



Physical Address: No. 01 Seller Street | Nqanqarhu | 5480

Postal Address: P.O. Box 1 | Nqanqarhu | 5480

Tel: Nqanqarhu:045 932 8100 | Ugie: 045 933 8000 | Tlokoeng:039 257 2200

Social Media | Facebook: @Elundini Local Municipality | X: @ ElundiniLM

YouTube Channel: @Elundini Local Municipality | Instagram: @elundini\_lm

#### TENDER NOTICE AND INVITATION TO TENDER

The Elundini Local Municipality is Requesting for Proposals on the following goods and services.:

Bid ref.	PROJECT NAME	Contract Number	Closing Dates	Technical Enquires contacts
1.	Tyre Fitment and Maintenance of Municipal Fleet	ELM-2/013/2025-2026	Thursday, 30 July 2026	Mr. S. Mveku Tel. 045 932 8260 E-mail: sisam@elundini.gov.za
2.	Preparation of Annual Financial Statements	ELM-2/014/2025-2026	Thursday, 30 July 2026	Ms. F. Mbaliswana Tel. 045 932 8123 E-mail: funekam@elundini.gov.za
3.	Provision of Travel Management Services	ELM-2/015/2025-2026	Friday, 31 July 2026	Mr. K. Sobekwa Tel. 045 932 8265 E-mail: kwaneles@elundini.gov.za

The clauses relate to the above bid reference numbers in sequence.

1. The Municipality is looking for a panel three (3) suitable service provider for the tyre fitment and maintenance of municipal fleet on rotation basis with no guarantee of quantum of work for a period of three (3) years.
2. The Municipality seeks for professional services for the preparation of annual financial statements services for a period of two (2) years.
3. The Municipality wishes to appoint an experienced service provider to render travel management services for a period of three (3) years.

Contract will be based on the National Treasury General Condition of Contracts. The bids will be evaluated on the basis of the Preferential Procurement Policy Framework Act, 2022, the Elundini Local Municipality's Supply Chain Management Policy and the 80/ 20 preferential procurement point system for acquisition of goods or services with Rand value equal to or below R50 million will be applied.

#### Stage 1 of Evaluation: Eligibility Criteria for bid no. ELM-2/015/2025-2026

For the bidder to be evaluated further on functionality, following eligibility criteria must be met: -

##### Eligibility Criteria

Eligibility Criteria for the above mentioned projects will be available on Tender Data that will be uploaded on ELM Website. [www.elundini.gov.za](http://www.elundini.gov.za) and will be also attached in the tender document

Bidders with non-compliant with the above Eligibility Criteria will be disqualified and not be considered for further evaluation.

If you are aware of any instances of fraud or corruption in the municipality, report anonymously to the National Anti-Corruption Hotline on 0800 701 701 OR Send an email to [fraudhotline@elundini.gov.za](mailto:fraudhotline@elundini.gov.za)  
All correspondence must be addressed to the Municipal Manager



**Stage 2 of Evaluation: Functionality**

ELM-2/013/2025-2026		ELM-2/014/2025-2026		ELM-2/015/2025-2026	
Evaluation Criteria	Maximum Points Allocated	Evaluation Criteria	Maximum Points Allocated	Evaluation Criteria	Maximum Points Allocated
Business Premises	40	Company Experience	50	Company Experience	30
Expertise	20	Expertise	30	Expertise	30
Servicing Equipment	40	Methodology	20	Financial Stability	40
				Accreditation	20
<b>Total Points</b>	<b>100</b>	<b>Total Points</b>	<b>100</b>	<b>Total Points</b>	<b>120</b>

A minimum score of 70% out of total points must be score in order to proceed to the Financial Evaluation in all of the above bids.

**Stage Three of Evaluation:** Evaluation in terms of the 80/20 preference points systems prescribed in Preferential Procurement Regulations of 2022 on all bids: Price = 80 points Specific goals = 20 points

**Specific Goals:**

Bid No.	ELM-2/013/2025-2026	ELM-2/014/2025-2026	ELM-2/015/2025-2026	
The specific goals allocated points in terms of this tender	Number of points claimed (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the organ of state)	Proof to claim points
Tender Price	80	80	80	
EME or QSE which is at least 51% owned by black people who are Women-Equity ownership	N/A	= 5 Points	= 10 Points	Company Registration Document and Certified ID Copy
EME or QSE which is at least 51% owned by black people who are Youth - Enterprise (18-35)	N/A	= 10 Points	N/A	Company Registration Document and Certified ID Copy
EME or QSE which is at least 51% black owned by Local Business within: Elundini Local Municipality Outside Elundini Local Municipality within Joe Gqabi District Outside region	= 15 Points = 10 Points  = 5 Points	N/A	N/A	Proof of business operation within Elundini Municipality Jurisdiction or outside Elundini Local Municipality within JOE Gqabi District or outside region along with CSD report
EME or QSE which is at least 51% owned by black people	= 5 Points	= 5 Points	= 10 Points	Company Registration Document and Certified BBBEE Certificate or Original Sworn Affidavit
<b>Total (Specific Goals)</b>	<b>20 Points</b>			

**Bidder that fail to submit proof of specific goal as stipulated above will not be allocated points.**

**PURCHASING AND SUBMISSION OF TENDER DOCUMENTS.**

Tender documents may be obtained from the Elundini Local Municipality SCM Unit upon payment of a non-refundable amount of R250 (two hundred and fifty Rand), either paid in cash or by means of electronic funds transfer (EFT) to the Elundini Local Municipality (Where EFT is used, proof of payment must be sent to [khanvisoj@elundini.gov.za](mailto:khanvisoj@elundini.gov.za) and [thuthulas@elundini.gov.za](mailto:thuthulas@elundini.gov.za) The cash amount is to be paid at the cashier's office between the hours of 08:00 and 16:00, prior to the collection of the tender documents form the SCM unit. ELM Cahier's office is situated at Elundini Traffic department, ERF 3503 Station Street, Nqanqarhu, 5480.

The tender documents will be available on **Monday, 29 June 2026**. NB: For EFT payment bidders must pay using this account: First National Bank (FNB) cheque account No: 62159933772, Ref No. 020114350000. Bid document may be emailed to the bidder upon receiving and confirming proof of payment. Bidders must allow at least 24 hours after sending POP for the municipality to be able to confirm payment.

Completed bid documents and supporting documentation are to be placed in a sealed envelope endorsed with Project Name and Bid Number. At the back of the envelope bidders must write the bidder's name and address. Bid submission must be delivered to the Elundini Local Municipality, at No. 1 Seller Street, Nqanqarhu, Finance Department. The tender documents must be placed in the Tender Box not later than 12H00 Noon on the above mentioned dates and will be opened in public.

Bidders are encouraged to make electronic copies of the bid submission in a form of USB / CD as a precautionary backup. Enquiries relating to SCM may be addressed to Mr K. Sobekwa, Tel NO. 045 932 8265 or email: [kwaneles@elundini.gov.za](mailto:kwaneles@elundini.gov.za). Telegraphic, telephone, telex, facsimile, e-mail and late tenders will not be accepted. Tenders may only be submitted on the prescribed tender documentation that is sold at R250.00 and proof of payment must be attached on the bid submission. Requirements for sealing, addressing, delivery, opening and assessment of tenders are stated in the Tender Data and tender documents.

