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**PARLIAMENT**  
OF THE REPUBLIC OF SOUTH AFRICA

**INVITATION TO BID:  
B1/2024: PROVISION OF  
TRAVEL AGENCY SERVICES  
FOR THE PARLIAMENT OF RSA**

**Invitation to BID**

**BID NUMBER: B1/2024**

**BID DESCRIPTION: Provision of Travel Agency Services for Parliament of RSA**

You are hereby invited to Bid for the Parliament of the Republic of South Africa.

Issue Bid	30 March 2024
Virtual Compulsory Briefing Session	09 April 2024 at 11H00 ( <i>refer to page 5</i> )
Closing Date & Time	19 April 2024 at 12H00

1. This Bid bundle consist of the following documents:
  - 1.1 This letter of invitation to Bid.
  - 1.2 Background to Parliament..... Annexure A.
  - 1.3 Specific Conditions of Contract (SCC) ..... Annexure B.
  - 1.4 Tax Clearance Requirements..... Annexure C.
  - 1.5 Bid Terms of Reference (TOR)..... Annexure D.
  - 1.6 Contractual Obligations ..... Annexure E.
  - 1.7 Declaration of Interest.....Annexure F
  - 1.8 Bid Declaration ..... Annexure G.
  - 1.9 Declaration of Bidders past procurement practices..... Annexure H.
2. This B1/2024 bid submissions must be emailed to [tenders@parliament.gov.za](mailto:tenders@parliament.gov.za) not later than the closing date and time as stipulated above. Late submissions will not be considered.
3. Further information regarding this Bid may be obtained from Mr N Ntanjana on e-mail [tenders@parliament.gov.za](mailto:tenders@parliament.gov.za)

\_\_\_\_\_  
**Name**                                  **Signature**                                  **Date**

**FOR SECRETARY TO PARLIAMENT**

## **ANNEXURE A**

### **Background to Parliament**

The Constitution of the Republic of South Africa sets a single, sovereign democratic state where government is constituted as national, provincial and local spheres of government which are distinctive, interdependent and interrelated. On the national sphere governance is effected through Parliament, the Executive and the Judiciary.

Parliament represents the people and ensures government by the people under the Constitution, as well as represents the provinces in the national sphere of government.

In this Parliament's vision is to build an effective people's Parliament that is responsive to the needs of the people and that is driven by the ideal of realising a better quality of life for all the people of South Africa.

Please visit our full Strategic Plan at [www.parliament.gov.za](http://www.parliament.gov.za)

## **ANNEXURE B: SPECIFIC CONDITIONS OF CONTRACT**

### **VALIDITY**

1. This Bid and all proposals (costs included) shall remain binding and valid for a period of one-hundred and twenty (120) days calculated from the closing date of the Bid.
2. Parliament reserves the right to notify bidders in writing to extend the above validity period for another sixty (60) days if deemed in the interest of Parliament.
3. Any additional extension after the above days, Parliament will request approval from bidders received.

### **Documents**

4. Specify name, position, address and other contact details (e-mail, telephone, and fax) of the person within the service provider organisation responsible for leading the bid process and to whom all correspondence should be directed.
5. The Bid shall be signed by a relevant company or close cooperation (CC) representative who has the relevant authority to sign legal and binding contracts on behalf of the company or CC.
6. **If any part of this Bid is not duly filled in and signed in ink it may invalidate the Bid. Where alterations have been made to any part of the Bid, the Bidder must sign next to such alteration.**
7. **All Bids must be submitted on the official forms (not to be retyped). The Bidder's must initial all the pages of this bid to acknowledge acceptance of understanding. The signed bid must be returned with the proposal.**
8. The bidder must certify that the personnel identified in its response to this Bid will be the persons actually assigned to Parliament. Any changes in the personnel from those identified in the response to the Bid must be approved by Parliament. Parliament may, at its discretion, require the removal and replacement of any of the bidder's personnel who do not perform adequately.
9. The company, its directorship and personnel assigned will be subject to vetting by Parliament's Protection Services. A register of particulars will be requested of the successful company.



### **Joint Ventures or Consortiums**

10. Ensure one responsible lead bidder in the case of a consortium.
11. Where Joint Ventures or Consortiums are formed, the Supplier Accreditation Form (SAF) shall be filled in, in respect of every entity or company participating in the Joint Venture or Consortium.
12. A Copy of the Joint Venture Consortium agreement must be attached.

### **Virtual Compulsory Bid Briefing Session**

**Date: 09 April 2024**

**Time: 11H00**

**Venue: Microsoft Teams (bidders must send an email to [tenders@parliament.gov.za](mailto:tenders@parliament.gov.za) by 08 April 2024 at 13H00 to confirm their intention to attend the virtual compulsory briefing session and to enable their invitation).**

### **Format for the submission of Bid proposals.**

13. This Bid must be submitted in accordance with the format, times and place as prescribed in the Bid document.
14. **All responses must conform to instructions. Failure to provide relevant information, signatures or any other requirements of this Bid will be considered appropriate cause for rejection of the response and will result in instant disqualification.**
15. Proposals must be submitted with the sections and/or subsections clearly marked. All pages must be numbered consecutively.
16. Bidders must use the checklist below to ensure completeness of their bid submission.

**\*NB: Bid Compliance Checklist**

**If you do not submit the following documents your bid may be disqualified automatically:**

No.	Description of requirement	
a)	Completion of ALL bid documentation (includes ALL declarations and Commissioner of Oath signatures required)	
b)	A valid and original Tax Clearance Certificate or pin (valid as at the closing date of this bid)	

**If you do not submit the following documents your bid will be considered non-compliant and these documents must be made available should an award be made:**

No.	Description of requirement	
a.	Proof of Registration, Certificate of Incorporation or CK1.	
b.	Proof of Ownership	
c.	Certificate to Commence Business	
d.	Certificate of Change of Name or CK2 (if applicable)	
e.	Joint Venture / Consortium agreement / Trust Deed (if applicable)	

**Non-submission of information that will be scored on functionality will lose points on functionality**

**Submission of bids**

17. **The electronic bid submissions must be emailed to [tenders@parliament.gov.za](mailto:tenders@parliament.gov.za) on or before the closing date and time.** No faxed copies will be accepted.

**Time frames**

18. Bidders are advised that Parliament reserves the right to change any of the dates indicated.
19. The timing and sequencing of events resulting from this Bid will be determined by Parliament.

**Ownership of Proposals**

20. All proposals in response to this bid, whether successful or unsuccessful, will become the property of Parliament.
21. Any costs incurred by the service providers in preparing and submitting their response to the RFB will be the sole responsibility of the service provider.

## Preferential Point System

22. The following preference point systems are applicable to all bids:
- a) the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
  - b) the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).
23. The value of this bid is estimated to be above R50 000 000 (all applicable taxes included) and therefore the 90/10 system shall be applicable.
- 23.1 Preference points applicable for this bid will be 90/10. Points will be awarded for:
- (a) Price 90
  - (b) Specific HDI and/or RDP Goals 10

### Calculation of points for HDI and/or RDP Goals

Points must be awarded to a bidder for supplying the supporting documents as listed in the table below:

Specific goals:	Number of points:	Bidders must supply the following documents when claiming preference points:
<b>HDI GOALS</b>		
Black	3	ID Document
Women	2	ID Document
People with disabilities	1	Medical Certificate
<b>RDP GOALS</b>		
Youth	2	i) ID Document
Promotion of SMMEs	2	Annual Turnover

**HDI – Historically Disadvantaged Individual** as defined in Parliament’s Preferential Procurement Policy.

**RDP – Reconstruction and Development Programme** as defined in the Government Gazette Notice No. 1954 of 1994.

### **Discounts**

- 24 When calculating comparative prices, Parliament will take into account any discounts which have been offered unconditionally.
- 25 A discount which has been offered conditionally will be implemented when payment is effected despite not being taken into account for evaluation purposes.

### **Bid Declaration**

- 26 Only a bidder who has completed and signed the declaration part of the tender documentation will be considered for preference points.

### **Visits / Meetings / Inspection**

- 27 As part of the adjudication process Parliament may request certain providers to organize a visit to an existing facility under the management of the service provider to gain an understanding of the provider's service standards.
- 28 Parliament 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 Parliament as deemed necessary.

### **Award of Bid**

- 29 The award of this Bid by the Secretary to Parliament shall constitute a binding contract, and such acceptance may be by letter, email or facsimile message.
- 30 The Secretary to Parliament may award this Bid to more than one successful Bidder, either in full or in part.
- 31 Parliament reserves the right not to award this contract.
- 32 Service Level Agreements, where applicable, will be concluded with the successful service provider.

### **Subcontracting**

- 33 A person awarded a contract may not sub-contract any part of the contract after an award has been made. Bidders must indicate upfront their intention to sub-contract and submit the sub-contractors relevant documentation.

### **Other**

- 34 Parliament may amend or cancel this Bid before the award should Parliament deem it necessary.



## Security and occupancy

### 35 Security

All the areas covered by this contract fall within areas defined in the relevant Security and Access Acts as “Restricted Areas” and all of the provisions of these Acts will apply to this contract.

All buildings involved in this contract are subject to stringent access control for all personnel and for materials delivered to and removed from the site. In addition, all workmen and staff on site or in any way involved in this contract are subject to **prior** security clearance.

Bidders will be required to submit a list of the minimum sufficient persons required affecting the work on site plus those directly involved on site with this contract. If any person is rejected for security reasons Bidder will be required to replace them on their list. If the Bidder is ultimately unable to offer personnel with satisfactory security clearance his Bid may be rejected on such grounds.

