# REQUEST FOR BIDS

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| **RFB NUMBER** | : | SHRA/RFB/ADMIN/04/202627 |
| **CLOSING DATE** | : | **25th of November 2026** |
| **TIME** | : | 11H00 |
| **DESCRIPTION** | : | **APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY (TMC) FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE SOCIAL HOUSING REGULATORY AUTHORITY (SHRA) FOR A PERIOD OF THREE (3) YEARS WITH AN OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS** |

**BRIEFING:** **Yes** ☐ **No** ☒ **X**

## DOCUMENTS IN THIS BID DOCUMENT PACK

Bidders are to ensure that they have received all pages of this document, which consist of the following documents:

**SECTION A**

1. Background
2. RFB Submission Conditions and Instructions
3. Terms of Reference
4. Evaluation Process
5. Evaluation Criteria

**SECTION B**

1. Special Conditions of Bid and Contract
2. General Conditions of Contract (Annexure A)
3. Invitation to Quote (SBD 1)
4. Pricing Schedule (SBD 3.3)
5. Declaration of Interest (SBD 4)
6. Preference Points Claim form in terms of Preferential Procurement Regulations 2022 (SBD 6.1)
7. Submission Checklist

## SECTION A

## 1. BACKGROUND

The Social Housing Regulatory Authority ("the SHRA") is an entity established in terms of section 7 of the Social Housing Act No.: 16 of 2008, accountable to the Minister of the National Department of Human Settlements and the Parliament of the Republic of South Africa. The SHRA is classified as a national public entity listed under Schedule 3A of the Public Finance Management Act (Act 1 of 1999) ("PFMA").

The SHRA has been operational since January 2011, with a mandate to regulate, invest in and capacitate the social housing sector. The social housing programme aims to deliver affordable rental housing for low to medium income groups, currently these are households whose income levels are between R1 850 and R22 000. There are social housing projects throughout all nine (9) provinces.

The delivery and management of social housing units and projects is done through accredited Social Housing Institutions (SHIs) and private sector companies known as other delivery agents (ODAs) collectively defined as social housing landlords (SHLs).

### 1.1 MISSION

To ensure there is quality housing for lower- to middle-income households in integrated settlements by investing in, enabling, regulating, and transforming the affordable social housing rental market, in collaboration with all strategic partners.

### 1.2 VISION

Quality, affordable rental homes - harmonious communities.

### 1.3 FUNCTIONS

- Promote the development and awareness of social housing and promote an
- Enabling environment for the growth and development of the Social Housing Sector.
- Provide advice and support to the NDoHS in its development of policy for the social housing sector and facilitate national social housing programmes.
- Provide best practice information and research on the status of the social housing sector.
- Support provincial governments with the approval of project applications by SHIs and assist, where requested, in the process of the designation of restructuring zones.
- Enter into suitable agreements with Social Housing Institutions and Other Delivery Agents for the protection of the government's investment in social housing.
- Enter into agreements with provincial governments and the National Housing Finance Corporation and debt financing institutions to ensure that implementation by these entities is coordinated.
- Provide financial assistance to SHIs through grants to enable them to develop institutional capacity, gain accreditation as SHIs, and submit viable project applications.

- Accredit institutions meeting accreditation criteria as SHIs and maintain a register of SHIs. In addition, conduct compliance monitoring through regular inspections and enforce compliance where necessary.
- Approve, administer, and disburse institutional investment grants and capital grants and obtain applications for such grants through engagement with provincial governments and municipalities.
- Make rules and regulations in respect of the accreditation of SHIs and the disbursement of government funds to them; and
- The SHRA is empowered to intervene if it is satisfied on reasonable grounds that there has been maladministration by a SHI.

## 2. RFB SUBMISSION CONDITIONS AND INSTRUCTIONS

### 2.1 FRAUD AND CORRUPTION

2.2 All bidders 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.

### 2.3 COMPULSORY BRIEFING SESSION

2.3.1 There will be **NO** compulsory briefing session for this Request for Bids (RFB).

### 2.4 CLARIFICATIONS/QUERIES

Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the bid, is to be requested in writing (e-mail) to **Scm03@shra.org.za** by Tuesday **17th of November 2026 at 16h00**. The bid number should be mentioned in all correspondence. Telephonic requests for clarification will not be accepted. If appropriate, the clarifying information will be made available to all bidders by e-mail only.

### 2.5 SUBMITTING BIDS

**NB: ONE HARD COPY OF THE PROPOSAL AND ITS SOFT COPY IN USB FORMAT.**

- ❒ The USB must be sealed in a clearly marked envelope (bidders are advised to clearly mark the envelope with their Company name, the description of the bid and the bid number)
- ❒ The bid document must be saved in a Portable Document Format (PDF)

- ❒ **Faxed or e-mailed bids will not be accepted.**

- ❒ RFB number: **SHRA/RFB/ADMIN/04/202627**
- ❒ Closing date and time: **25th of November 2026 at 11h00**

**Documents submitted on time by bidders shall not be returned.**

### 2.6 LATE BIDS

2.6.1 Bids received late shall not be considered. A bid will be considered late if it arrived only one second after 11h00 or any time thereafter. Bids arriving late will not be considered under any circumstances.

2.6.2 Bidders are therefore strongly advised to ensure that bids be despatched allowing enough time for any unforeseen events that may delay the delivery of the bid.

2.6.3 Bids sent to SHRA via any other mechanism (other than personal delivery in the bid box by the bidder) shall be deemed to have been received on the date and at the time of arrival at the SHRA premises (tender/bid box

or reception). Bids received at the physical address after the closing date and time of the bid, shall therefore be deemed to be received late.

## 2.7 FORMAT OF BIDS

2.7.1 Bidders must complete all the necessary bid documents and undertakings required in this bid document. Bidders are advised that their bids should be concise, written in plain English and simply presented.

2.7.2 Bidders are to set out their bids in the following format:

**Part 1: Invitation to Bid**

Bidders must complete and submit the Invitation to Bid document.

**Part 2: Pricing Schedule**

Bidders must complete and submit the pricing schedule document.

The appointed Service Provider will:

- Bidders are expected to provide an all-inclusive cost per project excluding disbursements and clearly indicating:
- Claim travel costs applicable to this contract as per the agreed rates at contracting time.
- Book only economy class flights and preferably Group B rental/hire vehicles are to be used for Service Providers.
- Book accommodation in line with the allowable rates as published by the National Treasury in Instruction Note 1 of 2024/25.

**The value of this bid is estimated not to exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 system shall be applicable**

**Part 3: Declaration of Interest**

Each party to the bid must complete and submit the Declaration of Interest.

**Part 4: Preference Points Claim Form in terms of the Preferential Procurement Regulations 2022**

Bidders must complete and submit the Preference Points Claim Form.

A trust, consortium or joint venture:

- ❒ will qualify for points for their specific goals as a legal entity, provided that the entity submits their B-BBEE status level certificate OR a Letter from a registered Accounting Officer/ Auditor OR a sworn affidavit in terms of the Amended B-BBEE Codes from Exempted Micro Enterprises (EMEs) of R10 000 000 annual turnover.

