

Doc Number:
OF-SCM-01D

REQUEST FOR BID SERVICES



Revision: 3.0

Effective date:02 October 2023



REQUEST FOR BID SERVICES

BID DETAILS

BID NUMBER: SAHPRA/2023/TRAVEL MANAGEMENT SERVICES/RFB008

CLOSE **Date:** Wednesday 10 April 2024
Time: 11:00

DESCRIPTION: **REQUEST FOR BID FOR TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF 36 MONTHS WITH AN OPTION TO RENEW FOR ADDITIONAL 24 MONTHS.**

BRIEFING SESSION: Yes No
See Section A-1 Paragraph 2 on Bid Submission Conditions and Instructions that the Bidder needs to take note of.

DETAILS OF BIDDER

Organisation/individual:

Contact person:

Telephone/ Cell number:

E-mail address:

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

Award	Conclusion of the procurement process and final notification to the effect to the successful bidder
B-BBEE	Broad-based Black Economic Empowerment in terms of the Broad-based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003) and the Codes of Good Practice issued thereunder by the Department of Trade and Industry
Bid	Written offer in a prescribed or stipulated form in response to an invitation by SAHPRA for the provision of goods, works or services
Contractor	Organisation with whom SAHPRA will conclude a contract and potential service level agreement subsequent to the final award of the contract based on this Request for Bid
Core Team	The core team are those members who fill the non-administrative positions against which the experience will be measured.
DTI	Department of Trade and Industry
EME	Exempted Micro Enterprise in terms of the Codes of Good Practice
GCC	General Conditions of Contract
IP	Intellectual Property
SAHPRA	South African Health Products Regulatory Authority
Original Bid	Original document signed in ink, or Copy of original document signed in ink, or Submitted Facsimile of original document signed in ink
Originally certified	To comply with the principle of originally certified, a document must be both stamped and signed in original ink by a commissioner of oaths.
SCM	Supply Chain Management
SLA	Service Level Agreement

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

1. INTRODUCTION

SAHPRA, a Schedule 3A Public Entity, requires that travel and accommodation arrangements be made by a travel agent in respect of its employees and board members. Such travel and accommodation arrangements will be for persons travelling for official purposes and in the interest of SAHPRA. Each request for services must be dealt with in such a manner that the most suitable and economical travel and accommodation is arranged to satisfy the requirement in compliance with the SAHPRA Travel Policy and the National Treasury’s National Travel Framework.

2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

SAHPRA wishes to enter into a contract with at least two (2) service providers, which will cover a one-year period from the commencement date. However, SAHPRA reserves the right to annually renew the contract or dissolve the contract depending on the need for the service and/ or the performance of the service provider up to a maximum contract period of 36 (thirty-six) months with an option to renew for additional 24 (twenty-four) months in SAHPRA’s sole discretion on the same terms and conditions unless the parties agree otherwise. The renewal of the contract will be at intervals of 12 (twelve) months each.

RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential service provider for the provision of travel management services to SAHPRA. This RFP does not constitute an offer to do business with SAHPRA, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

3. DEFINITIONS

Accommodation means the rental of lodging facilities while away from one’s place of abode, but on authorised official duty.

After-hours service refers to an enquiry or travel request that is actioned after normal working hours, i.e. 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.

Air travel means travel by airline on authorised official business.

Authorising Official means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g. line manager of the traveler.

Car Rental means the rental of a vehicle for a short period of time by a Traveler for official purposes.

Department means the organ of state, Department or Public Entity that requires the provision of travel management services.

Domestic travel means travel within the borders of the Republic of South Africa.

Emergency service means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.

gCommerce refers to the Government’s buy-site for transversal contracts.

International travel refers to travel outside the borders of the Republic of South Africa.

Lodge Card is a credit card which is specifically designed purely for business travel expenditure. There is typically one credit card number which is “lodged” with the TMC to which all expenditure is charged.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

Management Fee is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets, etc).

Merchant Fees are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.

Quality Management System means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.

Regional travel means travel across the border of South Africa to any of the SADC Countries, namely; Angola, Botswana, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe.

Service Level Agreement (SLA) is a contract between the TMC and Government that defines the level of service expected from the TMC.

Shuttle Service means the service offered to transfer a Traveller from one point to another, for example from place of work to the airport.

Third party fees are fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include visa fees and courier fees.

Transaction Fee means the fixed negotiated fee charged for each specific service type e.g. international air ticket, charged per type per transaction per traveller.

Traveller refers to a Government official, consultant or contractor travelling on official business on behalf of Government.

Travel Authorisation is the official form utilised by Government reflecting the detail and order number of the trip that is approved by the relevant authorising official.

Travel Booker is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g. the personal assistant of the traveller.

Travel Management Company or **TMC** refers to the Company contracted to provide travel management services (Travel Agents).

Travel Voucher means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.

Value Added Services are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.

VAT means Value Added Tax.

VIP or Executive Service means the specialised and personalised travel management services to selected employees of Government by a dedicated consultant to ensure a seamless travel experience.

4. LEGISLATIVE FRAMEWORK OF THE BID

4.1. Tax Legislation

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

- 4.1.1. Bidder(s) must be compliant when submitting a proposal to SAHPRA and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- 4.1.2. It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 4.1.3. The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 4.1.4. It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- 4.1.5. Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.
- 4.1.6. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

4.2. Procurement Legislation

SAHPRA has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, and the Preferential Procurement Policy Framework Act 2022.

4.3. Technical Legislation and/or Standards

Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the service.

5. BRIEFING SESSION

No briefing session will be held.

6. BID VALIDITY PERIOD

The bid is valid for one hundred and eighty (180) days from closing date.

7. 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) from precious.mnguni@sahpra.org.za before or by no later than **Tuesday, 26 March 2024** telephonic requests for clarification will not be accepted. Questions and answers will be posted on our website only, by **Thursday, 28 March 2024**.

8. CONTACT AND COMMUNICATION

A nominated official of the bidder(s) can make enquiries in writing, to the specified person, **Precious Mnguni** via email precious.mnguni@sahpra.org.za.

- 8.1. The delegated officer of SAHPRA may communicate with the Bidder(s) where clarity is sought in the bid proposal.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

- 8.2. **Any** communication to an official or a person acting in an advisory capacity for SAHPRA in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 8.3. All communication between the Bidder(s) and SAHPRA must be done in writing.
- 8.4. Whilst all due care has been taken in connection with the preparation of this bid, SAHPRA makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current, or complete. SAHPRA and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current, or complete.
- 8.5. If Bidder(s) find, or reasonably believe, it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by SAHPRA (other than minor clerical matters), the Bidder must promptly notify SAHPRA in writing of such discrepancy, ambiguity, error or inconsistency in order to afford SAHPRA an opportunity to consider what corrective action is necessary (if any).
- 8.6. **Any** actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by SAHPRA will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 8.7. All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid or the Tendering process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

9. LATE BIDS

Bids received after the closing date and time, at the address indicated in the bid document, will not be accepted for consideration and will, where practicable, be returned unopened to the Bidder(s).

10. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

11. FRONTING

- 11.1. Government supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.
- 11.2. The Government, in ensuring that Bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct, or initiate the necessary enquiries/ investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/ investigation, the onus will be on the Bidder/ contractor to prove that fronting does not exist.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

Failure to do so within a period of 14 days from date of notification may invalidate the bid/ contract and may also result in the restriction of the Bidder/ contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies SAHPRA may have against the Bidder / contractor concerned.

12. SUPPLIER DUE DILIGENCE

SAHPRA reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

13. SUBMISSION OF PROPOSALS

13.1. Bid documents may either be:

Delivered at reception at the physical address OR Couriered to the physical address to reach the physical address on or before the closing date and time:

**Loftus Park, Building A,
402 Kirkness St
Arcadia
Pretoria
0083**

13.2. Bid documents will only be considered by SAHPRA if received before the closing date and time, regardless of the method used to send or deliver such documents to SAHPRA.

- 13.3. The bidder(s) are required to submit four (4) copies of the submission as follows:**
- one (1) original containing all the required documentation as indicated below, Exhibit 1 to Exhibit 4, and
 - Two duplicate copies of Exhibit 1,2 and 4.
 - One memory stick containing electronic copies of the bid (USB).

by the closing date **10 April 2024** at 11:00.

SUBMISSION FILE
<p>Exhibit 1: Pre-qualification documents <i>(Refer to Section 17.1 - Gate 0: Pre-qualification Criteria (Table 1))</i></p> <p><i>Pricing Schedule (refer to Section 16 – Pricing Model and Annexure 3 – Pricing Submission)</i></p>

SUBMISSION FILE
<p>Exhibit 2:</p> <ul style="list-style-type: none"> • Technical Responses and Bidder Compliance Checklist for Technical Evaluation • Supporting documents for technical responses. <i>(Refer to Section 17.2 - Gate 1: Technical Evaluation Criteria and Annexure 2 – Technical Evaluation Scorecard and Compliance)</i>
<p>Exhibit 3:</p> <ul style="list-style-type: none"> • General Conditions of Contract (GCC) (Can be obtained via the following link: http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract.pdf) • Draft Service Level Agreement <i>(Refer to Section 20 – Service Level Agreement and Annexure 1 for Service Level Indicators)</i>

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 SAHPRA South African Health Products Regulatory Authority
Revision: 3.0		Effective date: 02 October 2023

- Exhibit 4:**
- Company Profile
 - Any other supplementary information

13.4. Bidders are requested to initial each page of the tender document on the top right-hand corner.

14. PRESENTATION / DEMONSTRATION/ SITE VISTE

SAHPRA reserves the right to request presentations/ demonstrations/ site visit.