Any person rejected by the SAPS for failing to meet the security requirements, inclusive of security clearance, wandering away from an escort or from the immediate contract area, or any misconduct on the site will immediately, without any recourse by the Contractor, be removed from site and refused re-entry to site. This refusal to site shall be in addition to any legal action the SAPS may institute.

Successful Bidder will be required to hand in to the Department within Forty-Eight (48) hours after being requested, following formal acceptance of the Bid, the following information:

- Full names of each of the persons intended to be utilized on site, including supervisory staff.
- Position in firm plus service to be performed.
- Intended areas they will be working in.
- A copy of Identification Document, certified as a true copy of the original by the SAPS.  
– Such document shall be the original certified copy.
- Home address.

The Bidder are recommended to have such documentation, both for their own staff and for their Sub-contractors, if applicable, available prior to the closing date of Bids so as to minimise delays in security clearance of personnel once the Bid is awarded.

Any time lost due to delays in submitting the called for list of personnel required entering site, the rejection of personnel on the list, or the subsequent removal and banning from

site of personnel will not be accepted as motivation for extension of the contract period.

Such clearance for this project shall remain valid for a period not exceeding 12 months and shall only apply for this project.

In addition, the Oath of Secrecy form attached to this Bid document shall be fully completed and every person having necessity to observe or work with any part of documentation relating to this project is it on or off site.

Legible copies of the Oath of Secrecy document may be made. *(will be provided to the successful bidder)*

### **36 Safeguarding of documents**

This project has been classified by the authorities as “Confidential”. As such, all specifications and drawings must be kept in a safe place at all times, and under no

circumstances may they be shown or distributed to parties not directly concerned with the project.

All documents will be individually numbered on issue and records kept as to what documents have been issued to whom.

It will be the responsibility of the service provider to ensure that drawings do not get issued to unauthorized persons, that all superseded drawings are kept in a secure place until they have been destroyed, and that current drawings are kept in a safe and secure environment.

All documents issued to sub-contractors or suppliers must be signed for, and such sub-contractors and suppliers must also accept responsibility for the safeguarding of such documents while they are in their possession.

All documentation shall be strictly handled as set out in the NIA Minimum Information Security Standards (MISS), a copy of which shall be provided to the successful contractor at the time of site hand over.

It will be the main contractor's responsibility to familiarise themselves with the MISS document and make sure his personnel and sub-contractors are advised accordingly.

### 37 General Conditions of Contract (GCC)

- a) Parliament cannot award contracts to provide goods or services to a Member of Parliament or Cabinet, a Member of a Provincial Legislature or Member of a Provincial Executive Council, a municipal councillor, a person in the employ of the state whose participation in bidding for the contract may result in a conflict of interest, or any entity in which any of the mentioned persons is a Director or has controlling or other substantial interest.
- b) Where a joint venture / partnership submits an offer for this bid, a joint venture / partnership agreement must be attached, which specifies the names of the companies that have formed the joint venture / partnership, the name of the joint venture / partnership. Companies that are members of the joint venture / partnership will be individually required to comply with tax compliance requirements by the South African Revenue Services (SARS).
- c) Parliament reserves the right, for purposes of promoting the values of competitiveness and fairness, not to award the bid to the highest scoring bidder, if such bidder has been awarded a bid by Parliament or has performed services for Parliament during the last twelve (12) months prior to the closing date of the bid.
- d) In terms of Section 4(1) of the Competition Act No.89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is/are or a contractor/s was/were involved in:
  - i. Directly or indirectly fixing a purchase or selling price or any other trading condition,
  - ii. Dividing markets by allocating customers, suppliers, territories or specific types of goods or services, or
  - iii. Collusive bidding.

Please visit [www.parliament.gov.za](http://www.parliament.gov.za) for detailed document.

## **ANNEXURE C: TAX CLEARANCE REQUIREMENTS**

IT IS A CONDITION OF BIDDING THAT –

1. The taxes of the successful Bidder **must** be in order, or that satisfactory arrangements have been made with the Receiver of Revenue to meet his/her tax obligations (Proof from SARS must be submitted).
2. Bidders may submit a valid tax pin number or submit an **original and valid** Tax Clearance Certificate in order not to invalidate the bid. ***“Refer to page 6 “Bid Compliance Checklist”.***
3. No contract shall be concluded with any bidder whose tax matters are not in order Prior to the award of a bid, Parliament must be in possession of an original tax clearance certificate, or tax pin number submitted by the bidder.
4. In bids where Consortia/Joint Ventures/Sub-contractors are involved, each party must submit a separate Tax Clearance Certificate or tax pin number.

## **ANNEXURE D**

### **PROVISION OF TRAVEL AGENCY SERVICES FOR PARLIAMENT OF THE REPUBLIC SOUTH AFRICA**

Request for Bid (RFB)

### **Terms of Reference**

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## 1. BACKGROUND

Parliament of the Republic of South Africa (hereon in this document referred to as “Parliament”), in the course of executing its duties and fulfilling its legislative mandate makes use of travel, accommodation and conference facilities. The above-mentioned services are utilised by Members and officials of Parliament.

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

Parliament intends to issue a request for bids (RFB) from experienced and professional travel agencies for the provision of travel and related services. The Travel Management Company selected will be required to provide travel services through a dedicated on-site “Service Station” to be set up within the premises of Parliament at Plein Street, Cape Town or an off-site service. The services of the Travel Management Company (TMC) will be accessible by Parliament.

Travel in Parliament is split into 2 distinct categories, Entitlement Travel and Institutional Travel. Entitlement travel refers to the allocation of travel assigned to each Member of Parliament for utilisation to attend to their travel needs as an elected public representative. Such travel is an allocation of single journeys per annum and is administered through an electronic booking and procurement platform designed by Parliament. Institutional travel refers to travel undertaken for official Parliamentary business by Members of Parliament and Parliamentary staff. Such travel follows a manual procurement process. The appointed service provider(s) will be required to utilise the bespoke booking system for entitlement travel and operate from an on-site service office.

## 2. OBJECTIVES

The broad objectives of this RFB include:

- 2.1. To enter into agreement with a successful bidder(s) who will achieve the following:
  - 2.1.1. Provide Parliament of the RSA with consistent and reliable travel management services and will maintain a high level of traveller satisfaction in line with the service levels.
  - 2.1.2. Significant cost savings for Parliament of the RSA without any compromise to the services; and
  - 2.1.3. Appropriate containment of traveller’s risk.

- 2.2. To provide prospective service providers with adequate information to understand and respond to Parliament of the RSA's requirements.
- 2.3. To ensure that responses from prospective bidders comply with determined standards; and
- 2.4. To provide a structured framework for the evaluation of proposals.

### **3. PURPOSE OF THE REQUEST FOR BID (RFB)**

- 3.1. The proposed contract with the TMC will include airline ticketing, visa services and incidental services such as issuance/delivery, revalidation, re-routing, reissuance, reconfirmation, processing refunds and cancellations, and preparation of suitable itineraries (including alternative routings, departures and arrivals), at most direct and lowest cost for Parliament of the RSA staff and Members of Parliament (for purpose of official and non-official/personal travel) and consultants, government officials and participants attending meetings or on official business for the Parliament of the RSA.
- 3.2. The successful bidder/s will be required to sign a contract with Parliament to provide the travel services specified in this Terms of Reference and agree to clearly identified service levels. The contract will be for a three (3) year period.



## 4. SCOPE OF THE REQUIRED SERVICE

4.1. The successful bidder/s (hereon referred to as “TMC”) shall be required to provide the following:

4.1.1. Travel management services:

- 4.1.1.1. Travel management services during normal office hours Monday to Friday 08h00 to 17h00 (South African Standard Time).
- 4.1.1.2. A dedicated consultant or team of consultants to assist travellers and/or support staff with after hours and emergency reservations and changes to travel plans.
- 4.1.1.3. Provide a dedicated consultant/s to assist VIP/Executive travellers with after hours and emergency assistance.
- 4.1.1.4. Provide after hours’ services from Monday to Friday outside the official business hours (08h00 to 17h00) and twenty-four (24) hours on weekends and Public Holidays.
- 4.1.1.5. Compile and provide a standard operating procedure for managing after hours and emergency services.
- 4.1.1.6. Provide a facility for Parliament to update travellers’ profiles.

4.1.2. Reservations:

- 4.1.2.1. Receive travel requests from travellers 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 traveller via the agreed communication medium.
- 4.1.2.2. Apprise themselves of all travel requirements for relevant travel destinations and advise the traveller of the most cost effective and convenient travel options, visa requirements and the required and/or recommended medical precautions, where necessary.
- 4.1.2.3. Book the negotiated discounted fares and rates where possible.
- 4.1.2.4. Book parking facilities at the airports where required for the duration of the travel.
- 4.1.2.5. Facilitate group bookings (e.g. for meetings, conferences, events, etc.) in order to receive discounted rates.



- 4.1.2.6. Issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- 4.1.2.7. Advise the traveller of all visa and inoculation and/or prophylaxis requirements well in advance.
- 4.1.2.8. Assist with foreign exchange and the issuing of travel insurance for international travel where required.
- 4.1.2.9. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- 4.1.2.10. Facilitate the bookings that are generated through their own, or third parties' Online Booking Tool (OBT) where it can be implemented.

Note: unless otherwise stated, all bookings include domestic, regional and international travel bookings.

Note: negotiated airline fares, accommodation rates, car rental rates, etc. that are negotiated directly or established by Parliament are non-commissionable. Where commissions are earned on Parliament bookings all such commissions should be returned to Parliament on a quarterly basis.

#### 4.1.3. Air Travel:

- 4.1.3.1. Book full-service carriers as well as low-cost carriers.
- 4.1.3.2. Book the most cost-effective airfares possible for domestic travel.
- 4.1.3.3. Assist with the bookings of charters for VIPs utilising existing transversal term contracts, where applicable as well as the sourcing of alternative service providers for other charter requirements.
- 4.1.3.4. Track and manage unused e-tickets as per agreement with Parliament and provide a quarterly report on refund management.
- 4.1.3.5. Assist with airport lounge access, if and when required.