- ❒ will qualify for points for their specific goals as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as

if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

**Part 5: Broad Based Black Economic Empowerment Certificate**

Bidders are to submit an Original/Certified copy of a valid B-BBEE Certificate.

- ❒ A trust, consortium or joint venture will qualify for points for their specific goals as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid or a letter from an Accounting Officer/ Auditor or a sworn affidavit in terms of the Amended B-BBEE Codes for Exempted Micro Enterprises (EMEs) of R10 000 000 annual turnover.

**Part 6: General Conditions of Contract**

Bidders must initial each page of the General Conditions of Contract and submit with their bid document.

**Part 7: Technical approach**

Bidder must at least:

Describe, in detail, exactly how they propose to carry out the activities to achieve the outcomes identified in the terms of reference. Bidders are required to have the basic office equipment and the resource/s (which must include, laptop, internet connection, landline, own office with the basic office equipment). The bidder may be required to come on site where the work will be done. They should identify any possible problems that might hinder delivery and indicate how they will avoid or overcome such problems.

Describe how the work will be managed. Provide an entity chart clearly indicating:

- ❒ The lines of reporting and supervision within the bidder's team.
- ❒ The lines of reporting between the bidder and SHRA.

Identify the position(s) involved in the direct delivery of the service to be provided and in the overall management of the work and name the people who will fill these positions.

Describe the tasks, duties, or functions to be performed by staff in these positions.

Indicate the number of hours required to complete each task and the number of hours to be provided by each team member. The bidder must be able to work within strict timelines and have the capacity to do so.

Provide information on any additional value-added services for consideration by SHRA, and which will form part of the overall proposed solution. Please

note that any additional value-added services must be priced separately in the section provided for in the pricing schedule.

Bidders are to present such information in a table format. The following is provided merely as guidance. Bidders are free to elaborate as they see fit.

| Outcome/ output | Activity | Team member(s) involved (name and position) | Person days for each team member | Total person days |
|---|---|---|---|---|
| | | | | |
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| | | | | |

Provide a work plan of activities. In addition to providing details of the estimated number of workdays for each activity, bidders are to supply a detailed timetable that identifies when certain activities will be undertaken and over what period they will be spread. The timing of activities, the time needed to complete them, and the order in which they will be undertaken must be explained and justified.

**Part 8: Team Details**

The bidder must provide:

❒ A comprehensive curricula vita (relevant to this bid and limited to two pages). In particular, the CV must highlight the team member(s) experience and qualifications to carry out the work.

**Part 9: Experience in this field**

It is essential the service provider displays:

❒ Experience as set out in the terms of reference.
❒ The Bidder must provide at least three (3) contactable reference letters on company letterheads of previous clients where the Bidder provided similar services.

**Part 10: Bidders National Treasury Central Supplier Database (CSD) forms indicating the validity of the bidder's registration.**

## 2.8 PRESENTATIONS

2.8.1 SHRA reserves the right to invite Bidders for presentations before the award of this Bid. Only Bidders who have met the minimum functionality criteria will be invited to presentation.

## 2.9 NEGOTIATION

2.9.1 SHRA has the right to enter negotiations with a preferred bidder regarding any terms and conditions, including price(s), of a proposed contract.

## 2.10 REASONS FOR REJECTION

2.10.1 SHRA shall reject a bid for the award of a contract if the recommended bidder has committed a proven corrupt or fraudulent act in competing for the particular contract.

2.10.2 SHRA may disregard the bid of any bidder if that bidder, or any of its directors:

2.10.2.1 have abused the Supply Chain Management systems of SHRA.
2.10.2.2 have committed proven fraud or any other improper conduct in relation to such systems.
2.10.2.3 have failed to perform on any previous contract and the proof exists.

2.10.3 Such actions shall be communicated to the National Treasury after following the blacklisting process.

## 3. TERMS OF REFERENCE

### 3.1 BACKGROUND

The Social Housing Regulatory Authority currently utilises the conventional procurement process of obtaining quotations from three or more service providers for the provision of travel management services required for official business. These services are procured on an ad hoc basis to facilitate domestic and international travel, stakeholder engagements, workshops, conferences, meetings, and other organisational travel needs.

As part of its operational requirements, SHRA continues to require the services of a suitably qualified and experienced Travel Management Company to coordinate and manage all aspects of official travel. These services include, but are not limited to, accommodation bookings, airline reservations, ground transportation, conference and venue sourcing as other associated travel arrangements necessary to ensure the successful execution of SHRA activities.

Currently, the organisation does not utilise an integrated or automated travel management system and relies primarily on manual processes for booking, coordination, approval, and reporting. While this approach has enabled the organisation to meet its immediate travel management requirements, SHRA seeks to enhance operational efficiency, strengthen governance and oversight, improve reporting capabilities, and optimise expenditure associated with these services.

The current SHRA Travel Management total volumes per annum includes air travel, accommodation, car hire, forex, conferences, etc. The below table details the average number of transactions for the Financial Year 2025/2026 as follows:

| Financial Year | Expenditure |
|---|---|
| 2025/26 | R3 177 680.50 |

**Note:** These figures could be used as a baseline for projections and estimations but may change during the tenure of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their proposals.

### 3.2 PURPOSE/ OBJECTIVE OF THIS REQUEST FOR BID

The objective of this appointment is to secure the services of a suitably qualified Travel Management Company to deliver cost-effective, reliable, and compliant travel management solutions to SHRA.

The appointed TMC will be expected to optimise travel expenditure through competitive pricing and efficient planning, ensure compliance with applicable legislation, policies, and duty-of-care requirements, provide accurate management information and reporting to support oversight and decision-making, and implement

streamlined processes that enhance operational efficiency and service delivery.

Through this appointment, SHRA seeks to establish a strategic partnership that promotes value for money, effective risk management, improved governance, and high-quality service delivery in support of its organisational objectives.

### 3.3 SCOPE OF WORK: TRAVEL MANAGEMENT SERVICES

The successful bidder will be required to provide comprehensive travel management services to SHRA employees travelling on official business within South Africa and abroad. The appointed TMC shall be responsible for the end-to-end coordination, administration, and management of travel arrangements, ensuring efficient delivery service, compliance with SHRA policies, and value for money.

