_{min}$  = Price of lowest acceptable tender

11.1.4. A maximum of 20 points is allocated for specific goals on the following basis:

- Enterprise is Black Owned- **10 points.**

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- Small, Medium, and Micro Enterprises (SMEs)- **5 points**
- Woman Ownership- **5 points.**

11.2. The Points will be distributed and allocated where the firm displays the following:

**11.2.1. Enterprise is Black Owned:**

Description		Points allocated per category
1	Enterprise is 100% Black Owned	10 points
2	Enterprise is 51% Black Owned	5 points
3	Enterprise is less than 51% Black Owned	3 points
4	Enterprise is 0% Black Owned	0 Points

**11.2.2. Small, Medium and Micro Enterprise (SMEs):**

Description		Points allocated per category
1	Small firm	5 points
2	Medium size firm	3 points
3	Large firm	1 points

**11.2.3. Small, Medium and Micro Enterprise (SMEs):**

Description		Points allocated per category
1	100% Woman ownership	5 points
2	50% Woman ownership	3 points
3	25% Woman ownership	1 points

## 12. COMPLIANCE DOCUMENTS

The following is required of bidders and should be submitted to PanSALB as part of the bid submission.			
Compliance Documentation	Minimum Submission Requirements	YES	NO
	Bidder must fully complete the Prescribed Standard Bidding Documentation		
	Bidder must be registered on the Central Supplier Database (CSD) or must submit proof of registration		
	Company profile.		
	ASATA (Association of South African Travel Agents) Membership. Provide proof of such membership.		
	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. <b>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.</b>		
	<b>Original and valid and/or certified</b> copy of B-BBEE status level certificate. Failure to submit a valid BBEE certificate will result in zero preference points being awarded for B-BBEE. B-BBEE certificates or affidavits must be valid at the time of the closing of the tender.		
	<b>Bidders are expected to complete and sign the SBD 6.1 in full to claim for specific goals indicated in section 4.2 of the SBD form 6.1.</b>		
	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.		
	Valid contact details including e-mail address.		
Failure to adhere to the Mandatory requirements will result in the disqualification of the bidder.			

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### 13. SUBMISSION OF BID DOCUMENTS

- 13.1. 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.
- 13.2. All bidders are required to complete a bid register when submitting bid documents. The Bid register is available at the address indicated below.
- 13.3. Bidders should deposit their documents into the tender box available on the 5th Floor reception area by **16 APRIL 2024** at **12H00** am at the address below:

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

### 14. BIDDERS DECLARATION

The bidder hereby declares the following:

We (I) confirm that \_\_\_\_\_ (Bidder's Name) will: –

- a) Act honestly, fairly, and with due skill, care, and diligence, in the interests of PanSALB;
- b) Employ effectively the resources, procedures, and appropriate technological systems for the proper performance of the services;
- c) Act with circumspection and treat PanSALB fairly in a situation of conflicting interests;
- d) Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e) Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, concerning dealings with PanSALB;
- f) Avoid fraudulent and misleading advertising, canvassing and marketing;
- g) Conduct business activities with transparency and consistently uphold the interests and needs of PanSALB as a client before any other consideration; and
- h) Ensure that any information acquired by the bidder(s) from PanSALB will not be used or disclosed unless the written consent of the client has been obtained to do so.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name of Signatory: \_\_\_\_\_

Designation: \_\_\_\_\_

FOR AND ON BEHALF OF: \_\_\_\_\_ (Bidding Company's Name)

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