#### 4.1.4. Accommodation:



- 4.1.4.1. Book accommodation for Parliament travellers at establishments with which Parliament or Government has negotiated corporate rates where possible. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation, bearing in mind the requirement of convenience for the traveller and confirmation with acceptable costs, or as stipulated in written directives issued from time to time by Parliament.
- 4.1.4.2. Issue accommodation vouchers to Parliament travellers for accommodation bookings and must be invoiced to Parliament as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- 4.1.4.3. Provide proof during the reporting period, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment agreement with National Treasury, accommodation establishments and Parliament's travel policy.

4.1.5. Car rental and shuttle services:

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

4.1.6. Communication:

- 4.1.6.1. Conduct workshops and training sessions for support staff of Parliament, as-and-when required.
- 4.1.6.2. Investigate all enquiries and provide prompt feedback in accordance with the Service Level Agreement.

#### 4.1.7. Financial Management:

- 4.1.7.1. Implement the rates negotiated by Parliament with travel service providers or the discounted air fares, or the maximum allowable rates established by Parliament where applicable.
- 4.1.7.2. Consolidate Travel Supplier bill-back invoices as required.
- 4.1.7.3. Consolidate invoices and supporting documentation to be provided to Parliament's Financial Management Office in 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.
- 4.1.7.4. Implement the necessary processes and programs to ensure the security of data at all times. Data should not be accessible by any unauthorised parties.

#### 4.1.8. Account Management:

- 4.1.8.1. Implement a complaint handling procedure to manage and record the compliments and complaints of the TMC and other travel service providers.

#### 4.1.9. Value Added Services:

- 4.1.9.1. Destination Information for regional and international destinations:
  - (a) Health warnings.
  - (b) Weather forecasts.
  - (c) Places of interest.
  - (d) Visa Information.
  - (e) Travel alerts.
  - (f) Location of hotels and restaurants.
  - (g) Information including the cost of public transport.
  - (h) Rules and procedures of the airports.
  - (i) Business etiquette specific to the country.
  - (j) Airline baggage policy and
  - (k) Supplier updates
- 4.1.9.2. Electronic voucher retrieval via web and smart phones.
- 4.1.9.3. SMS notification for travel confirmations and/or amendments.
- 4.1.9.4. Travel audits.

4.1.9.5. Global Travel Risk Management.

4.1.9.6. VIP services for Presiding Officers and qualifying officials that include but is not limited to check-in support.

4.1.10. Quarterly and Annual Travel Reviews:

4.1.10.1. Compile and present quarterly reviews on all Parliament travel activity in the previous three-month period. These reviews are comprehensive and presented to Parliament's travel management and Finance teams as part of the performance management reviews based on the service level agreement.

4.1.10.2. Compile and present annual reviews to Parliament's Senior Executives.

4.1.10.3. These travel reviews will include without limitation the following information:

- (a) Total travel spend.
- (b) Air travel spend analysis.
- (c) Accommodation spend analysis.
- (d) Car Hire spend analysis.
- (e) Top travellers
- (f) Top suppliers
- (g) Top after hour users
- (h) Savings report
- (i) Refunds report
- (j) After hour report
- (k) Most common routes, Domestic and International
- (l) Number of transactions
- (m) Advance booking analysis.



## **5. PROJECT DELIVERABLES**

5.1. The successful TMC must have delivered on all the travel agency services as specified in Section 4.

## 6. MANDATORY SUBMISSION REQUIREMENTS

All bids that fail to attach the required documents will be disqualified.

Description of requirement	Indicate YES/NO	Comment or reference to proposal
6.1. Bidders must submit at least three (3) references where similar contracts were undertaken with at least one of the contracts exceeding R10 million (per annum) during the last five (5) years. Bidders' referees must complete Annexure A.		
6.2. Bidders must submit comprehensive audited or independently reviewed financial statements for the last two completed financial years (with comparative figures).		
6.3. Bidders must submit CVs of proposed dedicated Account Manager with a minimum of three (3) years of individual relevant experience.		
6.4. Bidders must submit company profile indicating at least the following: the nature of the business, company address and contact, ownership and shareholders, size of company, duration in business/trading.		
6.5. Bidders must submit sample of management reports showcasing the capability of the administrative systems in place.		
6.6. Bidders must submit valid proof of accreditation with the International Air Transport Association (IATA).		

I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.

## 7. MANDATORY FUNCTIONAL REQUIREMENTS

Bidders must please include supporting documentation or an explanation on how their proposal will meet the following criteria.

Bidders must however still indicate “Yes” in the fields as well as provide some documentation or an explanation on each point.

Bids must comply with all of these criteria to proceed to the functionality evaluation phase.

Description of requirement	Indicate YES/NO	Comment or reference to proposal
7.1 Bidders must possess a minimum of five (5) years relevant experience in each of the following travel agency services.		
7.1.1 Booking of domestic & international air travel services.		
7.1.2 Facilitating the provision of domestic & international accommodation services.		
7.1.3 Facilitating the provision of conference facility services.		
7.1.4 Procuring domestic & international rental vehicles and booking shuttle services / land transport.		
7.1.5 facilitating the administration of passports, visas and international drivers' licences and travel insurances.		

I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.





Description of requirement	Indicate YES/NO	Comment or reference to proposal
7.2 Bidders must provide highly skilled and qualified human resources to fulfil the following roles:		
7.2.1 Senior Consultants		
7.2.2 Intermediate Consultants		
7.2.3 Junior Consultants		
7.2.4 Travel Manager (Operational)		
7.2.5 Finance Manager / Branch Accountant		
7.2.6 Admin Back Office (Creditors / Debtors / Finance Processors)		
7.2.7 Strategic Account Manager		
7.2.8 System Administrator (General Admin)		
7.3 Bidders will be required to have an electronic administrative system in place that can produce inter alia monthly management reports.		
7.4 Bidders must be able to negotiate best prices to the benefit of Parliament.		
7.5 Bidders must be able to carry a 30-day account with an estimated value of R19 million for all fees and costs of accommodation, flights, car hire, shuttle service and conferences/workshops.		
7.6 Bidders must be available on a 24-hour basis seven (7) days a week.		



I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.

Description of requirement	Indicate YES/NO	Comment or reference to proposal
7.7 Bidders must have a 24/7/365 call centre facility or after hours contact number to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to (e.g. After hours call report, invoices or any other proof of the 24 hours call centre).		
7.8 The TMC must provide:		
7.8.1 Travel management services:		
a) Manage third party service providers by addressing service failures, complaints and service delivery improvements related to service providers.		
b) Consolidate and verify accuracy of all invoices from service providers.		
c) Submit invoices in a timely manner as per Parliament's instructions.		
d) Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.		
e) Provide Parliament with MIS reports on a monthly basis.		



I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.

Description of requirement	Indicate YES/NO	Comment or reference to proposal
f) Assist with further negotiations with service providers in the travel, hospitality and related industries to improve value for money. The TMC will be required to familiarise themselves with current travel suppliers and negotiated agreements that are in place between Parliament and third parties		
7.8.2 Reservations:		
a) Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or support staff		
b) Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.		
c) Ensure confidentiality in respect of all travel arrangements concerning all persons requested by Parliament.		
d) Keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.		



<p>e) Respond efficiently and process all queries, requests, changes and cancellations timeously and accurately.</p>		
<p>I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.</p>		
Description of requirement	Indicate YES/NO	Comment or reference to proposal
7.8.3 Air travel:		
<p>a) Provide proof, during their report period, that bookings were made against the discounted rates on the published fares, where applicable.</p>		
<p>b) Obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the traveller.</p>		
<p>c) Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.).</p>		
7.8.4 Accommodation:		
<p>a) Obtain price comparisons within the maximum allowable rate matrix as per the cost containment instructions of the Government.</p>		



<p>b) Obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is most convenient and appropriately located in terms of the business requirements of the traveller. This includes planning, booking, confirming and amendment of accommodation with any establishment (hotel group, private hotel, guest house or Bed &amp; Breakfast) in accordance with Parliament’s travel policy</p>		
<p>c) Ensure that accommodation is booked with requested meals , where available.</p>		
<p>I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.</p>		
Description of requirement	Indicate YES/NO	Comment or reference to proposal
<p>7.8.5 Car rental and shuttle services:</p>		
<p>a) Ensure that relevant information, such as e-tolls, refuelling, keys, rental agreements, damages and accidents, etc. is shared with travellers regarding rental vehicles</p>		
<p>b) Assist in negotiating better rates with relevant shuttle services providers.</p> <p>Poor performance of shuttle companies must be recorded by the TMC and Parliament must be provided with alternate service providers.</p>		
<p>7.8.6 Communication</p>		



<p>a) Maintain the highest level of professionalism and customer service in all communication with travellers and support staff.</p>		
<p>b) Ensure sound communication with all stakeholders. Link the business traveller, travel co-ordinator, TMC in one smooth continuous workflow.</p>		
<p>7.8.7 Financial management:</p>		
<p>a) Enable savings on total annual travel expenditure. This should be reported, and proof provided during monthly and quarterly reviews.</p>		
<p>b) Offer a 30-day bill-back accounts facility to Parliament should a lodge card not be offered. "Bill back", refers to the supplier sending the bill back to the TMC, who, in turn, invoices Parliament for the services rendered.</p>		
<p>I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.</p>		
<p><b>Description of requirement</b></p>	<p><b>Indicate YES/NO</b></p>	<p><b>Comment or reference to proposal</b></p>
<p>c) Be responsible to manage the service providers' accounts. This will include the timely receipt of invoices to be presented to Parliament for payment within the agreed time period.</p>		
<p>d) Ensure Travel Supplier accounts are settled timeously.</p>		
<p>7.8.8 Technology, Management Information and Reporting:</p>		



a) Have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools. .		
b) Ensure that all management information and data input is accurate.		
c) Provide the Parliament with a minimum of three (3) standard monthly reports that are in line with the Government’s Cost Containment Instructions reporting template requirements at no cost.		
d) Implement an Online Booking Tool to optimise the services and related fees.		
e) Online Booking Tool must be able to facilitate the following (Including but not limited to):		

