

CENTLEC (SOC) LTD

RE-ADVERT CD29/2023

PROVISION OF TRAVEL AGENCY SERVICES

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1. INVITATION

CENTLEC (SOC) Ltd. (hereafter referred to as CENTLEC), a Municipal Entity, distributing electricity in Mangaung Metro area and other Municipalities in the Free State, invites competent and equipped service providers to deliver a service of travel agency for a period of thirty-six (36) months to the entity.

2. MINIMUM REQUIREMENTS

NOTE: Any omission of the below listed items will result in an automatic disqualification.

- 2.1 Supply unique security personal identification number (PIN) and/or original Tax Clearance Certificate for Tax compliant status.
- 2.2 Supply municipal services (water, sanitation, rates and electricity) clearance certificate or Lease Agreement with a current Bill and rates clearances, or Current Bill of Account not owing more than 90 days. In a case where the services are paid by the Landlord, the signed lease agreement and current statement of account must be submitted by the bidder.
- 2.3 The bidder must be registered on the National Treasury Centralized Suppliers Database
- 2.4 A valid letter of good standing from the Compensation Commissioner, Department of Labour or any other recognized authorities.

3. SCOPE OF THE REQUIRED SERVICES

CENTLEC, while executing its duties and fulfilling its legislative mandate makes use of travel, accommodation, and conference facilities. The above- mentioned services are utilised by officials of the Entity.

Travel services required include air travel, hotel accommodation (including meals), conference facilities, airport transfers, point to point shuttle services, and car rentals through the appointed service provider.

4. SPECIFICATION

Travel in CENTLEC follows a manual procurement subsistence and traveling (S&T) process.

4.1 Travel management services:

- 4.1.1 Provide travel management services during normal office hours Monday to Friday 07h30 to 16h00 (South African Standard Time)
- 4.1.2 Provide a consultant or team of consultants to assist travelers with after hours and emergency reservations and changes to travel plans.
- 4.1.3 Provide a dedicated consultant/s to assist Executive travelers with after-hours and emergency assistance.
- 4.1.4 Provide after hours' services from Monday to Friday outside the official hours (07h30 to 16h00) and twenty-four (24) hours, including weekends and Public Holidays.
- 4.1.5 Compile and provide a standard operating procedure for managing normal hours services.
- 4.1.6 Compile and provide a standard operating procedure for managing emergency services i.e. during normal hours, after hours, weekends and public holidays.**

4.2 Reservations:

- 4.2.1 Receive travel requests from travelers and/or support staff, respond with value for money offers in terms of quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the support staff and traveler via the agreed communication medium.
- 4.2.2 Appraise themselves of all travel requirements for relevant travel destinations and advise the traveler of the most cost effective and convenient travel options, visa requirements and the required and/or recommended medical precautions, where necessary.
- 4.2.3 Book the negotiated discounted fares and rates where possible.
- 4.2.4 Book parking facilities at the airports where required for the duration of the travel.
- 4.2.5 Facilitate group bookings (e.g., for meetings, conferences, events, etc.) to receive discounted rates.
- 4.2.6 Issue all necessary travel documents, itineraries, and vouchers timeously to traveler(s) prior to departure dates and times.
- 4.2.7 Administering of passports, visas and international drivers' licenses and travel insurances.
- 4.2.8 Advise the traveler of all visa and inoculation and/or prophylaxis requirements well in advance.
- 4.2.9 Assist with foreign exchange and the issuing of travel insurance for international trips where required.
- 4.2.10 Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- 4.2.11 Facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
- 4.2.12 Note that, unless otherwise stated, all bookings include domestic, regional, and international travel

bookings.

4.3 Air Travel:

- 4.3.1 Book full-service carriers as well as low-cost carriers.
- 4.3.2 Track and manage unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- 4.3.3 Assist with lounge access, if and when required.