15. DURATION OF THE CONTRACT

The successful bidder will be appointed for a period of 36 (thirty-six) months with an option to renew for additional 24 (twenty-four) months in SAHPRA's sole discretion on the same terms and conditions unless the parties agree otherwise. The renewal of the contract will be at intervals of 12 (twelve) months each.

16. SCOPE OF WORK

16.1. Expected outcomes.

- a) Appoint two (2) experienced and competent Travel Management Companies (TMC).
- b) Achieve significant cost savings for SAHPRA without any degradation in the services.
- c) Appropriately contain SAHPRA's risk and traveller risk.
- d) The Travel Management companies must demonstrate a good track record.
- e) The Travel Management companies must comply with all travel industry regulations of South Africa.

16.2. Current Travel Volumes

The current SAHPRA total volumes per annum includes air travel, accommodation, car hire, shuttle services, etc. The table below details the estimated number of transactions for the 2021/2022, 2022/2023 and 2023 financial year as follows:

Period	April 2021 to March 2022		
Category	Transaction	Tot Fare	% Split
<i>Car Hire</i>	160	1,310,926	36.42%
<i>Domestic Air Travel</i>	277	1,126,016	31.28%
<i>Accommodation Domestic</i>	209	739,019	20.53%
<i>Transfers</i>	144	198,560	5.52%
<i>Corporate Management Fee</i>	1,206	106,471	2.96%
<i>Conference Package</i>	4	73,446	2.04%
<i>Car hire Damages</i>	-	19,608	0.54%
<i>Accommodation International</i>	2	14,470	0.40%
<i>Regional Air Travel</i>	2	10,724	0.30%
Grand Total	2,004	3,599,240	100.00%

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	SAHPRA South African Health Products Regulatory Authority
Revision: 3.0		Effective date:02 October 2023

Period	April 2022 - March 2023		
Category	Transaction	Tot Fare	% Split
<i>Car Hire</i>	471	4,276,149	39.63%
<i>Domestic Air Travel</i>	504	2,155,076	19.97%
<i>Accommodation Domestic</i>	483	1,625,502	15.07%
<i>International Air Travel</i>	32	860,406	7.97%
<i>Accommodation International</i>	22	745,395	6.91%
<i>Transfers</i>	323	523,740	4.85%
<i>Corporate Management Fee</i>	3,041	257,278	2.38%
<i>Conference Package</i>	16	210,221	1.95%
<i>Car hire Damages</i>	7	61,318	0.57%
<i>Regional Air Travel</i>	1	48,035	0.45%
<i>Insurance</i>	44	21,805	0.20%
<i>Transfer No Show</i>	1	3,400	0.03%
<i>Food And Beverage</i>	-	750	0.01%
<i>Parking</i>	3	350	0.00%
Grand Total	4,948	10,789,425	100.00%

Period	April 2023 - December 2023		
Category	Transaction	Tot Fare	% Split
<i>Car Hire</i>	355	4,303,470	41.53%
<i>Domestic Air Travel</i>	367	1,754,620	16.93%
<i>Accommodation Domestic</i>	353	1,244,340	12.01%
<i>Accommodation International</i>	27	820,721	7.92%
<i>International Air Travel</i>	29	790,441	7.63%
<i>Transfers</i>	314	566,150	5.46%
<i>Conference Package</i>	9	314,553	3.04%
<i>Car hire Damages</i>	21	268,708	2.59%
<i>Corporate Management Fee</i>	2,503	224,359	2.17%
<i>Regional Air Travel</i>	2	44,936	0.43%
<i>Insurance</i>	65	28,985	0.28%
<i>Air Charter International</i>	1	750	0.01%
<i>Food And Beverage</i>	-	440	0.00%
<i>Parking</i>	1	100	0.00%
Grand Total	4,047	10,362,574	100.00%

15.3 Service Requirements

15.3.1. General

The successful Travel Management Company will be required to provide travel management services. Deliverables under this section include without limitation, the following:

- a. The travel services will be provided to all travellers travelling on behalf of SAHPRA, locally and internationally. This will include employees, board members, interns, contractors and candidates for interviews or any other person in the sole discretion of

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

SAHPRA.

- b. Provide travel management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services as stipulated in paragraph 15.3.6.
- c. Familiarisation with current SAHPRA travel business processes and the National Treasury’s National Travel Framework.
- d. Familiarisation with current travel suppliers and negotiated agreements that are in place between SAHPRA and third parties as well as negotiated by the National Treasury. Assist with further negotiations for better deals with travel service providers that provide good services.
- e. Familiarisation with current SAHPRA Travel Policy and implementations of controls to ensure compliance.
- f. Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the TMC’s account, subject to the outcome of a formal dispute process.
- g. Provide a facility for SAHPRA to update their traveller’s profiles.
- h. Manage the third-party service providers by addressing service failures and complaints against these service providers.
- i. Consolidate all invoices from travel suppliers on time.
- j. Timeously submit proof that services have been satisfactorily delivered (invoices) as per SAHPRA’s instructions.
- k. Detailed monthly travel reports to be provided, indicating cost savings due to discounts, identifying possible abuse of travel and advising on how to reduce cost of travel.
- l. Monthly reconciliations of travel incurred, invoiced to date, to be invoiced and paid.
- m. Issue a bi annual staff questionnaire to rate services provided

15.3.2. 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. Apprise 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 within specified radius.
- e. Book the negotiated discounted fares and rates where possible.
- f. 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 re-issued 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. Facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- j. Issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- k. Advise the Traveller of all in country travel, visa and inoculation requirements well in advance.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

- l. Advise the traveller of the best route to travel safely and economically in terms of time and cost of travel
- m. Advise the traveller whether the preferred accommodation or travel method is according to policy standards or not.
- n. Ensure that all city taxes and other levies are catered for so as not to inconvenience the traveller
- o. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- p. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- q. Facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
- r. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by SAHPRA.

NOTE:

Visa applications will not be the responsibility of the TMC. However, the relevant information must be supplied to the traveller(s) where visas will be required.

Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by SAHPRA are non-commissionable, where commissions are earned for SAHPRA bookings all these commissions should be returned to SAHPRA on a quarterly basis.

15.3.3. Air Travel

- a. The TMC must be able to book full service carriers as well as low cost carriers.
- 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 utilising the existing transversal term contract 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 if and when required.

15.3.4. Accommodation/Venue hire/Conferences/Restaurants

- a. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

- b. The TMC will obtain three 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 SAHPRA’s travel policy.
- d. SAHPRA travellers may only stay at accommodation establishments with which SAHPRA may have negotiated corporate rates. Currently there are no such establishments. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National treasury or SAHPRA.
- e. Accommodation vouchers must be issued to all SAHPRA travellers for accommodation bookings and must be invoiced to SAHPRA as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- f. Accommodation must be appropriately booked and paid for in advance if required by the supplier.
- g. 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.
- h. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

15.3.5. Car Rental and Shuttle Services

- a. The TMC will book the approved category vehicle in accordance with the SAHPRA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- b. The travel consultant 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, refuelling, keys, rental agreements, damages and accidents, etc.
- d. For international travel the TMC 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 SAHPRA 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 SAHPRA and ensure compliance with minimum standards. The TMC 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.

15.3.6. 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

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

bookings attended to.

- e. The Travel Management Company 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.

15.4. Communication

- 15.4.1. The TMC may be requested to conduct workshops and training sessions for Travel Bookers of SAHPRA.
- 15.4.2. All enquiries must be investigated and prompt feedback be provided in accordance with the Service Level Agreement.
- 15.4.3. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

15.5. Financial Management

- 15.5.1. The TMC must implement the rates negotiated by SAHPRA with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- 15.5.2. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to SAHPRA for payment within the agreed time period.
- 15.5.3. Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- 15.5.4. 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 SAHPRA for the services rendered.
- 15.5.5. Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- 15.5.6. Consolidate Travel Supplier bill-back invoices.
- 15.5.7. In certain instances where institutions have a travel lodge card in place, the payment of air, accommodation and ground transportation is consolidated through a corporate card vendor.
- 15.5.8. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to SAHPRA’s Financial Department in the agreed time period (e.g. monthly). 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.
- 15.5.9. Ensure Travel Supplier accounts are settled timeously.

15.6. Technology, Management Information and Reporting

- 15.6.1. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

15.6.2. **The** implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.

15.6.3. All management information and data input must be accurate.

15.6.4. **The** TMC will be required to provide SAHPRA with a minimum of three (3) standard monthly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost.

The reporting templates can be found on:

<http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>

15.6.5. **Reports** must be accurate and be provided as per SAHPRA's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).

15.6.6. **SAHPRA** may request the TMC to provide additional management reports.

15.6.7. **Reports** must be available in an electronic format, for example, Microsoft Excel.

15.6.8. **Service** Level Agreement reports must be provided on the agreed dates. It will include, but will not be limited to, the following:

i. 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.

ii. 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.

15.6.9. 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.

