SOUTH AFRICAN SOCIAL SECURITY AGENCY

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER TRAVEL MANAGEMENT SERVICES TO THE SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) HEAD OFFICE AND REGIONS FOR A PERIOD OF 36 MONTHS

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1. DEFINITIONS

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

After-hours service means an enquiry or travel request that is actioned after normal working hours.

Agency means the Head Office and Regional Offices (including their respective District Offices, Local Offices and Service Points) of the South African Social Security Agency, a juristic entity established in terms of Section 2 of the South African Social Security Agency Act, 2004 (Act No. 9 of 2004).

Air travel means to 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 Traveller.

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

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

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

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

Regional travel means to 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.

SASSA means the South African Social Security Agency.

Service Level Agreement (**SLA**) means the service standards which must be met by the Travel Agencies.

BIDDER'S INITIALS:

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 provide travel related services on an ad hoc basis that is not directly provided by the TRAVEL AGENCIES. These fees include visa fees and courier fees.

Transaction Fee means a fee charged for each specific service type e.g. international air ticket, charged per type per transaction per Traveller.

Travel Coordinator is an official mandated by the SASSA branch/department/unit/region to coordinate travel arrangements for Travelers within that branch/department/unit/region.

Travel Agency means the business or company contracted by **SASSA** to provide travel-related services in accordance with the conditions of the contract.

Travel Voucher means a document issued by the Travel Agencies 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.

Onsite means the Travel Agency will be servicing SASSA inhouse.

Offsite means the Travel Agency will be services SASSA in their offices which remote type of services

Fronting refers to the deliberate circumvention of Broad-Based Black Economic Empowerment (B-BBEE) legislation. This means Company appoint black individuals as nominal directors, executives, or shareholders to score points on a B-BBEE scorecard, while the actual power, strategic decision-making, and financial benefits remain with the original owners.

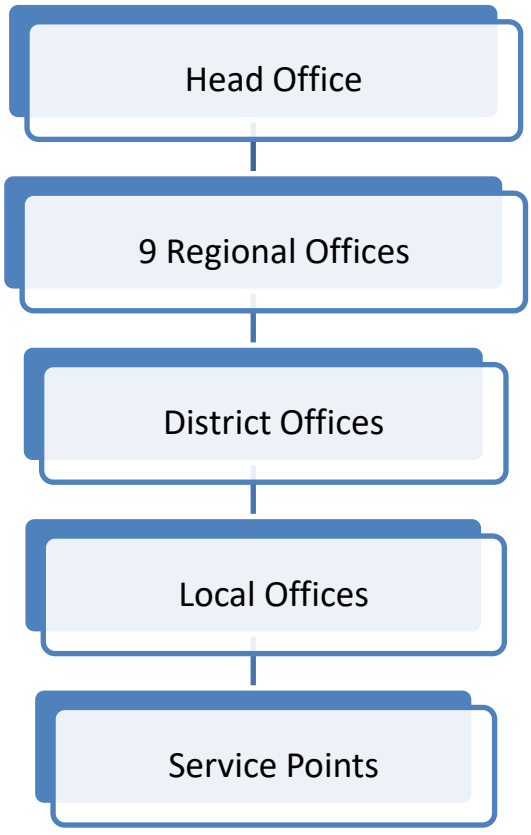
VIP or Executive Service means the specialised and personalised travel management services to selected employees of the Agency by a dedicated consultant to ensure a seamless travel experience.

BIDDER'S INITIALS:

2. INTRODUCTION

2.1. The South African Social Security Agency (SASSA) was established in terms of the South African Social Security Agency Act, 2004 (Act no. 9 of 2004) to administer social security grants in terms of the Social Assistance Act, 2004 (Act no. 13 of 2004). SASSA is mandated to ensure effective and efficient delivery of service of high quality with regard to the management and administration of social grants in such a way that the entire payment process and system from application to receipt of social grants by a beneficiary, is done in a manner that is sensitive, caring and restores the dignity of the beneficiaries as well as the integrity of the whole system.

2.2. Currently the structure of SASSA is as follows:



2.3. **SASSA** employees are required, on a regular basis, to perform their duties away from their normal place of work and therefore require the services of competent Travel Agencies to co-ordinate their travel and accommodation arrangements.

3. PURPOSE OF THE REQUEST FOR PROPOSAL (RFP)

3.1. The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidders for the provision of travel management services to the South African Social Security Agency (SASSA).

3.2. This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidders required by **SASSA** for the provision of travel management services to the Agency.

3.3. This RFP does not constitute an offer to do business with **SASSA** but merely serves as an invitation to bidders to facilitate a requirements-based decision process.

3.4. **SASSA** reserves the right to appoint more than one Service Provider/ Travel Agencies. Travel Agencies must be fully accredited members of IATA (International Air Transport Association) with access to a world-wide computerised reservation network which is valid and compliant to the travel industry requirements. The appointed Travel Agency will provide travel services onsite and the other Travel Agency will provide services offsite if SASSA appoint more than one Service Provider/Travel Agencies.

3.5. The successful bidders will therefore be expected to provide services in line with the office allocations which will be made by SASSA.

NB: The Travel Agency(s) must have passed all two (2) Stages to become a Service Provider to render Travel Services within SASSA. **Refer to 12.1 page 26**

4. COMPULSORY BRIEFING SESSION (VIRTUAL)

4.1. There will be a compulsory virtual briefing session to be held as per the date and time specified in the invitation to bid. Bidders who do not attend the Briefing Session shall be disqualified.

4.2. Bidders are required to send all the enquiries to the following email address: SassaTravelBid2026@Sassa.gov.za.

4.3. All enquiries, questions and requests for clarification that may arise in relation to this bid must be directed to the SassaTravelBid2026@Sassa.gov.za email address.

4.4. Bidders must register details of their representatives for the briefing session at the SassaTravelBid2026@Sassa.gov.za email address.

BIDDER'S INITIALS:

4.5. All questions and/or enquiries must be raised within from the date of the Bid Advertisement and 3 (three) working days after the briefing session. No questions and/or enquiries will be considered beyond that period.

4.6. Responses will be published within 5 working days after the briefing session.

5. COUNTER CONDITIONS

5.1. The 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 may result in the invalidation of such bids.

6. FRONTING

6.1. 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 condemns any form of fronting.