**I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.**



Description of requirement	Indicate YES/NO	Comment or reference to proposal
<p>i. Facilitate travel bookings including flights, accommodation, and car rentals.</p> <ul style="list-style-type: none"> <li>• Airlines – Traditional and low-cost airlines.               <ul style="list-style-type: none"> <li>○ Access to low-cost fares</li> <li>○ Real time flight alerts and live updates</li> <li>○ Airline baggage policy</li> <li>○ Airport transfer and baggage protection</li> <li>○ Access to airport lounges</li> </ul> </li> <li>• Accommodation – Hotels, Guest Houses and B&amp;Bs.</li> <li>• Car rentals / Transfers and Shuttle Bookings.</li> </ul> <p>ii. Manage travel bookings.</p> <ul style="list-style-type: none"> <li>• Trip Management (configured according to user role in institution)</li> </ul> <p>iii. Issue travel documentation.</p> <ul style="list-style-type: none"> <li>• Travel documentation i.e. tickets and vouchers.</li> <li>• Itinerary.</li> </ul> <p>iv. Provide a traveller portal with links to relevant travel information.</p> <ul style="list-style-type: none"> <li>• Flight details and online check-in.</li> </ul> <p>v. Provide a traveller and travel booker dashboard.</p> <ul style="list-style-type: none"> <li>• My Dashboard (Analytical and Management Information).</li> </ul>		

I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.





Description of requirement	Indicate YES/NO	Comment or reference to proposal
<p>vi. Allow for profile management and policy setting.</p> <ul style="list-style-type: none"> <li>• Ensure adherence to Institutional travel policy.</li> <li>• Manage user-profiles.</li> </ul> <p>vii. Provide management reporting and expense management.</p> <ul style="list-style-type: none"> <li>• Management Information and reports.</li> <li>• Expense management (past expense management).</li> </ul> <p>viii. Support workflows.</p> <ul style="list-style-type: none"> <li>• Delegation of authority management including Out of Office, Escalation, Re-assignment</li> <li>• Approvals sent via SMS and email.</li> </ul> <p>ix. Ensure that the system complies with ISO/IEC 27001.</p>		
<p>f) Provide reports that are accurate and are according to Parliament's specific requirements at the agreed time. Information must be available to reflect detail including the name of the traveller, data of travel, spend category (example air travel, shuttle, accommodation).</p>		
<p>I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.</p>		



Description of requirement	Indicate YES/NO	Comment or reference to proposal
<p>g) Service Level Agreement reports must be provided on the agreed date. It will include but will not be limited to the following:</p> <ul style="list-style-type: none"> <li>i. Travel.</li> <li>ii. After hours' report.</li> <li>iii. Compliments and complaints.</li> <li>iv. Consultant Productivity report.</li> <li>v. Long term accommodation and car rental.</li> <li>vi. Extension of business travel to include leisure.</li> <li>vii. Upgrade of class of travel (air, accommodation and ground transportation) and MIS Report.</li> </ul>		
<p>h) Finance:</p> <ul style="list-style-type: none"> <li>i. Reconciliation of commissions/rebates or any volume driven incentives.</li> <li>ii. Creditor's aging report.</li> <li>iii. Creditor's summary payments.</li> <li>iv. Daily invoices.</li> <li>v. Reconciled reports for Travel Lodge card statement, where applicable.</li> <li>vi. No show reports.</li> <li>vii. Cancellation report.</li> <li>viii. Receipt delivery report.</li> <li>ix. Monthly Bank Statement Plan (BSP) Report, where applicable.</li> <li>x. Refund Log.</li> <li>xi. Open voucher report, and</li> <li>xii. Open Age Invoice/Analysis.</li> </ul>		
<p>I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.</p>		



Description of requirement	Indicate YES/NO	Comment or reference to proposal
7.8.9 Account Management:		
a) Ensure that an Account Management structure is put in place to respond to the needs and requirements of Parliament and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.		
b) The necessary processes must be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.		
c) Ensure that the Parliament Travel Policy is applied.		
d) Ensure that workshops/training are provided to travellers and/or support staff, as required.		
e) Present, during reviews, comprehensive reports on the travel spend and the performance in terms of the Service Level Agreement (SLA).		
7.8.10 Cost management:		
a) Have in-depth knowledge of the relevant supplier(s) products, to be able to provide the best option and alternatives that are in accordance with Parliament's Travel Policy to ensure that the traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.		



I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.

Description of requirement	Indicate YES/NO	Comment or reference to proposal
7.9 Bidders must enter into an SLA with Parliament covering the following:		
7.9.1. Response to travel requests within two (2) hours.		
7.9.2. An after-hours service for travel requests occurring outside the normal business hours of 08h00 - 17h00 on business days as well as over weekends and public holidays.		
7.9.3. Twenty-four (24) hours global assistance.		
7.9.4. A dedicated Account Manager for Parliament.		
7.9.5. Attendance of monthly meetings with Parliament.		
7.9.6. Presentations of comprehensive quarterly & annual reviews.		

I..... (Name)..... (Signature) duly authorised by the bidding company, hereby confirm that I have read and complied with the above mandatory requirements.

## 8. EVALUATION PROCESS AND CRITERIA

8.1 90/10 Preference points system shall be applicable to this request, and all bid offers received shall be evaluated based on the following criteria:

- |     |                       |     |
|-----|-----------------------|-----|
| (a) | Functionality:        | 100 |
| (b) | Price:                | 90  |
| (c) | HDI and/or RDP goals: | 10  |

8.1.1. **Evaluation Stage One** – Compliance with administrative requirements stated in the standard bidding documents and the mandatory requirements as listed in section 6 and 7. In this evaluation stage, all bidders that fail to provide the required information and documentation will be disqualified from further evaluation.

8.1.2. **Evaluation Stage Two** is the Functionality criteria, which is split into two technical evaluation and presentation with a total of 100 points. The total minimum threshold is 70 out of 100, i.e. in the technical evaluation stage, bidders are expected to obtain a minimum of 56 out of 80 points to be invited for presentations. All bidders that fail to score minimum score will not proceed to the next evaluation stage of evaluation. From the presentations, bidders are expected to obtain a minimum of 14 out of 20 points to be invited to proceed. All bidders that fail to score minimum score will not proceed to the next evaluation stage of evaluation stage three.

8.1.3. **Evaluation Stage Three** – Site inspection: Parliament will visit the selected service providers' premises with the objective of verifying facts of the bidders as contained in their respective bid documents. Bidders that fail to score 70 out 100 for this stage will be automatically disqualified from further evaluation.

8.1.4. **Evaluation Stage Four** – In this evaluation stage, 90 points are allocated for the cheapest price and 10 points for the specific HDI and/or RDP goals as identified in paragraph 8.6 of the Preferential Policy of Parliament.

Preference points will be awarded to bidders for supplying the supporting documents listed in below:



<b>Specific goals:</b>	<b>Number of points:</b>	<b>Bidders must supply the following documents when claiming preference points:</b>
<b>HDI GOALS</b>		
Black	3	ID Document
Women	2	ID Document
People with disabilities	1	Medical Certificate
<b>RDP GOALS</b>		
Youth	2	ID Document
Promotion of SMMEs	2	Annual Turnover



**STAGE 2: FUNCTIONALITY EVALUATION**

**TECHNICAL EVALUATION (PART A):**

<b>TECHNICAL EVALUATION CRITERION:</b>		<b>WEIGHT:</b>	<b>RATING SCORES:</b>
<b>1</b>	<b>Company Experience</b>	<b>5</b>	
1.1	Number of years' experience in the travel industry obtained from public sector and/or corporate institutions.	5	5 = above 16 years 4 = 14 – 16 years 3 = 11 – 13 years 2 = 8 – 10 years 1 = 5 – 7 years
<b>2</b>	<b>Reservations</b>	<b>20</b>	
2.1	<b>Manage all reservations/bookings.</b>  Describe how all travel reservations/bookings are handled, e.g. Hotel (accommodation); car rental: flights; etc. This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency.	4	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
2.2	<b>Manage group bookings.</b>  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	3	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
2.3	<b>Directly negotiated rates.</b>  Negotiated airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly or established by National Treasury or by Parliament are <b>non-commissionable</b> , where commissions are earned for Parliament bookings, all these commissions should be returned to Parliament on a quarterly basis.  Describe how these specific rates will be secured. Describe any automated tools that will be used to assist with maintenance and processing of the said negotiated rates	3	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor



<b>TECHNICAL EVALUATION CRITERION:</b>		<b>WEIGHT:</b>	<b>RATING SCORES:</b>
2.4	<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 manage the unused non-refundable airline tickets, your ability to secure special airline services for traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities, etc.</p>	4	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
2.5	<p><b>After-hours / emergency services</b></p> <p>The bidder should have capacity to provide reliable and consistent after hours and emergency support to 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 Parliament to process purchase orders within 24 hours to reduce queries on invoices</li> </ul>	6	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
<b>3.</b>	<b>Communication</b>	<b>4</b>	
3.1	<p>Describe how you will ensure that travel bookers are informed of the travel booking processes.</p> <p>Describe your communication process where the traveller, travel co-ordinator/booker and travel management company will be linked in one smooth continuous workflow.</p>	4	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor





<b>TECHNICAL EVALUATION CRITERION:</b>		<b>WEIGHT:</b>	<b>RATING SCORES:</b>
<b>4</b>	<b>Financial Management</b>	<b>8</b>	
4.1	<p>Describe how you will implement the negotiated rates and maximum allowable rates established either by the National Treasury or the Parliament of the RSA.</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 Parliament of the RSA.</p> <p>Please describe credit card reconciliation process, timing and deliverables (if applicable).</p>	8	<p>5 = Excellent</p> <p>4 = Very good</p> <p>3 = Good</p> <p>2 = Average</p> <p>1 = Poor</p>
<b>5</b>	<b>Technology, Management Information and Reporting</b>	<b>11</b>	
5.1	<p>Describe the proposed booking system, e.g. Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking tool (SBT). Bidders must read in conjunction with paragraph 4.1.8.2 in Section 4 above.</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's profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data, etc.</p>	11	<p>5 = Excellent</p> <p>4 = Very good</p> <p>3 = Good</p> <p>2 = Average</p> <p>1 = Poor</p>



	Give actual examples of standard reports that you currently have available. Give an indication if reports can be customised.		
<b>TECHNICAL EVALUATION CRITERION:</b>		<b>WEIGHT:</b>	<b>RATING SCORES:</b>
	Provide a description of all technology and reporting products proposed for Parliament of the RSA.  Can the TMC comply with the Parliament of the RSA's monthly reporting requirements? Describe the compatibility of your online solution to fully integrate into Parliament's ERP system (Oracle e-Business Suite, version R12.2.12 or higher). Indicate the turnaround time to complete this process and a breakdown of the expected cost that will be associated with it (in case Parliament decide to integrate).		
<b>6.</b>	<b>Account Management</b>	<b>6</b>	
6.1	Provide the proposed Account Management structure/organogram.  Describe what quality control procedures/processes you have in place to ensure that your clients receive consistent quality service.  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 with respect to resolving service issues. Complaint handling procedure should be submitted. What is in place to ensure that the Parliament's travel Policy is applied?  How will you manage the service levels in the SLA and how will you go about doing customer satisfaction surveys? Indicate what workshops/training will be provided to Travellers and/or Travel Bookers.	6	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor



<b>TECHNICAL EVALUATION CRITERION:</b>		<b>WEIGHT:</b>	<b>RATING SCORES:</b>
<b>7.</b>	<b>Cost Management</b>	<b>6</b>	
7.1	Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results?  Describe how you will assist Parliament to realise cost savings on an annual travel spend.	6	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
<b>8.</b>	<b>Quarterly and Annual Travel Reviews</b>	<b>4</b>	
8.1	Provide a sample of a Quarterly and Annual review used for performance management during the life cycle of the contract	4	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
<b>9.</b>	<b>Office Management</b>	<b>7</b>	
9.1	Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements and bill back workflow.  Describe roles and responsibilities of assigned staff. Please provide the management hierarchy.  Describe type of training provided to travel agency personnel.  Describe the forecasting system employment to staff operations in response to volume changes owing to conferences, project-related volumes, etc.	7	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
<b>10.</b>	<b>References</b>	<b>5</b>	
10.1	Provide at least three (3) references where similar contracts were undertaken with at least one of the contracts exceeding R10 million (per annum) during the last five (5) years. Bidders' referees must complete Annexure A. The	5	5 = average score of 5 4 = average score of 4 3 = average score of 3 2 = average score of 2 1 = average score of 1



	top 3 references will be considered when calculating the average.		
<b>TECHNICAL EVALUATION CRITERION:</b>		<b>WEIGHT:</b>	<b>RATING SCORES:</b>
<b>11</b>	<b>Professional registration:</b>	<b>4</b>	
	Submit valid proof of registration with relevant mandatory and other professional body/bodies e.g. ASATA (Association of South African Travel Agents), etc.	4	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
	<b>TOTAL</b>	<b>80</b>	
	<b>MINIMUM THRESHOLD</b>	<b>56</b>	
<b>BIDDERS NEED TO REACH A MINIMUM OF 56 (70%) TO QUALIFY TO THE NEXT STAGE OF EVALUATIONS (PRESENTATION)</b>			



**PRESENTATION (PART B):**

<b>PRESENTATION</b>		<b>WEIGHT</b>	<b>RATING SCORES</b>
	Value added Services - Provide information on any value-added services that can be offered to Parliament of the RSA	4	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
	Cost saving strategy – Describe and provide examples of cost savings initiatives implemented and achieved at previous clients. Indicate what items were targeted for maximum cost savings results	6	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
	How the TMC will assist with improving traveller behaviour	4	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
	System Demonstration	6	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
	<b>TOTAL</b>	<b>20</b>	
	<b>MINIMUM THRESHOLD</b>	<b>14</b>	
<b>BIDDERS NEED TO REACH A MINIMUM OF 14 (70%) TO QUALIFY TO THE NEXT STAGE OF EVALUATIONS (SITE INSPECTION)</b>			



**STAGE 3: SITE INSPECTION:**

SITE INSPECTION		WEIGHT	RATING SCORES
	<b>Premises</b> <ul style="list-style-type: none"> <li>• Professional image and hygiene</li> <li>• Location</li> <li>• Accessibility</li> <li>• By-laws to know how many people in the offices.</li> <li>• Office set-up and safety &amp; security</li> <li>• Valid lease agreement or title deed</li> </ul>	<b>30</b>	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
	<b>STAFF</b> <ul style="list-style-type: none"> <li>• Human Resource Files</li> <li>• Number of consultants</li> <li>• Number of finance and support staff</li> <li>• Average years of staff working in the company</li> <li>• Staff development and retention</li> <li>• Payroll or Pay-slips.</li> </ul>	<b>30</b>	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
	<b>ICT REQUIREMENTS</b> <ul style="list-style-type: none"> <li>• Equipment</li> <li>• Backup</li> <li>• Server room</li> <li>• Telephone lines</li> </ul>	<b>40</b>	5 = Excellent 4 = Very good 3 = Good 2 = Average 1 = Poor
	<b>TOTAL</b>	<b>100</b>	
	<b>MINIMUM THRESHOLD</b>	<b>70</b>	
<b>BIDDERS NEED TO REACH A MINIMUM OF 70% TO QUALIFY TO THE NEXT STAGE OF EVALUATIONS (PRICING AND HDI AND/OR RDP)</b>			

- a) Any proposal not meeting a minimum score of 70% functionality proposal will be disqualified and the financial proposal will remain unopened.
- b) The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These marks will be added and expressed as a fraction on the best possible score for all criteria.

- c) The score will be converted to a percentage and only bidders that have met or exceeded the minimum threshold for functionality (part A and part B) will be evaluated and scored in terms of pricing and HDI and/or RDP as indicated.

## **9. THE RESPONSES**

Bidders' responses must be submitted as outlined in the standard bidding documents.

### **9.1. BIDDER'S CONTACT DETAILS**

- a. Specify name, position, address and other contact details (e-mail, telephone, and fax) of the person within the bidder's organisation responsible for leading the bid process and to whom all correspondence should be directed.
- b. Who, within the bidder's organisation, will be authorised to conduct the contract negotiations and sign the eventual contract.

### **9.2. BIDDER'S PROFILE**

- a. Bidder's name and address.
- b. Company / organisation structure.
- c. Commencement date of business.
- d. Certificate of Incorporation.
- e. Consent letters for personnel to be assigned to the project, who are not employed by the bidder.

## 10. PRICING STRUCTURE

- 10.1. Price must be quoted in South African currency and must be inclusive of Value Added Tax (VAT).
- 10.2. Bidders are further requested to indicate their price in all elements listed on the pricing structure. Refer to Annexure B.
- 10.3. Parliament reserves the right to negotiate rates submitted by bidders. Parliament will determine which price is most suitable.
- 10.4. Prices must remain fixed for the duration of the contract. The pricing schedules below must be completed.
- 10.5. Parliament requires on-site travel agency services. However, we are in the process of securing suitable space for an on-site agency. In the event that we are not ready to receive the successful bidder on-site by the time of appointment, we request pricing for both on-site and off-site options.
  - 10.5.1. Off-site option:
    - a) Transaction fees:
      - i. The transaction fee must be an agreed fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers.
      - ii. The estimated percentage split between Traditional booking and On-line bookings is 80/20.
  - 10.5.2. On-site option:
    - a) If it is agreed between the parties that the TMC will be on-site, Parliament will provide the TMC with the following facilities on the terms and conditions negotiated upon by both parties:
      - i. Office space
      - ii. Office furniture
      - iii. Telephones (for communication only between Parliament officials and the TMC)
      - iv. IT infrastructure (cabling, trunking and cabinet) for TMC to connect to and carry those costs.
      - v. Direct line (can be used for fax machine)
      - vi. Bathroom and kitchen facilities



vii. Toll Free number for Member Travel

10.5.3. On-site and off-site Entitlement Travel Service Fees:

- a) A bundled fee must be charged for Member Entitlement Travel. This fee is charged per traveller and covers all possible costs that might be incurred for a booking. The only other fee that can be charged is the cancellation fee of the airline for a refunded ticket which is added to a refund invoice.

**NB: Annexure A – Pricing Schedule to be completed by bidder/s:**

Template A1: Transaction Fee Model – On-site & off-site services.

Template A2: Bundle fee Model – On-site & off-site Services for Entitlement travel.