The minimum terms of reference, scope of work, detailed eligibility criteria, functionality, other bid conditions and rules will be uploaded on ELM website [www.elundini.gov.za](http://www.elundini.gov.za) and detailed in the bid document under Tender Data. The Elundini Local Municipality SCM policy applies. Tender validity period is 12 weeks. Tenders must request clarification on the tender documents, if necessary, by notifying the employer at least 5 (five) working days before the closing time stated in the tender data. No clarifications that will require issue of an addendum will be entertained after this period.

**Value Statement:** "The Elundini Municipality subscribes to high morals and principles to promote and maintain integrity of the Municipality" There are scammers phoning bidders impersonating municipal staff soliciting bribes for tender. Please do not fall for that scam. Report any fraud or corruption to Free call: 0800 117844 or SMS to 32840 anonymously.



**JACK MDANI**  
**MUNICIPAL MANAGER**

**BID CONDITIONS AND INFORMATION**

Clause number	Tender Data
1	The employer is the Elundini Local Municipality
2	The tender documents issued by the employer comprise the documents listed on the contents page
3	<p><b>The employer's representative is:</b>                      Name: Kwanele Sobekwa                      Elundini Local Municipality                      1 Seller Street, Nqanqarhu, 5480.                      Tel No.: 045 932 8265                      Fax No.: 045 932 1094                      E-mail: kwaneles@elundini.gov.za</p>
4.	The language for communications is English
5	<p>Elundini Local Municipality bidding process in the context of this bid is administered by ELM Supply Chain Management Policy , MFMA Act 56 of 2003 , MFMA SCM Regulations , POPI Act and shall act in accordance with the said legislative prescripts including other relevant legislative framework governing SCM.</p> <p>The General Conditions of Contract as well as any Special Conditions of Contract that may form part of this set of bid documents will be applicable to this bid in addition to the conditions of bid.</p>
6	The successful bidder will be expected to sign the service Level agreement within 30 days from the date of notification by the Elundini Municipality that his/her bid has been accepted.
7	<b>Tenderer's Obligations</b>
7.1	<p>1. JV Eligibility requirements:</p> <ul style="list-style-type: none"> <li>• A Joint venture must submit a consolidated valid original or certified copy of B-BBEE certificate must be submitted with the bid OR a valid original or certified copy of a Sworn Affidavit attested by a Commissioner of Oaths prepared and issued in terms of the amended B-BBEE Construction Sector Codes (CSC000) must be submitted in order to qualify for preference points for B-BBEE. Failure to comply with this, will automatically results in the non-awarding of points for B-BBEE.(This will not disqualify bidders but points for B-BBEE will not be allocated)</li> <li>• Submit Joint Venture agreement in the case of joint venture.</li> <li>• Fully completed Compulsory Returnable Documents for JV</li> </ul> <p>2. Directors or company is not in the Treasury's database of restricted suppliers</p>

7.2	<ul style="list-style-type: none"> <li>• Tenderer must submit one (1) hard copy of the original tender document in the prescribed format at tender submission deadline failure to do so, the tenderer will be disqualified. Bidders are encouraged to make electronic copies of the bid submission in a form of USB / CD as a precautionary backup.</li> <li>• Tender document must be in the original format, not tempered with and must be only purchased at the Elundini Local Municipality</li> <li>• Bidders must submit their offer on the prescribed tender document as purchased at R250.</li> <li>• Proof of payment for tender document must be attached</li> <li>• Should bidder fail to submit as per prescribed bid document, bidder will be disqualified.</li> <li>• All bids must be submitted on the official forms (not to be re-typed/ reproduced) Bids must be completed in black ink</li> </ul>
7.3	No bids will be considered from persons in the service of the state
8	The tenderer accepts that, unless otherwise stated in the tender data, the employer does not compensate the tenderer for any costs incurred in the preparation and submission of a tender offer, including the costs of any testing necessary to demonstrate that aspects of the offer comply with requirements.
9	It is the responsibility of the tenderer to check the tender documents on receipt for completeness and notify the employer of any discrepancy or omission.
10	The tenderer must record and reference all information submitted contained in other documents for example cover letters, brochures, catalogues, etc. in the returnable schedule titled " <b>List of Other Documents Attached by Tenderer</b> ".
11	Treat as confidential all matters arising in connection with the tender. Use and copy the documents issued by the employer only for the purpose of preparing and submitting a tender offer in response to the invitation.
12	The tenderer shall obtain, as necessary for submitting a tender offer, copies of the latest versions of standards, specifications, conditions of contract and other publications, which are incorporated into the tender documents by reference.
13	Acknowledge receipt of addenda to the tender documents, which the employer may issue, and, if necessary, apply for an extension to the closing time stated in the tender data, in order to take the addenda into account.
14	<p>Please note that if the tender stipulates that a site/clarification meeting is mandatory/compulsory; then suppliers must attend such meeting. Those suppliers who do not attend such mandatory/compulsory meeting will be disqualified and will not be evaluated.</p> <p>Where compulsory briefing is applicable, tenderers will be obligated to sign the attendance list in the name of the tendering entity. In that case, any Addenda issued to tenders will be received only from those tendering entities appearing on the attendance list.</p>
15	<p>Tenderers must request clarification on the tender documents, if necessary, by notifying the employer at least <b>5 (Five) working days before the closing time stated in the tender data. No clarifications that will require issue of an addendum will be entertained after this period.</b></p> <p>Bidders shall not contact the Elundini Municipality on any matter relating to their bid from the time of the opening of the bid to the time the contract is awarded for additional information or amendments of bids. Any effort by the firm to influence the Elundini Municipality in the bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.</p>
16	Tenderers are required to state the rates and currencies in Rands. Include in the rates, prices, and the tendered total of the prices (if any), all duties, taxes which the law requires to be paid [except value added tax (VAT)], and other levies payable by the successful tenderer, that are applicable 14 days before the closing time stated in the tender data. Show the VAT payable by the employer separately as an addition to the tendered total of the prices. Provide rates and prices that are fixed for the duration of the contract and not subject to adjustment except as provided for in the conditions of contract identified in the contract data. State the rates and prices in monetary value of the contract unless otherwise instructed in the tender data