6.2. 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 the bid proposal. 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 an enquiry / investigation, the onus will be on the bidder/contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid/contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies **SASSA** may have against the bidder/contractor concerned**.**

7. SUBMISSION OF PROPOSALS

7.1. Bid documents will only be considered if received by **SASSA** before and on the closing date and time stipulated on the bid document.

7.2. The bidders are required to submit two (2) copies of File 1 (original and one duplicate) and one original of File 2 – the on-site and offsite transaction fee models must be sealed in an envelope with Bid Number and closing date indicated. Each file must be marked correctly for ease of reference during the evaluation process. Furthermore, the file dividers must be clearly labelled and submitted in the following format:

SBD Forms • All SBD Forms ***FILE DIVIDER*** • BBBEE Certificate ***FILE DIVIDER*** • Joint Venture Agreement (where applicable) ***FILE DIVIDER*** • Company Profile ***FILE DIVIDER*** • Current and valid proof of registration with IATA ***FILE DIVIDER*** • **Client Reference Letter/s (Annexure A)** ***FILE DIVIDER*** ○ **RESERVATIONS** ***FILE DIVIDER*** ○ **COMMUNICATION** ***FILE DIVIDER*** ○ **FINANCIAL MANAGEMENT** ***FILE DIVIDER*** ○ **TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING** ***FILE DIVIDER*** ○ **ACCOUNT MANAGEMENT** ***FILE DIVIDER*** ○ **VALUE ADDED SERVICES** ***FILE DIVIDER***	**PRICING SCHEDULE** • On-Site and Offsite Transaction Fee Models must be enclosed in an envelope separately with Bidders Name. SBD 3.1 ***FILE DIVIDER*** ○ Letters of good Financial Standing from 4 (four) accommodation suppliers that are based at least in 4 different provinces which confirms that the bidder has bill back account / or credit facility with the travel suppliers. (Supported by proof of the list of footprint for hotels). **(Refer to Annexure C)** ➢ These letters must have the following information: ✓ Name of the supplier; ✓ Contact person; ✓ Confirmation that the bidder has bill back accounts/or credit facilities ; ✓ Attach list of footprint for hotels; ✓ Rank; ✓ Contact numbers. ✓ Signed by authorised official. ✓ Date ○ Letters of good financial standing from 2 (two) car hire suppliers that are

○ **COST MANAGEMENT** ***FILE DIVIDER*** ○ **OFFICE MANAGEMENT (Operations & Finance Management)** ***FILE DIVIDER*** • Letter of confirmation of experience of the employees of the Operations Manager, Finance Manager, Key Accounts Manager and Team Leader. **Annexure B** ***FILE DIVIDER*** • Transitional Plan	based at least in 4 different provinces which confirm that the bidder has bill back accounts with the travel suppliers (Supported by proof of the list of footprint for car rentals). **(Refer to Annexure C)** ➢ These letters must have the following information: ✓ Name of the supplier; ✓ Contact person; ✓ Confirmation that the bidder has bill back accounts/or credit facilities; ✓ Attach list of footprint for car rentals; ✓ Rank; ✓ Contact numbers. ✓ Signed by authorised official; ✓ Date.

7.3. **NB:** The bidder must submit a bid response documentation pack, and it must be submitted in the tender box (address stated in the bid advert)

7.4. **NB:** Bidders are requested to initial each page of the Bid document on the bottom right hand corner.

8. DURATION OF THE CONTRACT

8.1. The successful bidders will be appointed for a period of (36) thirty six months.

9. SCOPE OF WORK

9.1. **Background**

9.1.1 **SASSA** has well established travel management processes from the inception of the booking until the invoicing stage. The successful bidders will therefore be required to align their processes with **SASSA's** and always comply. The applicable processes are attached as follows:

a) Normal Booking Process (within official hours) – Refer to **Annexure D;**
b) Conference Booking Process – Refer to **Annexure E;**
c) Emergency Booking Process – Refer to **Annexure F;**
d) Afterhours Booking Process – Refer to **Annexure G;**
e) Invoicing Process – Refer to **Annexure H.**

9.1.2 **SASSA** is using an Oracle System to generate travel orders and process invoices. The number of travel orders issued per request depends on the number of services required by the Traveller, e.g. air travel, car hire, accommodation, shuttle, etc. Invoicing must therefore be aligned to the issued travel orders.

9.1.3 The Oracle System has down times of limited periods mainly during the December/January holidays for system maintenance purposes and at the beginning of each financial year for finalization of previous financial year end processes. This means travel orders and invoices cannot be processed during these down times, however travel booking requests still need to be processed by the Travel Agencies using the authorisation emails from appointed Travel Officials from **SASSA.**

9.1.4 **SASSA** is currently busy automating Travel Services on Oracle System. The Service Provider to be appointed will be required to align with the Agency System from Travel Requests to Invoicing for Payment.

9.1.5 **SASSA's** primary objective in issuing this RFP is to enter into an agreement with successful bidders who will achieve the following:

a) Provide **SASSA** with the best travel management services that are consistent and reliable and will maintain a high level of Traveller satisfaction in line with the service standards;
b) Achieve significant cost savings for **SASSA** without any degradation in the services;
c) Appropriately contain **SASSA** risk and Traveller risk.

9.2. **Travel Volumes**

9.2.1 The current travel transactions total volumes per annum include air travel, accommodation, car hire, conference, etc. The table below details the number of transactions from 01 April 2025 to 31 March 2026, which also serve as estimated volumes:

Service Category	Estimated Number of Transactions per annum
Air Travel – Domestic	2950
Air Travel - Regional & International	28
Car Rental – Domestic	1652
Car Rental - Regional & International	0
Shuttle Services – Domestic	1480
Accommodation – Domestic	9 501
Accommodation - Regional & International	14
Shuttle Services - Regional & International	10
Bus/Coach bookings	0
Train - Regional & International	0
Conferences/Events	263
After Hours	110
Parking	214
Insurance	7
Forex	0
GRAND TOTAL	**16 229**

NB: **SASSA** does not have a centralized budget for group bookings (i.e. 10 or more Travelers) nor does it have a centralised system for coordinating group bookings. **SASSA** is therefore unable to provide information on the number of groups processed in the current financial year. Secondly, the successful bidders must organise themselves internally so that they can be able to handle group bookings. If 10 or more Travelers from different areas/places are attending one meeting, the Travel Agencies will receive one order for the conference venue and individual orders for accommodation and other required services except in exceptional circumstances.

Note: These figures are projections based on the 2025/26 financial year and they may change during the tenure of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their proposals.