## 11. SPECIFIC CONDITIONS

- 11.1. Where a joint venture / partnership submits an offer for this bid, a joint venture / partnership agreement must be attached, which specifies the names of the companies that have formed the joint venture / partnership, the name of the joint venture / partnership. Companies that are members of the joint venture / partnership will be individually required to comply with tax compliance requirements by SARS.
- 11.2. Bidders must certify that the personnel identified in its response to this bid will be the persons actually assigned to Parliament of the RSA. Any changes in the personnel from those identified in the response to the bid must be approved by Parliament of the RSA. Parliament may, at its discretion, require the removal and replacement of any of the service provider's personnel who do not perform adequately. The replacement personnel must meet the same minimum requirements outlined in this document.
- 11.3. Where bidders have indicated 'YES' in section 6 and 7 of this bid document, proof must be submitted with their bid offers (where applicable). Failure to submit proof will disqualify a bid.
- 11.4. Prospective bidders may submit their questions to [tenders@parliament.gov.za](mailto:tenders@parliament.gov.za) or contact the person assigned to deal with enquiries on the advertisement for this bid.
- 11.5. A compulsory briefing session shall be held at a date specified in the advertisement of this bid.
- 11.6. Parliament may request bidders to provide additional pricing information to be utilised for comparative purposes during evaluations.
- 11.7. Parliament reserves the right to re-appoint or extend the service of the service provider where there is a natural continuation of assignments.
- 11.8. Parliament reserves the right not to award this bid in total or part thereof.
- 11.9. Parliament reserves the right to award this bid to one or more bidders.
- 11.10. Parliament reserves the right, for purposes of promoting the values of competitiveness and fairness, not to award the bid to the highest scoring bidder if such a bidder has been awarded a bid by Parliament or has performed services for Parliament of the RSA, during the last 12 months prior to the closing date of the bid.
- 11.11. The successful bidder/s must be willing to sign confidentiality or non-disclosure agreement.
- 11.12. The successful bidder/s must enter into a formal Service Level Agreement (SLA) with Parliament upon appointment and must go through a security clearance process.
- 11.13. The SLA must be managed and customer satisfaction surveys must be conducted to measure the performance of the TMC.
- 11.14. All relevant clearances and/or memberships must be submitted to Parliament upon the renewal throughout the duration of the contract.

- 11.15. All times referred to in this document are South African Standard Time (SAST)
- 11.16. Parliament does not guarantee exclusive procurement from the TMC nor any minimum order or quantity of services. The TMC is expected to win over market share through its quality service and competitive prices.
- 11.17. Parliament may request the TMC to provide additional management reports. Reports should be available in an electronic format, for example Microsoft Excel.
- 11.18. The travel services will be provided to all persons travelling on behalf of Parliament, locally and internationally. This will include Members of Parliament, employees and contractors, consultants and clients where the agreement is that Parliament is responsible for the arrangement and cost of travel.
- 11.19. For travel fulfilment services for Members of Parliament utilising their assigned travel allocations, Parliament utilises an electronic travel procurement system through which all travel is procured and controlled. In performing its obligations, the fulfilment agent must comply with the applicable travel policy and utilise the travel procurement solution selected by Parliament.
- 11.20. For travel fulfilment services for Members of Parliament utilising their assigned travel allocations, the fulfilment agent shall be required to establish, maintain and operate the in-house travel centre within the precinct of Parliament.
- 11.21. For Travel fulfilment services for Members of Parliament, the fulfilment agent must agree to sign a selective access agreement with Travelport which provides dedicated personnel at Parliament access to Parliamentary bookings on the Global Distribution System (GDS).
- 11.22. For travel fulfilment services for Members of Parliament, the fulfilment agent must follow the required refund document management process of providing a full credit note for the original invoice and new invoice for the line items payable.
- 11.23. The fulfilment agency must issue tickets for Members of Parliament on Travelport's Galileo System.
- 11.24. For international flights, the airline which provides the most cost effective and practical routings must be used.
- 11.25. For international travel the TMC may offer alternative ground transportation to travellers that may include rail, buses and transfers.
- 11.26. The airline ticket must include the applicable airline agreement number as well as the individual loyalty program number of the traveller (if applicable).
- 11.27. Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and support staff promptly after booking before the departure times.

- 11.28. Cancellation of accommodation bookings must be done promptly to avoid no show and late cancellation fees.
- 11.29. The TMC must be able and willing to settle costs for agreed upon extras on Low-Cost Carriers at the time of booking.
- 11.30. Where pre-payments are required for smaller Bed & Breakfast/Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- 11.31. If a travel lodge card is used by Parliament, the TMC will be responsible to process the payment of accommodation and ground transportation through the corporate card and will also be responsible to consolidate the lodge card statements, full bill back.
- 11.32. The Government's Cost Containment initiative and the Parliament Travel Policy establishes a basis for a cost savings culture. It is the obligation of the TMC to advise on the most cost-effective option at all times and costs should be within the framework of the Government's Cost Containment Instructions. The TMC plays a pivotal role in providing high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.
- 11.33. In terms of Section 4(1) of the Competition Act No.89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is/are or a contractor(s) was/were involved in:
  - 11.33.1. Directly or indirectly fixing a purchase or selling price or any other trading condition,
  - 11.33.2. Dividing markets by allocating customers, suppliers, territories or specific types of goods or services, or
  - 11.33.3. Collusive bidding.
- 11.34. If a bidder(s) or contractor(s) on the judgement of the purchaser, has/have engaged in any of the restrictive practices referred to above, the purchaser may, without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered or terminate the contract in whole or in part and refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated by the Competition Act No.89 of 1998.
- 11.35. Parliament supports the spirit of Broad-based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Parliament condemns any form of fronting.

- 11.36. Parliament, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry be established during such enquiry/investigation, the onus will be on the bidder/contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid/contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the Parliament have against the bidder/contractor concerned.
- 11.37. All stakeholders in Parliament must always take appropriate steps to ensure maximum protection of themselves and other persons against the spread of all communicable diseases.
- 11.38. Upon arrival in the Parliamentary precinct, the assigned project team must adhere to all Health & Safety protocols.

**ANNEXURE A – REFEREE’S TEMPLATE - PROVISION OF TRAVEL AGENCY SERVICES**

**(TO BE COMPLETED BY BIDDER’S REFERES WITH THEIR LETTERHEAD AND/OR STAMP)**

**Bidder’s name:** ..... **Date of contract completion:** .....  
**Total value of contract:** .....

- Skill level and professionalism of team members assigned:

<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Below Average</b>	<b>Poor</b>
5	4	3	2	1

- Quality of services provided:

<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Below Average</b>	<b>Poor</b>
5	4	3	2	1

- Turnaround times during normal office hours for bookings of domestic & international air travel, car hire, accommodation and/or shuttle services:

<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Below Average</b>	<b>Poor</b>
5	4	3	2	1

- Turnaround times during after hours, weekends & public holidays for bookings of domestic & international air travel, car hire, accommodation and/or shuttle services:

<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Below Average</b>	<b>Poor</b>
5	4	3	2	1

- Ability to handle/manage urgent bookings for domestic & international air travel, car hire, accommodation and/or shuttle services:

<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Below Average</b>	<b>Poor</b>
5	4	3	2	1

- Ability to manage/handle group bookings for domestic & international air travel, car hire, accommodation and/or shuttle services:

<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Below Average</b>	<b>Poor</b>
5	4	3	2	1

- Problem resolution skills and turnaround times:

<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Below Average</b>	<b>Poor</b>
5	4	3	2	1

- Additional value adds and supplementary benefits for using the service provider:

<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Below Average</b>	<b>Poor</b>
5	4	3	2	1

**STAMP BY BIDDER’S  
REFERENCE**

.....  
**NAME AND POSITION OF AUTHORISED SIGNATORY**

**SIGNATURE:** .....

**COMPANY:** .....

**DATE:** .....

## ANNEXURE B – PRICING SCHEDULES

### TEMPLATE A1: TRANSACTION FEE MODEL ON-SITE & OFF-SITE SERVICES

#### 1.1 TRANSACTION FEES

ITEM	TRANSACTION TYPE	ESTIMATED TRAVEL VOLUMES	TRADITIONAL BOOKINGS		ONLINE BOOKINGS		
			UNIT PRICE (incl. VAT)	TOTAL PRICE (incl. VAT)	UNIT PRICE (incl. VAT)	TOTAL PRICE (incl. VAT)	
1	Air Travel – International	500	R	R	R	R	
2	Air Travel – Regional	100	R	R	R	R	
3	Air Travel – Domestic	8000	R	R	R	R	
4	Car Rental – Domestic	2200	R	R	R	R	
5	Car Rental – Regional	80	R	R	R	R	
6	Car Rental – International	120	R	R	R	R	
7	Transfers/Shuttle – Domestic	25	R	R	R	R	
8	Accommodation – Domestic	4400	R	R	R	R	
9	Accommodation – Regional	100	R	R	R	R	
10	Accommodation – International	300	R	R	R	R	
11	Changes to bookings	1000	R	R	R	R	
12	After hours services	600	R	R	R	R	
13	Other (Specify)		R	R	R	R	
14	Other (specify)		R	R	R	R	
	Other (specify)		R	R	R	R	
	Other (specify)		R	R	R	R	
	Other (specify)		R	R	R	R	
	Other (specify)		R	R	R	R	
	Other (specify)		R	R	R	R	
	Other (specify)		R	R	R	R	
<b>Total</b>				R		R	
Percentage Split between Online and Traditional booking		<b>Percentage Traditional</b>	80			<b>Percentage online</b>	20

#### 1.2 CONFERENCE TRANSACTION FEE

ITEM	DESCRIPTION	PERCENTAGE FEE	COMMENTS
1	Conference Transaction Fee (as a % of the <b>Total turnover of the event</b> ). The <b>estimated turnover per event/conference is R2.5 million</b> .		