15.7. Account Management

15.7.1. An **Account** Management structure should be put in place to respond to the needs and

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

requirements of SAHPRA and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.

- 15.7.2. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the SAHPRA's account.
- 15.7.3. The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- 15.7.4. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 15.7.5. Ensure that the SAHPRA's Travel Policy is enforced.
- 15.7.6. The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- 15.7.7. Ensure that workshops/training is provided to Travellers and/or Travel Bookers
- 15.7.8. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

15.8. Value Added Services

The TMC must provide the following value-added services:

- 15.9. Destination information for regional and international destinations:
 - i. Cultural and religious practices in the countries of destination during the proposed travel period which may negatively affect costs;
 - ii. Health warnings;
 - iii. Weather forecasts;
 - iv. Places of interest;
 - v. Visa information;
 - vi. Travel alerts;
 - vii. Location of hotels and restaurants;
 - viii. Information including the cost of public transport;
 - ix. Rules and procedures of the airports;
 - x. Business etiquette specific to the country;
 - xi. Airline baggage policy; and
 - xii. Supplier updates.
 - xiii. No go areas.
- 15.9.1. Electronic voucher retrieval via web and smart phones;
- 15.9.2. SMS notifications for travel confirmations;
- 15.9.3. Travel audits;
- 15.9.4. Global Travel Risk Management;
- 15.9.5. VIP services for Executives that include, but is not limited to check-in support.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

15.10. Cost Management

- 15.10.1. The National Treasury cost containment initiative and the SAHPRA's Travel Policy is establishing a basis for a cost savings culture.
- 15.10.2. It is the obligation of the TMC Consultant to advise on the most cost-effective option at all times and costs should be within the framework of the National Treasury's cost containment instructions.
- 15.10.3. The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.
- 15.10.4. The TMC should have in-depth knowledge of the relevant suppliers' products, to be able to provide the best option and alternatives that are in accordance with SAHPRA's Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

15.11. Quarterly and Annual Travel Reviews

- 15.11.1. Quarterly reviews are required to be presented by the Travel Management Company on all SAHPRA travel activity in the previous three-month period. These reviews are comprehensive and presented to SAHPRA's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- 15.11.2. Annual Reviews are also required to be presented to SAHPRA's Senior Executives.
- 15.11.3. These Travel Reviews will include, without limitation, the following information.
 - i. Reporting with regards to Air Travel, Accommodations and Car rental in the prescribed format as required in Annexure B of Treasury Instruction No. 02 of 2016/17 dated 30 September 2016 on Cost Containment Measures.

15.12. Office Management

- 15.12.1. The TMC shall ensure that a high-quality service be delivered at all times to SAHPRA's travellers. The TMC is required to provide SAHPRA with highly skilled and qualified human resources of the following roles but not limited to:
 - a. Senior Consultants
 - b. Intermediate Consultants
 - c. Junior Consultants
 - d. Travel Manager (Operational)
 - e. Finance Manager / Branch Accountant

17. PRICING MODEL

SAHPRA requires bidders to propose one pricing model being the transactional fee model.

- 17.1. The tenderer must submit details regarding the tender price for the services on the pricing schedule provided in SBD 3.3. The completed form/s must be submitted together with the price proposal.
- 17.2. Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
- 17.3. It is a requirement of this tender that the tender price is based on a fixed price.
- 17.4. The application for a price increase will only be considered if submitted with written proof that

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority
Revision: 3.0		Effective date: 02 October 2023

it is due to circumstances beyond the control of the TMC. Such adjustments will only be considered if written proof is submitted to the SAHPRA.

- 17.5. The price proposal must include VAT (if applicable).
- 17.6. All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).
- 17.7. SAHPRA will not provide upfront payments.
- 17.8. 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.
- 17.9. **The Bidder must further indicate the estimated percentage split between Traditional bookings and On-line bookings.**

NB: FAILURE TO PROVIDE THE PRICING PROPOSAL WILL INVALIDATE THE BID AND RESULT IN IMMEDIATE DISQUALIFICATION OF THE PROPOSAL

18. EVALUATION AND SELECTION CRITERIA

SAHPRA has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Pre-qualification Criteria (Gate 0)	Technical Evaluation Criteria (Gate 1)	Price and Specific Goals Evaluation (Gate 2)
Bidders must submit all documents as outlined in paragraph 17.1 (Table 1) below. Only bidders that comply with ALL these criteria will proceed to Gate 1.	Bidder(s) are required to achieve a minimum of 70 points out of 100 points to proceed to Gate 2 (Price and specific goals).	Bidder(s) will be evaluated out of 100 points and Gate 2 will only apply to bidder(s) who have met and exceeded the threshold of 70 points.

17.1 COMPLIANCE WITH MINIMUM REQUIREMENTS

- 17.1.1 All bids duly lodged as specified in the Request for Bid will be examined to determine compliance with bid requirements and conditions. Bids with obvious deviations from the requirements/conditions will be eliminated from further consideration.
- 17.1.2 Failure to comply with or submit any one of the following items, may render a bid non-responsive.

Reference	Description	Compliant?	
		YES	NO
Annexure 6	Signed Special Conditions of Bid and Contract Tax Compliance Requirements as per CSD		
Annexure 7	Completed and signed Declaration of Interest		
Annexure 8	Preference points claim form in terms of the Preferential Procurement Regulations 2022		
Annexure 9	Completed and signed Invitation to Bid		
	Proof of registration on the CSD If there will be subcontracting, proof of CSD registration of the sub-contractor must be submitted		

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority
Revision: 3.0		Effective date: 02 October 2023

17.1.3 Failure to comply with or submit Pricing schedule, will render a bid non-responsive and will not be evaluated further.

Reference	Description	Compliant?	
		YES	NO
Annexure 4	Completed Pricing Schedule in the prescribed format (SBD 3)		

17.1.4 Bidders must submit their proposal by the closing date and time. Proposals submitted after the closing date and time will be disqualified from further evaluation.

17.1.5 Register the hard-copy proposals in the tender submission register at SAHPRA reception.

17.2 Gate 0: MANDATORY REQUIREMENT

Without limiting the generality of SAHPRA’s other critical requirements for this Bid, bidders must submit the documents listed in **Table 1** below. During this phase, Bidders’ responses will be evaluated based on compliance with the mandatory bid requirements. The bidder’s proposal will be disqualified for non-submission of any of the documents.

Table 1: Documents that must be submitted for Pre-qualification (Mandatory)

Document that must be submitted	Non-submission may result in disqualification
IATA Licence/ Certificate	Bidders are required to submit their International Air Transport Association (IATA) licence/ certificate (certified copy) at closing date. i. Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be attached and copy of the certificate to that effect at closing date.
ASATA proof of membership	It is mandatory for the bidder to be a member of ASATA (Association of South African Travel Agents).

17.3 Gate 1: TECHNICAL EVALUATION CRITERIA = 100 points

All bidders are required to respond to the technical evaluation criteria scorecard and compliance checklist. Refer to **Annexure 3** for detailed information.

Only Bidders that have met the Pre-Qualification Criteria in (Gate 0) will be evaluated for functionality in Gate 1. Functionality will be evaluated as follows:

- i. Desktop Technical Evaluation – Bidders will be evaluated out of 100 points and are required to achieve a minimum threshold of 70 points of 100 points.
- ii. The overall combined score must be equal or more than 70 points in order to proceed to Gate 2 for Price and specific goals evaluations.

The Bidder’s information will be scored according to the following points system:

Functionality	Maximum Points Achievable	Minimum Threshold

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority
Revision: 3.0		Effective date: 02 October 2023

Desktop Technical Evaluation Details found in Annexure A2 – Technical Scorecard	100	70
OVERALL COMBINED POINTS	100	70

17.4 Gate 2: PRICE AND SPECIFIC GOALS EVALUATION (80+20) = 100 points

Only Bidders that have met the 70-point threshold in Gate 1 will be evaluated in Gate 2 for price and specific goals. Price and specific goals will be evaluated as follows:

In terms of the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, 2022, responsive bids will be evaluated on the 80/20 preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum 80 points)
- Specific goal (maximum 20 points)

i. Stage 1 – Price Evaluation (80 Points)

The following formula will be used to calculate the points for price:

Criteria	Points
Price Evaluation $P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	80

Where

- Ps = Points scored for comparative price of bid under consideration
Pt = Comparative price of bid under consideration
Pmin = Comparative price of lowest acceptable bid

ii. Stage 2 – Specific goals Evaluation (20 Points)

Points allocation specified under Preference Point Claim Form: Standard Bidding Document (SBD 6.1)

a. Joint Ventures, Consortiums and Trusts

A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

A trust, consortium or joint venture will qualify for points for their B-BBEE status level 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.

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. SAHPRA will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium partner. The agreement must also clearly identify the Lead Partner, who shall be given the power of

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

iii. Stage 3 (80 + 20 = 100 points)

The Price and specific goal points will be consolidated.

19. GENERAL CONDITIONS OF CONTRACT

Any award made to a bidder under this bid is conditional, amongst others, upon –

- a. The bidder accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which SAHPRA is prepared to enter into a contract with the successful Bidder(s).
- b. The bidder submitting the General Conditions of Contract to SAHPRA together with its bid, duly signed by an authorised representative of the bidder.