17	<p>If after the commencement of the Contract, the cost or duration of the services is altered as a result of changes in, the amount of the main contractor or contract amount from which estimate were based, or amounts or additions to, any statute, regulation or by-laws, or the requirements of any authority having jurisdiction over any matter in respect of the Project, then the Contract Price and time for completion shall be adjusted in order to reflect the impact of those changes, provided that, within 90 days of first having become aware of the change, the Contractor furnished the Employer with detailed justification to the Price or Period of the Performance (or both).</p>
18	<p><b>Alterations to the documents</b> Do not make any alterations or additions to the tender documents, except to comply with instructions issued by the employer or to correct errors made by the tenderer and ensure that all signatories to the tender offer initial all such alterations. Do not make erasures using masking fluid.</p> <p>No unauthorised alteration of this set of bid documents will be allowed after the closing date. Any unauthorised alteration will disqualify the proposal automatically. Any ambiguity has to be cleared with contact person for the bid before the closure date.</p>
19	<p><b>Signatory</b></p> <p>A copy of the recorded Resolution taken by the Board of Directors, members, partners or trustees authorising the representative to submit this bid on the bidder's behalf must be attached to the Bid Document on submission of same.</p> <p>A bid shall be eligible for consideration only if it bears the signature of the bidder or of some person duly and lawfully authorised to sign it for and on behalf of the bidder</p>
20	No alternative tender offers will be considered
21	Parts of each tender offer communicated on paper shall be submitted as an original. No copies are required
22	Bidder must comply with all pricing instructions as stated on the Price Schedule and tender conditions
23	<p><b>Tax Clearance Certificate</b> Bidder must submit a valid SARS Tax Clearance Certificate or/and a tax compliance status document reflecting the pin for the Employer to verify that the tenderer is in good standing.</p> <p>Certified copy of a tax clearance certificate is still required by Foreign suppliers (with a footprint in South Africa- but who are not on CSD and have not provided a SARS pin number ) and Local suppliers (who have not provided their SARS e-filing PIN number for verification by Elundini Local Municipality and/or their CSD profile / CSD number) . Foreign suppliers (even those with no deemed footprint in South Africa) must still complete the relevant section in Part A of the MBD1 document, however, no proof of tax compliance is required if the supplier answers "no" to all questions. If they answer "yes" to any of the questions, however, they are required to register and be tax compliant as per Part B- section 2 of the MBD 1 document and relevant legislation governing tax compliance.</p> <p>Upon submission of a bid/quote/proposal the bidder automatically grants confirmation that SARS may, on an ongoing basis during the contract term disclose the bidders Tax Compliance status to the municipality.</p> <p>Each party to a Consortium/Joint Venture shall submit a separate valid Tax Clearance Certificate and must be compliant with SARS</p> <p>Prices must always be VAT inclusive where applicable.</p>
24	<p><b>Registration on Accredited Supplier Database</b></p> <p>It is expected of all prospective service providers who are not yet registered on the Central Supplier Database to register online (<a href="http://www.csd.gov.za">www.csd.gov.za</a> ) and verify their company information Elundini Municipality Database Department. The Elundini Municipality reserves the right not to award proposals to prospective suppliers who are not registered on the CSD (Central Supplier Database).</p>
25	<p><b>BBBEE Certificate</b></p> <p>For the proof of B-BBEE status level of contributor the bidder must submit an original or certified copy of a valid verification certificate from a verification agency accredited by SANAS and recognized as an Accredited B-BBEE Verification Agencies (<a href="http://www.sanas.co.za/afdirectory/bbbee_list.php">www.sanas.co.za/afdirectory/bbbee_list.php</a>) or original or certified completed AFFIDAVIT downloaded from <a href="http://www.thedti.gov.za/economic_empowerment/bee_codes.jsp">www.thedti.gov.za/economic_empowerment/bee_codes.jsp</a></p>

26	<p><b>Municipal Rates, Taxes and Charges</b></p> <p>The bidder to provide their municipal account of rates and taxes of both the Bidding entity and its directors' in its Bid Document submission. Any bidder which is or whose directors are in arrear with their municipal rates and taxes due to any Municipality within South Africa for more than three months and have not made an arrangement for settlement of or same before the bid closure date will be disqualified.</p> <p>If the bidder is renting the office a Lease Agreement must be attached to the bid document OR Affidavit from SAPS stating that the bidder is not obliged to pay municipal rates with a letter from a ward Councilor is submitted with the tender document.</p>
27	<p>Tenderer must put initials at the bottom of each page of the tender document as proof that the bidder has reviewed and agreed to the contents of the tender data. This also prevents and ensures that various parties involved do not change and / or replace any page and modify the contents after the submission of the tender.</p> <p>Tenderer must sign the original and all copies of the tender offer where required in terms of the tender data. NOTE: The employer holds all authorized signatories liable on behalf of the tenderer.</p>
28	<p>The employer's details and address for delivery of tender offers and identification details that are to be shown on each tender offer package are:</p> <p><b>Location of tender box:</b> Elundini Local Municipality Finance Department</p> <p><b>Physical address:</b> 1 Seller Street Nqanqarhu 5480</p> <p><b>Identification details :</b> Tender no, Title of Tender and the closing date and time for tenders <b>Closing Date :</b> <b>Friday, 31 July 2026</b> <b>Closing Time :</b> <b>12H00</b></p> <p><b>The tender box is only open on weekdays between 08:00 and 16:00</b></p>
29	<p>Where a <b>two-envelope system</b> is required in terms of the tender conditions, place and seal the returnable documents listed in the tender conditions in an envelope marked "<b>financial proposal</b>" and place the remaining returnable documents in separate envelope marked "<b>technical proposal</b>". Each envelope shall state on the outside the Elundini Municipality's address and identification details of the bid, as well as the tenderer's name and contact address.</p> <p>Accept that the Elundini Municipality shall not assume any responsibility for the misplacement or premature opening of the tender offer if the outer package is not sealed and marked as stated.</p> <p>Where stated in the tender conditions that a two-envelope system is to be followed, open only the technical proposal of tenders in the presence of tenderers' agents who choose to attend at the time and place stated in the tender conditions and announce the name of each tenderer whose technical proposal is opened.</p> <p>Employer shall evaluate the quality of the technical proposals offered by tenderers, then advise tenderers who have submitted responsive technical proposals of the time and place when the financial proposals will be opened. Open only the financial proposals of tenderers, who have submitted responsive technical proposals in accordance with the requirements as stated in the tender conditions, and announce the total price and any preferences claimed. Return unopened financial proposals to tenderers whose technical proposals were non-responsive. <b>NB:</b> This condition is not applicable to this bid</p>
30	<p>Telephonic, telegraphic, telex, facsimile or e-mailed tender offers will not be accepted.</p>
31	<p>The closing time for submission of tender offers is as stated in the Tender Notice and Invitation to Tender.</p>
32	<p>The tender offer validity period is <b>12 weeks</b>. The validity of bids may be further extended by a period of not more than six months upon approval by the Accounting Officer.</p>