**TEMPLATE A2: BUNDLED FEE MODEL**  
**DOMESTIC SERVICE FEE PER TRAVELLER**

**ESTIMATED TRANSACTION VOLUMES**

31, 500

**1.1 BUNDLE FEE**

ITEM	TRANSACTION TYPE	
	Services included in Bundle Fee	Tick
1	During Office Hours Service (8am to 5pm)	<input type="checkbox"/>
2	After Hours Service (5pm to 8am Weekdays / 24hrs Weekends & Public Holidays)	<input type="checkbox"/>
3	Senior Travel Consultants (minimum 2)	<input type="checkbox"/>
4	Intermediate Travel Consultants (minimum 2)	<input type="checkbox"/>
5	Junior Travel Consultants (minimum 4)	<input type="checkbox"/>
6	Booking and Issuing tickets via METS system	<input type="checkbox"/>
7	Unlimited Changes and revalidations	<input type="checkbox"/>
8	Unlimited Cancellations, Voids and Refunds	<input type="checkbox"/>
9	Ad-hoc warrant bookings (Offline, New Members, Funerals, Other)	<input type="checkbox"/>
10	Key Account Manager	<input type="checkbox"/>
11	Finance Manager/Accountant	<input type="checkbox"/>
12	Admin Back Office (Creditors/Debtors/Finance Processors)	<input type="checkbox"/>
13	System Administrator	<input type="checkbox"/>
14	Standard Monthly / Quarterly Reports	<input type="checkbox"/>
15	Daily traveller booking and refund Schedules, Invoices and Credit Notes (electronic)	<input type="checkbox"/>
16	*Communication (SMS, Emails, WhatsApp, Industry updates)	<input type="checkbox"/>
17	Technology (Software Licences)	<input type="checkbox"/>
18	Computing /GDS Fees	<input type="checkbox"/>
19	Office leasing (not applicable for on-site)	<input type="checkbox"/>
20	Utility bills (phone, broadband, electricity, etc.)	<input type="checkbox"/>
21	Association membership fees	<input type="checkbox"/>
22	Banking services (interest, Merchant Fees, BSP etc.)	<input type="checkbox"/>
23	Stationery	<input type="checkbox"/>
24	Training & Recruitment	<input type="checkbox"/>
25	Other (specify)	<input type="checkbox"/>
26	Other (specify)	<input type="checkbox"/>
27	Profit	<input type="checkbox"/>
	<b>Bundled Fee (Incl. VAT)</b>	R



## ANNEXURE C – ESTIMATED TRAVEL VOLUMES

The current Travel Management total volumes per annum includes air travel, accommodation, car hire, conference etc. The table below details the number of transactions for the 2022/2023 financial year as follows:

Service Category	Estimated Number of Transactions per annum	Estimated Expenditure per annum (R)
<b>Entitlement Travel</b>		
Air Travel – Domestic Members' Entitlement	31500 single journeys	107,000,000
<b>TOTAL</b>	<b>31500 single journeys</b>	<b>107,000,000</b>
<b>Institutional Travel</b>		
Air travel - Domestic	10300	37,319,654
Air travel – Regional & international	1300	27,377,496
Car Rental - Domestic	2000	15,172,923
Car Rental – Regional & International	125	978,307
Shuttle Services - Domestic	900	7,987,753
Accommodation - Domestic	6200	30,185,230
Accommodation – Regional & International	300	8,789,543
Transfers – Regional & International	60	2,176,977
Bus/Coach bookings	5	R96,799
Train – Regional/Domestic & international	40	65,879
Conferences/Events	250	4,686,547
After Hours	1500	272,388
<b>TOTAL</b>	<b>22980</b>	<b>R 135,109,496</b>

**Note:** These figures are projections based on the current trends and they may change during the tenure of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their proposal.

## **ANNEXURE E: CONTRACTUAL OBLIGATIONS**

Conditions and Procedures to be complied with as part of the Contract with Parliament.

### **1. STATUTORY REQUIREMENTS**

All persons employed by the Contractor working within the premises of Parliament shall comply with the Regulations of the Occupational Health and Safety Act, Act No. 85 of 1993 as amended.

The Contractor shall designate, in writing, one of his full time employees in terms of the provisions of General Safety Regulations or Section 8 of the Occupational Health and Safety Act who shall be in charge of work on site.

The above designation shall be made before work commences on site. The appointed person, for inspection purposes, shall hold one copy on site and a duplicate copy shall be handed to NDPW / WSP employee in charge of that particular project.

The Contractor shall instruct his authorised site representative to report to the NDPW / WSP employee who is in charge of the project.

### **2. GENERAL REGULATIONS**

The Contractor shall submit a list of all portable electrical tools and equipment to security before permission is granted to enter or leave the premises. Vehicles will be subjected to a search before entry and when leaving the premises.

Contractors are not permitted to stay on the premises after their shift has been completed.

The Safety, Health and Environmental Manager (hereinafter the Safety Manager) must authorise any work, which could affect or interfere with normal activities of Parliament.

All excavation work must be railed off or barricaded, debris or material, which cannot be removed immediately, must be placed in such manner as to allow adequate and safe passage.

The Safety Manager will authorise areas where rubble and other material may be stored.

The Contractor will stay confined to the area of his work.

### **3. PERSONAL PROTECTIVE EQUIPMENT**

Safety harness (parachute type) shall be used whenever work is performed at a height of 2 meters or higher unless a suitable platform with handrails is provided.

Suitable eye protection must be used whenever there is a danger of flying particles or splashing of chemicals.

Hearing protection shall be used whenever a noise zone is entered. Earmuffs shall always be worn whenever a jackhammer is used.

Gloves and welding helmet shall always be used for welding operations.

The Contractor is responsible to provide the necessary protective equipment and to ensure that it is used as required.

### **4. ISOLATION PROCEDURE**

No one shall work above or on moving machinery, energy driven mechanical apparatus, electrical panel or switchgear unless it has been isolated from power or movement by means of applying a padlock on the main switch.

The Safety Manager must grant permission before padlock can be applied.

### **5. ELEVATED AREAS**

No work may be performed above the heads of persons or aisles or roads unless suitable precautions have been taken to ensure the safety of persons and property below. The affected area must also be identified beforehand and effectively cordoned off.

All scaffolds and suspended loads must be left safe before leaving work at the end of each day – i.e. loads lowered to the ground, scaffolds securely tied down and all loose tools and equipment secured against falling.

Where scaffolding is erected, handrails, toe boards, etc., must be embodied and all such equipment shall be lowered to the ground under competent supervision.

### **6. TOOLS AND EQUIPMENT**

Contractors shall provide their own ladders, trestles, scaffolds, lifting tackle, tools and portable electrical equipment.

Makeshift or unsafe equipment shall not be permitted on the premises and will be confiscated for the duration of the contract.



No insulation tape or similar may be used on any electrical wiring or cables. Joints in cables must be approved by the Safety Manager to use on the premises.

Contractors may not operate Parliament equipment, lifts and vehicles. In exceptional instances the Safety Manager may grant permission. In such an event, the contractor shall produce a valid Certificate of Competency as described in the Occupational Health and Safety Act. A copy of the certificate will be kept on the person of the Contractor who operates the above-described equipment. Any employee of Parliament may ask such Contractor to produce the said certificate.

All tools and equipment must be reported to Parliament Security whenever a Contractor enters or leaves the premises. It is the duty of the Contractor to ensure that articles or equipment are recorded in a Parliament register whenever it is brought on site.

## **7. PRECAUTIONS AGAINST FIRES**

The Contractor shall ensure that his employees do not smoke anywhere on the premises except in identified smoking bays.

Paint, thinners, petrol, oil or any flammable materials shall be stored within a designated area.

The Contractor shall first obtain a Hot Work Permit from NDPW/ WSP before any naked flame or grinder is used anywhere outside a workshop.

The said permit is valid for one day only and shall be kept on the person who is using a naked flame.

The Contractor shall take all necessary precautions to eliminate all fire hazards and to prevent fire damage.

All fires shall be reported immediately to the Safety Manager.

## **8. HOUSEKEEPING AND FIRST AID**

The Contractor shall uphold high standards of housekeeping.

The clinic on site will assist with first aid treatment if required. Should the employee require further medical attention, the emergency service provider will escort the person to the nearest hospital.

All surplus material and builder's rubble must be removed from the premises on completion of the contract or as otherwise specified by the Safety Manager. Parliament reserves the right to remove such material against cost within three days after completion of the contract.

## **9. TRADE UNIONS**

No employees of a Contractor shall be allowed to actively further the interests of any Trade Union on site.

## **10. SECURITY**

The principle of security fences must be upheld at all times.

Parliament does not accept responsibility for the safekeeping of any material, tools or equipment brought on site.

All portable tools or equipment brought on site must be removed at the end of the day's work.

## **11. PROCEDURE IN THE EVENT OF AN ACCIDENT / INCIDENT**

The Contractor shall act as 'The Employer' in terms of Section 16 of the Occupational Health and Safety Act.

The Contractor shall report any injuries sustained by his employees to the Department of Labour and the Compensation Commissioner. The injuries and responsibilities are as defined in Section 24 of the Occupational Health and Safety Act.

All accidents / incidents shall be reported to the Safety Manager.  
In the event of an accident causing the loss of a life or the possibility of the loss of a life, no person shall disturb the site at which the accident occurred or remove any objects involved in the accident before the arrival of an inspector from the Department of Labour.

## **12. SUB-CONTRACTORS**

The Contractor shall inform the NDPW / WSP of any Sub-Contractors who may work on site.

The Contractor shall ensure that Appendix 1 is properly completed and submitted to NDPW / WSP prior to commencement of work.