20. CONTRACT PRICE

Price for thirty-six (36) months and additional twenty-four (24) months should the contract be extended. The contract price must be fixed and must be indicated in the format prescribed.

21. SERVICE LEVEL AGREEMENT

21.1. Upon award, SAHPRA and the successful bidder, will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by SAHPRA, more or less in the format of the draft Service Level Indicators included in this tender pack. (Annexure 1)

21.2. SAHPRA reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto.

21.3. Bidder(s) are requested to:

- a. Comment on the draft Service Level Indicators and where necessary, make proposals to the indicators;
- b. Explain each comment and/ or amendment; and

21.4. SAHPRA reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to SAHPRA or pose a risk to the organisation.

22. SPECIAL CONDITIONS OF THIS BID

SAHPRA reserves the right:

22.1. To award this tender to a bidder that did not score the highest total number of points, only in accordance with section 2(1)(f) of the PPPFA (Act 5 of 2000)

22.2. To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price, without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).

22.3. To accept part of a tender rather than the whole tender.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

- 22.4. To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.
- 22.5. To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.
- 22.6. To cancel and/ or terminate the tender process at any stage, including after the Closing Date and/ or after presentations have been made and/ or after tenders have been evaluated and/ or after the preferred bidder(s) have been notified of their status as such.

23. SAHPRA REQUIRES BIDDER(S) TO DECLARE

In the Bidder's Technical response, bidder(s) are required to declare the following:

- 23.1. Confirm that the bidder is to: –
 - a. Act honestly, fairly, and with due skill, care and diligence, in the interests of SAHPRA;
 - b. Have and effectively employ the resources, procedures and appropriate technological systems for the proper performance of the services;
 - c. Act with circumspection and treat SAHPRA fairly in a situation of conflicting interests;
 - d. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
 - e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with SAHPRA;
 - f. Avoidance of fraudulent and misleading advertising, canvassing and marketing;
 - g. To conduct their business activities with transparency and consistently uphold the interests and needs of SAHPRA as a client before any other consideration; and
 - h. To ensure that any information acquired by the bidder(s) from SAHPRA will not be used or disclosed unless the written consent of the client has been obtained to do so.

24. CONFLICT OF INTEREST, CORRUPTION AND FRAUD

- 24.1. SAHPRA reserves its right to disqualify any bidder who either itself, or any of its members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of SAHPRA or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")
 - a. engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
 - b. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
 - c. makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SAHPRA's officers, directors, employees, advisors or other representatives;
 - d. makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

- e. accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
- f. pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- g. has in the past engaged in any matter referred to above; or
- h. has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

25. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

- 25.1. The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that SAHPRA relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.
- 25.2. It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by SAHPRA against the bidder notwithstanding the conclusion of the Service Level Agreement between SAHPRA and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

26. PREPARATION COSTS

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing SAHPRA, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

27. INDEMNITY

If a bidder breaches the conditions of this bid and, as a result of that breach, SAHPRA incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/ or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds SAHPRA harmless from any and all such costs which SAHPRA may incur and for any damages or losses SAHPRA may suffer.

28. PRECEDENCE

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

29. LIMITATION OF LIABILITY

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

A bidder participates in this bid process entirely at its own risk and cost. SAHPRA shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder’s participation in this Bid process.

30. TAX COMPLIANCE

No tender shall be awarded to a bidder who is not tax compliant. SAHPRA reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to SAHPRA, or whose verification against the Central Supplier Database (CSD) proves non-compliant.

SAHPRA further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

31. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury’s List of Restricted Suppliers.

SAHPRA reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

32. GOVERNING LAW

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

33. RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER’S PERSONNEL

A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid.

In the event that SAHPRA allows a bidder to make use of sub-contractors, such sub- contractors will at all times remain the responsibility of the bidder and SAHPRA will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

34. CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder’s tender(s) will be disclosed by any bidder or other person not officially involved with SAHPRA’s examination and evaluation of a Tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by SAHPRA remain

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

proprietary to SAHPRA and must be promptly returned to SAHPRA upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

Throughout this bid process and thereafter, bidder(s) must secure SAHPRA’s written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

35. SAHPRA PROPRIETARY INFORMATION

Bidders will, on their bid cover letter, make a declaration that they did not have access to any SAHPRA proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidder(s).

36. AVAILABILITY OF FUNDS

Should funds no longer be available to pay for the execution of the responsibilities of this bid (SAHPRA/2024/TRAVEL AGENT/RFB008), SAHPRA may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure, provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered up to the date of cancellation or suspension.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

ANNEXURE 1

SERVICE LEVEL INDICATORS

The following table lists examples of possible Key Performance Areas and Indicators which may be included in the contract. As per the requirements of Section 20 above, respondents are required to comment on the proposed KPIs indicated below. The final KPIs will be negotiated with the successful TMC during contract negotiation.

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
GENERAL					
Hours of operation	Rendering services throughout working hours. Monday to Friday (08h00 – 17h00)	100%	Monthly/Quarterly Review		15.3.1(b)
After hours/emergency services	After hours services must be rendered Monday to Friday outside normal official hours (17h00 to 08h00) and 24 hours on weekends and Public Holidays	100%	Monthly/Quarterly Review		15.3.1(b) 15.3.6
Travel Policy Implementation	Controls put in place to ensure policy compliance	100%	Monthly/Quarterly Review		15.3.1(e)
Traveller Profiles	All travellers must be set up with a personal profile.	100% of travellers	Monthly/Quarterly Review		15.3.1 (g)
Third Party Management	Manage the third-party service providers by addressing service failures and complaints against these service providers	100%	Monthly/Quarterly Review		15.3.1(h)
RESERVATIONS					
Turnaround times to acknowledge requests	Turnaround time on domestic bookings And point to point international bookings within 4 working hours	100% of bookings within 4 hours	Monthly/Quarterly Review		15.3.2(h)
	Turnaround time for quotations on multi-sector regional and international air travel within 24 hours	80% of bookings within 24 hours	Monthly/Quarterly Review		15.3.2(h)

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
	Prioritise urgent booking for same day travel within 1 hour	90% of bookings within 1 hour	Monthly/Quarterly Review		15.3.2(h)
	Response to change or cancellation of bookings within 4 hours	90% of changes & cancellations within 4 hours	Monthly/Quarterly Review		15.3.2(h)
Group Bookings	Number of group bookings facilitated	100% of all requests	Quarterly		15.3.2(i)
	Consultant to acknowledge receipt of enquiries/bookings within 3 hours or receipt	95%	Ad hoc/Quarterly		15.3.2 (i)
	Consultant to provide quotations within 2 business days of receiving enquiry	95%	Ad hoc/Quarterly		15.3.2 (i)
	In the event that a consultant need additional time to get prices from a venue, it must be communicated to the client concerned	95%	Ad hoc/Quarterly		15.3.2 (i)
	Vouchers to be issued within a day prior to the event (short notice due to high volumes of changes)	95%	Ad hoc/Quarterly		15.3.2 (i)
	Consultant to provide ongoing feedback to the booker until the booking is confirmed	95%	Ad hoc/Quarterly		15.3.2 (i)
	No voucher can be issued without an electronic or manual authorisation. The information must reflect correctly and signed by the booker and the authoriser	95%	Ad hoc/Quarterly		15.3.2 (i)
	All contracts must be signed by the Client's authoriser	95%	Ad hoc/Quarterly		15.3.2 (i)
	Any additional items required at the venue/during the conference should be signed off by the authoriser	95%	Ad hoc/Quarterly		15.3.2 (i)
	All invoices will be sent to the booker for verification before payment.	95%	Ad hoc/Quarterly		15.3.2 (i)

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
Support & Advice	TMC will support and assist with advice, documentation for passports and visa applications, inoculation requirements, foreign currency, insurance, etc.	100% of all requests	Monthly/Quarterly Review		15.3.2(j), (k) (l) (p)
	Facilitate the correct and timely order for foreign currency for regional and international trips	100%	Monthly/Quarterly		15.3.2 (l)
	Issue a Travel Insurance Policy for regional & international travel and hand traveller detail of the policy	100%	Monthly/Quarterly		15.3.2(l)
Commissions earned	Commissions earned on government business, paid back to the client on a quarterly basis.	100% of all commission earned for government business	Quarterly		15.3.2(q)
AIR TRAVEL, ACCOMMODATION, CAR RENTAL & SHUTTLE SERVICES					
Price comparisons/	Domestic Reservations: 3 price comparisons. TMC will offer the lowest possible quotations for the journey at the requested date and time. Alternative options will be offered if the discounted classes are not available at time of travel to allow for an hour window before and after the requested time (best quote)	100% of all bookings to be the lowest/best quote	Monthly/Quarterly Review		15.3.3(d) 15.3.4(b)
	International Reservation: 3 price comparisons which provides the most cost effective and practical routing.	100% of all bookings to be the lowest/best quote	Monthly/Quarterly Review		15.3.3(b) (c)
Reservations Communication	Confirmations of bookings (air, accommodation, car rental, etc) must be communicated to the traveller via SMS and/or email.	100% of all bookings	Monthly/Quarterly Review		15.3.3(f), (j) 15.3.4(e) 15.3.5(b) (c)

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 SAHPRA South African Health Products Regulatory Authority
Revision: 3.0		Effective date:02 October 2023

