

**APPOINTMENT OF AN IN-HOUSE  
SERVICE PROVIDER TO PROVIDE THE  
FOLLOWING SERVICES TO THE  
DEPARTMENT OF ENERGY FOR A  
PERIOD OF THREE (3) YEARS:**

- **TRAVEL & ACCOMMODATION, AND**
- **CONFERENCE FACILITIES**

## **1. INTRODUCTION**

- 1.1 The Department of Energy (DOE) seeks to appoint service provider/s that will coordinate travel and accommodation and conference facilities arrangements in respect of its officials and/or approved non-DOE officials in the interest of the Department.
- 1.2 The travel and accommodation arrangements will only be for persons travelling for official purposes and with prior approval obtained from the relevant authorities.
- 1.3 In cases of group bookings, the DoE reserves the right to exercise its own travel option and arrangements, taking into consideration any existing contract[s] with suppliers of services like charter flights or road transport. The travel management service provider is also expected to negotiate government discounts in terms of group bookings
- 1.4 The most cost effective and practical means of transport and accommodation facilities are to be used at all times. The travel management service provider/s must clearly demonstrate a reduction in costs by utilising discounted rates and other available incentives optimally.

## **2. OBJECTIVE**

- 2.1 To appoint the in-house travel management service provider/s that will provide a comprehensive travel and accommodation management services for the Departmental officials and approved non-officials for business purpose.

## **3. SCOPE OF WORK**

- 3.1 The appointed travel and accommodation management service provider/s will be required to coordinate traveling and accommodation arrangements including procurement of venue hire for conference, workshops packages as and when required by the Department. All travelling and accommodation requirements must be dealt with in line with the Departmental Travel and Subsistence policy to enforce compliance.
- 3.2 Service providers must provide proposals to demonstrate their capability on rendering such services effectively and efficiently

## **4. DELIVERABLES**

- 4.1 The service provider/s will upon receipt of a duly completed and approved internal form for official traveling, air transport and accommodation facilitate the request for reservation/s with relevant service providers.

- 4.2 Provide feedback to Departmental travel bookers with regard to bookings, necessary changes, suggested alternative routes/service providers, suggested/possible cost savings and other related issues.
- 4.3 Obtain approval from the delegated official to authorize amendments and/or after hours/emergency bookings.
- 4.4 Issue passports, visas, foreign exchange, travelers' cheques, any other convenient means of funding available, e-tickets and other essentials needed for traveling.
- 4.5 Timely submission of proof that the required services have been rendered and/or used, to ensure that payment of the lodge card statements can be processed by the DoE. Such proofs will include reconciling invoices to the requests submitted and for which order numbers were issued. Copies of original travel and accommodation and conference facilities documentation must be made in line with the number of invoices to be generated by the specific request. These copies must be numbered to ensure that each invoice has its own internal order form. Invoices must also be disseminated electronically while copies of relevant DoE form are to be hand delivered.

## **5. REQUIREMENTS OF THE BID**

### **5.1 In house based**

- 5.1.1 The travel management service provider/s will supply its own equipment e.g. photocopying machine, fax machine, furniture and Telkom data lines. The telephone and fax charges will be charged by the DoE on a cost charge recovery basis for actual usage.
- 5.1.2 The travel management service provider/s must provide sufficient knowledgeable and highly skilled consultants with the account manager being able to manage the DoE accounts.
- 5.1.3 Operating hours is 08:00 to 17:00, Mondays to Fridays.
- 5.1.4 There must be personnel available for after hour bookings and support services.

### **5.2 Air Travel**

- 5.2.1 Planning, arranging, amending and payment through the lodge card facility of all air travel bookings (domestic and International)
- 5.2.2 Negotiating discounts on standard tariffs for air travel with all available airline companies.
- 5.2.3 Negotiating discounted rates and additional incentives for air travel with contracted airlines or credits on accumulated expenditure for air travel with all available airline companies.