33	<p>The tenderer shall provide clarification of a tender offer during the evaluation of tender offers, in response to a request from the employer to do so.</p> <p>Such clarifications can include providing a breakdown of rates or prices and correction of arithmetical errors by the adjustment of certain rates or item prices (or both). No change in the competitive position of tenderers or substance of the tender offer is sought, offered, or permitted.</p> <p>Note: This clause does not preclude the negotiation of the final terms of the contract with a preferred tenderer following a competitive selection process, should the Elundini Municipality elect to do so. Failure, or refusal, to provide such clarification or additional information within the time for submission stated in the Elundini Municipality's written request may render the tender non-responsive.</p>
34	<p>The employer shall grant during working hours to premises for inspections, tests and analysis, as provided for in the tender data.</p>
35	<p>A tenderer may request in writing, after the closing date, that the tender offer be withdrawn.</p> <p>Such withdrawal will be permitted or refused at the sole discretion of the Elundini Municipality after consideration of the reasons for the withdrawal, which shall be fully set out by the tenderer in such written request for withdrawal. Should the tender offer be withdrawn in contravention hereof, the tenderer agrees that:</p> <ul style="list-style-type: none"> <li>• it shall be liable to the Elundini Municipality for any additional expense incurred or losses suffered by the Elundini Municipality in having either to accept another tender or, if new tenders have to be invited, the additional expenses incurred or losses suffered by the invitation of new tenders and the subsequent acceptance of any other tender;</li> <li>• the Elundini Municipality shall also have the right to recover such additional expenses or losses by set-off against monies which may be due or become due to the tenderer under this or any other tender or contract or against any guarantee or deposit that may have been furnished by the tenderer or on its behalf for the due fulfilment of this or any other tender or contract. Pending the ascertainment of the amount of such additional expenses or losses, the Elundini Municipality shall be entitled to retain such monies, guarantee or deposit security for any such expenses or loss.</li> </ul>
36	<p><b>Samples, inspections, tests and analysis</b></p> <p>Provide access during working hours to premises for inspections, tests and analysis as provided for in the tender conditions or specifications.</p> <p>If the Specification requires the tenderer to provide samples, these shall be provided strictly in accordance with the instructions set out in the Specification.</p> <p>If such samples are not submitted as required in the bid documents or within any further time stipulated by the Elundini Municipality in writing, then the bid concerned may be declared non-responsive.</p> <p>The samples provided by all successful bidders will be retained by the Elundini Municipality for the duration of any subsequent contract. Bidders are to note that samples are requested for testing purposes therefore samples submitted to the Elundini Municipality may not in all instances be returned in the same state of supply and in other instances may not be returned at all.</p> <p>Unsuccessful bidders will be advised by the Project Manager or dedicated ELM Official to collect their samples, save in the aforementioned instances where the samples would not be returned.</p>
37	<p><b>Compliance with Occupational Health and Safety Act, 85 of 1993</b></p> <p>Tenderers are to note the requirements of the Occupational Health and Safety Act, 85 of 1993. The Tenderer shall be deemed to have read and fully understood the requirements of the above Act and Regulations and to have allowed for all costs in compliance therewith.</p> <p>In this regard the Tenderer shall submit upon written request to do so by the Elundini Municipality, a Health and Safety Plan in sufficient detail to demonstrate the necessary competencies and resources to deliver the goods or services all in accordance with the Act, Regulations and Health and Safety Specification.</p>

38	<p><b>Claims arising from submission of tender</b></p> <p><b>The tenderer warrants that it has:</b></p> <ul style="list-style-type: none"> <li>• inspected the Specifications and read and fully understood the Conditions of Contract.</li> <li>• read and fully understood the whole text of the Specifications and Price Schedule and thoroughly</li> <li>• acquainted himself with the nature of the goods or services proposed and generally of all matters which may influence the Contract.</li> <li>• visited the site(s) where delivery of the proposed goods will take place, carefully examined existing conditions, the means of access to the site(s), the conditions under which the delivery is to be made,</li> <li>• and acquainted himself with any limitations or restrictions that may be imposed by the Municipal or other Authorities in regard to access and transport of materials, plant and equipment to and from the site(s) and made the necessary provisions for any additional costs involved thereby.</li> <li>• requested the Elundini Municipality to clarify the actual requirements of anything in the Specifications and Price Schedule, the exact meaning or interpretation of which is not clearly intelligible to the Tenderer</li> <li>• Escalations and escalations rates are clearly disclosed.</li> <li>• received any notices to the tender documents which have been issued in accordance with the Elundini Municipality's Supply Chain Management Policy.</li> </ul> <p><b>The Elundini Municipality will therefore not be liable for the payment of any extra costs or claims arising from the submission of the tender.</b></p>
39	<p><b>Employer's Undertaking</b></p>
40.1	<p>The employer will respond to requests for clarification received up to Five (5) working days before the tender closing time.</p>
40.2	<p>The employer shall issue addenda until before tender closing time</p> <p>If necessary, the employer shall issue addenda in writing that may amend or amplify the tender documents to each tenderer during the period from the date the tender documents are available until Five (5) working days before the tender closing time stated in the Tender Data. The Employer reserves its rights to issue addenda less than Five (5) working days before the tender closing time in exceptional circumstances. If, as a result a tenderer applies for an extension to the closing time stated on the front page of the tender document, the Elundini Municipality may grant such extension and, shall then notify all tenderers who drew documents.</p> <p>Notwithstanding any requests for confirmation of receipt of notices issued, the tenderer shall be deemed to have received such notices if the Elundini Municipality can show proof of transmission thereof via electronic mail, facsimile or registered post.</p>
40.3	<p>Tenders will be opened immediately after the closing time for tenders as stated in the Tender Notice and Invitation to Tender. If requested by any bidder present, names of the bidders, and if practical the total amount of each bid and of any alternative bids will be read out loud.</p> <p>Bids received in time recorded and entered in a register which is open for public inspection.</p>
40.4	<p>Late bids will be registered and returned unopened unless the bidder did not clearly specify their address at the back of the envelope.</p>
40.5	<p>The employer or any of its employees must not disclose to tenderers, or to any person not officially concerned with such processes, information relating to the evaluation and comparison of tender offers, the final evaluation price and recommendations for the award of a contract, until after the award of the contract to the successful tenderer</p>
40.6	<p>Make available a record of the details announced at the tender opening meeting on the Elundini Municipality's website (<a href="http://www.elundini.gov.za">www.elundini.gov.za</a>)</p>
40.7	<p>Bids must be evaluated in terms of their responsiveness to the bid specifications, requirements as well as criteria as set out in the bid document.</p> <p>Any additional criterial as per communicated addendum shall be considered.</p>
	<p>The Elundini Municipality reserves the right to withdraw any invitation to submit a bid and/or to re-advertise or to reject any bid or to accept a part of it.</p> <p>The Elundini Municipality does not bind itself to accepting the lowest bid</p>

40.8	<p>Determine, after opening and before detailed evaluation, whether each tender offer that was properly received</p> <ul style="list-style-type: none"> <li>a) complies with the requirements of the standard conditions of tender in this part</li> <li>b) has been properly and fully completed and signed, and</li> <li>c) is responsive to the other requirements of the tender documents.</li> </ul> <p><b>A responsive tender</b> is one that conforms to all the terms, conditions, and scope of work of the tender documents, without material deviation or qualification. A <b>material deviation or qualification</b> is one which, in the employer's opinion, would</p> <ul style="list-style-type: none"> <li>a) detrimentally affect the scope, quality, or performance of the works, services or supply identified in the scope of work,</li> <li>b) significantly change the employer's or the tenderer's risks and responsibilities under the contract, or</li> <li>c) affect the competitive position of other tenderers presenting responsive tenders if it were to be rectified.</li> </ul> <p>Reject a non-responsive tender offer, and do not allow it to be subsequently made responsive by correction or withdrawal of the non-conforming deviation or reservation.</p>
40.9	<p><b>Due Diligence</b></p> <p>The municipality will conduct intense due diligence which must include inspection of the claimed experience of the preferred bidder(s).</p> <p>The municipality will provide due diligence form which will be used for the assessment purposes of the claimed project experience.</p>

**Pricing****Arithmetical errors, omissions and discrepancies**

Check responsive tenders for discrepancies between amounts in words and amounts in figures. Where there is a discrepancy between the amounts in figures and the amount in words, the amount in words shall govern.