The Contractor shall ensure that the Sub-Contractor complies fully with statutory and Parliament requirements.

## **13. USING OVERHEAD CRANES AND LIFTING TRUCKS**

The following shall apply if the Contractor has to operate overhead cranes on site: -

The Contractor shall ensure that all his employees who have to operate a crane or lift truck to render services as stipulated in the contract, have had formal training as required by the Occupational Health and Safety Act.

The Contractor shall ensure that the training is valid in terms of the Act.

The Contractor shall present certificates of training to NDPW / WSP before work may commence.

#### **14. FAILURE TO COMPLY WITH PROCEDURES**

Failure to comply with the contents of this document could result in legal prosecution by the Department of Labour.

Noncompliance by the Contractor with any of the requirements as stipulated in this document could result in any or all of the following actions being taken by the Safety Manager:

The Contractor could be requested to leave the premises and the contract for the project tendered for would become null and void. All costs incurred by Parliament for such actions would be borne by the Contractor.

A specific member of staff who breaches this contractual obligation could be requested to leave the premises without delay and would not be permitted to enter the premises in future. Any costs incurred would be borne by the Contractor.

Equipment which would be deemed as unsafe would be confiscated by NDPW / WSP / Parliament and returned upon completion of the specific contract. Any costs incurred would be borne by the Contractor.

**15. HAZARDS IDENTIFICATION**

The Contractor must determine the degree of hazards related to the project tendered for, and implement precautionary measures.

**SIGNATURE:** \_\_\_\_\_

**DATE** \_\_\_\_\_

**NAME:** \_\_\_\_\_

**DESIGNATION:** \_\_\_\_\_

**COMPANY:** \_\_\_\_\_

**ACCEPTANCE**

I, \_\_\_\_\_  
(Contractor), by signing of this document, hereby warrant that I shall bear all responsibility for adherence of all laws applicable to the agreed contract work and particularly for the full and proper implementation of the provisions of the Occupational Health and Safety Act, Act No. 85 of 1993 as amended and all other regulations without exception.

PARLIAMENT

**APPENDIX 1**

**CONTRACTOR'S INFORMATION FOR C. O. I. D. PURPOSES**

---

NAME OF FIRM: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE NO: \_\_\_\_\_

FAX NO: \_\_\_\_\_

TYPE OF WORK PERFORMED: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

COMMENCING DATE OF WORK: \_\_\_\_\_

COMPLETION DATE: \_\_\_\_\_

IS YOUR FIRM REGISTERED WITH W.C.C.:  YES OR  NO

IF YES, YOU'RE REGISTRATION NUMBER: \_\_\_\_\_

NUMBER OF STAFF ON THE PREMISES: \_\_\_\_\_

SUPERVISORS: \_\_\_\_\_

NAME OF THE COMPETENT PERSON

ON SITE AND HIS TELEPHONE NO: \_\_\_\_\_



**ANNEXURE F: DECLARATION OF INTEREST**

1. No contracts to provide goods or services to Parliament may be provided to the following categories of entities: - Member of Parliament, Member of the Cabinet, Member of a Provincial Legislature, Member of a Provincial Executive Council, a Municipal Councilor or a person in the employ of the State whose participation in bidding for the contract may result in a conflict of interest; or any entity in which a person mentioned above is a Director or has a controlling or other substantial interest.
2. The bidder is therefore requested to complete Sections a – d of the declaration below in substantiation.

(a) Are you or any person connected with the bidder, a Member of Parliament or a Cabinet Member? 

Y	N
---	---

If yes, state whether you are a Director or have a Controlling or other substantial interest in the bidding company.

.....  
.....

(b) Are you or any person connected with the bidder, a Member of the Provincial Legislature or a Member of a Provincial Executive Council or a Municipal Councilor? 

Y	N
---	---

If yes, state whether you are a Director or have a Controlling or other substantial interest in the bidding company.

.....  
.....

(c) Are you or any person connected with the bidder, Employed by the State? 

Y	N
---	---

If yes, state whether you are a Director or have a Controlling or other substantial interest in the bidding company.

.....  
.....

Y	N
---	---

(d) Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by Parliament and who may be involved with the evaluation and or adjudication of this bid?

If yes, state whether you are a Director or have a Controlling or other substantial interest in the bidding company.

.....

Name of Representative: \_\_\_\_\_

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

**ANNEXURE G: BID DECLARATION**

1. IF THE BIDDER IS IN PARTNERSHIP / JOINT VENTURE / CONSORTIUM.

We the undersigned partners / joint ventures / consortium, tendering as

.....  
.....

hereby authorize .....

to sign this Bid as well as any contract resulting from this Bid and any other documents correspondence in connection with this Bid and/or contract on our behalf.

FULL NAMES	CAPACITY	SIGNATURE
-----	-----	-----
-----	-----	-----
-----	-----	-----
-----	-----	-----

2. IF THE BIDDER IS A ONE PERSON BUSINESS / SOLE TRADER.

I, the undersigned .....,  
hereby confirm that I am the sole owner of the business trading as .....

.....

3. IF THE BIDDER IS SUB-CONTRACTING.

I, the undersigned .....,

hereby confirm that I will be sub-contracting work to the following company/companies

.....  
.....

Sub-contractor's name	Value of work to be sub-contracted	% of work to be sub-contracted

4. IF THE BIDDER IS AN ENTITY / COMPANY / CC / TRUST.

NAME OF FIRM / BIDDER: .....  
 POSTAL ADDRESS: .....  
 STREET ADDRESS: .....  
 .....  
 TELEPHONE NUMBER: CODE: ..... NUMBER: .....  
 CELL PHONE NUMBER: .....  
 FACSIMILE NUMBER: CODE: ..... NUMBER: .....  
 VAT REGISTRATION NUMBER: .....  
 E MAIL: .....

THE BIDDER ELECTS DOMICILLIUM CITANDI ET EXECUTANDI IN THE REPUBLIC  
 AT:.....  
 .....

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS/SERVICES OFFERED?  
 (IF YES, ENCLOSE PROOF) **YES / NO**

CAPACITY UNDER WHICH THIS BID IS SIGNED:.....

TOTAL BID PRICE:..... (Ceiling Price Inc. VAT)

TOTAL NUMBER OF ITEMS OFFERED: .....

**I/WE, THE UNDERSIGNED, WHO WARRANTS THAT HE/SHE IS DULY AUTHORISED TO DO SO ON BEHALF OF THE FIRM ACKNOWLEDGE THAT:**

1. The information furnished is true and correct.
2. In the event of a contract being awarded as a result of points claimed, the contractor may be required to furnish documentary proof to the satisfaction of Parliament that the claims are correct.
3. If the claims are found to be incorrect, Parliament may, in addition to any other remedy it may have –
  - a. recover all costs, losses or damages it has incurred or suffered as a result of that person's conduct;
  - b. cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - c. impose a financial penalty more severe than the theoretical financial preference associated with the claim which was made in the Bid.
4. I hereby undertake to render services described in the attached Bidding documents to Parliament in accordance with the requirements and task directives / proposals specifications stipulated in this Bid proposal at the price/s quoted. My offer/s remains binding upon me and open for acceptance by Parliament during the validity period indicated and calculated from the closing date of the Bid.
5. All the above documents shall be deemed to form and be read and construed as part of this agreement.
6. I confirm that I have satisfied myself as to the correctness and validity of my Bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
7. I accept full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
8. I declare that I have no participation in any collusive practices with any Bidder or any other person regarding this or any other Bid.
9. I confirm that I am duly authorised to sign this contract.

**ANNEXURE H: DECLARATION OF BIDDER’S PAST PROCUREMENT PRACTICES**

1. This document forms part of all bids invited.
2. It serves as a declaration to be used by Parliament in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of Parliament’s Procurement System
3. The bid of any bidder may be disregarded if that bidder, or any of its directors have-
  - a. abused the institution’s procurement system;
  - b. committed fraud or any other improper conduct in relation to such system; or
  - c. failed to perform on any previous contract.
4. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	Is the bidder on any of its directors listed on the Parliament’s database as companies or persons prohibited from doing business with Parliament and or public sector?		
4.1.1	If so, furnish particulars		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?		
4.2.1	If so, furnish particulars:		
4.3	Was any contract between the bidder and Parliament terminated during the past five years on account of failure to perform on or comply with the contract?		
4.4	If so, furnish particulars:		

**DECLARATION**

I hereby agree that, in the event of false, incorrect or misleading information being provided in this declaration, the Secretary to Parliament of the Republic of South Africa shall have the right to:

- recover any losses or damages sustained by Parliament under such agreement
- restrict the supplier from further business with Parliament depending on the materiality of the misrepresentation and the degree of prejudice suffered.

Name of Representative: \_\_\_\_\_

Identity number: \_\_\_\_\_

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

(DULY AUTHORISED TO SIGN FOR AND ON BEHALF OF THE ABOVE ENTITY)

**COMMISSIONER OF OATHS**

*I certify that the above has acknowledged that he/she knows and understands the contents of this document, that he/she does not have any objection to taking the oath, and that he/she considers it to be binding on his/her conscience, and which was sworn to and signed before me at \_\_\_\_\_ on this the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_, and that the administering oath complied with the regulations contained in Government Gazette No. R 1258 of 21 July 1972, as amended.*

\_\_\_\_\_ (Sign – SERVICE PROVIDER)

\_\_\_\_\_ (Name – SERVICE PROVIDER)

<b>COMMISSIONER OF OATHS STAMP AND DETAILS OF PERSON</b>	
<b>STAMP :</b>	<p><i>NAME &amp; SURNAME:</i></p> <p><i>DESIGNATION/RANK:</i></p> <p><i>PERSAL/EMPLOYEE NO:</i></p> <p><i>PLACE/DATE:</i></p>