### **5.3 Vehicle Rental**

5.3.1 Negotiating discounts on standard tariffs with all available car rental and bus rental companies.

5.3.2 Booking, amending and paying through lodge card for vehicles with or without the services of a driver.

### **5.4 Shuttle services**

5.4.1 Planning, arranging, booking and amending shuttle service requirements with any contracted company rendering a shuttle and / or chauffeur services.

5.4.2 Negotiating discounts on standard tariffs with all available suppliers or other concerns.

### **5.5 Accommodation**

5.5.1 Negotiating discounts on standard tariffs with all available hotel groups, private hotels, guest houses, etc.

5.5.2 Confirming the suitability of domestic accommodation facilities.

### **5.6 Venue hire for Conference facilities and workshop packages**

5.6.1 As and when required, the Department will request the service provider/s to facilitate the procurement of venue hire for conferences and workshops in various provinces. The service provider will be provided with the Terms of Reference clearly stipulating the requirements of the service required by the Department. The approved official order number by the relevant authority will serve as a binding document confirming that the service can be rendered.

## **6. Support services:**

6.1 In respect of support services, the Department requirements are as follows:

### **6.1.1 Branch Offices and Agencies**

6.1.1.1 The appointed travel and accommodation service provider/s must be able to service the Department's regional offices in all nine provinces.

### **6.1.1 Delivery services**

(a) All travel documentation will be delivered to the official, his or her nominee or point of delivery/collection by branch office or agencies.

## **6.1.2 Staff**

6.1.2.1 The travel and accommodation management service provider must allocate sufficient number of staff to manage the account; this includes consultants, administrative and payment staff as well as overall management. The service provider/s must provide a dedicated person to deal with the Office of the Minister, Deputy Minister and the DG.

## **6.1.3 24 Hour service**

6.1.3.1 The appointed service provider/s must provide 24 hours service to accommodate after hour business for emergency bookings and amendments.

## **6.1.4 Other services**

6.1.4.1 The service provider/s must facilitate booking and payment of bus fares, the arrangement of visas, passport, foreign exchange, traveller's cheque and any other convenient means of finance available as and when such services are required.

# **7 General Requirements**

## **7.1 Management Reports**

7.1.1 Management reports regarding expenses per month for each service, inclusive of all savings, must be submitted before the 5<sup>th</sup> working day of the following month. The report must be broken into DoE cost centre's Quarterly performance review reports must be submitted to DoE.

## **7.2 Tariff/Discount Adjustments**

7.2.1 The travel agent/s must furnish notice of imminent tariff adjustments in writing or via e-mail, especially in respect of air travel, accommodation and car rental to ensure continuous negotiations for lower tariffs or higher discounts. Prices inclusive of VAT must be quoted in South African Rands.

## **7.3 Workshops**

7.3.1 The travel management service provider/s must at corporate level arrange workshops at least twice a year, across the DoE, in conjunction with the Directorate: Supply Chain Management Unit in order to provide training and awareness where needed to initiate new service.

#### **7.4 Subsistence and Travel Policy**

7.4.1 The travel agent must be conversant with the subsistence and travel policy of DoE.

#### **7.5 Quarterly Reviews**

7.5.1 The travel management service provider/s and DoE will meet on a quarterly basis to provide reviews on performance. Quarterly reviews should be presented to the CFO and be available in a report form.

#### **7.6 Delivery of travel document**

7.6.1 The travel management service provider/s will deliver the relevant travel documentation i.e. visas, to the relevant official at DoE or his/her nominee or at the point of delivery or collections or as mutually agreed.

#### **7.7 Collection of travel documentation**

7.7.1 Due to financial implications it is to be noted that only in exceptional cases and as mutually agreed between the travel agent and the official who made the booking, may travel documentation especially air tickets, be collected from passenger services at airports or car rental companies. Vouchers must be sent to officials via e-mail or sms.