If pricing schedules apply and there is an error in the line item total resulting from the product of the unit rate and the quantity, the line item total shall govern and the rate shall be corrected. Where there is an obviously gross misplacement of the decimal point in the unit rate, the line item total as tendered shall govern, and the unit rate shall be corrected.

Where there is an error in the total of the prices either as a result of other corrections required by this checking process or in the tenderer's addition of prices, the total of the prices shall govern and the tenderer will be asked to revise selected item prices (and their rates if Price Schedules apply) to achieve the tendered total of the prices.

Consider the rejection of a tender offer if the tenderer does not correct or accept the correction of the arithmetical error in the manner described above.

**Other**

For Vat related discrepancies, National and Provincial Treasury prescripts in relation to VAT procedures apply.

Unconditional discounts must be taken into account for evaluation purposes

The Employer must evaluate whether tender has offered a market related offer. If the offer is believed not to be market related, the Municipality through its Supply Chain Management bid committees will attempt to negotiate the offer with identified bidder/s to a reasonable amount. Bidders are not allowed to increase their tender offers during this process

In the event of tendered rates or lump sums being declared by the Elundini Municipality to be unacceptable to it because they are not priced, either excessively low or high, or not in proper balance with other rates or lump sums, the tenderer may be required to produce evidence and advance arguments in support of the tendered rates or lump sums objected to. If, after submission of such evidence and any further evidence requested, the Elundini Municipality is still not satisfied with the tendered rates or lump sums objected to, it may request the tenderer to amend these rates and lump sums along the lines indicated by it.

The tenderer will then have the option to alter and/or amend the rates and lump sums objected to and such other related amounts as are agreed on by the Elundini Municipality, but this shall be done without altering the tender offer in accordance with this clause. Should the tenderer fail to amend his tender in a manner acceptable to and within the time stated by the Elundini Municipality, the Elundini Municipality may declare the tender as non-responsive.

Bidder must comply with all pricing instructions as stated on the Price Schedule and tender conditions.

All prices must include VAT where applicable

The Elundini Municipality may, after the closing date, request additional information or clarification from tenderers, in writing on any matter affecting the evaluation of the tender offer or that could give rise to ambiguity in a contract arising from the tender offer, which written request and related response shall not change or affect their competitive position or the substance of their offer. Such request may only be made in writing by the delegated official using any means as appropriate and such communication must be approved by the Accounting Officer.

**EVALUATION OF TENDER OFFERS****STAGE 1: TEST FOR RESPONSIVENESS****a) PHASE 1 OF STAGE ONE: MANDATORY DOCUMENTS AND REQUIREMENTS**

Bidders' proposals must meet the following minimum requirements and supporting documents must be submitted with the completed bid document in a sealed envelope in the bid box at the closing date and time. Failure to comply with the following conditions shall lead to bidder being non-responsive.

1. Bid Document (This Document) must be purchased at a prescribed amount only at Elundini Local Municipality and must be submitted in its original format and not retyped.
2. Bids which are late, incomplete, unsigned or submitted by facsimile or electronically, will not be accepted.
3. Bidders must submit a copy of the Central Supplier Database report showing, amongst other things, that tax matters of the service provider are in order with the South African Revenue Services OR CSD Supplier number in order for the municipality to be able to verify CSD registration.
4. A copy of valid Construction Industry Development Board (CIDB) for Grading 1ME or higher
5. Form of offer and Acceptance (fully completed and signed) where applicable
6. Invitation to bid must be completed and signed. MBD 1
7. Pricing schedule – Non-Firm Prices (Purchase) MBD 3.2
8. Declaration of Interest (fully completed and signed) MBD 4
9. Preference Points Claim form in terms of the Preferential Procurement Regulations 2022 (fully completed and signed) MBD 6.1
10. Contract Form – Rendering of Services (part 1 (Completed and signed) MBD 7.2
11. Declaration of Bidder's past Supply Chain Management Practices. (Completed and signed) MBD 8
12. Certificate of Independent Bid Determination. (Completed and signed) MBD 9
13. Authority of Signatory (Completed and signed)
14. Where applicable a proof of attendance of clarification meeting, an attendance register will be circulated for record purposes.
15. On financial Proposal: All Items listed in the Bills of Quantities or Pricing schedule must be priced for failure to do so will increase commercial risk of the bid and may lead to elimination or passing over of the bidder.
16. If the offer (any of the items quoted for) is "Vat Inclusive", the VAT registration number of service provider must be indicated. Bidders are not entitled to claim the VAT if they are not VAT registered.

**b) THE RETURNABLE DOCUMENTS**

The following returnable documents to be submitted with the completed bid document in a sealed envelope in the bid box at the closing date and time.

1. Bidders must be a registered legal entity or partnership or consortia or joint ventures with a signed agreement in place with a consolidated BBBEE Certificate.
2. Bidders must submit Elundini Municipality Ethics Commitment form for Suppliers (Completed and signed)
3. A valid original or certified copy of B-BBEE certificate must be submitted with the bid OR a valid original or certified copy of a Sworn Affidavit attested by a Commissioner of Oaths prepared and issued in terms of the amended B-BBEE Construction Sector Codes (CSC000) must be submitted in order to qualify for preference points for B-BBEE. Failure to comply with this, will automatically result in the non-awarding of points for B-BBEE. (This is not an Elimination factor).
4. A Resolution of signatory form has been completed and signed by director/s or a letter bearing a letterhead of the tenderer has been attached (specific to this bid) to the bid submission; it must be duly signed by all directors and submitted with the bid. Only a duly authorized official can sign the bid.
5. Bidders must complete and sign Elundini Municipality Supplier Declaration Form
6. Bidders must complete past experience form .

**PHASE 2: OF STAGE ONE: ELIGIBILITY CRITERIA**

**BIDDERS WHO ARE NON-COMPLIANT WITH THE FOLLOWING ELIGIBILITY CRITERIA WILL BE DISQUALIFIED AND NOT BE CONSIDERED FOR FURTHER EVALUATION**

<b>Eligibility Criteria</b>	<b>Evidence</b>
Accreditation by IATA	Proof of Accreditation by IATA

**STAGE 2 OF EVALUATION: - FUNCTIONALITY****Scoring Quality**

The quality criteria and maximum score in respect of each of the criteria are as follows:

Description	Evidence	Scoring Criteria
<b>Company Experience</b>		
<b>30 Points</b>		
Number of corporate clients that the bidder has successfully serviced in the past three years. (with contactable references)	<p>A minimum of at least three reference letters from other servicers of state that have been serviced in the past three years should be provided, the submission must be on the relevant client's letterhead and signed.</p> <p>Landline telephone and email address details of clients should be also provided on the signed reference letter.</p> <p>NB: 10 (ten) points for each letter. 0 points will be claimed on non-submission of reference letters</p>	<p>3 X Reference letters = <b>30 Points</b></p> <p>2 X Reference letters = <b>20 Points</b></p> <p>1 X Reference letters = <b>10 Points</b></p>
<b>Expertise</b>		
<b>30 Points</b>		
Project Leader experience in handling Public Sector Travel Agency Accounts.	<p>CV of the Project Leader must have at least three (3) year' experience in travel agent projects and with experience in international fares , ticketing and key account management.</p> <p>NB: 0 points will be claimed where submitted references cannot be contacted and if the above criteria is not met.</p>	<p>11 or More years' of experience = <b>20 Points</b></p> <p>5 to10 years' experience = <b>15 Points</b></p> <p>3 to 4 years' experience = <b>10 Points</b></p>
Project Team (inclusive of the Project Leader)	CVs of the team to be assigned to the project should be provided (The CVs must have experience in providing travelling services ).	<p>5 or more team members = <b>10 Points</b></p> <p>Up to 4 team members = <b>5 Points</b></p> <p>Up to 3 team members = <b>3 Points</b></p>
<b>Financial Stability</b>		
<b>40 Points</b>		
<p>Financial Stability</p> <p>CA = Current Assets</p> <p>CL = Current Liabilities</p> <p><i>Current ratio = CA ÷ CL</i></p>	<p>Audited or independently reviewed financial statements by a firm of registered auditors for the past three financial years with a current ratio being equal to ( 2 : 1) or higher.</p> <p>Contact details of the auditing firm must be provided.</p> <p>The company must be factually solvent (asset fairly valued must be greater than liabilities)</p> <p>Cash flow projections that reflect a viable going concern of the company.</p>	<p>Audited Financial Statements</p> <p>2 and above = <b>40 Points</b></p> <p>less than 2 = 0 Points</p>
<b>Accreditation</b>		
<b>20 Points</b>		
Accreditation by IATA	Proof of Accreditation by IATA	20 Points
<b>TOTAL SCORE</b>		<b>120 Points</b>

The quality criteria and maximum score in respect of each of the criteria in accordance with 5.11.9 are as follows:

A minimum number of evaluation points for quality is **70 %** out of total points . Any bidder who fails to meet the minimum qualifying score will not be considered further for evaluation on Price and Preference.

NB: Only bidders who achieved the minimum qualifying score of 70% are opened and evaluated further for price and specific goals

44	<p>a) The Municipality reserves the right not to award the bid to the most favourable tenderer, if any of the situations occur if:-</p> <ul style="list-style-type: none"> <li>• the bidder has been awarded a considerable number of projects by the Municipality.</li> <li>• as performed unsatisfactorily in the past.</li> <li>• Does not meet objective criteria</li> </ul> <p>b) Reject a bid where a tenderers submit more than one tender either individually or as a partner in a joint venture (JV) or consortium.</p> <p>c) Reject a bid where thee tender submitted by a JV or consortium where the JV/consortium agreement does not explicitly state that the parties of the JV or consortium shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms.</p> <ul style="list-style-type: none"> <li>• Where a bidder or its directors has previously failed to perform in the previous order where notices of poor performance were issued or application for restriction has been lodged with National Treasury in terms of SCM Regulation 38.</li> </ul>
45	<p><b>DUE DILIGENCE</b></p> <p>The municipality will conduct intense due diligence which must include inspection of the claimed experience of the preferred bidder(s).</p> <p>The municipality will provide due diligence form which will be used for the assessment purposes of the claimed project experience.</p>
46	<p><b>Risk Analysis</b></p> <p>Notwithstanding compliance with regard to any requirements of the tender, the Elundini Municipality will perform a risk analysis in respect of the following:</p> <p>a) reasonableness of the financial offer</p> <p>b) reasonableness of unit rates and prices</p> <p>c) the tenderer's ability to fulfil its obligations in terms of the tender document, that is, that the tenderer can demonstrate that he/she possesses the necessary professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, capacity, experience, reputation, personnel to perform the contract, etc.; the Elundini Municipality reserves the right to consider a tenderer's existing contracts with the Elundini Municipality in this regard.</p> <p>d) any other matter relating to the submitted bid, the tendering entity, matters of compliance, verification of submitted information and documents, etc.</p> <p>e) there is any history/record of the tenderer/s (or any of its directors/members/shareholders) failing to meet their contractual obligation with any Organ Of the State and where there are notices of poor performance issued thereof. [Note: Companies/persons who are listed on the Database were informed in writing of this restriction by the Authority/Accounting Officer of the institution that imposed the restriction after the <b>Audi alteram partem rule</b> was applied].</p> <p>f) tenderer/s(or any of its directors/members/shareholders) listed on National Treasury's Database of Restricted Suppliers as companies/persons prohibited from doing business with the public sector [Note: Companies/persons who are listed on the Database were informed in writing of this restriction by the Authority/Accounting Officer of the institution that imposed the restriction after the <b>audi alteram partem</b> rule was applied]. The Database of Restricted Suppliers can be accessed on the National Treasury's website (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>).</p> <p>g) tenderer/s (or any of its directors / members / shareholders)? listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combatting of Corrupt Activities Act (No 12 of 2004)</p> <p>h) tenderer/s (or any of its directors/members/shareholders) convicted by a court of law (including a court outside South Africa) for fraud and/or corruption with respect to the procurement/tendering processes/procedures during the past five years?</p> <p>i) the tenderer/s employees/directors are also employees/contractors/consultants or directors in the organ of state.</p> <p>The conclusions drawn from this risk analysis will be used by the Elundini Municipality in determining the acceptability of the tender offer.</p> <p>No tenderer will be recommended for an award unless the tenderer has demonstrated to the satisfaction of the Elundini Municipality that he/she has the resources and skills required.</p>
47	<p>The number of paper copies of the signed contract to be provided by the employer is one.</p>
48	<p><b>Incorrect Information</b></p> <p>Where a contract has been awarded on the strength of the information furnished by the bidder which, after the conclusion of the relevant agreement, is proved to have been incorrect, the Elundini Municipality may, in addition to any other legal remedy it may have, recover from the contractor all costs, losses or damages incurred or sustained by the Municipality as a result of the award of the contract</p>

49	If after the commencement of the Contract, there is any amendment in the key personnel from which bid evaluation was based, within 90 days of first having become aware of the change, the Contractor must furnish the Employer with detailed justification to change of key personnel, which might be accepted or not accepted by the employer depending on its discretion and the level of skill of personnel used for the replacement.
50	<b>Acceptance or Rejection of a Bids</b>  The Elundini Municipality reserves the right to withdraw any invitation to submit a bid and/or to re-advertise or to reject any bid or to accept a part of it. The Elundini Municipality does not bind itself to accepting the lowest bid.

## **TERMS OF REFERENCE: Travel Management Services**

### **Project Description**

The Municipality wishes to appoint an experienced service provider to render travel management services for a period of three (3) years.

### **Project Background**

The Municipality since November 2011 has been utilizing the services of a Travel Agent on a contractual basis. The history tells that all our travelling and/or accommodation needs have been domestic for the duration of the ending contract. Our staff compliment is currently sitting at 271 currently and with 34 councilors. The municipality is looking for service provider or travel agent that will manage travelling and/or accommodation for both domestic and international travelling.

## **TERMS OF REFERENCE**

### **KEY OBJECTIVES**

The main objective of this contract is to appoint service provider for the efficient and effective provision of travel management services for the Municipality. The service to be provided must be of world class standard, clearly depict a reduction in costs to the organization by means of reports taking travel trends into consideration and the service providers must be able to deliver on tight schedule deadlines when the need arises. The Municipality seeks to appoint a Travel Agent to render travel management services who will go through an evaluation process. The Municipality will enter into negotiations with the preferred bidder to negotiate final contract rate prior to award of the bid. Appointment is subject to successful negotiations in terms of market related rates.