4.4 Accommodation:

- 4.4.1 Accommodate CENTLEC travelers, where possible, at establishments with which CENTLEC or Government has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveler, the travel agent will source suitable accommodation bearing in mind the requirement of convenience for the traveler and confirmation with acceptable costs, or as stipulated in written directives issued from time to time by the Entity.
- 4.4.2 Issue accommodation vouchers to all CENTLEC travelers for accommodation bookings and must be invoiced to CENTLEC as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- 4.4.3 Provide proof during the reporting period, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the entity.

4.5 Car rental and shuttle services:

- 4.5.1 Book the approved category vehicle in accordance with the CENTLEC Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel, and venue).
- 4.5.2 Advise the traveler on the best time and location for collection and return considering the traveler's specific requirements.
- 4.5.3 Book transfers in line with the CENTLEC Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and rail services.
- 4.5.4 Appoint and manage shuttle services providers on behalf of CENTLEC and ensure compliance with the minimum standards set out in the CENTLEC travel policy.
- 4.5.5 Provide proof, during the reporting period, that negotiated rates were booked, where applicable.

4.6 Communication:

- 4.6.1 Conduct workshops and training sessions for support staff of CENTLEC on an as-and-when required basis.
- 4.6.2 Investigate all enquiries and provide prompt feedback be provided in accordance with the Service Level Agreement.

4.7 Financial Management:

- 4.7.1 Compile each invoice in accordance with the Purchase Order issued.
- 4.7.2 Consolidate invoices and supporting documentation to be provided to CENTLEC Financial Management Office on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the service providers' bill-back report or the credit card statement.
- 4.7.3 The entire itinerary of the trip should all be quoted and invoiced as per order.

4.8 Conference Services:

- 4.8.1 Internal Conferences planned by CENTLEC.

4.9 Value Added Services:

- 4.9.1 Destination Information for regional and international destinations.
- 4.9.2 Electronic voucher retrieval via web and smart phones.
- 4.9.3 SMS notification for travel confirmations.
- 4.9.4 VIP services for Executives that include, but is not limited to check-in support.

5. SPECIAL CONDITIONS

- 5.1 The successful bidder will be expected to enter into a Service Level Agreement with CENTLEC for thirty-six (36) months.
- 5.2 The Successful Bidders` employees shall be vetted upon appointment.
- 5.3 The successful bidder shall submit a Company profile including the following: Main controlling company (If applicable), Shareholders, Directors and the establishment date of the company and the relevant number of years' experience in a corporate, government or municipal environment
- 5.4 Turnaround time. Indicate the amount of days it typically takes your company to fully complete a travel booking from the time the request is received up until the full final itinerary is generated and supplied to the client.
- 5.5 Indicate the total number of employees in your company and relevant branch. Attach an organogram of the service team and the experience and qualification of the employees to be allocated to the CENTLEC account.
- 5.6 Computerized reservation system. Provide detail on which travel booking system is used.
- 5.7 All toll fees and insurance costs must be included in the pricing per item.
- 5.8 All tickets must be return tickets unless otherwise specified or requested.
- 5.9 CENTLEC may require presentations or meetings with bidders, at the cost of bidders, as part of the evaluation process to provide further information, submission of substantiating documentation or clarification to CENTLEC as deemed necessary.

6. EVALUATION CRITERIA

6.1 Technical Evaluation

All proposals submitted will be evaluated in accordance with the criteria set out in the policy of Supply Chain Management of the Entity.

The most suitable candidate will then be selected. Please take note that CENTLEC is not bound to select any of the firms submitting proposals. CENTLEC furthermore reserves the right to select more than one bidder.

Furthermore, technical competence is the principal selection criteria, CENTLEC will evaluate the technical criteria first and will only look at the price and Specific Goals requirements if it is satisfied with the technical evaluation. As a result of this, CENTLEC does not bind itself in any way to select the firm offering the lowest price.