### **8. Amendment to air travel arrangements**

8.1 In case of changes occurring to the original travel arrangements, the officials who made the booking is to liaise with the travel service provider/s and make the necessary arrangements, with the proviso that such changes are confirmed on an amendment/cancellation memo. The following actions will be taken for the indicated cases:

8.1.1 **Cancellation of Travel:** The travel documentation being either a voucher or air ticket is to be returned by the official who made the booking to the travel service provider who will cancel the booking. If payment has been made and the invoice has already been submitted to DoE, a credit note will be issued. In the event of cancellation fees being levied, the travel management service provider/s are to invoice DoE accordingly. Payment of cancellation fees will be processed by DoE in accordance with subsistence and travel policy.

8.1.2 **Amendment to travel:** The official who made the booking is to approach the travel service provider timeously and have the bookings changed as per amendment/cancellation memo.

## 9. REPORTING REQUIREMENTS

9.1 The Travel Management Company will be required to:

9.1.1 Provide Management reports on detailed expenses per completed month for all transactions processed per account, the number of changes made, all savings achieved and credits due as well as exception reports before the last day of the following month. The reports should be compiled in the format prescribed by Management.

9.1.2 Management reports must include the monthly and quarterly traveling trends report that must be submitted to Supply Chain Management.

9.1.3 Hold monthly meetings to be agreed upon with the travel manager in the DoE to discuss challenges, new developments which will enhance service delivery or any matter of mutual interest.

9.1.4 Provide names, addresses and telephone and fax numbers, as well as e-mail addresses if available, of all branch offices and agencies, inside and outside South Africa. The names and telephone numbers of personnel available on a 24-hour basis must be made available in to the DoE.

9.1.5 Ensure confidentiality in respect of all travel arrangements concerning all persons if requested by the DoE.

## 10. EVALUATION CRITERIA

10.1 Bids will be evaluated on 90/10 point system as outlined in the PPPFA of 2011.

10.2 The proposals will be evaluated in two (2) phases:

**Phase 1:** Bidders will be evaluated based on functionality. The minimum threshold for functionality is **70 out of 100 points**. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.

**Phase 2:** Price and BBEE Status Level Contributor

|    | Criteria  | Weights   |
|----|---|-----------|
| 1. | <p><b>Management of Account</b></p> <ul style="list-style-type: none"> <li>Indicate how the account will be managed and be reconciled on a monthly basis</li> </ul> | <b>10</b> |

|           |  |   |
|-----------|--|---|
| <b>2.</b> | <b>Current Client Base</b><br>Supply three (3) traceable references and contact details of large travel accounts facilitated in the last three (3) years and their travel values in the Public Sector  | <b>5</b>                                    |
| <b>3.</b> | <b>Qualification and Experience of team leaders and team members :</b><br><ul style="list-style-type: none"> <li>i) Team Leader/ Accounts Manager must have a minimum of five (5) years experience in the travel industry, managing accounts, and customer service</li> <li>ii) Operations manager and Team members must have a minimum of five (3) years experience in the travel industry, managing accounts, and customer service</li> <li>iii) Provide the management structure and abridged CV's</li> <li>iv) Attach CV's and certified copies of qualifications for the Team Leader/ Accounts Manager and Operations Manager to be operationally involved</li> </ul> | <b>20</b><br>5<br>5<br>5<br>5               |
| <b>4.</b> | <b>Subsistence and travel policy</b><br><ul style="list-style-type: none"> <li>(a) Indicate how DoE travel policy will be adhered to</li> <li>(b) Provide recommendations on the standardization, adherence to DOE's policy and proactive management of agreements to ensure maximum benefits.</li> </ul>  | <b>10</b><br>5<br>5                         |
| <b>5.</b> | <b>Proposed methodology</b><br><ul style="list-style-type: none"> <li>a) Ability to provide a comprehensive air travel , car rental services and accommodation service</li> <li>b) Demonstrate in-depth knowledge of the industry (e.g. travel options, cost savings value-add services, product knowledge)</li> <li>c) Ability and knowledge to handle the in-house travel and accommodation services</li> <li>d) Project plan in arranging domestic and international conferences</li> <li>e) Skills transfer: How does the bidder develop skills in the travel services industry? Supply proof in this regard</li> <li>f) Contingency plan</li> </ul>                   | <b>50</b><br>10<br>10<br>10<br>10<br>5<br>5 |
| <b>6.</b> | <b>Financial status (turnover)</b><br><ul style="list-style-type: none"> <li>(a) &gt; 10Millions 5=Excellent</li> <li>(b) &gt;5Million&lt;10Million 4=Very Good</li> </ul>   | <b>5</b>                                    |