The appointed service provider shall all times ensure compliance with the latest approved Elundini's Travel and Subsistence Policy and National Treasury's Cost Containment Regulations, 2019 and MFMA Circular 97.

### **ASSUMPTIONS**

The general success of this contract is based on the following assumptions:

- a) That there is a need for the service;
- b) The successful service provider have the knowledge and expertise required for corporate travel management service; and
- c) The Municipality will provide the bidding service providers with the approved Municipal travel policy.

### **SCOPE OF WORK**

Area where service is required.

The Elundini Municipality requires the service providers to provide domestic and international travel management services for Municipal officials, councillors and any other individuals travelling in the interests of the Elundini Municipality.

Main Activity

- (a) The appointed service providers will be required to arrange travel and accommodation on request by the Municipality.
- (b) Each request must be dealt with in such a manner as to ensure compliance with the approved Municipal Travel Policy.

- (c) The service providers must take the required measures to ensure that the Municipality receives the best price where possible, including any industry discounts that may apply for government officials.
- (d) It is to be noted that the appointed service providers will be responsible for the settlement of all accounts in relation to travel management services provided.

### **PROJECT SPECIFICATIONS**

- The Elundini Municipality requires a comprehensive travel management service for its officials, councillors and any other individuals travelling in the interests of the Municipality. The travel agent must be a fully accredited member of IATA with access to Travel Database.

#### **Services to be provided as the Travel Agent(s) for Elundini Municipality should cover the following:**

- Air Travel (Domestic & international)
- Vehicle rental and Shuttle Services
- Accommodation
- Venues and Facilities
- Insurance (when travelling outside the borders of South Africa)
- Visa Processing
- Key Account management

### **AIR TRAVEL (DOMESTIC & INTERNATIONAL)**

#### Reservation and Ticketing

- (a) For every duly approved travel request authorisation, Travel Agent(s) shall immediately make bookings and source the lowest, acceptable fare and the most direct and convenient routing.
- (b) In the event that required travel arrangements cannot be confirmed, Travel Agent(s) shall notify the requesting party of the problem and present (3) alternative routes/quotations for consideration.
- (c) Travel Agent(s) shall promptly issue and deliver accurately SMS'S or E-mail showing the accurate status of traveller's booking arrangements and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any change(s) in flight, train, bus schedules prior to or during the traveller's official trip, tickets and billing shall be modified or issues to reflect these changes, in order to avoid cancellation of bookings.
- (d) The appointed travel agent(s) will be expected to provide travel services during office hours.
- (e) In addition Travel Agent(s) shall provide for after-hours emergency service, as well as for services during weekends and official holidays where emergency travel service is required.
- (f) The Travel Agent(s) must provide the Elundini Municipality with contact details and be reachable by phone at any time of the day for emergency purposes.
- (g) The official travel requirements for the Elundini Municipality councillors, employees and any other individuals travelling in the interests of the Elundini Municipality shall be accorded the highest priority which is timely and effective processing.
- (h) On exceptional cases official travel including new staff, participants in meetings, interviews and staff from other provinces must be organized on short notice, there by placing a premium on efficient and rapid communication in handling all travel related matters.

- (i) Travel Agent(s) must ensure that all travelling Elundini Municipality employees and any other individuals travelling in the interests of the Elundini Municipality shall be accorded the highest priority which is timely and effective processing.
- (j) Air tickets shall be issued only on approved ticket of the International Air Transportation Association (IATA).
- (k) Travel Agent(s) shall be given copies of the Elundini Municipality travel policies and/or procedures and shall be fully familiar and comply with these policies and procedures for all Elundini Municipality official travelling.
- (l) Travel Agent(s) shall provide an information service to notify the Municipality and the traveller of such events as airport closing, cancelled or delayed flights, trains, buses voyages and strike situations as well as of local political or safety conditions which may affect travel to any particular destination.
- (m) Travel Agent(s) shall plan, arrange, confirm and amend air travel bookings through available branch offices and agencies situated inside or outside South Africa, in accordance with the approved Elundini Municipality travel policy.
- (n) Travel Agent(s) shall negotiate discounts on standard tariffs for air travel.
- (o) Changes in Air Travel Arrangements: In case of changes occurring to the original travel arrangements, the responsible Elundini Municipal official is to liaise with the travel agent and make necessary arrangements, with the provision that such changes are confirmed in writing (sms and e-mail).
- (p) Cancellation of travel: The Elundini Municipality official will inform the travel agent(s) of any cancellation. If payment had been made or an invoice has already been submitted to the Municipality, a credit note will be issued to the Municipality subject to cancellation policy.
- (q) Parking ticket
- (r) Destination parking
- (s) Cross boarder tax

#### **VEHICLE RENTAL (DOMESTIC & INTERNATIONAL) AND SHUTTLE SERVICES**

- (a) Travel Agent(s) shall confirm vehicles with car rental companies and amend any confirmed bookings if necessary, in accordance with the approved Municipal travel policy.
- (b) Travel Agent(s) shall negotiate discounts on standard or reduced tariffs with all available car rental companies.
- (c) Travel Agent(s) shall make shuttle service and car-hire bookings.
- (d) The booking must reflect the and not limited to the following:
  - i. Date and period of travel.
  - ii. Name of person.
  - iii. Service provider.
  - iv. Estimated distance to be travelled and related costs.
- (e) Travel Agent(s) must ensure that shuttle service suppliers are compliant to the rules that govern the transport industry.
- (f) If an accident, traffic fines, damage or theft occurs, the matter should be reported to the Municipality within 24 hours for further internal procedures to be exercised.
- (g) In the case of a rented vehicle the official of Elundini Municipality must ensure that:

- i. The rental car approved is in line with the pre-approved class in terms of the Elundini Municipal travel policy;
- ii. The vehicle is in good condition before and after use;
- iii. The rented vehicle utilised only for the official purpose it is rented for;
- iv. Where required/possible, pay for fuel and refer the claim to the Municipality.

#### **ACCOMMODATION**

##### ***Hotel or other accommodation***

- (a) The Travel Agent(s) shall make reservations for lodging accommodations (hotel group, private hotel or other establishment, for example guesthouse).
- (b) The Travel Agent(s) shall negotiate discount rates on standard tariffs with all available hotel groups or other relevant establishments.
- (c) It must be noted that other hotel groups provide discount to Travel Agencies and such discounts shall be transferred to the Municipality.
- (d) Accommodation must include parking facilities.
- (e) The travel agent shall issue a voucher to the client/ service provider prior to the arrival or related to facility e.g conference.
- (f) Proof of the voucher must be sent the employer via email.
- (g) Failure to issue voucher as indicated above may lead to the termination of a contract thereof.

#### **VENUES AND FACILITIES**

- (a) Travel Agent(s) shall make bookings and amendments of conference arrangements with hotel groups, private hotels or other available establishments when required.
- (b) Negotiate discounts on standard tariffs or reduced tariffs with all available hotel groups, private hotels or other relevant establishments.
- (c) The Travel Agent(s) shall upon request, facilitate the arrangement of venues for conferences, meetings, seminars and training workshops and refreshments when needed.