Accommodation Cancelled and Unused vouchers.	All cancelled and/or unused vouchers must be refunded automatically within 3 months of date of issue	80%	Quarterly		15.3.3 (h)
Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
Air Travel; Quality Control	Process to confirm best fare for international tickets with more than 6 sectors	100%	Monthly/Quarterly Review		15.3.3(c)
Accommodation	Accommodation bookings that were not within the Maximum allowable rates and reasons.	Number	Monthly/Quarterly Review		15.3.4(a) (b), (d),(f),
	Cancellations and no-shows	Number	Monthly/Quarterly Review		15.3.4(g)
Car Rental & Shuttle Services	Car Rental bookings that were not in line with the travel policy and cost containment measures and reasons	Number	Monthly/Quarterly Review		15.3.5(a)
AFTER HOURS & EMERGENCY SERVICES					
After hours & Emergency Services	After hours and emergency services operates 365 days per year.	100%	Monthly/Quarterly Review		15.3.6(c)
	Contact numbers correct on itineraries and client SMS notifications	100%	Monthly/Quarterly Review		15.3.6(d)
	Emergency and after hours calls to be resolved within 1 hour to limit inconvenience to traveller	100% of all emergency and afterhours requests	Monthly/Quarterly Review		15.3.6 (d)
	Authorisation and order processing of after hours and emergency travel requests to be done within 24 hours	100% of all bookings to be authorised within 24 hours	Monthly/Quarterly Review		15.3.6(e)
COMMUNICATION					

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority
Revision: 3.0		Effective date:02 October 2023

Communication	Workshops and Training provided to Travel Bookers	Number of workshops / training sessions And	Quarterly / Annually		15.4.1
Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
		Number of personnel trained			
	All enquiries must be investigated and prompt feedback to be provided within 24 hours	100% of all enquiries within 24 hours	Quarterly / Annually		15.4.2
FINANCIAL MANAGEMENT					
Financial management:	TMC will batch invoices weekly and these will be delivered to the client's Financial department, who in turn will acknowledge receipt.	100% of all invoices	Monthly		15.5.2 15.5.8
	Cost effectiveness of travel arrangements. Savings generated / Savings missed / Cost reduction / Cost avoidance	3% to 5% of travel spend	Monthly/Quarterly Review		15.5.3
	All invoices to reflect the correct passenger name, date of travel, destination/routing and cost centre number	100% of all invoices	Monthly		15.5.2
	Accurate reconciliation of the lodge card and Debtor's account	100%	Monthly		15.5
	The Debtors account statement will be accompanied by invoices and will be reconciled accordingly	100%	Daily/Weekly		15.5
	TMC to process all invoicing for air immediately	100%of all air bookings	Daily		15.5
	TMC to request all invoicing from third party bookings within 3-7 days after services has been rendered.	100% of invoices within 3-7 days	Ongoing		15.5

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority	
Revision: 3.0		Effective date:02 October 2023	

	All Credit notes to be processed within 2 working days after submission of reconciliations.	100% of all credit notes within 2 days	Ongoing		15.5
	All finance related queries to be logged in a query register and all queries to be resolved within 2 business days	100% queries registered.	Monthly/Quarterly Review		15.5
Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
	TMC will immediately report Lodge Card fraudulent transactions to the Department.	100%	As soon as a fraudulent transaction or suspicion thereof is noticed		15.5
TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING					
Technology, Management Information and Reporting	Three Standard Reports in line with National Treasury Cost Containment Instruction	100%	Monthly		15.6.4
	Accuracy of reports	100%	Monthly		15.6.3
	Monthly travel management reports to be presented to the client's travel manager and finance manager. The report to include (not limited): <ul style="list-style-type: none"> - Summary of total travel spend - Total expenditure by Air Carrier - Detailed accommodation facility spend - Cost savings report - Exception reports - Unused ticket report - Uninvoiced voucher report - Invoices not paid within 30 days 	100% accuracy	Monthly/Quarterly Review		15.6.8
ACCOUNT MANAGEMENT					

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority	
Revision: 3.0		Effective date:02 October 2023	

Handling of Compliments and Complaints	All complaints related to TMCs service to be recorded as a ratio of complaints to number of transactions. The ratio must be less than 1%.	Ratio of number of complaints to number of transactions to be less than 1%	Monthly/Quarterly Review		15.7.4
Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
	Where possible all complaints to be acknowledged within 3 hours of receipt	100% of all complaints within 3 hours	Monthly/Quarterly Review		15.7.4
	Complaints related to TMC to be addressed within 24 hours	100% of all complaints within 24 hours	At time of complaint. Monthly/Quarterly Review		15.7.4
	All complaints related to a supplier's service will be addressed with the supplier involved and resolved within 3 days	100% of all complaints within 3 days	At time of complaint. Monthly/Quarterly Review		15.7.4
	All complaints and compliments to be logged in a register and all complaints to be resolved within 2 business days	100% complaints and compliments registered. 90% complaints resolved within 2 days	Monthly/Quarterly Review		15.7.4
Customer Satisfaction	Agree and manage customer satisfaction surveys	80-100% satisfaction	Quarterly		15.7.3
Travel policy enforcement	TMC to ensure Travel Policy is enforced. Manage with exception reports.	Exception reports	Monthly/Quarterly Review		15.7.5
VALUE ADDED SERVICES					

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority
Revision: 3.0		Effective date: 02 October 2023

Travel value added services	Customer satisfaction surveys to measure value added services to travellers	80-100% satisfaction	Quarterly		15.7.3 15.8.1
COST MANAGEMENT					
Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
Cost Containment	Proposals made by the TMC to improve travel behaviour and save money.	Number of proposals and resultant improvements	Quarterly/ Annually		15.9
QUARTERLY & ANNUAL REVIEWS					
Quarterly Reviews	Quarterly reviews are required to be presented by the Travel Management Company on all travel activity in the previous three-month period. These reviews are comprehensive and presented to the Procurement and Finance teams as part of the performance management reviews based on the service levels.	4 Reviews	Quarterly		15.10.1
Annual Reviews	Annual reviews are required to be presented by the Travel Management Company on all travel activity in the previous twelve-month period. These reviews are comprehensive and presented to the Procurement and Finance teams as part of the performance management reviews based on the service levels.	One Review per annum for the duration of the contract.	Annual		15.10.2
OFFICE MANAGEMENT					
Back office support and skilled TMC personnel	The TMC to ensure high quality service to be delivered at all times to the travellers. The TMC is required to provide highly skilled and qualified human resources.	80-100% satisfaction	Quarterly		15.11.1

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

ANNEXURE 2
COMPLIANCE CHECKLIST AND TECHNICAL EVALUATION SCORECARD AND COMPLIANCE

THE BIDDER MUST COMPLETE THE COMPLIANCE CHECKLIST BELOW AND SUBMIT IT AS PART OF EXHIBIT 1:

Requirement	Reference page in Proposal	Comments	Submitted? YES/ NO
Invitation to Bid – SBD1	Exhibit 1:	Bidder to complete and sign.	
Verification of Tax Status	Exhibit 1:	Bidder to provide a valid CSD number or Tax PIN issued by SARS to verify the tax status.	
Declaration of Interest – SBD 4	Exhibit 1:	Bidder to complete and sign.	
Preference Point Claim Form – SBD 6.1	Exhibit 1:	Bidder to complete and sign. Also attach evidence or Proof of claim of SAHPRA Specific Preferential Procurement Goals	
Bidder Compliance form for technical Evaluation	Exhibit 2:	Bidder to complete the “Technical Evaluation Scorecard and Compliance” below	
Registration on central Supplier database (CSD)	Exhibit 1:	Provide proof of registration (Registration Number) or proof of that application for registration has been made	
IATA License/ Certificate	Exhibit 1:	Provide certified copy of certificate	
ASATA membership		Provide proof of member of ASATA (Association of South African Travel Agents).	
Pricing Schedule	Exhibit 1:	Bidder to complete and sign	
Technical response	Exhibit 2:	Written response to Section 15 as well as all supporting documents	
General Conditions of Contract	Exhibit 3	Bidder to complete and sign	
Draft Service Level Agreement	Exhibit 3	Bidder to provide comments on Annexure 1	
Company profile and other supplementary information	Exhibit 4	Bidder to provide	

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

ANNEXURE 3

**TECHNICAL EVALUATION SCORECARD AND COMPLIANCE
RATING SCALE THAT WILL BE USED FOR EVALUATION (where applicable)**

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	5
Good	Satisfies the requirement with minor additional benefits . Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	4
Acceptable	Satisfies the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence.	3
Minor Reservations	Satisfies the requirement with minor reservations . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	2
Serious Reservations	Satisfies the requirement with major reservations . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	1
Unacceptable	Does not meet the requirement . Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence.	0

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

Bidders will be evaluated according to the technical evaluation criteria in the scorecard below.
Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation.