| | **The scope of work includes, but is not limited to, the following:** | |
|---|---|---|
| 1. | Provision of Travel Services | Provide travel management services to SHRA employees undertaking authorised official travel within South Africa and International. Services shall include the sourcing, reservation, booking, amendment, and cancellation of travel-related arrangements, including air travel, accommodation, ground transportation, and any other travel requirements approved by SHRA. |
| 2. | Business Hours and After-Hours Support | Provide dedicated travel management services during normal business hours (Monday to Friday, 08h00 to 17h00) and maintain an effective after-hours, weekend, public holiday, and emergency support service to ensure uninterrupted assistance to travellers when required. |
| 3. | Alignment with SHRA Travel Processes | Obtain a comprehensive understanding of SHRA's travel management requirements, approval workflows, operating procedures, and business processes to ensure seamless and efficient service delivery. |
| 4. | Compliance and Governance | Ensure that all travel arrangements comply with SHRA policies, procedures, delegated authority levels, applicable legislation, National Treasury prescripts, and any other regulatory requirements governing official travel. |
| 5. | Service Quality and Accountability | Maintain high standards of service delivery and accuracy in all Travel bookings and arrangements. Any penalties, additional costs, or financial losses incurred by SHRA as a direct result of errors, negligence, omissions, or inefficiencies attributable to the service provider or its consultants shall be borne by the service provider, subject to the outcome of an agreed dispute resolution process. |
| 6. | Management of Third-Party Suppliers | Act as the primary liaison between SHRA and all travel-related service providers, including airlines, accommodation establishments, car rental companies, and other suppliers. The service provider should proactively monitor supplier performance, address service failures, resolve complaints, and ensure that suppliers meet agreed service standards. |
| 7. | Travel Advice and Cost Optimisation | Provide professional travel advice and recommend the most cost-effective travel options available, taking into consideration travel schedules, convenience, safety, and value for money while ensuring compliance with SHRA travel policies. |
| 8. | Reporting and Management Information | Provide accurate and timely management reports detailing travel expenditure, booking activity, savings achieved, policy compliance, traveller trends, and any exceptions or incidents requiring management attention. |

| The scope of work includes, but is not limited to, the following: | | |
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| | | |
| 9. | Traveller Support and Risk Management | Provide ongoing traveller support, including travel advisories, emergency assistance, itinerary changes, and disruption management, while ensuring the safety and wellbeing of SHRA employees travelling on official business. |
| 10. | Relationship Management | Assign a dedicated account manager or designated contact person responsible for the overall management of the SHRA account, stakeholder engagement, service performance monitoring, issue resolution, and continuous improvement of travel management services |
| 11. | Invoice Consolidation and Financial Administration | The service provider shall consolidate invoices received from all travel-related suppliers, including airlines, accommodation establishments, car rental companies, shuttle services, and any other approved service providers, and submit a single reconciled invoice to SHRA. The consolidated invoice must be supported by detailed transaction records and relevant supporting documentation, enabling efficient verification, approval, payment processing, expenditure monitoring, and financial reporting. |

## 3.4 VALUE ADDED SERVICES

The service provider must provide the following value-added services:

**Destination information for regional and international destinations:**

1) Health warnings;
2) Weather forecasts;
3) Places of interest;
4) Visa information;
5) Travel alerts;
6) Location of hotels and restaurants;
7) Information including the cost of public transport;
8) Rules and procedures of the airports;
9) Business etiquette specific to the country;
10) Airline baggage policy; and
11) Supplier updates
12) Electronic voucher retrieval via web and smart phones;
13) SMS notifications for travel confirmations;
14) Travel audits;
15) Global Travel Risk Management;
16) VIP services for Executives include but are not limited to check-in support.

## 3.5 COMMUNICATION

- The TMC may be requested to conduct workshops and training sessions for Travel Bookers of SHRA.

- All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.

- The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, the Company in one smooth continuous workflow.

### 3.6 RESERVATIONS

The Travel Management Company will:

a) Receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium.
b) Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
c) Appraise themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
d) Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
e) Book the negotiated discounted fares and rates where possible.
f) Must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
g) Book parking facilities at the airports where required for the duration of the travel.
h) Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
i) Must be able to facilitate group bookings (e.g. for meetings, conferences, etc.)
j) Must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
k) Advise the Traveller of all visa and inoculation requirements well in advance.
l) Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
m) Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
n) Facilitate the bookings that are generated through their own- or third-party Online Booking Tool (OBT) where it can be implemented.
o) Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
p) Visa applications will not be the responsibility of the service provider; however, the relevant information must be supplied to the traveller(s) where visas will be required.
q) Negotiated airline fares, accommodation establishment rates, car rental rates, etc that are negotiated directly or established by National Treasury or by SHRA are non-commissionable, where commissions are earned for SHRA bookings all these commissions should be returned to SHRA on a quarterly basis.
r) Ensure confidentiality in respect of all travel arrangements and concerning all

persons requested by SHRA.

s) Timeous submission of proof that services have been satisfactorily delivered (invoices) as per SHRA's instructions.

### 3.7 AIR TRAVEL

a) The TMC must be able to book flexible full-service carriers as much as possible.
b) The TMC will book the most cost-effective airfares possible for domestic travel.
c) For international flights, the airline which provides the most cost effective and practical routings may be used.
d) The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
e) The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
f) Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
g) The TMC will also assist with the booking of charters for VIPs where applicable as well as the sourcing of alternative service providers for other charter requirements.
h) The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
i) The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
j) Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
k) Assist with lounge access as and when required.

### 3.8 ACCOMMODATION

a) The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
b) The TMC will obtain three (3) price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller.
c) This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with SHRA's travel policy.
d) SHRA travellers may only stay at accommodation establishments with which SHRA has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the service provider will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National treasury or SHRA.
e) Accommodation vouchers must be issued to all SHRA travellers for

accommodation bookings and must be invoiced to SHRA as per arrangement.

f) The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
g) Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

### 3.9 CAR RENTAL AND SHUTTLE SERVICES

a) The TMC will book the approved category vehicle in accordance with the SHRA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
b) The TMC should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
c) The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, e-tags refuelling, keys, rental agreements, damages and accidents, etc.
d) For international travel the service provider may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
e) The TMC will book transfers in line with the SHRA Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
f) The TMC should manage shuttle companies on behalf of the SHRA and ensure compliance with minimum standards. The service provider should also assist in negotiating better rates with relevant shuttle companies.
g) The TMC must during their report period provide proof that negotiated rates were booked where applicable.

### 3.10 AFTER HOURS AND EMERGENCY SERVICES

a) The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
b) A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour or emergency assistance.
c) After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
d) A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
e) The TMC must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

## 3.11 FINANCIAL MANAGEMENT

a) The TMC must implement the rates negotiated by SHRA with travel service providers or the discounted airfares, or the maximum allowable rates established by the National Treasury where applicable.
b) The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to SHRA for payment within the agreed time period.
c) Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
d) The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices SHRA for the services rendered.
e) Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the service provider. These are occasionally required at short notice and even for same day bookings.
f) Consolidate Travel Supplier bill-back invoices.
g) The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to SHRA's Financial Department on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
h) Ensure Travel Supplier accounts are settled timeously.

## 3.12 TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING

a) The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
b) The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
c) All management information and data input must be accurate.
d) SHRA may request the TMC to provide additional management reports.
e) Reports must be available in an electronic format for example Microsoft Excel.
f) Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

**1) Travel**

a) After hours' Report;
b) Compliments and complaints;
c) Consultant Productivity Report;
d) Long term accommodation and car rental;
e) Extension of business travel to include leisure;
f) Upgrade of class of travel (air, accommodation and ground transportation);
g) Bookings outside Travel Policy.

**2) Finance**

a) Reconciliation of commissions/rebates or any volume driven incentives;
b) Creditor's ageing report;
c) Creditor's summary payments;
d) Daily invoices;
e) Reconciled reports for Travel Lodge card statement;
f) No show report;
g) Cancellation report;
h) Receipt delivery report;
i) Monthly Bank Settlement Plan (BSP) Report;
j) Refund Log;
k) Open voucher report, and
l) Open Age Invoice Analysis.

g) The TMC will implement all the necessary processes and programs to ensure that all the data is secure at all times and not accessible by any unauthorised parties.
h) The TMC to ensure high-quality service to be delivered at all times to the SHRA's travellers. The service provider is required to provide SHRA with highly skilled and qualified human resources for this bid.