9.3. Service Requirements

9.3.1 General

The successful bidders will be required to provide travel management services adhering to the following requirements:

a. The travel services will be provided to all Travelers travelling on behalf of **SASSA.** This will include employees, contractors, consultants, clients, etc.; where the agreement is that **SASSA** is responsible for the arrangement and cost of travel.

b. Familiarisation with current **SASSA** travel business processes.

c. Familiarisation with current travel suppliers and negotiated agreements that are in place between **SASSA** and third parties/travel suppliers and third parties/travel suppliers.

d. Familiarisation with current **SASSA** Travel Management Policy and implementation of controls to ensure compliance.

e. Penalties incurred because of the inefficiency or fault of a Travel Consultant will be for the Travel Agencies' account, subject to the outcome of a formal dispute process.

f. Wrong swiping of Diners Club card while paying ticket attract administration fees for transferring from one Diners Card to another Diners card. The fault of a Travel Consultant will be for the Travel Agencies' account.

g. Provide an online system for **SASSA** to update their Travelers' profiles.

h. Manage the travel suppliers by addressing service failures and complaints against them.

i. Consolidate all invoices from travel suppliers.

j. Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent Travel Agencies to ensure a smooth transition.

9.3.2 **Reservations**

The Travel Agencies shall:

a. Always endeavour to make the most cost-effective travel arrangements.

b. Be well conversant with all travel requirements for destinations to which Travelers will be travelling and advise the Travelers of alternative plans that are more cost effective and more convenient where necessary.

c. Obtain a minimum of **three (3)** price comparisons for **flight and conferencing travel requests** where the routing or destination permits.

d. Book the negotiated discounted fares and rates where possible.

e. Must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the Traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.

f. Book parking facilities at the airports where required for the duration of the trip.

g. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.

h. Have the ability to facilitate group bookings (e.g. for meetings, conferences, events, etc.).

i. Issue all necessary travel documents, itineraries and vouchers timeously to a Traveller prior to departure dates.

j. Advise the Traveller of all visa and inoculation requirements well in advance.

k. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.

l. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).

m. Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.

n. Note that visa applications will be the responsibility of the Travel Agencies as and when requested by **SASSA.** The relevant information must be supplied to the Traveller during the booking stage where visas will be required.

o. Ensure that airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly by the Travel Agency or by **SASSA** are **non-commissionable**. Where commissions are earned for **SASSA** bookings, all these commissions should be declared and returned to **SASSA** monthly. **SASSA** has a right to communicate and verify this condition with the relevant travel suppliers.

p. Facilitate international and regional travel services that the Department of International Relations and Cooperation cannot process.

9.3.2.1 Air Travel

a. Booking and amending air travel arrangements.
b. Issuing electronic tickets (e-ticketing) as introduced and implemented by various service providers.
c. Booking full-service carriers as well as low-cost carriers.
d. Booking the lowest airfares possible for domestic travel.
e. For international flights, the airline which provides the most cost-effective and practical routings may be used.
f. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveler (if applicable).
g. Airline tickets must be delivered electronically to the Traveler promptly after booking before the departure times.

BIDDER'S INITIALS:

h. Assisting with the booking of charters for VIPs utilising the existing transversal term contract (National Treasury) where applicable as well as the sourcing of alternative service providers for other charter requirements.
i. Tracking and management of unused e-tickets as per agreement with the institution.
j. The Management (MIS) Report must include proof of savings on air travel.

9.3.2.2 Airport Parking

a. Booking and amendments of airport parking arrangements as and when requested.
b. Negotiating discounts on standard tariffs with all available airport parking providers.

9.3.2.3 Vehicle Rental

a. Booking and amendments of car hire arrangements as and when requested.
b. Negotiating discounts on standard tariffs for car rental with all car hire companies available.

9.3.2.4 **Shuttle Service (including Rail and Bus Travel)**

a. Booking and amendments of shuttle arrangements as and when requested.
b. Negotiating discounts on standard tariffs with all available shuttle providers.
c. For international travel; the Travel Agencies may offer alternative ground transportation to the Traveler that may include rail, buses and shuttle services.

9.3.2.5 Accommodation

a. Booking and amendments of accommodation arrangements with hotels, guest houses, etc. as and when required.
b. Negotiating discounts on standard tariffs with all available accommodation providers.
c. Confirming the suitability of domestic accommodation facilities.
d. The Travel Agencies will obtain price comparisons within the maximum allowable rate matrix as per SASSA Travel Management Policy.
e. The Travel Agencies will obtain four (4) price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that are located as close as possible to the venue or office or location or destination of the Traveler. This includes planning, booking, confirming and amending accommodation with any establishment (hotel group, private hotel, guest house, lodge or Bed & Breakfast) in accordance with **SASSA's** Travel Management Policy.
f. **SASSA** Travelers may only stay at accommodation establishments with which SASSA has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the

Traveler, the Travel Agencies will source suitable accommodation bearing in mind the requirement of convenience for the Traveler and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National Treasury or **SASSA.**

9.3.2.6 Conferences/Workshops/Teambuilding/Other Sessions

a. Booking and amendments of conference arrangements with hotels, guest houses, etc. as and when required.
b. Negotiating discounts on standard tariffs with the relevant travel suppliers.

9.3.2.7 Chauffer Service

a. Booking and amendments of shuttle arrangements as and when requested.
b. Negotiating discounts on standard tariffs with all available travel suppliers.

9.3.2.8 Delivery Service

a. All travel documentation (vouchers, etc.) must be timely delivered to the travelling official or his or her nominee via email or any other agreed upon means of delivery.

9.3.3 **After-Hours Service**

a. The Travel Agencies must provide an after-hours service that will ensure availability of a team equipped to deal with any aspect of the Travelers' plans that may need last minute attention or adjustment – ranging from new bookings, cancellations, amendments, etc. The after-hours telephone number must always be accessible.
b. After-hours services must be provided from Monday to Friday outside the official hours (17h00 to 08h00) and twenty-four (24) hours on weekends and Public Holidays.
c. A call centre facility or after-hours contact number should be available to all.
d. Only one quotation must be submitted for any new transaction processed after hours.