|  |  |            |
|--|--|------------|
|  | (c) >3Million<5Million 3=Good<br>(d) >1Million<3million 2=Average<br>(e) >Million 1=Poor<br><br>Please provide the latest Audited financial statements of as presented by an independent auditor |            |
|  | <b>Total</b>   | <b>100</b> |

For purpose of evaluating functionality, the following values will be applicable:

|           |                  |   |
|-----------|------------------|---|
| <b>1=</b> | <b>Very Poor</b> | Will not be able to fulfil the requirements   |
| <b>2=</b> | <b>Poor</b>      | Will partially fulfil the requirements  |
| <b>3=</b> | <b>Average</b>   | Will be able to fulfil the requirements adequately  |
| <b>4=</b> | <b>Good</b>      | Will bidder will be able to fulfil better in terms of the requirements more than adequately |
| <b>5=</b> | <b>Excellent</b> | Will fulfil in terms of the requirements exceptionally                                      |

#### Phase 2

|                          |           |
|--------------------------|-----------|
| <b>Price</b>             | <b>90</b> |
| <b>B-BBEE compliance</b> | <b>10</b> |

### 10.3 Broad-Based Black Economic Empowerment (B-BBEE)

10.3.1 Provisions of the Preferential Procurement Policy Framework Act (PPPFA) 2011 and its regulation will apply in terms of awarding points.

10.3.2 Bidders are required to submit original and valid B-BBEE status level Verification to substantiate their B-BBEE rating claims.

10.3.3 Bidders who do not submit their B-BBEE status level verification certificates or are non-compliant contributors to B-BBEE will not qualify for preference points for B-BBEE.

10.3.4 The table below depicts the B-BBEE status level of contribution:

| <b>B-BBEE Status Level of Contributor</b> | <b>Number of points (90/10 system)</b> |
|---|--|
| 1   | 10                                     |
| 2   | 9                                      |
| 3   | 8                                      |
| 4   | 5                                      |
| 5   | 4                                      |
| 6   | 3                                      |
| 7   | 2                                      |
| 8   | 1                                      |
| Non-compliant contributor                 | 0                                      |

## 11. PRICING SCHEDULE

Total Costs per transaction must be VAT inclusive.

| <b>Requirement</b>            | <b>Description</b>  | <b>Cost per transaction (Vat included)</b> |
|-------------------------------|---|--|
| Domestic flight bookings      | Indicate the total costs to arrange domestic flights          |  |
| International flight bookings | Total costs to arrange international bookings (SINGLE SECTOR) |  |
| Car rental service            | Indicate the total costs for car rental booking DOMESTIC      |  |
| Shuttle services              | The total costs to arrange shuttle bookings DOMESTIC          |  |
| Domestic Accommodation        | Total costs to arrange domestic accommodation                 |  |

|                               |   |  |
|-------------------------------|---|--|
| International accommodation   | Total costs to arrange international accommodation        |  |
| Conference venue booking      | Total costs for venue hire and related facilities         |  |
| Documentation                 | total costs to arrange passport, visas, foreign exchange  |  |
| Emergency services            | Cost/s for emergency/ 24 hour services                    |  |
| Cancellation fee              | total cost when a transaction for air travel is cancelled |  |
| Visa                          | Visa Processing   |  |
| <b>TOTAL AMOUNT PER MONTH</b> |   |  |

DoE will do pricing calculations based on transaction or service fee.