## 3.13 ACCOUNT MANAGEMENT

a) An Account Management structure should be put in place to respond to the needs and requirements of the SHRA and act as a liaison for handling all matters regarding delivery of services in terms of the contract.
b) The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the SHRA's account.
c) The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
d) A complaint handling procedure must be implemented to manage and record the compliments and complaints of the company and other travel service providers.
e) Ensure that the SHRA's Travel Policy is enforced.
f) The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the service provider.
g) During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

## 3.14 PRICING MODEL

The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers. These transactional fees will be subject to annual escalation by the CPI as indicated by Stats SA (inclusive of VAT)

### 3.15 VOLUME DRIVEN INCENTIVES

It is important for bidders to note the following when determining the pricing:

i. National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers to be used where applicable,
ii. No override commissions earned through SHRA reservations will be paid to the TMCs.
iii. An open book policy will apply, and any commissions earned through the SHRA volumes will be reimbursed to the SHRA, and
iv. TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the organisation.

### 3.16 ACCOUNTABILITY AND REPORTING

The appointed travel management company will report administratively to the Communications Unit and be accountable to the Communications Unit for the duration of the contract.

### 3.17 DURATION OF THE CONTRACT

This will be a 36-months (3 years) contract, with an option to extend for a further two (2) years subject to the monthly performance regime and the general conditions of contract.

The SHRA reserves the right to terminate the contract if the service provider does not perform according to the service requirements and or business requirements change.

### 3.18 REQUIRED LEVEL OF SKILLS AND EXPERIENCE

1) Company experience in providing travel management services. Provide a list of clients from government or public entities with the start and end dates of their contracts indicating experience in the travel industry.

2) Provide travel services reference letters from contactable clients within the past 5 years. (As at date of closure of bid) The letters must include:
   - company name
   - contact number
   - contact name
   - duration of contract
   - be on the referring companies' letterhead

3) Manage venue bookings Provide a list where venue bookings (e.g. for meetings, workshops, conferences etc.) have been handled within the past three (3) years and attended by at least fifty (50) or more pax. **Complete ANNEXURE B**

4) Experience of the dedicated Strategic Account Manager. Please provide a clearly marked comprehensive CV for the Strategic Account Manager allocated to the

SHRA. **NB:** The CV provided will be used to evaluate the human resources capabilities of the bidder.

5) Experience of the dedicated Travel Consultant. Please provide a clearly marked comprehensive CV for the Travel Consultant allocated to the SHRA. **NB**: The CV provided will be used to evaluate the human resources capabilities of the bidder.

6) The bidder must indicate the Administrator in the Back Office (the resource who will be preparing invoices and responding to invoice queries). Please provide a clearly marked comprehensive CV for the Administrator in the Back Office allocated to the SHRA. NB: The CV provided will be used to evaluate the human resources capabilities of the bidder.

7) Availability of an Electronic Travel Management System

8) Dedicated After-Hours and Emergency Travel (3 Letters confirming successful provision of dedicated after-hours and emergency travel services)

**NB:** For the bidder to be considered for this contract, the Bidder must meet the following criteria:

| **RETURNABLE DOCUMENT CHECKLIST TO QUALIFY FOR EVALUATION** | | |
|---|---|---|
| RETURNABLE DOCUMENTS (Failure to provide or meet below mandatory requirements will result in disqualification and the bid will not be considered for further evaluation). | | |
| (ASATA) license/certificate | Mandatory | Bidders are required to submit their Association of Southern African Travel Agents (ASATA) license/certificate at closing date. The certificate /licence must be valid and must be in the name of the bidder |

### 3.19 ANNEXURE – MANAGEMENT OF VENUE BOOKINGS

| No. | Name of the venue | Name of the venue | Date of event | Number of attendees |
|---|---|---|---|---|
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
| 5. | | | | |
| 6. | | | | |
| 7. | | | | |
| 8. | | | | |
| 9. | | | | |

| No. | Name of the venue | Name of the venue | Date of event | Number of attendees |
|---|---|---|---|---|
| 10. | | | | |
| 11. | | | | |
| 12. | | | | |
| 13. | | | | |
| 14. | | | | |
| 15. | | | | |
| 16. | | | | |
| 17. | | | | |
| 18. | | | | |
| 19. | | | | |
| 20. | | | | |
| 21. | | | | |
| 22. | | | | |
| 23. | | | | |
| 24. | | | | |
| 25. | | | | |

### 3.20 TRANSACTION FEE MODEL

| ITEM | TRANSACTIONAL TYPE | UNIT PRICE (EXCLUDING VAT) | TOTAL PRICE (INCLUDING VAT) |
|---|---|---|---|
| 1. | Air Travel – International | | |
| 2. | Air Travel – Domestic | | |
| 3. | Car Rental – Domestic | | |
| 4. | Accommodation – Domestic | | |
| 5. | Accommodation – International | | |
| 6. | Bus/Coach Bookings | | |
| 7. | Train bookings – International | | |
| 8. | Visa Assistance (Provision of documents and advice) | | |
| 9. | Changes to bookings | | |
| 10. | After Hours Services | | |
| 11. | Venues and Facilities | | |
| 12. | Shuttle Services | | |
| 13. | Visa and Passports | | |
| 14. | Airport Parking | | |
| 15. | Other (Specify) | | |
| 16. | Other (Specify) | | |

| ITEM | TRANSACTIONAL TYPE | UNIT PRICE (EXCLUDING VAT) | TOTAL PRICE (INCLUDING VAT) |
|---|---|---|---|
| **TOTAL** | | | |
| **TOTAL PRICE THAT WILL BE USED FOR EVALUATION PURPOSES** | | | |

### 3.21 ALL-INCLUSIVE TRANSACTION FEE

| Item | Description | Transaction Fee | Comments |
|---|---|---|---|
| 1. | 5 or more transaction types | | |

### 3.22 CONFERENCE TRANSACTION FEE

| Item | Description | Fee per person | Comments |
|---|---|---|---|
| 1. | Conference Transaction Fee | | |

### 3.23 BUNDLED TRANSACTIONS

| Item | Description | Fee per person | Comments |
|---|---|---|---|
| 1. | Bundled transaction pricing | | |

## 4. DISCLAIMER:

- The SHRA has not appointed external consultants to liaise with bidders on any matter. Any matter and or queries regarding this bid will be channelled in writing through the Supply Chain Management Unit of the SHRA.
- SHRA issues this invitation for bids in good faith; however, it reserves the right to:
- To appoint more than one service provider should the need arise.
- Cancel or delay the selection process at any time, without explanation,
- Not to select any of the respondents to this bid invitation, without explanation,
- Exclude certain services, without explanation
- The SHRA has no tolerance for fraudulent and corrupt activities.
- Any solicitation or any attempt to solicit bribes from bidders by SHRA employees is prima facie unlawful and must be reported.
- If a bribe is paid, the SHRA will not be liable for the financial loss as no payments will be requested by any SHRA employee or committee member to ensure a successful bid outcome.
- Fraud, bribery, and corruption is unlawful and the SHRA will disqualify any bidder invited from further consideration in the tender process.
- All bidders will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated person responsible of both parties. The designated person responsible for SHRA is the Chief Executive Officer or his/her written authorized delegate.