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
<i>TO BE COMPLETED BY THE TENDERING INSTITUTION</i>			<i>TO BE COMPLETED BY THE BIDDER</i>		
DESKTOP EVALUATION		100			
1	GENERAL	19	SECTION		
1.1	Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent's current service provider to ensure a smooth transition. = <i>Rating Scales x weight</i>	5			
1.2.	Provide reference letters from at least five (5) contactable existing/recent clients (within past 3 years) which are of a similar size to SAHPRA whom we may contact for references. The letter must include company name, contact name, address, phone number, and duration of contract (exact date), value of the travel expenditure, a brief description of the services that you provided and the level of satisfaction. Points will be reduced if the references are not contactable or provided negative feedback. 0 – 2 Reference letter positive feedback contacts made = 0 point 3 - 4 Reference letter = 7 points 5 and more reference letter positive feedback contacts made = 14	14			

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority	
Revision: 3.0		Effective date: 02 October 2023	

2	METHODOLOGY	81	SECTION 15.3.2 TO		
2.1	RESERVATIONS (Attach methodology/SOP/Proposal)	34			
2.1.1	<p>Manage all reservations/ bookings. Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); car rental; flights etc. This will include, without limitation, an example/proof of a detailed complex itinerary confirmation that includes air, car, hotel, confirmation numbers and additional proof of competency. = <i>Rating Scales x weight</i></p> <p><i>Other = 0-9</i> <i>Provide example of electronic booking process = 10</i></p>	10	Section 15.3.2 Section 15.3.3 Section 15.3.4 Section 15.3.5		
2.1.2	<p>Manage group bookings. Describe your capabilities for handling group bookings (e.g. for meetings, conferences, events etc.). Please specify if these bookings would be done by the TMC or outsourced. = <i>Rating Scales x weight</i></p>	4	Section 15.3.2 (i)		
2.1.3	<p>Directly negotiated rates. Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury are non-commissionable, where commissions are earned for bookings, all these commissions should be returned on a quarterly basis. <i>Provide proof of additional negotiated rates = points xx</i> <i>0 negotiated rates = 0 point</i> <i>2 – 3 negotiated rates = 3</i> <i>4 or more negotiated rates = 5</i></p>	5	Section 15.3.2 (e)		

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

2.1.4	Manage airline reservations. Describe in detail the process of booking the most cost-effective and practical routing for the traveler. This will include, without limitation, the refund process and how you manage the unused non-refundable airline tickets, your ability to secure special airline services for traveler(s) including preferred seating, waitlist clearance, special meals, travelers with disabilities, etc. = <i>Rating Scales x weight</i>	5	Section 15.3.3		
2.1.5	After-hours and emergency services The bidder must have capacity to provide reliable and consistent after hours and emergency support to traveler(s). Please provide detailed Standard Operating Procedure of your after-hour support e.g. <ul style="list-style-type: none"> - how it is accessed by Travelers, - where it is located, centralized/regionalised, in-country (owned)/outsourced etc. - is it available 24/7/365 - Reminders to SAHPRA to process purchase orders within 24 hours to reduce queries on invoices. = <i>Rating Scales x weight</i>	10	Section 15.3.6		
2.2	COMMUNICATION. (Attach methodology/SOP/Proposal)	5	SECTION 15.4		
2.2.1	Describe how you will ensure that travel bookers are informed of the travel booking processes. = <i>Rating Scales x weight</i> Describe your communication process where the traveler, travel co-ordinator /booker and travel management company will be linked in one smooth continuous workflow= <i>Rating Scales x weight</i>	2 3	Section 15.4		

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority	
Revision: 3.0		Effective date: 02 October 2023	

2.3	FINANCIAL MANAGEMENT. (Attach methodology/SOP/Proposal)	8	SECTION 15.5	
2.3.1	<p>Describe how you will manage the 30-day bill-back account facility. = <i>Rating Scales x weight</i></p> <p>Describe how pre-payments will be handled where it is required for smaller Bed & Breakfast /Guest House facilities. = <i>Rating Scales x weight</i></p> <p>Describe how invoicing will be handled, including the process of rectifying discrepancies between purchase orders and invoices, supporting documentation, reconciliation of transactions and the timely provision of invoices to SAHPRA. = <i>Rating Scales x weight</i></p> <p>Please describe credit card reconciliation process, timing and deliverables. = <i>Rating Scales x weight</i></p>	2 2 2 2	Section 15.5	
2.4	TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING. (Attach methodology/SOP/Proposal)	10	SECTION 15.6	
2.4.1	<p>Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking tool (SBT) = <i>Rating Scales x weight</i></p> <p>Describe how you will manage data and management information such as traveler profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveler behavior, transaction level data, etc. (refer to the detail in Section 15.6.6). = <i>Rating Scales x weight</i></p> <p>Give actual examples of standard reports that you currently have available indicating traveler profile, tracking of savings, missed savings..... Give an indication if reports can be Customised. = <i>Rating Scales x weight</i> Provide a description of all technology and reporting products proposed = <i>Rating Scales x weight</i></p> <p>Provide proof of TMC comply with the monthly reporting requirement as prescribed by National Treasury? See Monthly Reporting Template prescribed by National Treasury Instruction No 3 of 2016/17.</p>	4 2 2 2	Section 15.6	

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority	
Revision: 3.0		Effective date:02 October 2023	

2.5	ACCOUNT MANAGEMENT	10	SECTION 15.7		
2.5.1	<p>Provide the proposed Account Management structure / organogram. = <i>Rating Scales x weight</i></p> <p>Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service= <i>Rating Scales x weight</i></p> <p>Describe how queries, requests, changes and cancellations will be handled. What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues. Complaint handling procedure must be submitted. = <i>Rating Scales x weight</i></p> <p>What is in place to ensure that the SAHPRA's travel Policy is enforced and how will you manage the service levels in the SLA and how will you go about doing customer satisfaction surveys? = <i>Rating Scales x weight</i></p> <p>Indicate what workshops/ training will be provided to travelers and/ or Travel Bookers. = <i>Rating Scales x weight</i></p>	2 2 2 2 2	Section 15.7		
2.6	QUARTERLY AND ANNUAL TRAVEL REVIEWS. (Attach methodology/SOP/Proposal)	5	SECTION 15.11		
2.6.1	Provide a sample of a Quarterly and Annual review used for performance management during the life cycle of the contract. = <i>Rating Scales x weight</i>	5	Section 15.11		
2.7	OFFICE MANAGEMENT (Attach methodology/SOP/Proposal)	9	SECTION 15.12		

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

2.7.1	<p>Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements and bill back workflow. = <i>Rating Scales x weight</i></p> <p>Describe roles and responsibilities of assigned staff. Please provide the management hierarchy. Attach CVs.= <i>Rating Scales x weight</i></p> <p>Describe type of training provided to travel agency personnel and describe the forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes, etc. = <i>Rating Scales x weight</i></p>	3 4 2	Section 15.12	
-------	---	---------------------	---------------	--

BIDDER DECLARATION (Section 22)

The bidder hereby declares the following:

We confirm that _____ (Bidder's Name) will: –

- a. Act honestly, fairly, and with due skill, care and diligence, in the interests of SAHPRA.
- b. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services.
- c. Act with circumspection and treat SAHPRA fairly in a situation of conflicting interests.
- d. Comply with all applicable statutory or common law requirements applicable to the conduct of business.
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with SAHPRA;
- f. Avoid fraudulent and misleading advertising, canvassing, and marketing.
- g. Conduct business activities with transparency and consistently uphold the interests and needs of SAHPRA as a client before any other consideration; and
- h. Ensure that any information acquired by the bidder(s) from SAHPRA will not be used or disclosed unless the written consent of the client has been obtained to do so.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

Signature _____

Date _____

Print Name of Signatory: _____

Designation: _____

FOR AND ON BEHALF OF: _____ (Bidding Company's Name)

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

ANNEXURE 4

PRICING SUBMISSION

PRICE INSTRUCTIONS

1. STRUCTURE OF THE TENDER

The tables below contain the financial response templates for the bid. The bid pricing submission instructions in this document must be read.

2. GENERAL INSTRUCTIONS FOR COMPLETING THE PRICING SCHEDULE TEMPLATES

2.1. Tender submission format

- 2.1.1. Bidders must not complete the pricing schedule below.
- 2.1.2. Bidders must **complete and submit the separate electronic Excel templates attached**, which are the management fee model and transactional fee model.
- 2.1.3. After completion of the electronic **Excel** spreadsheet, bidders must then print the Excel spreadsheet and include both the printed version as well as the electronic version with their submission. The electronic version can be submitted either on a memory stick or a CD/DVD. If the submission is emailed, attach the **Excel** spreadsheet as well as a PDF copy of the spreadsheet must be attached to the email.
- 2.1.4. Bidders must sign the Pricing Schedule before it is scanned and sent in PDF format.
- 2.1.5. Bidders must reference the main document section 15.2 for current travel volumes.

2.2. Input spreadsheets

- 2.2.1. Bidders must not make any changes to the **Excel** pricing schedule.
- 2.2.2. The Bidder must complete all the relevant input cells for the bid. No other cells must be changed in any way whatsoever.