The relative technical weighting of the criteria is as follows:

Table 1: Evaluation criteria

No.	Criteria	Description	Points
6.1.1	Track record and experience	A minimum of four (4) signed reference letters on company's letterhead signed by the duly authorized person confirming track record and experience related to the scope of work. 4-6 reference letters = 20 points 7-9 reference letters = 30 points 10 reference letters or more = 40 points	40
6.1.2	Local (Mangaung) operational capability.	Does the bidder have a local office with operational capability? Existing and established local office (CENTLEC distribution area) = 20 points If not (Within South Africa) = 10 points	20
6.1.3	Accreditation	Supply a valid certificate of registration with Association of Southern African Travel Agents (ASATA) = 20 Points International Air Transport Association (IATA) = 20 points	40
	TOTAL		100

A bidder who gets a minimum of 70 points and above will qualify to the next stage. The bidder must score minimum points as follows:

Item 1: Minimum points = 20

Item 2: Minimum points = 10

Item 3: Minimum points = 40

6.2 PRICE AND REFERENTIAL POINTS SCORING – STAGE 2 (Price and Specific Goals requirement)

All Bidders that have passed the technical evaluation threshold of 70 points would also be scored based the 80/20 principle where 80 Points is for the Price and 20 points for specific goals as per the detail given below.

6.3 Points awarded for price

A maximum of 80 Points is allocated for price on the following basis:

$$\text{Where } P_s = 80 \left[1 - \frac{P_t - P_{\min}}{P_{\min}} \right]$$

P_s = Points Scored for comparative price of bid under consideration

P_t = Comparative Price of bid under consideration

P_{\min} = Comparative Price of lowest acceptable bid

6.4 Points awarded for Specific Goals Requirement

In terms of Regulation 3.(1) An organ of state must, in the tender documents, stipulate— (a) the applicable preference point system as envisaged in regulations 4, 5, 6 or 7; (b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goals in accordance with the table below;

Table 3: Specified Goals for Preferential Point System

Specified Goals	Points Allocation
50% Black owned	10
50% Women owned	5
50% Youth owned <35 years	5
Total Points	20

7. PRICING

7.1 Prices must be VAT exclusive.

ITEM	TRANSACTION TYPE	BOOKINGS SERVICE UNIT PRICE (R)
1	Air Travel – International	
2	Air Travel – Regional	
3	Air Travel – Domestic	
4	Air Travel – International (Re-issue)	
5	Air Travel Regional (Re-issue)	
6	Air Travel Domestic (Re-issue)	
7	Refunds – Air Domestic	
8	Refunds – Air Regional	
9	Refunds – Air International	
10	Car Rental – Domestic	
11	Car Rental – Regional	
12	Car Rental - International	
13	Transfers/Shuttle - Domestic	
14	Transfers/Shuttle - Regional	
15	Transfers/Shuttle - International	
16	Accommodation – Domestic	
17	Accommodation – Regional	
18	Accommodation - International	
19	Bus/Coach Bookings	
20	Train bookings-International Visa Assistance	
21	Courier services for travel documentation	
22	SMS notifications	
23	Parking booking	
24	Cancellations	
25	Changes to bookings	
26	After hours services	
27	Additional Ad-hoc Reports (per report)	
28	Emergency bookings	
29	Conference booking fee	
Total		

NB: Actual costs for transactions listed above should be market related. No additional costs will be considered when instructed to make a booking. Upon invoicing, the quotation price from third party must be submitted together with the invoice.

8. CONTACT DETAILS.

- 8.1 For any further technical information regarding the document contents please contact Me Masabata Motsoane 051 412 2663 e-mail: Masabata.Motsoane@centlec.co.za Such queries must be done in writing, the email address provided serves this purpose. The answer to one question will be sent to all the other prospective bidders that have bought the bid documents.
- 8.2 For Supply Chain Related questions, please contact Ms. Palesa Makhele at 051 412 2753 or at Palesa.Makhele@centlec.co.za