## 5. OBJECTIVE CRITERIA

The objective criteria that the SHRA uses is where the difference between the bidder that scored the highest points, and the second ranked bidder is within 10 percentage points; the right is reserved to award the bidder that scored highest on specific goals (80/20 principle).

| Evaluation Criterion on Price and Specific Goals | |
|---|---|
| Relative competitiveness of proposed price | 80 |
| Specific goals allocation | 20 |
| **Total For Price and Preference** | **100** |

**The specific goals allocation is broken down as follows:**

| Specific goals towards Historically Disadvantaged Individuals (HDI) | Preference Point system |
|---|---|
| Enterprises with % ownership by a person/s who are Women scored on a sliding scale from 1 to 10 | 10 |
| Enterprises with % ownership by a person/s who are Youth and PwDs scored on a sliding scale from 1 to 10 | 10 |

## 6. FUNCTIONALITY EVALUATION

All proposals will be evaluated on the criteria provided in the table below. The proposals of all service providers will be rated on a scale of 1 to 5.

**SCORING VALUES:**

The proposals of all service providers will be rated on a scale of 1 to 5.
1: Unacceptable, does not meet set criteria
2: Weak, less than acceptable. Insufficient for performance requirements
3: Satisfactory should be adequate for stated element
4: Very good, above average compliance to the requirement
5: Exceptional mastery of the requirement should ensure extremely effective performance.

## 7. COMPETENCY AND EXPERTISE REQUIREMENTS

The criteria and weights referred to and included as criteria for evaluation are as follows:

| NO | ELEMENT | EVALUATION | | WEIGHT | SCORE |
|---|---|---|---|---|---|
| | | Rating out of 5 | Criteria | | |
| 1 | Bidders understanding of the scope of work (10 points); | 1 | No understanding of the travel management services required, or the response is irrelevant to the assignment. | 10% | |
| | | 2 | Limited understanding of the required travel management services; the response contains inaccuracies or omits key requirements outlined in the Terms of Reference. | | |
| | | 3 | Demonstrates an understanding of the travel management services required and adequately reflects the scope of work as outlined in the Terms of Reference. | | |
| | | 4 | Demonstrates a comprehensive understanding of the full scope of travel management services and describes the requirements in the bidder's own words, including service delivery processes and operational approach. | | |
| | | 5 | Demonstrates a comprehensive understanding of the full scope of travel management services, articulated in the bidder's own words, and provides relevant examples of similar travel management contracts successfully undertaken, including evidence of managing corporate travel arrangements, bookings, reporting, traveller support, and related services | | |
| 2 | Methodology for Execution of the Scope of Work, Including a Project Plan (10 points); | 1 | No methodology or project plan provided, or the response is irrelevant to the travel management services required. | 10% | |
| | | 2 | Methodology and project plan are inadequately described, contain significant omissions, or demonstrate a limited understanding of the travel management requirements. | | |
| | | 3 | Provides an acceptable methodology and project plan that addresses the key requirements of the Terms of Reference, including the provision of travel booking, reservation, reporting, and traveller support services. | | |
| | | 4 | Provides a detailed methodology with a clear project plan demonstrating how all travel management services will be delivered. The proposal includes implementation activities, | | |

| NO | ELEMENT | EVALUATION | | WEIGHT | SCORE |
|---|---|---|---|---|---|
| | | Rating out of 5 | Criteria | | |
| | | | timelines, resource allocation, communication protocols, service levels, reporting mechanisms, and risk management measures | | |
| | | 5 | Provides a comprehensive and practical methodology with a detailed project plan demonstrating an innovative and efficient approach to delivering the full travel management service. The proposal clearly outlines transition arrangements, implementation milestones, dedicated resources, traveller support processes, quality assurance measures, service monitoring, reporting mechanisms, risk mitigation strategies, and includes examples of successful implementation of similar travel management contracts. | | |
| 3 | Dedicated After-Hours and Emergency Travel (3 Letters confirming successful provision of dedicated after-hours and emergency travel services)<br>(5 points). | 1 | Submission does not include reference letters confirming successful provision of dedicated after-hours and emergency travel services. | 5% | |
| | | 2 | Submission includes 1-2 reference letters confirming successful provision of dedicated after-hours and emergency travel services. | | |
| | | 3 | Submission includes 3 reference letters confirming successful provision of dedicated after-hours and emergency travel services. | | |
| | | 4 | Submission includes 4-5 reference letters confirming successful provision of dedicated after-hours and emergency travel services | | |
| | | 5 | Submission includes 6 or more reference letters confirming successful provision of dedicated after-hours and emergency travel services. | | |
| 4 | Manage venue bookings. Handling venue bookings (e.g. for meetings, conferences, events etc.) have been handled within the past three (3) years and attended by at least fifty (50) or more pax. **COMPLETE ANNEXURE**<br>(15 points). | 1 | TMC to submit a list as evidence of 5-9 venue bookings (e.g. for meetings, conferences, events etc.) made in the past 3 years for a minimum of 50 attendees per event. | 15% | |
| | | 2 | TMC to submit a list as evidence of 10-14 venue bookings (e.g. for meetings, conferences, events etc.) made in the past 3 years for minimum of 50 attendees per event. | | |
| | | 3 | TMC to submit a list as evidence of 15-19 venue (e.g. for meetings, conferences, events etc.) made in the past 3 years for minimum of 50 attendees per event. | | |
| | | 4 | TMC to submit a list as evidence of 20-24 venue bookings (e.g. for meetings, conferences, events etc.) made in the past 3 years for minimum of 50 attendees per event. | | |
| | | 5 | TMC to submit a list as evidence of 25 or more venue bookings (e.g. for meetings, conferences, events etc.) made in the past 3 | | |