2.3. Currency and VAT

- 2.3.1. All Bidders' pricing must be quoted in South African Rand (ZAR).
- 2.3.2. The Pricing must be exclusive of VAT and VAT calculated at the end. (The spreadsheet is already set up do all calculations automatically)

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority
Revision: 3.0		Effective date: 02 October 2023

1. TRANSACTION FEES (TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF 36 MONTHS WITH AN OPTION TO RENEW FOR ADDITIONAL 24 MONTHS)						
ITEM	Transaction Type	Estimated Volume	TRADITIONAL BOOKINGS		ONLINE BOOKINGS	
			Unit Price (Excl VAT)	TOTAL Price (Excl VAT)	Unit Price (Excl VAT)	TOTAL Price (Excl VAT)
1	Air Travel – International	39				
2	Air Travel – Regional	3				
3	Air Travel – Domestic	490				
4	Air Travel – International (Re-issue)	1				
5	Air Travel – Regional (Re-issue)	1				
6	Air Travel – Domestic (Re-issue)	1				
7	Refunds – Air Domestic	40				
8	Refunds – Air Regional	1				
9	Refunds – Air International	1				
10	Car Rental – Domestic	474				
11	Car Rental – Regional	1				
12	Car Rental – International	1				
13	Transfers/Shuttle – Domestic	419				
14	Transfers/Shuttle – Regional	1				
15	Transfers/Shuttle – International	1				
16	Accommodation – Domestic	471				
17	Accommodation – Regional	3				
18	Accommodation – International	36				
19	Bus/Coach Bookings	1				
20	Train bookings – International	1				
21	Visa Assistance (Provision of documents and advice)	10				
22	Courier services for travel documentation (visa & passports)	3				
23	SMS Notifications	1000				
24	Parking bookings	10				
25	Cancellations	30				
26	Changes to bookings	12				
27	After Hours Services	24				
28	Additional Ad-hoc Reports (per report)	2				
29	Customised Reports (per report)	4				
30	Travel Lodge card Reconciliation	12				
31	Debtors Account Reconciliation	12				
Total (Excluding VAT)				R		R
Value Added tax @ 15%						
Total (Including VAT)						
Percentage Split between Online Booking and Traditional Booking		Percentage Traditional	40%	Percentage Online	60%	
Total for Traditional Booking after applying percentage split (Total for Traditional Booking x percentage split) (TOTAL 1)						
Total for Online Booking after applying percentage split (Total for Online Booking x percentage split) (TOTAL 2)						
PRICE THAT WILL BE USED FOR EVALUATION PURPOSES (TOTAL 1)						

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority
Revision: 3.0		Effective date: 02 October 2023

2. CONFERENCE TRANSACTION FEE (TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF 36 MONTHS WITH AN OPTION TO RENEW FOR ADDITIONAL 24 MONTHS)			
Item	Description	Percentage Fee	Comment
1	Conference Management Fee (as a % of the Total turnover of the event)	%	These services will be activated on request from SAHPRA and be invoiced accordingly.

	Cost of Additional items (per incident)	Unit Price (excl VAT)	Unit Price (incl Vat)	
1	Courier Services			These services will be activated on request from SAHPRA and be invoiced accordingly.
2	Visa Services			
3	Customized Reports (per report)			
4	Other (specify)			

DECLARATION

Having read through and examined the Request for Proposal document, the General Conditions, the requirements, etc., we offer to provide OFF-SITE travel management service to SAHPRA at the following total amounts (including VAT)

We undertake to hold this offer open for acceptance for a period of 60 days from the date of submission of offers. We further undertake that upon final acceptance of our offer, we will commence with the provision of service when required to do so by SAHPRA.

We understand that SAHPRA is not bound to accept the lowest or any offer and that we must bear all costs which we have incurred in connection with preparing and submitting this bid.

We hereby undertake, for the period during which this bid remains open for acceptance, not to divulge to any persons, other than the persons to which the bid is submitted, any information relating to the submission of this bid or the details therein except where such is necessary for the submission of this bid.

Signature: _____

Date: _____

Print Name of Signatory: _____

Designation: _____

FOR AND ON BEHALF OF:

(Bidding Company's Name)

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

CONTRACT FORM: RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I/we hereby undertake to render services described in the attached bidding documents to SAHPRA in accordance with the requirements and task directives/proposals specifications stipulated in Bid Number SAHPRA/2023/TRAVEL MANAGEMENT SERVICES/RFB008 at the price/s quoted. My/our offer/s remain binding upon me/us and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.

2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - 2.1 Bidding documents, viz
 - Invitation to bid
 - Tax clearance certificate
 - Pricing schedule(s)
 - Filled in terms of reference/task directive/proposal
 - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2022;
 - Declaration of interest
 - Declaration of bidder’s past SCM practices
 - Special Conditions of Contract
 - 2.2 General Conditions of Contract
 - 2.3 Other (specify)

3. I/we confirm that I/we have satisfied myself as to the correctness and validity of my/our bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

4. I/we accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me/us under this agreement as the principal liable for the due fulfilment of this contract.

5. I/we declare that I/we have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT) _____

CAPACITY _____

SIGNATURE _____

NAME OF FIRM _____

DATE _____

WITNESSES	
1	_____
2	_____
DATE:	_____

CONTRACT FORM: RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I in my capacity as accept your bid under reference number dated for the rendering of services indicated hereunder and/or further specified in the annexures.

- 1. An official order indicating service delivery instructions is forthcoming.
- 2. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (VAT INCL)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION

3. I confirm that I am duly authorised to sign this contract.

SIGNED AT ON

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1

2

DATE:

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority
Revision: 3.0		Effective date:02 October 2023

ANNEXURE 6

SPECIAL CONDITIONS OF BID AND CONTRACT

SPECIAL CONDITIONS	
1	GENERAL
1.1	The Bidder must clearly state if a deviation from these special conditions are offered and the reason therefor. If an explanatory note is provided, the paragraph reference must be indicated in a supporting appendix to the application submission.
1.2	Should Bidders fail to indicate agreement/compliance or otherwise, the SAHPRA will assume that the Bidder is in compliance or agreement with the statement(s) as specified in this bid.
1.3	Bids not completed in this manner may be considered incomplete and rejected.
1.4	SAHPRA shall not be liable for any expense incurred by the Bidder in the preparation and submission of a bid.
2	CANCELLATION OF PROCUREMENT PROCESS
2.1	This procurement process can be postponed or cancelled at any stage at the sole discretion of SAHPRA provided that such cancellation or postponement takes place prior to entering into a contract with a specific service provider to which the bid relates.
3	BID SUBMISSION CONDITIONS, INSTRUCTION AND EVALUATION PROCESS/CRITERIA
3.1	The Bid submission conditions and instructions as well as the evaluation process/criteria have been noted.
4	NEGOTIATION AND CONTRACTING
4.1	SAHPRA have the right to enter into negotiation with one or more Bidders regarding any terms and conditions, including price(s), of a proposed contract.
4.2	Under no circumstances will negotiation with any Bidders, including preferred Bidders, constitute an award ¹ or promise/ undertaking to award the contract.
4.3	SAHPRA shall not be obliged to accept the lowest or any bid, offer or proposal.
4.4	A contract will only be deemed to be concluded when reduced to writing in a formal contract and Service Level Agreement (if applicable) signed by the designated responsible person of both parties. The designated responsible person of SAHPRA is the CEO.

¹ See GLOSSARY.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

4.5	SAHPRA also reserves the right to enter into one contract with a Bidder for all required functions or into more than one contract with different Bidders for different functions.
5	ACCESS TO INFORMATION
5.1	All bidders will be informed of the status of their bid once the procurement process has been completed.
5.2	Requests for information regarding the bid process will be dealt with in line with the SAHPRA SCM Policy and relevant legislation.
6	REASONS FOR REJECTION
6.1	SAHPRA shall reject a proposal for the award of a contract if the recommended Bidder has committed a proven corrupt or fraudulent act in competing for the particular contract.
6.2	<p>The SAHPRA may disregard the bid of any bidder if that bidder, or any of its directors:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Have abused the SCM system of the SAHPRA. <input type="checkbox"/> Have committed proven fraud or any other improper conduct in relation to such system. <input type="checkbox"/> Have failed to perform on any previous contract and the proof exists. <p>Such actions shall be communicated to the National Treasury.</p>
7	GENERAL CONDITIONS OF CONTRACT
7.1	The General Conditions of Contract must be accepted.
8	ADDITIONAL INFORMATION REQUIREMENTS
8.1	During evaluation of the bids, additional information may be requested in writing from Bidders. Replies to such request must be submitted, within 2 (two) working days or as otherwise indicated. Failure to comply, may lead to your bid being disregarded.
8.2	No additional information will be accepted from any individual Bidder without such information having been requested
9	CONFIDENTIALITY
9.1	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.
10	INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT
10.1	Copyright of all documentation relating to this contract belongs to the client. 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.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

10.2	This paragraph shall survive termination of this contract.
11	NON-COMPLIANCE WITH DELIVERY TERMS
11.1	As soon as it becomes known to the contractor that he/she will not be able to deliver the services within the delivery period and/or against the quoted price and/or as specified, SAHPRA must be given immediate written notice to this effect. SAHPRA reserves the right to implement remedies as provided for in the GCC.
12	WARRANTS
12.1	The Contractor warrants that it is able to conclude this Agreement to the satisfaction of SAHPRA.
13	PARTIES NOT AFFECTED BY WAIVER OR BREACHES
13.1	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.
13.2	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.
14	RETENTION
14.1	On termination of this agreement, the contractor shall, on demand hand over all documentation provided as part of the project and all deliverables, etc., without the right of retention, to SAHPRA.
14.2	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 also be in writing.
15	CENTRAL SUPPLIER DATABASE
15.1	It is a requirement that all suppliers/ services providers to SAHPRA shall be registered on the National Treasury Central Supplier Database (CSD).
15.2	Bidders are therefore required to register as a supplier on the CSD before submitting a bid. The CSD website can be accessed on the following link: http://ocpo.treasury.gov.za/Pages/default.aspx
15.3	Bidders are therefore required to submit proof of their registration on the CSD, or if not yet registered, provide proof of their application to be registered, with their bid.
15.4	No bid will be awarded, and a contract concluded with a bidder who is not registered on the CSD.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