9.3.4 **Travel Management Policy**

a. **SASSA** shall train the officials of the Travel Agencies on the Travel Management Policy and any amendments thereof.
b. The Travel Agencies must be well conversant with the Travel Management Policy of **SASSA** and comply with all its provisions. It is the Travel Agencies' responsibility to ensure that all its newly appointed officials, processing **SASSA's** travel bookings, receive training on the provisions of the Travel Management Policy.

c. The Travel Agencies will be expected to align their processes with **SASSA's** Travel Management Policy, processes and procedures. **SASSA will not change its internal Travel Management Policy, processes, procedures to suit the Travel Agencies' processes and procedures.**

9.3.5 **Expected Performance Standards**

a. **SASSA** has compiled the draft with expected performance standards which must be met by the Travel Agencies. The document is attached as **Annexure I.**
b. Bidders are requested to:
   - Comment on the expected performance standards and where necessary make proposals;
   - Each comment and/or amendment must be explained; and
   - All changes and/or amendments made must be in an easily identifiable color, font and easily tracked for ease of reference.
c. **SASSA** 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 **SASSA** or pose a risk to the organization.
d. The performance standards must be signed off by **SASSA** and the successful bidders within 30 days of signing the Services Agreement/Contract.

9.3.6 **Meetings**

a. As part of contract management, **SASSA** and the successful Travel Agencies will convene various meetings, e.g. Operations meetings, Finance meetings, Supplier management meetings and the Travel Roadshows. The Travel Roadshows will happen once a year in each region and at Head Office, etc.
b. **SASSA** will not be responsible for travel costs of the successful bidders linked to the above-mentioned meetings and travel roadshows.

9.3.7 **Surveys**

a. The Travel Agencies must conduct surveys on a six-monthly basis to measure client satisfaction and provide reports to **SASSA.**

9.3.8 **Other Services**

a. The Travel Agencies must also assist, when required, with the arrangements of Visas, Passports, Foreign exchange, Traveller's cheques, excess baggage, flight meals and any other special assistance.

9.3.9 **Communication**

a. All enquiries must be investigated, and prompt feedback be provided in accordance with the service standards.

b. The Travel Agencies must ensure sound communication with all stakeholders.

9.3.10 **Financial Management**

NB: The bidders must propose clearly articulated procedures and processes for handling all financial management matters linked to **SASSA's** requirements.

9.3.10.1 Invoicing

a. Submit invoices (on a weekly basis) as proof that the required services have been rendered and used, so that payment can be made by **SASSA.** Invoices and all other required documentation must be submitted to relevant **SASSA** offices (Head Office and Regional Offices).

b. Submit correct invoices with correct supporting documentation (e.g. laundry slips, meal slips for accommodation invoices, etc.) to correct **SASSA** offices.

c. Submit only final invoices, not partial ones (e.g. invoice with outstanding laundry slips shall not be accepted and processed for payment, etc.).

d. All invoices and supporting documentation relating to travel bookings for a specific month must be submitted together.

e. Ensure that invoices are submitted within a 3-month/ (90 days) period from date of service.

f. Submit proof of all travel services that have been cancelled.

g. Provide access to invoice Hub (upload all invoices per month) per region for invoice copies (with supporting documentation) so that the relevant **SASSA** offices monthly to enable reprinting where necessary.

h. Submit interim statements, on a weekly basis, to relevant **SASSA** offices with comments on the status of each invoice.

i. Submit accurate account statements monthly, which are a true reflection of outstanding amounts.

j. Submit accurately reconciled Travel Lodge Card Statements weekly, monthly reconciled statements

k. All invoice queries must be resolved timeously.

l. After-hours invoicing must be done per call.

m. Checklists for documents to be attached on various invoices are attached as **Annexure H** to the Bid Document.

9.3.10.2 Payment for Services by SASSA

a. The Travel Agencies shall make use of the Travel Lodge Cards (10 Lodge Cards – one for Head Office and 9 for Regions) arranged by **SASSA** to process the payment for air tickets.

b. For all land arrangements, the Travel Agencies will be required to offer a 30-day bill-back account facility to SASSA. 'Bill back', refers to the supplier sending the bill back to the Travel Agencies, who, in turn, invoices SASSA for the services rendered. These invoices will be paid via an electronic funds transfer system (EFT) within 30 days after receipt of correct invoices.

c. All payments shall be done in line with the PFMA and SASSA's Finance Policies and Procedures.

d. The Travel Agencies must maintain good 30-day bill-back accounts with the travel suppliers, to ensure smooth processing of travel bookings which meet the service standards prescribed by **SASSA.**

e. Where pre-payments are required, the Travel Agencies shall be expected to pay upfront for services, and SASSA shall only pay after the submission of the applicable invoices.

9.3.10.3 Adherence to Negotiated Rates

The Travel Agencies must:

a. Implement the rates negotiated by **SASSA** with travel suppliers where applicable.

b. Enable savings on total annual travel expenditure and this must be reported and proof provided during operations meetings.

9.3.10.4 Creation of Separate Accounts for Head Office and Regions

a. The Travel Agencies must create separate accounts for **SASSA** Offices (Head Office and each Region). In total it will be ten accounts because each SASSA Office has its own budget.

9.4 **Transitional Plan**

9.4.1 The Travel Agencies must provide a detailed transitional plan for implementing the new contract without service interruptions and engage with the incumbent Travel Agencies to ensure a smooth transition. The transitional plan will form part of the Services Agreement between SASSA and the newly appointed Travel Agencies before commencement date.

9.5 Technology, Management Information and Reporting

9.5.1 The Travel Agencies must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.

9.5.2 The Travel Agencies must implement all the necessary processes and programs to ensure that all the data is always secured and not accessible to any unauthorised parties.

9.5.3 The Travel Agency is required to submit a data management proposal on how SASSA data will be secured and stored in line with POPIA.

9.5.4 NB: The Travel Agency will be required to sign Data Processing Agreement in line POPIA.

9.5.5 **Management Information System (MIS) Reports**

9.5.5.1 Management reports on detailed expenses (including hotels/lodges/B&Bs, car hire companies used, etc.) for the previous month for each service and inclusive of all savings must be submitted on or before the 9th day of the following month. Each SASSA office must have its individual report (Head Office and Regional Offices). In addition, an all-inclusive report reflecting expenditure for all **SASSA** offices must be compiled and submitted to Head Office within the same period. An example of the management report format must be attached to the bid proposal. The proposed management report will be refined (if necessary) and agreed upon with the successful bidders. The management report must be comprised of the following elements:

a. Operations

- Transactions per item code;
- Split of service fee per item;
- Supplier breakdown;
- Passengers spend;
- Savings achieved;
- Savings missed;
- Refunds processed per carrier;
- Conferences per supplier;
- Cost centres spend;
- Number of transactions per month;
- Bookings outside Travel Policy;
- Traveller Behaviour (requiring attention);
- Long term accommodation and car rental;
- Compliments and complaints;
- Consultant Productivity Report;
- Upgrade of class of travel (air, accommodation and ground transportation, etc.).

b. Finance

- Reconciliation of commissions/rebates or any volume driven incentives;
- Creditor's ageing report;
- Creditor's summary payments;
- No show report;
- Cancellation report;
- Invoice Receipt Delivery Report;
- Refund Log;
- Unused airline tickets;

- Open Age Invoice Analysis.