**NB:** The service fee must be fixed for each transaction and not be based on the percentage of the value of the transaction.

**Failure to complete the above tables may result the bidder’s proposal being disqualified.**

**12. FORMAT OF THE BID**

12.1 The following tables reflect various aspects, which have to be addressed by all bidders. In each case, information and documentary proof concerning various airline companies, hotel groups, car rentals etc, must be furnished. The list below is not exhaustive and thus bidders could furnish any additional information where applicable. Bidders must reflect all information required so that the proposal can be adjudicated and compared on the same basis with other proposals received.

**13. AIR TRAVEL**

| <b>ASPECT</b>               | <b>COMMENTS</b>  |
|-----------------------------|--|
| <b>1. Financial Aspects</b> |  |
| 1. Special tariffs          | What special negotiated tariffs are offered other than the |

|   |   |
|---|---|
|   | normal tariffs?   |
| 1.1. Special Discounts                            | What special negotiated discounts are offered? Supply proactive recommendations on the use of best deals versus tariffs which qualify for corporate agreement voyager miles/rands. Documented proof must be provided. |
| 1.2 Accumulated credits                           | What special negotiated credits based on accumulated travel/sliding scale are offered?  |
| <b>2. Credits</b>                                 |   |
| 2.1Classes of travel                              | What classes of travel qualify for credits?   |
| <b>Availability of credits</b>                    | Are credits available as travel rands, cheque or cash?  |
| <b>3. Offer firm or not (indicated hereunder)</b> |   |
| 3.1. Special tariffs                              | Are special negotiated tariffs firm for duration of contract?   |
| 3.2. Special discounts                            | Are special negotiated discounts firm for duration of contract?   |
| 3.3. Accumulated credits                          | Is sliding scale for accumulated credits firm for duration of contract?   |
| <b>4. Proof of negotiations</b>                   | Has proof of special negotiated tariffs, discounts and sliding scale been submitted?  |

#### 14. ACCOMMODATION

| <b>ASPECT</b>              | <b>COMMENTS</b>   |
|----------------------------|---|
| <b>1.Financial aspects</b> |   |
| 1.1 Special Tariffs        | What specially negotiated discounts are offered?              |
| 1.2 Special discounts      | What special negotiated discounts are offered?                |
| 1.3. Offer firm or not     | Are special negotiated tariffs firm for duration of contract? |

|                            |  |
|----------------------------|--|
| 1.4. Proof of negotiations | Has proof of special negotiated tariffs, discounts and sliding scale been submitted? |
|----------------------------|--|

**15. GENERAL ASPECTS**

| <b>ASPECT</b>   | <b>COMMENTS</b>   |
|---|---|
| <b>1.Service Costs</b>  |   |
| 1.1 Delivery of Documents                                     | What are the costs to deliver travel documents?   |
| 1.2 Collection of Tickets                                     | What are the costs to collect travel documents at designated points?                                      |
| 1.3 Car rental booking  | What are the costs for car rental bookings?   |
| 1.4 Air Travel Bookings                                       | What are the costs to arrange air travel requirements?  |
| 1.5. Accommodation Bookings                                   | What are the costs to arrange accommodation?  |
| 1.6. Service Costs Firm                                       | Are costs firm for duration of contract period?   |
| <b>2.Management of Account</b>                                |   |
| 1.1. 24 hour availability                                     | Will the key personnel be available for 24 hours?   |
| 1.2 Data information storage                                  | How long will information be stored on the systems  |
| 1.3 Security measures   | What security measures are in place to prevent financial/ security irregularities?                        |
| 1.4 Reconciliation of Account                                 | In which manner will the account be reconciled monthly?   |
| <b>3.Value-add services</b>                                   | What value-add service will be offered?   |
| <b>4.Transfer of skills</b>                                   |   |
| 4.1. Development of travel service industry                   | How does the bidder develop skills in the travel services industry? Supply proof in this regard.          |
| <b>5. Organization credentials</b>                            |   |
| 5.1 Members of International Air Transport Association (IATA) | Is the bidder an official member of International Air Transport Association (IATA)?                       |
| 5.2 Company profile   | Supply date of formation, share holding, location of offices, number of professional staff in each office |