| NO | ELEMENT | EVALUATION | | WEIGHT | SCORE |
|---|---|---|---|---|---|
| | | **Rating out of 5** | **Criteria** | | |
| | | | years for minimum of 50 attendees per event. | | |
| | **Suitability of the proposed team, and experience:** | **Rating out of 5** | **Evaluation criteria** | | |
| 5 | Experience of the dedicated Strategic Account Manager. Please provide a clearly marked comprehensive CV for the Strategic Account Manager allocated to the SHRA. NB: The CV provided will be used to evaluate the human resources capabilities of the Service provider. (20 points); | 1 | The dedicated Strategic Account Manager has 3-4 years' experience in the industry | 20% | |
| | | 2 | The dedicated Strategic Account Manager has 5-6 years' experience in the industry | | |
| | | 3 | The dedicated Strategic Account Manager has 7-8 years' experience in the industry | | |
| | | 4 | The dedicated Strategic Account Manager has 9-10 years' experience in the industry | | |
| | | 5 | The dedicated Strategic Account Manager has above 10 years' experience in the industry | | |
| 6 | The bidder must indicate the Administrator in the Back Office (the resource who will be preparing invoices and responding to invoice queries). Please provide a clearly marked comprehensive CV for the Administrator in the Back Office allocated to the SHRA. NB: The CV provided will be used to evaluate the human resources capabilities of the Service provider. (15 points). | 1 | No CV or irrelevant attached | 15% | |
| | | 2 | the Administrator in the Back Office has 3-4 experience in preparing invoices and responding to invoice queries. | | |
| | | 3 | the Administrator in the Back Office has 5-6 experience in preparing invoices and responding to invoice queries. | | |
| | | 4 | the Administrator in the Back Office has 7-8 experience in preparing invoices and responding to invoice queries. | | |
| | | 5 | the Administrator in the Back Office has above 9 years' experience in preparing invoices and responding to invoice queries. | | |
| 7 | **Suitability of the bidder:**<br><br>Provide a list confirming five (5) years or more experience in the travel industry obtained from public /private sector entities/Departments (15 points); | 1 | 1-2 years in the travel industry obtained from public /private sector entities/Departments | 15% | |
| | | 2 | 3-4 years in the travel industry obtained from public /private sector entities/Departments | | |
| | | 3 | 5 years in the travel industry obtained from public /private sector entities/Departments | | |
| | | 4 | 6-15 years in the travel industry obtained from public /private sector entities/Departments | | |
| | | 5 | 16 years or more in the travel industry obtained public /private sector entities/Departments | | |
| 8 | Availability of an Electronic Travel Management System (5 points) | 1 | The proposed solution demonstrates minimal functionality, with only basic features available. The system provides limited capability in relation to electronic travel management, online booking, booking tracking, reporting, and user access functionality | 5% | |

| NO | ELEMENT | EVALUATION | | WEIGHT | SCORE |
|---|---|---|---|---|---|
| | | Rating out of 5 | Criteria | | |
| | | 2 | The proposed solution demonstrates some of the required functionalities; however, features are limited, partially developed, or inadequately demonstrated. | | |
| | | 3 | The proposed solution demonstrates adequate functionality, including a functioning electronic travel management system with basic online booking, booking tracking, travel reporting, and user access capabilities | | |
| | | 4 | The proposed solution demonstrates advanced functionality across all required areas, including comprehensive online booking, real-time booking tracking, detailed travel reporting, and role-based user access functionality. | | |
| | | 5 | The proposed solution demonstrates a fully integrated and comprehensive electronic travel management system with advanced online booking, real-time booking tracking and notifications, customizable travel reporting and analytics, configurable role-based user access controls, approval workflows, audit trails, and end-to-end travel management capabilities | | |
| 9 | Bidder must provide travel services reference letters from three (3) contactable clients within the past 5 years). (As at date of closure of bid)<br>The letters must include:<br>▪ Company name<br>▪ Contact number<br>▪ Contact name<br>▪ Duration of contract<br>▪ be on the referring companies' letterhead (5 points) | 1 | No relevant references attached. | 5% | |
| | | 2 | 1-2 relevant references attached where travel services were provided. | | |
| | | 3 | 3 relevant contactable references supplied where travel services were provided. | | |
| | | 4 | 4-6 relevant contactable references supplied were travel services were provided. | | |
| | | 5 | More than 6 relevant contactable references supplied where travel services were provided. | | |

**N/B: Bidders need to obtain a minimum of 70% for functionality for them to be evaluated further on the 80/20 preference point system**

## 8. EVALUATION PROCESS

### COMPLIANCE WITH MINIMUM REQUIREMENTS

All bids duly lodged will be examined to determine compliance with bidding requirements and conditions. Bids with obvious deviations from the requirements/conditions, will be eliminated from further adjudication.

### FUNCTIONALITY EVALUATION

All remaining bids will be evaluated as follows:

The functionality calculation will be done based on the defined criteria and weighting thereof. Functionality will be scored out of a 100. If it is deemed necessary, presentations may be held with Bidders who have met the minimum functionality criteria. If presentations are held, the functionality score will be adjusted whereby 80 percent will be awarded to during the bid evaluation and 20 percent will be for presentation score. **If a bidder fails to score a minimum of** 70% out **of 100% for functionality, the bid will be disregarded from further consideration.**

### ELIMINATION OF BIDS ON GROUNDS OF FUNCTIONALITY

Bids that score less than 70% of the 100% available for functionality will be eliminated from further consideration. Points will therefore not be awarded for their cost bids or for specific goals.

The percentage scored for functionality should be calculated as follows:

Each bidder shall award values for each individual criterion on a score sheet. The value scored for each criterion shall be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for the various criteria. These marks should be added to obtain the total score. The following formula should then be used to convert the total score to a percentage for functionality:

$$Ps = \frac{So}{Ms} X \ Ap$$

where

Ps = percentage scored for functionality by bid/bid under consideration

So = total score of bid/bid under consideration
Ms = maximum possible score

Ap = percentage allocated for functionality

The percentages of each panel member shall be added together and divided by the number of panel members to establish the average percentage obtained by each individual bidder for functionality.
After calculation of the percentage for functionality, the prices of all bids that obtained the minimum score for functionality should be taken into consideration.

## 9. PRESENTATIONS

a) SHRA may decide to have compulsory presentations made by Bidders who met the minimum functionality criteria once the functionality score has been calculated.

b) Presentations shall only affect the marks awarded for functionality.

c) If the date of the presentation meeting is not indicated in the bid document, at least three days' notice will be given to bidders required to attend a presentation.

d) Presentations will be made to the full Evaluation Committee.

e) Points determined by the presentation will be awarded to each bidder by each member of the Evaluation Committee and then an average calculated.

## 10. AWARDING OF PREFERENCES POINTS

a) Points for specific goals will be awarded according to the table indicated in the preference points claim form(s) as and when RFQs (price quotations) for specific projects to be undertaken for the different functional areas are issued to the panel.

## 11. COMBINING PRICE AND PREFERENCE POINTS

a) In accordance with PPPFA Act No. 5, 2000 (f), the contract must be awarded to the tenderer who scores the highest points unless objective criteria justify the award to another tenderer.
b) The objective criteria that the SHRA intends to use is that should the price between the bidder that scores the highest points for price and specific goals and the bidder that scores highest on functionality be within 10 points, the right is reserved to award to the bidder that scored the highest on functionality. In the event of a tie, a proportionate follow through will be applied.

## 12. ADJUDICATION OF BID

a) The Adjudication Committee will consider the recommendations and make the final award. The successful bidder that will be appointed is the bidder that will meet the minimum threshold of 70% for functionality and are tax compliant as per their CSD certificates

## SECTION B

## 1. SPECIAL CONDITIONS OF CONTRACT

### 1.1. GENERAL

1.1.1. Proper bids for the services specified must be submitted.

### 1.2. ADDITIONAL INFORMATION REQUIREMENTS

1.2.1. During evaluation of the bids, additional information may be requested in writing from Bidders. Replies to such request must be submitted in writing, within five (5) working days or as otherwise indicated. Failure to comply may lead to your bid being disregarded.

### 1.3. CONFIDENTIALITY

1.3.1. The bid and all information in connection therewith shall be held in strict confidence by bidders and usage of such information shall be limited to the preparation of the bid. Bidders shall undertake to limit the number of copies of this document.