NB: The proposed management (MIS) report will be refined (if necessary) and agreed upon with the successful bidders.

9.5.6 **Travel Orders/Open Vouchers Handling and Reports**

9.5.6.1 The Travel Agencies must compile and submit a list of travel orders to each **SASSA** Office that have not yet been invoiced and those that have been cancelled monthly. This report must be submitted together with the management report.

9.5.6.2 Open vouchers must not be allowed to remain open beyond ninety days.

9.5.6.3 An example of the Travel Orders/Open Vouchers Report must be attached to the bid proposal. The proposed Travel Orders/Open Vouchers report will be refined (if necessary) and agreed upon with the successful bidders.

9.5.7 **After-Hours Report and Documentation**

9.5.7.1 The Travel Agencies must compile after hours reports for all affected **SASSA** offices and they must be in line with the format that will be agreed upon. The reports must be submitted daily – if an after-hours request(s) has been processed by the Travel Agencies.

9.5.7.2 The report must have the following information: **name of the caller, Traveler details, region, date and time of the call, purpose of the call, action taken, authorizer details and cost implications.**

9.5.7.3 An example of the After-Hours Report must be attached to the bid proposal and will be refined and agreed upon with successful bidders. Each report must be accompanied by one quotation per new request processed after-hours.

9.5.8 **Commission on SASSA Travel Bookings**

9.5.8.1 It is important to note the following:

a. No override commissions earned through **SASSA** reservations will be paid to the Travel Agencies.
b. An open book policy shall apply – the Travel Agencies shall be expected to disclose any other commissions earned through SASSA's travel transaction volumes and **SASSA** must be reimbursed accordingly.
c. Disclosure in this regard must be made on a quarterly basis via a formal letter signed by the CEO or Managing Director of each of the Travel Agencies.
NB: SASSA has a right to, on a continuous basis, check and confirm with travel suppliers if any commissions have been/are paid to the Travel Agencies.

9.6 Account Management

9.6.1 An Account Management structure must be put in place to respond to the needs and requirements of **SASSA** and act as a liaison for handling all matters regarding delivery of services in terms of the contract.

9.6.2 The Travel Agencies must have a Key Accounts Manager who will be responsible for the management of the **SASSA's** separate accounts (i.e. Head Office and Regions).

9.6.3 The necessary processes should be implemented to ensure good quality management and always ensuring Traveller satisfaction.

9.6.4 A complaint handling procedure must be in place and implemented to manage and record the compliments and complaints of the Travel Agencies and travel suppliers.

9.6.5 Ensure that the **SASSA's** Travel Management Policy is enforced.

9.6.6 The Key Accounts Manager must be well conversant with the Services Agreement and Service Level Agreement (SLA) and manage these documents efficiently. The Key Accounts Manager must further ensure that all Travel Agencies' staff connected to the **SASSA** accounts are well conversant with Services Agreement and SLA.

9.6.7 The Travel Agencies will be required to conduct workshops and training sessions for Travel Coordinators and Travelers of SASSA as and when requested.

9.7 Value Added Services

9.7.1 The Travel Agencies must provide the following value-added services:

9.7.1.1 Destination information for regional and international destinations:

a. Health warnings;
b. Weather forecasts;
c. Places of interest;
d. Visa information;
e. Travel alerts;
f. Location of hotels and restaurants;
g. Information including the cost of public transport;
h. Rules and procedures of the airports;
i. Business etiquette specific to the country;
j. Airline baggage policy; and
k. Supplier updates;
l. Forex/ Foreign Exchange

9.7.2 Travel Agency Online tool (App);

9.7.3 Global Travel Risk Management;

9.7.4 The Travel Agency to provide us with a day Travel Consultant for SASSA VIP's and **SASSA's** Guests (as advised by SASSA).

9.8 Cost Management

9.8.1 The **SASSA's** Travel Management Policy establishes basis for a cost savings culture.

9.8.2 It is the obligation of the Travel Agencies' Consultants to advice on the most cost effective and feasible options at all times.

9.8.3 The Travel Agencies play a pivotal role to provide high quality travel services that are designed to strike a balance between effective cost management, flexibility and Traveller satisfaction.

9.8.4 The Travel Agencies must have in-depth knowledge of the relevant supplier(s)' products; in order to be able to provide the best option and alternatives that are in accordance with **SASSA's** Travel Management 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.

9.9 Human Resources for Operations and Finance Management Functions

9.9.1 The Travel Agencies must ensure that an adequate number of highly skilled, qualified and experienced Travel Consultants are appointed to ensure effective and efficient provision of the travel services. This must be done considering **SASSA's** requirements and transaction volumes. SASSA reserves the right, after consultation with the Travel Agencies, to replace any Travel Agency staff who does not comply with **SASSA's** corporate culture.

9.9.2 The Travel Agencies must ensure that there is an adequate number of competent officials who shall efficiently and properly reconcile the **SASSA's** travel accounts and invoice correctly.

9.9.3 The human resources must play the following roles:

a. Team Leader;
b. Consultants – there must be Senior Consultants; Intermediate Consultants; Junior Consultants and a VIP Consultant;

c. Operations Manager;
d. Finance Manager;
e. Key Accounts Manager;
f. Admin Back Office Staff (Creditors/Debtors/Finance Processors).

9.10 Onsite/In-House Facility

9.10.1 **SASSA** shall:

9.10.1.1 Decide on which of the successful Travel Agencies will be based onsite. The other/s Travel Agency will be expected to service **SASSA** from its own premises.

9.10.1.2 Provide suitable office accommodation that complies with Occupational Health and Safety (OHS) requirements and facilities management norms and standards, for the establishment of the in-house travel office. **SASSA** shall also provide cleaning services as well as water and electricity. **NB: SASSA** will not be able to provide car parking space for the onsite officials due to limited space in the building.