|   |  |
|---|--|
| <b>6. Financial statements<br/>(As per independent auditors)</b>    | Provide the latest audited financial statements of your organization   |
| 6.1. Current Client Base  | Supply references (names and contract person) of major clients.  |
| 6.2. Experience   | Supply actual detailed examples of large travel accounts being managed.  |
| 6.3. Company's standard conditions for rendering the service to DOE | Supply details of the conditions   |
| 6.4. Travel Policies  | Indicate how DOE's travel policy will be adhered to.   |
| 6.5. Corporate Agreements   | Indicate how corporate agreements will be managed.   |
| 6.6. Recommendations  | Provide recommendations on the standardization, adherence to DOE's policy and proactive management of agreements to ensure maximum benefits. |

**16. MANAGEMENT REPORTS REQUIREMENTS**

**16.1 FORMAT OF REPORTS**

The Department of Energy requires monthly management reports for the entire Department stipulating cost centres information on separate reports. The reports should contain information as stipulated below.

**16.2 MANAGEMENT REPORT: OBJECTIVE**

The report is to reflect the following per objective code:

- (a) Air Travel**
  - (i) Date of travel/ticket
  - (ii) Order number
  - (iii) Status of travel i.e. utilized, cancelled or pending
  - (iv) Date of utilization of ticket
  - (v) Passenger's particulars
  - (vi) Airline/s utilised
  - (vii) Cost relating to airport taxes or excess luggage
  - (viii) Cost of air ticket
  - (ix) Amount saved in relation to most expensive standard tariff in specific class of travel
  - (x) Percentage saving in relation to most expensive standard tariff in specific class of travel
  - (xi) Total amount spent per airline used for the specific month.
  - (xii) Total amount spent for the specific month
  - (xiii) Total amount saved for the specific month

- (xiv) Total accumulative amount spent per airline used for the specific year
- (xv) Total accumulative amount saved for the specific year
- (xvi) Total percentage of saving for the specific year
- (xvii) Flight number
- (xviii) Routings
- (xix) Invoice number
- (xx) Class of travel
- (xxi) Free miles accumulated
- (xxii) Airline loyalty linkages
- (xxiii) List objectives in order of savings

**(b) Car Rental**

The information in this category relates to vehicle rentals, travels by train or bus accommodation or any supplementary services provided or arranged. The information required is the following:

- (i) Date of service provided
- (ii) Travelers' particulars
- (iii) Service provider
- (iv) Cost of service provided
- (v) Amount saved in relation to most expensive standard tariffs relating to similar services
- (vi) Percentage saving is in relation to most expensive standard tariff relating to similar services
- (vii) Total amount spent per service provided for the specific month
- (viii) Total amount spent for the specific month
- (ix) Total amount saved for the specific month
- (x) Total accumulative amount spent per service provided for the specific year
- (xi) Total accumulative amount saved for the specific year
- (xii) Total percentage of saving for the specific year
- (xiii) City where required
- (xiv) Group
- (xv) Invoice number
- (xvi) Routing
- (xvii) Accident reports
- (xviii) Traffic fines issued per cost centers

**(c) Hotel Accommodation**

- (i) Date of service rendered
- (ii) Order number
- (iii) Traveler's particulars
- (iv) Accommodation (hotel name)
- (v) Hotel grading
- (vi) City