16	FORMAT OF BIDS
16.1	Bidders must complete all the necessary bid documents and undertakings required in this bid document. Bidders are advised that their proposal should be concise, written in plain English and simply presented.
16.2	Bidders are to set out their proposal in the format prescribed hereunder. This means that the proposal must be structured in the parts noted below. <u>Information not submitted in the relevant part, may not be considered for evaluation purposes.</u>
16.3	Part 1: Special Conditions of Bid and Contract
16.3.1	Bidders must initial each page and sign the last page and return the Special Conditions of bid and Contract (Section B-1). Bids submitted without a completed Special Conditions of Bid form may be deemed to be non-responsive.
16.4	Part 2: Tax Compliance
16.4.1	Bidders must ensure compliance with their tax obligations. Bidders are required to submit their unique personal identification number (PIN) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status. Application for tax compliance status (TCS) or PIN may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za . Bidders may also submit a printed TCS together with the bid. In bids where consortia/ joint ventures/ sub-contractors are involved; each party must submit a separate proof of TCS/ PIN/ CSD number. Where no TCS is available, but the bidder is registered on the Central Supplier Database (CSD), a CSD number must be provided. Bids submitted without any one of the above particulars, may be deemed to be non-responsive.
16.5	Part 3: Declaration of Interest
16.5.1	Each party to the bid must complete and return the "Declaration of Interest" (Section B-2). Bids submitted without a complete and signed Declaration of Interest may be deemed to be non-responsive.
16.6	Part 4: Preference Points Claim Form in terms of the Preferential Procurement Regulations 2022

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

16.6.1	<p>Bidders must complete, sign and return the full “Preference Points Claim Form” (Section B-3) document.</p> <p>In addition, a valid BEE certificate must be submitted.</p> <p>Quotes submitted without a completed and signed Preference Points Claim Form and a valid BEE certificate will be awarded zero points for preference.</p>
16.7	Part 5: Invitation to Bid
16.7.1	<p>Bidders must complete, sign and return the full “Invitation to Bid” (Section B-4) document.</p> <p>Bids submitted without a completed and signed Invitation to Bid may be deemed to be non-responsive.</p>
16.8	Part 6: Pricing Schedule
16.8.1	<p>All costs related to the bid are to be allowed for in the pricing schedule and in the format prescribed and must be returned as part of the submission (Section B-5).</p> <p>Bids submitted without a price or with an incomplete price, or with a price which is not in the prescribed format, will be deemed to be non-responsive.</p>
16.8.2	Price for the whole duration of the contract must be firm and must be indicated in the format prescribed.
	<input type="checkbox"/> VAT: Value Added Tax must be included and shown separately. Any changes in VAT subsequent to the submission of the bid will be for the account of the bidder.
16.9	Part 7: Registration on the CSD
16.9.1	<p>In this part, bidders must submit proof of their registration, or proof that they have applied for registration on the Central Supplier Database.</p> <p>Bids submitted without the required proof, may be deemed to be non-responsive.</p>

I/we herewith accept all the above-mentioned special conditions of the bid. If I/we do consider a deviation therefrom, I have noted those as per the instruction in paragraph 1 (General) above.

Name of Bidder: _____

Signature of Bidder: _____

Date: _____

ANNEXURE 7

BIDDERS DISCLOSURE (SBD 4)

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 interest² 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:

.....
.....

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:

.....
.....

² 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.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

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 consortium³ 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 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.

³ 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.

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

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

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

ANNEXURE 8

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022 (SBD 6.1)

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022.

1. GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to all bids:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
 - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

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

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) Specific goals

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
Specific Goals	20
Total points for Price and Specific goals must not exceed	100

1.5 Failure on the part of a bidder to submit proof of specific goals claim as stipulated on paragraph 4 below together with the bid, will be interpreted to mean that preference points claimed.

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

2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;

“Broad-Based Black Economic Empowerment Act” means the Broad-Based Black

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

- (d) Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (k) **“Specific goals”** means specific goals as contemplated in section 2(1)(d) of the Act which may include contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	or	$P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$

Where

- P_s = Points scored for price of bid under consideration
- P_t = Price of bid under consideration
- P_{min} = Price of lowest acceptable bid

4. POINTS AWARDED FOR SPECIFIC GOALS

SAHPRA SPECIFIC PREFERENTIAL PROCUREMENT GOALS					
Description / Goals		Allocated points		Evidence or Proof of claim	Number of points claimed (80/20 system) (To be completed by the tenderer)
		Preference Point System			
Category A: Promotion of SMMEs		80/20	90/10	<ul style="list-style-type: none"> - Valid BBBEE certificate - Valid affidavit - Director(s)' certified ID copy - CSD report 	
1.	100% Black owned EME and QSE	20	10		
2.	At least 51% Black owned EME and QSEs	18	9		
3.	Zero and less than 51% Black owned EME and QSEs	16	8		
Category B: Promotion of Historically Disadvantaged Individuals -HDI (Large enterprises)		BBBEE Level	Preference Point System		Evidence / proof of claim
4.	<u>% Ownership</u>	All levels	80/20	90/10	<ul style="list-style-type: none"> - CSD report - Valid affidavit - Valid BBBEE certificate - Directors(s) certified ID copy - Declaration / proof of disability issued by medical practitioner
	a) 30% - 100% Black women		20	10	
	b) 51% - 100% Black youth				
	c) 51% - 100% Black people with - disability				
	a) 51% - 100% Black	1	18	9	
	2	16	8		
	3	14	7		
	4	12	6		

		5	8	5	
		6	6	4	
		7	4	2	
		8 and Non-compliant	0	0	
Category C: Promotion of BBBEE Contributors - large enterprises		BBBEE Level	Preference Point System		Evidence / proof of claim
			80/20	90/10	
10.	Nonblack and Non-HDI enterprises	1	12	6	Valid BBBEE certificate
		2	10	5	
		3	8	4	
		4	6	3	
		5 to non-compliant	0	0	

5. BID DECLARATION

5.1 Bidders who claim points in respect of specific goals Contribution must complete the following:

6. SPECIFIC GOALS CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4

6.1 B-BBEE Status Level of Contributor: = (maximum of 10 or 20 points)
 (Points claimed in respect of paragraph 6.1 must be in accordance with the table reflected in paragraph 4 and must be substantiated by relevant proof)

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted?%
- ii) The name of the sub-contractor
- iii) The B-BBEE status level of the sub-contractor
- iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES		NO	
-----	--	----	--

v) Specify, by ticking the appropriate box, if subcontracting with an enterprise.

Designated Group: An EME or QSE which is at last 51% owned by:	EME	QSE
	√	√
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

- 8.1 Name of company/firm:
- 8.2 VAT registration number:
- 8.3 Company registration number:

8.4 TYPE OF COMPANY/ FIRM

(Tick applicable box)

- Partnership/ Joint Venture/ Consortium
- One person business/ sole propriety
- Close corporation
- Company
- (Pty) Limited

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

.....

.....

8.6 COMPANY CLASSIFICATION

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

(Tick applicable box)

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

8.7 Total number of years the company/firm has been in business:

8.8 I/ we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I/ we 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 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If points for specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding 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 bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury 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.

WITNESSES 1. 2.	<p style="text-align: center;">..... SIGNATURE(S) OF BIDDERS(S)</p> DATE: ADDRESS:
---	---

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date: 02 October 2023

ANNEXURE 9

INVITATION TO BID

YOU ARE HEREBY INVITED TO QUOTE FOR REQUIREMENT OF SAHPRA					
BID NUMBER:	SAHPRA/2023/TRAVEL MANAGEMENT SERVICES/RFB008	CLOSING DATE:	Wednesday 10 April 2024	CLOSING TIME:	11:00 am
DESCRIPTION	REQUEST FOR BID FOR TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF 36 MONTHS WITH AN OPTION TO RENEW FOR ADDITIONAL 24 MONTHS.				
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Precious Mnguni		CONTACT PERSON	Precious Mnguni	
TELEPHONE NUMBER			TELEPHONE NUMBER		
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	precious.mnguni@sahpra.org.za		E-MAIL ADDRESS	precious.mnguni@sahpra.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE 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] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> 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?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS					

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	
Revision: 3.0		Effective date:02 October 2023

SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

TERMS AND CONDITIONS FOR BIDDING

- | |
|--|
| 1. BID SUBMISSION: |
| <p>1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.</p> <p>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.</p> <p>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.</p> <p>1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</p> |
| 2. TAX COMPLIANCE REQUIREMENTS |
| <p>2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</p> <p>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.</p> <p>2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.</p> <p>2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.</p> <p>2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.</p> <p>2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.</p> <p>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.”</p> |

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

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
 (Proof of authority must be submitted e.g., company resolution)

DATE:

Doc Number: OF-SCM-01D	REQUEST FOR BID SERVICES	 South African Health Products Regulatory Authority
Revision: 3.0		Effective date:02 October 2023