9.10.1.3 Provide all reasonable assistance to the successful Travel Agency to establish an in-house travel office.

9.10.1.4 ICT will provide server room space when necessary.

9.10.1.5 Require that any alterations to the premises to suit the in-house travel office needs, be first submitted to **SASSA** for approval prior to being effected. Alterations effected to ensure a fully functional In-House Office shall be for the account of the Travel Agency. Any alterations, if approved by **SASSA,** shall always comply with the applicable building requirements.

9.10.1.6 Require that the successful onsite Travel Agency comply with all requests to vacate all or part of the office space allocated to them should a need arise for renovations/repairs/relocation/emergencies, etc. Any relocation to new **SASSA** Head Office building and related costs, shall be for the onsite Travel Agency's account.

9.10.1.7 Allow the contractors of the successful onsite Travel Agency to enter the premises for the purposes of inspecting, repairs, servicing or modifying any of the Travel Agency's equipment during **SASSA's** normal working hours.

9.10.2 **The Travel Agency shall:**

9.10.2.1 Bear the cost of furniture, equipment and all other activities to set-up and operate an In-house Travel Office.

9.10.2.2 ICT requirements – Provide switch and router to connect to its own internet and its own devices at own cost.

9.10.2.3 The Travel Agency may install their telephones lines.

9.11 **Other Responsibilities**

9.11.1 **SASSA** shall:

9.11.1.1 Provide the successful Travel Agencies with reasonable information relating to the travel services required as well as **SASSA's** internal policies and procedures regulating travel services.

9.11.1.2 Grant the successful Travel Agencies' staff access to **SASSA's** premises in line with the applicable security requirements.

9.11.2 **The Travel Agencies shall:**

9.11.2.1 Bear the cost of the travel services procured without following the Travel Management Policy.

9.11.2.2 Maintain confidentiality regarding all **SASSA** Operations and all **SASSA** Travelers and only release travel related information to authorized **SASSA** officials.

9.11.2.3 Manage internal disputes among its staff such that **SASSA** is not affected by those disputes.

9.11.2.4 Have a contingency plan to ensure uninterrupted provision of travel services.

NB: The onus is upon the Travel Agencies to ensure that all officials dedicated to the SASSA travel accounts fully understand SASSA's Travel Management Policy, Processes and Procedures. And also the location of SASSA Head Office and Regional Offices for submission of travel invoices.

10. REMEDIAL ACTION

10.1. Failure to perform in line with the set service standards shall result in **SASSA** implementing remedial actions that are deemed appropriate to ensure continuity in the provision of effective and efficient Travel Management Services.

11. PRICING MODEL

11.1. **SASSA** requires bidders to propose both On-Site and Off-Site Transaction Fee Models.

11.2. In line with SASSA's decision making process, the On-Site Travel Agency shall be evaluated based on the On-Site Transaction Fee Model and the Off-Site Travel Agency shall be evaluated based on the Off-Site Transaction Fee Model.

11.2.1 On-Site and Off-Site Transaction Fee Models [Refer to templates on Annexures J (Offsite) & K (Onsite)].

11.2.2 **NB:** No other formats/templates shall be accepted except **Annexures J & K** for capturing transaction fees.

11.2.3 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 the travel suppliers, except for conference and group fees as outlined in the attached price templates.

11.2.4 **NB:** The attached Transaction Fee Models must be completed in full and signed off by the bidder. Any other service charges must be listed in the same templates.

12. BID EVALUATION CRITERIA

12.1. All proposals will be evaluated in terms of the criteria stipulated in the bid document. The proposals will be evaluated in two stages:

Stage One

- Phase 1– Special Conditions
- Phase 2- Administrative Compliance
- Phase 3 – Functionality Criteria

Stage Two

- Phase 1- Price and Specific Goals.

12.2. STAGE ONE – PHASE ONE- SPECIAL CONDITIONS

- The bidder must have a minimum of 3 (three) years' experience in the travel industry. This must be confirmed by the client reference letter/s **Annexure A**. Minimum of one signed letter is required if the letter is compliant to all services and Experience.

- The bidder must provide at least one signed client reference letter for a completed contract **(Annexure A**) confirming experience in processing a minimum of 16 000 transactions per year. If more than one compliant letter is submitted, the number of transactions will be calculated based on completed contract.

- The Experience of employees (Complete **Annexure B** - Letter of confirmation of experience of the employees):
  - The Operations Manager shall have a minimum of 3 (three) years' experience in the Travel Industry.
  - The Key Accounts Manager shall have a minimum of 3 (three) years' experience in the Travel Industry.
  - The Finance Manager shall have a minimum of 3 (three) years' experience in Financial Management for accurate invoices and statements and overall financial management of multiple Travel Accounts**.**
  - The Team Leader/ Office Manager shall have a minimum of 3 (three) years' experience in the Travel Industry.

i. Signed Letters of good Financial Standing from 4 (four) accommodation suppliers that are based at least in 4 different provinces which confirms that the bidder has bill back/ or credit facility with the travel suppliers. (Supported by proof of the list of footprint for hotels). **(Refer to Annexure C)**

- These letters must have the following information:

  - ✓ Name of the supplier;
  - ✓ Contact person;
  - ✓ Contact numbers;
  - ✓ Email address;
  - ✓ Confirmation that the bidder has bill back accounts /or credit facilities;
  - ✓ Attach list of footprints for hotels;
  - ✓ Rank;
  - ✓ Signed by authorised official;
  - ✓ Date.

ii. Letters of good financial standing from 2 (two) car hire suppliers that are based at least in 4 different provinces which confirm that the bidder has bill back accounts with the travel suppliers (Supported proof of the list of footprints for car rentals). **(Refer to Annexure C)**

- These letters must have the following information:

  - ✓ Name of the supplier;
  - ✓ Contact person;
  - ✓ Contact numbers.
  - ✓ Email address;
  - ✓ Confirmation that the bidder has bill back accounts /or credit facilities;
  - ✓ Attach list of footprints for car rentals;

- ✓ Rank;
- ✓ Signed by authorised official;
- ✓ Date.

- **NB: Letters must not be older than 24 months.**

NB: Non-compliance with the special conditions above shall disqualify the bid for all the item(s) concerned. SASSA will verify the authenticity of compliant reference letter/s as well as the letters of Good Financial Standing with the issuing client/s as part of the evaluation process.