- (vii) Total of days
- (viii) Invoice number
- (ix) Cost of service provided
- (x) Amount saved in relation to most expensive standard tariff relating to similar services
- (xi) Total amount spent per service provided for the specific month

**(d) Shuttle Services**

- (i) Date of service provided
- (ii) Order number
- (iii) Name of Traveller
- (iv) Chauffeur with shuttle services
- (v) Cost of service per travel
- (vi) Number of passengers sharing shuttle

**(e) Supporting services/ after hours help desk services**

- (i) Date of service
- (ii) Order number
- (iii) Name of coordinator
- (iv) Type of service provided
- (v) Cost of service provided
- (vi) Name of venue/supplier

**17. EXCEPTION REPORT**

17.1 Provide detail per travel service under the following categories:

- (i) cancelled services
- (ii) No show fees
- (iii) Incidents of theft and loss
- (iv) Accidents or damages
- (v) Irregular use i.e. deviation from routes
- (vi) Traffic fines fees

17.2 Full particulars on above categories must be provided:

- (i) Date of occurrence
- (ii) Name of supplier
- (iii) Name of traveller
- (iv) Order number
- (v) Cost incurred
- (vi) Comments or description

**18. SPECIAL CONDITIONS OF THE BID**



- 18.1 The successful bidder/s is/are entitled to general knowledge acquired in the execution of this agreement and may use it, provided that shall not be to the detriment of the DoE.
- 18.2 Bids submitted must be in line with the detailed specification. Failure to bid accordingly will result in the disqualification of the bids.
- 18.3 Bidders are requested to bid for the complete tender and not part thereof. Incomplete bids will be disqualified.**
- 18.4 The DoE reserves the right to award the bid to one or more service provider/s.
- 18.5 Bidders are required to quote per service fee as stipulated on page 13 Of 20 and show a complete price breakdown. Where necessary. Failure to do so may disqualify the bid.
- 18.6 All prices quoted must fully inclusive of all cost and Value Added Tax. No additional cost other than agreed amounts will be paid by DoE
- 18.7 Preferential consideration will be given to bidders that are legal entities. In the case of Regional Sub-contracting or joint venture agreement, DoE will enter in a single contract with principal service provider/s.
- 18.8 Any completion of bid document in pencil or erasable ink will not be acceptable and will automatically disqualify the submitted bid.
- 18.9 Quotations must include enough personnel, tools and materials for the work to be carried out effectively and timeously.
- 18.10 Services are to be rendered on a day to day basis. Note that the service provider/s will also provide after hours service.
- 18.11 A fixed Price quotation should be quoted on a monthly period for all services rendered and a total bid price for three (3) years including discounts.
- 18.12 This bid will be evaluated on functionality in accordance with the evaluation criteria and applicable weightings. Bids that score less than seventy (70) points out of 100 for functionality will not be considered further for price.

## **19. BID SUBMISSION REQUIREMENTS**

- 19.1 Only bidders, who, for the purposes of this bid, are an established Travel and Accommodation management service provider/s that complies with all the requirements for this bid document may submit a response to the bid invitation.

**19.2 The Bidder/s must:**

- a) Be able to a deliver the extent of services as required.
- b) Show a high level of maturity and discipline in proving the service.
- c) Comply with all other requirements as stipulated in the bid document.

**20. FRAUD AND CORRUPTION**

- 20.1 All Service Providers are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act No 12 of 2004 and any other Act applicable.

**21. COMPULSORY BRIEFING SESSION**

- 21.1 A **Briefing Session** will be held as follows:

**Date:** 03 February 2017

**Time:** 10H00

**Venue:** Department of Energy (Head Office)

**Failure to attend will result in disqualification.**

**22. CLARIFICATION / QUERIES**

- 22.1 Telephonic requests for clarification will not be considered. Any clarification required by bidders regarding the meaning or interpretation of the Terms of Reference, or any other aspects concerning the bid, is to be requested in writing (letter, facsimile or e-mail) from the following contact persons by not later than **07 February 2017** before end of business day which is the cut-off date for queries. The bid reference number should be mentioned in all correspondence.