#### **THE TRAVEL AGENT(S) MUST ORGANISE INSURANCE FOR THE MINIMUM BUT NOT LIMITED TO OTHER RISK ASSOCIATED WITH TRAVELLING.**

- i. Emergency medical and related expenses;
- ii. Rental car collision damage;
- iii. Luggage loss;
- iv. Unforeseen/ Inconvenience circumstances ;
- v. Insurance (When travelling outside the borders of South Africa) and any other insurance cover deemed necessary by the hosting country .

#### **VISA PROCESSING AND FOREIGN EXCHANGE SERVICES**

- (a) The Travel agent(s) shall provide all visa application processes and foreign exchange arrangements.
- (b) The Travel Agent(s) shall deliver all travel documentation to a pre-arranged location as determined by the Elundini Municipality councillors and officials.
- (c) The Travel Agent(s) shall provide International travel support.

## **KEY ACCOUNT MANAGEMENT**

- (a)** The Travel Agent must ensure that there is dedicated and experienced personnel to manage the Elundini Municipality account.
- (b)** The Travel Agent(s) will provide the Elundini Municipality with reports that will also include orders outstanding reflected per order number, invoices outstanding and a general statement of accounts (per account) indicating payments exceeding 30 days, 60 days and more than 90 days as well as one consolidated account for the Elundini Municipality including age analysis.

## **OTHER SERVICE REQUIREMENTS**

### **(a)** Traveller's profiles

The Travel Agent(s) shall maintain computerized profiles of all frequent travellers, as

designated or defined from time to time by the Elundini Municipality, setting forth the traveller's preferences regarding airlines, hotels, guesthouses, seating arrangement and meal requirements, passport and such other information is useful to facilitate travellers arrangements.

### **(b)** Service Standards

- i.** The Travel Agent(s) shall provide polite responsive and efficient service at all times to fulfil the Elundini Municipality requirements.
- ii.** As a service objective, telephone calls should be answered promptly.
- iii.** When it is necessary to place calls on hold, they should not be kept on hold but rather a call-back should be made within one hour.

**IV** Travel agent must pay service provider in advance.

### **(c)** Performance Evaluation and Review

- i.** The Travel Agent(s) shall meet periodically with Elundini Municipality Project Steering Committee to discuss issues of mutual concern to review the Travel Agent(s) performance and to discuss improvements which the Travel Agent(s) or the Municipality should make in order to achieve more effective travel management and greater savings.
- ii.** The Travel Agent(s) shall make the Elundini Municipality aware immediately of major industry changes, which have a broad impact on its travel policy or procedures.

### **(d)** Travel Agent(s)'s Quality Control

- i.** The Travel Agent(s) shall establish and operate to monitor on a regular and continual basis the quality of travel services provided.
- ii.** These procedures shall include a self-inspection system covering all the services to be performed under the contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service.

### **(h)** Travel Documentation

- i.** All travel documentation must be sent timeously by to the relevant official in the Municipality, his or her nominee or the agreed point of delivery/collection, by the agency situated inside or outside South Africa.

### **(e)** After Hour service

(i) Dedicated personnel from the service providers must be available on after-hour basis, so that unexpected changes to a travel plan or accommodation can be made as and when required. This service must not be outsourced to another service provider.

(ii) Payments

Proof of attendance must be submitted with the invoice by way of a signed voucher at the service provider.

Travel agents invoice must be accompanied by signed voucher, service provider order form and service provider invoice.

## **RESPONSIBILITIES**

### **5.1 Elundini Municipality**

*The Municipal officials, who are delegated with arranging and approving travel and accommodation, will perform the following duties:*

- (a) Giving the service providers the necessary details so that the required travel and/or accommodation requirements are understood. In this regard, the following would have been considered:
  - i. Nature of the travel and accommodation requirements;
  - ii. Departure and arrival points, dates and type of required travel;
  - iii. Departure and arrival dates and type of accommodation required;
  - iv. Estimated kilometres to be travelled in case of car hire and;
  - v. Any other specific requirements relating to, for example, culinary requirements, passenger class in aircraft to be provided, vehicle rental, etc.
- (b) Only an official purchase order will serve as an official request for services.
- (c) The official concerned must ensure that the approved Elundini Municipality travel policy and related procedures have been complied with before the official purchase order is forwarded to the Travel Agent(s).
- (d) The official must also confirm the validity of the invoice and supporting documents and sign the invoice to confirm services rendered.
- (e) The official must ensure that the approved accommodation is in line with the Municipality travel policy. (Municipal Cost Containment Regulations, 2019 must be taken into consideration)

## **SERVICE PROVIDERS**

*The service providers will be responsible for the following:*

- (a) Making bookings for travel and accommodation in respect of the following:
  - (i) Destination, date, routes, airlines, passenger class, preferred seating and estimated costs for air travel; and
  - (ii) Hotel or Guesthouse facilities location, availability of parking facilities, distance from airports, public transport, etc. Municipal Cost Containment Regulations, 2019 must be taken into consideration
- (b) Alternative arrangements must be timeously suggested if confirming seating or accommodation arrangements is impossible;

- (c) Timeous confirmation (either printed or by electronic means) of the bookings both for air ticket, accommodation and car rental (Quote must specify kilometres as per estimate provided by Elundini official) after an official order has been received;
- (d) Timeous delivery to the relevant official in the Municipality, his or her nominee or point of delivery/collection, of the required travel documents;
- (e) Provide information service to notify the official of such events as airport closure, cancelled flights, trains and buses, strikes, as well as political or safety conditions which may affect travel to any particular destination;
- (f) Make the arrangements for the issuing of a foreign visa and other travel documentation;
- (g) Make the traveller aware of any airport rules and procedures especially during transfer flights;
- (h) Timeous submission of proof that the required services have been rendered so that payment can be arranged by the Municipality, unless payment has been made by the individual concerned. Such proof will include the invoices, on which the required information is reflected;
- (i) Timeous submission of the required management reports;
- (j) Providing the names, addresses and telephone numbers of all branch offices and agencies, inside and outside South Africa, and agencies with whom liaison exists outside South Africa, upon request by the Municipality. The names and telephone numbers of personnel available after hours must be made available to the Elundini Municipality;
- (k) Ensure confidentiality in respect of all travel and accommodation arrangements concerning all persons;
- (l) Ensure effective negotiations with suppliers of all services to the benefit of the Municipality;
- (m) Ensure that travel insurance is arranged where necessary;
- (n) Ensure continuous availability of services to provide for emergency and official traveling during public / normal holidays;
- (o) Provide assistance in terms of foreign currency exchange
- (p) Where the accommodation is not utilized and no prior notification is made to the service providers, such non-utilization is to be reported to the Elundini Municipality within 24 hours by the service providers.

#### **EXPECTED OUTPUTS AND OUTCOMES**

##### **Output**

The output is the written contracts with competent bidders for the procurement of travel management services. Formal contracts will be entered into between the Elundini Municipality and the service providers after negotiations have taken place between the recommended bidder(s) and the Municipality and following the approval of the award process.

##### **Outcome**

The key outcome is the rendering of the most efficient and effective travel management service for the Municipality.

##### **TERM OF CONTRACT**

The contract period is three (3) years.