12.3. **STAGE ONE – PHASE TWO: ADMINISTRATIVE COMPLIANCE**

12.3.1 Service provider to submit the following:

i. SARS Tax Compliance Status Pin.
ii. Proof of Registration with Central Supplier Database (CSD).
iii. Fully completed and signed standard bidding documents (SBD).
iv. IATA Licence / Certificate Bidders are required to submit their current and valid International Air Transport Association (IATA) licence/ certificate (certified copy not older than 3 months) at closing date. The registration date on the certificate must be current.

NB: FAILURE TO COMPLY WITH THE ABOVE MENTIONED REQUIREMENTS MAY RESULT IN THE BID PROPOSAL BEING DISQUALIFIED

12.4. **STAGE 1: PHASE THREE : FUNCTIONALITY EVALUATION CRITERIA = 100 POINTS**

Values: 1= Poor; 2=Average; 3= Good; 4 = Very good; 5= Excellent

- Only bidders that have met the administrative compliance and special conditions will be evaluated in Stage 1 Phase 3 for functionality. Functionality will be evaluated as follows:

#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
FUNCTIONALITY EVALUATION		**100**	
1.	**RESERVATIONS**	**29**	**APPLICABLE SECTIONS**
1.1	**Travel Bookings Coordination Approach:** (a) Handling of bookings for accommodation, flights, etc. (original booking, changes, follow-ups, refunds for air tickets, tracking of air ticket refunds, cancellations and amendments). **NB:** Submit process flow for each of the above-mentioned processes. **NB:** Specify service standards for the above-mentioned processes. **NB:** Submit Contingency Plan to prevent disruption on processing bookings. **Refer to SASSA Process flow Annexure D,E,F as an Example of response for Proposal on Process Flow.**	12	Section 9.3.2, Annexures: D, E, F and I
1.2	(b) Handling of bookings related complaints **NB:** Submit process flow for the above-mentioned process. **NB:** Specify service standards for the above-mentioned process. **Refer to SASSA Process flow Annexure D,E,F as an Example of response for Proposal on Process Flow.**	3	Section 9.3.1 (h), Section 9.6.4.
1.3	(c) Management of Conference and Group Bookings **NB:** Submit a process flow of handling conference and group bookings **NB:** Specify service standards for the above-	3	Section 9.3.2 (h), Section 9.3.2.6 and Annexures D,E, F and I.

BIDDER'S INITIALS:

#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
	mentioned processes. **Refer to SASSA Process flow Annexure D,E,F as an Example of response for Proposal on Process Flow.**		
1.4	**Proposed Approach for After-hours Services** **(a)** Handling of calls; **(b)** Daily Reporting; **(c)** Issuing of Quotations; **(d)** Invoicing afterhours calls (per call). **NB:** Submit a process flow for each of the above-mentioned processes. **NB:** Specify service standards for the above-mentioned processes **Refer to SASSA Process flow Annexure D,E,F,G as an Example of response for Proposal on Process Flow.**	2 2 2 2	Section 9.3.3, Annexure G & I, Section 9.5.5 Section 9.3.3, Annexures G & I Section 9.3.10.1 & Annexure I
1.5	**Commission on SASSA Travel Bookings** All travel-related booking transactions for the South African Social Security Agency (SASSA), including airline fares, accommodation rates, and car rental rates, are non-commissionable. Should any commission be earned on SASSA bookings, such commission must be fully disclosed and paid back to SASSA on a quarterly basis. **NB:**	3	Section 9.3.1 (c), Section 9.3.2 (d) & (o), Section 9.3.2.5 (f), Section 9.3.10.3, Section 9.5.6

#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
	(i) Submit a process flow on how the commission will be refunded to SASSA. **NB:** Specify service standards for the above-mentioned processes. **Refer to SASSA Process flow Annexure D,E,F as an Example of response for Proposal on Process Flow.**		
2.	**COMMUNICATION**	**2**	**APPLICABLE SECTIONS**
2.1	Describe how the Traveler, travel coordinator, travel management section, and travel agency will all be connected in a seamless, ongoing workflow. **NB:** Submit a process flow for each of the above-mentioned processes. **NB:** Specify service standards for the above-mentioned processes **Refer to SASSA Process flow Annexure D,E,F as an Example of response for Proposal on Process Flow.**	2	Section 9.3.9
3.	**FINANCIAL MANAGEMENT**	**35**	**APPLICABLE SECTIONS**
3.1	**Billing Method** (a) Lodge Card Invoicing (air tickets) (b) Handling of Lodge Card Reconciliation and Statement (c) Handling of Credit Notes (air tickets) **NB:** Submit process flow (Covering a, b and c above) **NB:** Specify service standards for the above-mentioned processes	12	Section 9.3.10, Annexures H & I, Section 9.1.2

#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
	Refer to SASSA Process flow Annexure D,E,F as an Example of response for Proposal on Process Flow.		
3.2	(d) Land Arrangements Invoicing (e) Handling of Land Arrangement Reconciliation and Statements (f) Allocation of Payments (g) Handling of Credit Notes (land arrangements) (h) Management of the 30-day bill-back account facility with SASSA and travel suppliers. **NB:** Submit process flow (covering d, e, f, g and h above) **NB:** Specify service standards for the above-mentioned processes. **Refer to SASSA Process flow Annexure D,E,F as an Example of response for Proposal on Process Flow.**	10	Section 9.3.10, Annexures H & I
3.3	Handling of Queries **NB:** Submit Process Flow **NB:** Specify service standards for the above-mentioned process. **Refer to SASSA Process flow Annexure D,E,F as an Example of response of Proposal on Process Flow.**	2	Section 9.3.10, Section 9.3.10.1 (k) Annexures I.
3.4	Handling of open vouchers (open vouchers must not be older than 90 days) **NB:** Submit Process Flow **NB:** Specify service standards for the above-mentioned process. **Refer to SASSA Process flow Annexure D,E,F as an Example of response of Proposal on Process Flow.**	8	Section 9.5.5 Annexures I.