Bid Enquiries : Ms Daisy Maraba / Ms Keitumetse Pitse  
E-mail : [daisy.maraba@energy.gov.za](mailto:daisy.maraba@energy.gov.za)  
or [keitumetse.pitse@energy.gov.za](mailto:keitumetse.pitse@energy.gov.za)  
Tel: : (012) 406 7748/7742

**OR**

Technical enquiries : Ms Sinna Nkotswe  
E-mail : [sinna.nkotswe@energy.gov.za](mailto:sinna.nkotswe@energy.gov.za)  
Fax : (012) 406 7749

**23.** Queries received will be responded to within 48 hours of receiving the query.

**24. SUBMITTING BIDS**

24.1 One (1) original, three (3) hard copies and one (1) electronic/soft copy of the bid must be delivered to the address indicated below:

Department of Energy  
Matimba Building  
192 Visagie Street  
**PRETORIA**

**NB: Bidders must indicate on the cover of each document whether it is an original or a Copy.**

24.2 Should there be any bona fide discrepancy between the original document and the copy. The original will be regarded as the valid document. Malicious discrepancies may result in the disqualification of the bidder.

24.3 All paper copies must be bonded neatly. All additions to the bid documents, i.e. appendices, supporting documentation, pamphlets, photographs, technical specifications and other support documentation covering the equipment offered, etc. shall be bonded be neatly bound as part of the schedule concerned. The CD version must be in electronic machine readable format such as Microsoft office (MS-word/PDF and or Excel).

24.4 The DoE will not accept responsibility for any documentation which gets lost.

24.5 An original version of the bid must be submitted. The original version must be signed in ink, by an authorized employee or representative of the bidder and each page of the proposal shall contain the initial of the same signatories.

24.6 Bid responses sent by post or courier must reach the office at least 48 hours before the closing date to be deposited into the bid box. Failure to comply with this requirement will result in your proposal being treated as a "late bid" and will not be considered.

**25. MARKING ON BID ENVELOPE / PACK**

25.1 Bids should be submitted in a sealed envelope, or sealed pack if too big for an envelope, marked as follows:

Attention : The Tender Box  
: Supply Chain Management

- Bid number : **DOE/004/2016/17**
- Closing date and time : **10 February 2017 at 11:00am**
- The name and address of the bidder

**26.** Failure to do so may result in the proposal not being identified as a bid document. The DoE will not accept responsibility for any misplaced bids.

**27. LATE BIDS**

27.1 Bids received late shall not be considered. A bid will be considered late if it is submitted later than the stipulated time. The tender (bid) box shall be locked at exactly 11:00am and bids arriving late will not be considered under any circumstances (such as traffic problems, getting lost etc.). Bidders are therefore strongly advised to ensure that bids are dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.

27.2 The official Telkom time (Dial 1026) will be used to verify the exact closing time.

**28. Bidders should allow time to access the premises due to security arrangements that needs to be observed.**

**29. NEGOTIATION AND CONTRACTING**

29.1 The DoE reserves the right to appoint more than one or service provider

29.2 The DoE shall not be obliged to accept the lowest or any quotation, offer or proposal.

29.3 A contract will only be deemed to be concluded when reduced to writing in formal contract and Service Level Agreement signed by the designated responsible person of both parties.

29.4 Under no circumstances will negotiation with any bidders constitute an award or promise/undertaking to award the contract.

**30. ACCESS TO INFORMATION**

30.1 All bidders will be informed of the status of their bid once the procurement process has been completed.

30.2 Requests for information regarding the bid process will be dealt with in line with the SCM Policy and Legislation.