1.3.2. All bidders are bound by a confidentially agreement preventing the unauthorised disclosure of any information regarding the SHRA or of its activities to any other entity or individual. The bidders may not disclose any information, documentation, or products to other clients without written approval of the accounting authority or the delegate.

### 1.4. INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT

1.4.1. Copyright of all documentation relating to this contract belongs to the SHRA. The successful bidder may not disclose any information, documentation, or products to other clients without the written approval of the accounting authority or the delegate.

1.4.2. All the intellectual property (IP) rights arising from the execution of this Agreement shall vest in SHRA and the Service provider undertakes to honour such intellectual property rights and all future rights by keeping the know-how and all published and unpublished material confidential.

1.4.3. In the event that the service provider would like to use information or data generated by the service, the prior written permission must be obtained from SHRA.

1.4.4. SHRA shall own all materials produced by the Service provider during this contract, or as part of the service including without limitation, deliverables, computer programmes (source code and object code), programming aids and tools, documentation, reports, data, designs, concepts, and other information whether capable of being copyrighted or not (“IP”).

1.4.5. The Service provider assigns all IP rights in respect of all materials referred to in clause 1.4.4 to SHRA. No other document needs to be executed to give effect to this cession, assignment, or transfer.

1.4.6. The Service provider hereby irrevocably cedes, assigns, and transfers to SHRA, as SHRA directs, all rights, title and interest in and to all IP (which includes but is not limited to methodologies and products) connected with or applicable to the Services.

1.4.7. The Service provider acknowledges and agrees that:

1.4.7.1. Each provision of clause 1.3 is separate, severally, and separately enforceable from any other provisions of this agreement.

1.4.7.2. The invalidity or non-enforceability of any one or more provision hereof, shall not prejudice or effect the enforceability and validity of the remaining provisions of this agreement; and

1.4.7.3. This clause 1.3 shall survive termination of this agreement.

## 1.5. NON-COMPLIANCE WITH DELIVERY TERMS

1.5.1. As soon as it becomes known to the Service provider that he will not be able to deliver the goods/services within the delivery period and/or against the bid price and/or as specified, the SHRA must be given immediate written notice to this effect. The SHRA serves the right to implement remedies as provided for in the GCC.

## 1.6. WARRANTS

1.6.1 The Service provider warrants that it is able to conclude this Agreement to the satisfaction of the SHRA.

1.6.2 Although the Service provider will be entitled to provide services to persons other than SHRA, the Service provider shall not without the prior written consent of SHRA, be involved in any manner whatsoever, directly, or indirectly, in any business or venture which competes or conflicts with the obligations of the Service provider to provide the Services.

## 1.7. PARTIES NOT AFFECTED BY WAIVER OR BREACHES

1.7.1 The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this contract by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and conditions hereof.

1.7.2 No favour, delay, relaxation, or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this contract shall operate as a waiver of such power or right nor shall any

single or partial exercise of any such power or right under this agreement.

### 1.8. RETENTION

1.8.1. On termination of this agreement, the Service provider shall on demand hand over all documentation, information, software, etc., relating to the provision of services as per this bid without the right of retention, to the SHRA.

1.8.2. No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force and effect unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall.

## 2. GENERAL CONDITIONS OF CONTRACT

2.1 The General Conditions of Contract must be accepted. The general conditions applicable to government entity bids, contracts and order are attached herein as **Annexure A** as they will apply to this bidding process.

2.2 Bidders are required to initial each page of the General Conditions of Contract as an indication of acceptance.

**SBD 1**

## INVITATION TO SUBMIT BIDS

**YOU ARE HEREBY INVITED TO PROPOSE FOR REQUIREMENTS OF THE SHRA**

**RFB NUMBER:** SHRA/RFB/ADMIN/04/202627 **CLOSING DATE:** 25th of November 2026
**CLOSING TIME:11h00**

**DESCRIPTION: APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY (TMC) FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE SOCIAL HOUSING REGULATORY AUTHORITY (SHRA) FOR A PERIOD OF THREE (3) YEARS WITH AN OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS**

**VALIDITY PERIOD:** Proposal to be valid for 120 days from the closing date of the bid.

---

**The successful bidder will be required to fill in and sign a written Contract Form.**

---

**BID DOCUMENT MUST BE DEPOSITED IN THE BID BOX SITUATED AT *(STREET ADDRESS)***

Supply Chain Management
Social Housing Regulatory Authority
Sunnyside Office Park
3rd Floor, Sentinel House
32 Princess of Wales Terrace
Parktown
Faxed or e-mailed bids will not be accepted.

**Bidders should ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration**.

**All bids must be submitted on the official forms (not to be re-typed).**

**This RFB is subject to the following:**

- ❒ General Conditions of Contract (GCC) and, if applicable, any other Special Conditions of Contract.
- ❒ the Preferential Procurement Policy Framework Act, 2000
- ❒ the Preferential Policy Regulations, 2022
- ❒ Bids submitted that do not comply with the following will be disqualified
- ❒ A late Bid (a bid arriving one second after 11h00 or any time thereafter**)**

# PART A
# INVITATION TO BID

| **YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (*NAME OF DEPARTMENT/ PUBLIC ENTITY*)** | | | | | |
|---|---|---|---|---|---|
| BID NUMBER: | SHRA/RFB/ADMIN/04/202627 | CLOSING DATE: | 25th of November 2026 | CLOSING TIME: | 11h00 |
| DESCRIPTION | APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY (TMC) FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE SOCIAL HOUSING REGULATORY AUTHORITY (SHRA) FOR A PERIOD OF THREE (3) YEARS WITH AN OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS | | | | |

| **BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO** | | **TECHNICAL ENQUIRIES MAY BE DIRECTED TO:** | |
|---|---|---|---|
| CONTACT PERSON | **Scm03@shra.org.za** | CONTACT PERSON | **Scm03@shra.org.za** |
| TELEPHONE NUMBER | | TELEPHONE NUMBER | |
| E-MAIL ADDRESS | **Scm03@shra.org.za** | E-MAIL ADDRESS | **Scm03@shra.org.za** |

| **SUPPLIER INFORMATION** | | | | |
|---|---|---|---|---|
| NAME OF BIDDER | | | | |
| NAME OF REPRESENTATIVE | | | | |
| POSTAL ADDRESS | | | | |
| STREET ADDRESS | | | | |
| TELEPHONE NUMBER | CODE | | NUMBER | |
| CELL PHONE NUMBER | | | | |
| FACSIMILE NUMBER | CODE | | NUMBER | |
| E-MAIL ADDRESS | | | | |
| VAT REGISTRATION NUMBER | | | | |
| SUPPLIER COMPLIANCE STATUS | TAX COMPLIANCE SYSTEM PIN: | | **OR** CENTRAL SUPPLIER DATABASE No: | MAAA |
| B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE | TICK APPLICABLE BOX]<br>☐ Yes ☐ No | | B-BBEE STATUS LEVEL SWORN AFFIDAVIT | [TICK APPLICABLE BOX]<br>☐ Yes ☐ No |

| ***[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]*** | | | |
|---|---|---|---|
| ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED? | ☐Yes ☐No<br>[IF YES ENCLOSE PROOF] | ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?** | ☐Yes ☐No<br>[IF YES, ANSWER PART B:3 ] |

| **QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS** | |
|---|---|
| IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? | ☐ YES ☐ NO |
| DOES THE ENTITY HAVE A BRANCH IN THE RSA? | ☐ YES ☐ NO |
| DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? | ☐ YES ☐ NO |
| DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? | ☐ YES ☐ NO |
| IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? | ☐ YES ☐ NO |

**IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.**

# PART B

**SBD 1**

## TERMS AND CONDITIONS FOR BIDDING

| | |
|---|---|
| **1.** | **BID SUBMISSION:** |
| 1.1. | BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION. |
| 1.2. | **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.** |
| 1.3. | THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT. |
| 1.4. | **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).** |
| **2.** | **TAX COMPLIANCE REQUIREMENTS** |
| 2.1 | BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS. |
| 2.2 | BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS. |
| 2.3 | APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA. |
| 2.4 | BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID. |
| 2.5 | IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER. |
| 2.6 | WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED. |
| 2.7 | NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE." |

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID**.

**TOTAL BID PRICE (ALL INCLUSIVE) ……..**

SIGNATURE OF BIDDER:

……

CAPACITY UNDER WHICH THIS BID IS SIGNED:

……

(Proof of authority must be submitted e.g. company resolution)

DATE:

……..

# PRICING SCHEDULE
**(Professional Services)**

| | |
|---|---|
| NAME OF BIDDER: …… | BID NO.: …… |
| CLOSING TIME 11:00 | CLOSING DATE……... |

OFFER TO BE VALID FOR **120** DAYS FROM THE CLOSING DATE OF BID.

## 1. TRANSACTION FEE MODEL

| ITEM | TRANSACTIONAL TYPE | UNIT PRICE (EXCLUDING VAT) | TOTAL PRICE (INCLUDING VAT) |
|---|---|---|---|
| 17. | Air Travel – International | | |
| 18. | Air Travel – Domestic | | |
| 19. | Car Rental – Domestic | | |
| 20. | Accommodation – Domestic | | |
| 21. | Accommodation – International | | |
| 22. | Bus/Coach Bookings | | |
| 23. | Train bookings – International | | |
| 24. | Visa Assistance (Provision of documents and advice) | | |
| 25. | Changes to bookings | | |
| 26. | After Hours Services | | |
| 27. | Venues and Facilities | | |
| 28. | Shuttle Services | | |
| 29. | Visa and Passports | | |
| 30. | Airport Parking | | |
| 31. | Other (Specify) | | |
| 32. | Other (Specify) | | |
| **TOTAL** | | | |
| **TOTAL PRICE THAT WILL BE USED FOR EVALUATION PURPOSES** | | | |

## 2. ALL-INCLUSIVE TRANSACTION FEE

| Item | Description | Transaction Fee | Comments |
|---|---|---|---|
| 2. | 5 or more transaction types | | |

## 3. CONFERENCE TRANSACTION FEE

| Item | Description | Fee per person | Comments |
|---|---|---|---|
| 2. | Conference Transaction Fee | | |

## 4. BUNDLED TRANSACTIONS

| Item | Description | Fee per person | Comments |
|---|---|---|---|
| 2. | Bundled transaction pricing | | |

**SBD 4**

## BIDDER'S DISCLOSURE

### 1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### 2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest1 in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

| **Full Name** | **Identity Number** | **Name of State institution** |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

1 the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

……
……

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

**YES/NO**

2.3.1 If so, furnish particulars:

……
……

## 3 DECLARATION

I, the undersigned, (name)……. in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure.

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect.

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium2 will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and

2 Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

…… ……
Signature Date

…… ……
Position Name of bidder

**SBD 6.1**

## PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

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1. **GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

**1.2 To be completed by the organ of state**

(a) The applicable preference point system for this tender is the 80/20 preference point system.

(b) The 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

(c) Price; and

(d) Specific Goals.

**1.4 To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

| | POINTS |
|---|---|
| **PRICE** | 80 |
| **SPECIFIC GOALS** | 20 |
| **TOTAL POINTS FOR PRICE AND SPECIFIC GOALS** | **100** |

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. **DEFINITIONS**

**"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations,

competitive tendering process or any other method envisaged in legislation.

(a) **"price"** means an amount of money tendered for goods or services and includes all applicable taxes less all unconditional discounts.

*(b)* **"Rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes.

(c) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(d) **"The Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

**80/20**

$$Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where

Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmin = Price of lowest acceptable tender

### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

#### 3.2.1. POINTS AWARDED FOR PRICE

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

**80/20**

$$Ps = 80\left(1 + \frac{Pt - P\,max}{P\,max}\right)$$

Where

Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmax = Price of highest acceptable tender

## 4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement

Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for 80/20 preference point system.

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**
***(Note to organs of state: Where 80/20 preference point system is applicable, corresponding points must also be indicated as such.***
***Note to tenderers: The tenderer must indicate how they claim points for each preference point system and provide supporting evidence.***

| **Specific goals towards Historically Disadvantaged Individuals (HDI)** | **Preference Point system** |
|---|---|
| Enterprises with % ownership by a person/s who are Women scored on a sliding scale from 1 to 10 | 10 |
| Enterprises with % ownership by a person/s who are Youth and Persons with disabilities scored on a sliding scale from 1 to 10 | 10 |
| **Total Points allocated to Specific Goals** | **20** |

**DECLARATION WITH REGARD TO COMPANY/FIRM**

4.3. Name of company/firm…….

4.4. Company registration number: ……..

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

i) The information furnished is true and correct.
ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.
iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct.
iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process.
(b) recover costs, losses, or damages it has incurred or suffered as a result of that person's conduct.
(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.
(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
(e) forward the matter for criminal prosecution, if deemed necessary.

.....
**SIGNATURE(S) OF TENDERER(S)**

**SURNAME AND NAME**: .....
**DATE:** .....

**ADDRESS**: .....
.....
.....
.....

**BIDDERS ARE ENCOURAGED TO USE THE FOLLOWING CHECKLIST WHEN SUBMITTING THEIR BIDS:**

| **DETAILS** | **TICK BY BIDDER** |
|---|---|
| Completed and signed the invitation to bid document (SBD 1) | |
| Pricing Schedule (SBD 3.3) | |
| Completed and signed the declaration of interest document. *(In case of a consortium/ joint venture, or where sub-Service providers are utilised, each party to the bid must complete and sign the declaration of interest document)* | |
| Completed and signed the Preference Points Claim form in terms of the Preferential Procurement Regulations 2022 (SBD 6.1) | |
| Submitted an original/ certified copy of a valid B-BBEE Certificate. *(In case of a trust, consortium or joint venture, bidders will qualify for points for their specific goals as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.* | |
| Submitted the General Conditions of Contract (initialled each page) | |
| Submitted the Technical approach | |
| Submitted the Details of the team and included their CV | |
| Submitted Experience in the field document and reference letters | |
| Bidders National Treasury Central Supplier Database (CSD) forms indicating the validity of the bidder's registration. | |
| CIPC Document | |