BIDDER'S INITIALS:

#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
3.5	Handling of Pre-Payments **NB:** Submit Process Flow **NB:** Specify service standards for the above-mentioned process. **Refer to SASSA Process flow Annexure D,E,F as an Example of response of Proposal on Process Flow.**	3	Section 9.3.10.2 (e)
4.	**TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING**	**8**	**APPLICABLE SECTIONS**
4.1	Reporting as per reports specified in the Terms of Reference: (a) MIS Report (b) After-hours Report (c) Open Vouchers Report (d) Disclosure of Commissions **NB:** Examples of a, b, c, d reports types must be submitted.	6	Section 9.5, Annexure I
4.2	Describe how you will manage data and management information such as: (a) Traveller profiles, (b) Missed savings; (c) Tracking of unused airline tickets; (d) Traveler behaviour. **NB:** Submit process flow for the above-mentioned process. **NB:** Specify service standards for the above-mentioned aspects. **Refer to SASSA Process flow Annexure D,E,F as an Example of response of Proposal on Process Flow.**	2	Section 9.5 Annexure I

#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
5.	**ACCOUNT MANAGEMENT**	**14**	**APPLICABLE SECTIONS**
5.1	Provide the proposed Key Account Management (KAM) Structure/ Organogram in relation with this Travel Bid. Outline roles and responsibilities of KAM official.	2	Section 9.6 and Section 9.3.4,
5.2	Describe Control Measures to be put in place to ensure compliance to SASSA Travel Management Policy.	3	
5.3	Describe quality control procedures/ processes that you have in place to ensure that your clients receive consistent quality service.	3	
5.4	Describe how you will manage the Services Agreement (Contract) and Service Standards in the SLA. Also describe how you will go about conducting customer satisfaction surveys on a six-monthly basis?	3	
5.5	Indicate how workshops/training will be conducted with Travelers and Travel Coordinators.	3	Section 9.6.7
6.	**VALUE ADDED SERVICES**	**2**	**APPLICABLE SECTIONS**
6.1	Please provide information on how you will provide the following Value-Add Services (a) VIP Services for CEO, Executive Managers & SASSA's Guests; (b) Travel Agency Online tool (App); (c) Destination information for regional and international destinations;	2	Section 9.7

BIDDER'S INITIALS:

#	Functionality evaluation Criteria	Weight	Bidder/s to align their response with the provided Annexures/Expected Performance Standards
	(d) Global Travel Risk Management.		
7.	**COST MANAGEMENT**	**4**	**APPLICABLE SECTIONS**
7.1	(a) Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results? (b) Describe how you will assist the South African Social Security Agency to realise cost savings on annual travel spend.	2 2	Section 9.8
8.	**OFFICE MANAGEMENT (OPERATIONS AND FINANCE MANAGEMENT)**	**6**	**APPLICABLE SECTIONS**
8.1	Provide structure/organogram for Travel Operations and Financial Management. Describe roles and responsibilities of assigned staff for Travel Operations and Finance Management Functions in line with this Travel Bid. (a) Provide the management hierarchy in line with this Travel Bid. (b) Describe type of training provided to the assigned staff to this Travel Bid. (c) Describe the forecasting system employed to manage staff operations in response to transaction volume changes owing to conferences, project-related volumes, staff absenteeism, etc.	 2 2 2	Section 9.9

i. **Functionality Evaluation – Bidders will be evaluated out of 100 points and are required to achieve a minimum threshold of 70 points out of 100 points to proceed to Stage 2 for Price and Specific Goals evaluation.**

12.5. **STAGE TWO – PHASE ONE - PRICE AND SPECIFIC GOALS**

12..4.1. Evaluation criteria on price and specific goals is as per the table below. The proposal shall be evaluated in accordance with 90/10 principle. 90 points will be for price and 10 points will be for specific goals:

Price and Specific Goals	**100**
Price	90
Specific Goals	10

Price

$$Ps = 90\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

Specific Goals

Preference points will be awarded to a bidder for attaining the specific goals in accordance with the table below:

Specific Goals	Number of points (90/10 system)
B-BBEE Status Level 1-2 contributor with at least 51% black women ownership	10
B-BBEE Status Level 3-4 contributor with at least 51% women ownership	9
B-BBEE Status Level 1-2 contributor with at least 51% black youth or disabled ownership	8
B-BBEE Status Level 1-2 contributor	7
B-BBEE Status Level 3-8 contributor with at least 51% youth or disabled ownership	5
B-BBEE Status Level 3-4 contributor	3
B-BBEE Status Level 5-8 contributor	2
Others	0
Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points.	

12..4.2. Bidders must submit a B-BBEE verification certificate from a verification agency accredited by the South African National Accreditation System (SANAS) or certified copies thereof and/or a CSD MAAA number.

12..4.3. Failure to submit the required documents shall be interpreted to mean that preference points for specific goals are not claimed

13. DECLARATION REQUIRED BY SASSA FROM THE BIDDERS

13.1. In the bidder's technical response, bidders are required to declare the following:

- Confirm that the bidders are to:

i. Act honestly, truthfully, fairly, and with due skill, care and diligence, in the interests of SASSA.

ii. Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services.

iii. Act with circumspection and treat SASSA fairly in a situation of conflicting interests.

iv. Comply with all applicable statutory or common law requirements applicable to the conduct of business.

v. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with SASSA.

vi. Avoidance of fraudulent and misleading advertising, canvassing and marketing.

vii. Conduct their business activities with transparency and consistently uphold the interests and needs of SASSA as a client before any other consideration; and

viii. Ensure that any information acquired by the bidders from **SASSA** will not be used or disclosed unless the written consent of the client has been obtained to do so.

14. CONFLICT OF INTEREST, CORRUPTION AND FRAUD

14.1. Engages in any collusive bidding, 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.

14.2. 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.

14.3. Makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SASSA's officers, directors, employees, advisors or other representatives.

14.4. 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.

14.5. 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 Bid, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity.

- Has in the past engaged in any matter referred to above; or

- 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 Bid Defaulters kept at National Treasury.

14.6. It follows that if the bidder is in conflict of interest, corruption and fraud in a Bid may give rise to service termination and a claim by SASSA against the bidder notwithstanding the conclusion of the Services Agreement between SASSA and the bidder for the provision of the Service in question.

15. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

15.1. The bidder should note that the terms of its Bid will be incorporated in the proposed contract by reference and that **SASSA** relies upon the bidder's Bid as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.

15.2. It follows therefore that misrepresentations in a Bid may give rise to service termination and a claim by **SASS**A against the bidder notwithstanding the conclusion of the Services Agreement between **SASSA** and the bidder for the provision of the Service in question.

16. PREPARATION COSTS

16.1. The Bidder will bear all its costs in preparing, submitting and presenting any response or bid 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 **SASSA,** its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidders in the preparation of their response to this bid.

17. INDEMNITY

17.1. If a bidder breaches the conditions of this bid and, as a result of that breach, **SASSA** 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 **SASSA** harmless from any and all such costs which **SASSA** may incur and for any damages or losses **SASSA** may suffer.

BIDDER'S INITIALS:

18. PRECEDENCE

18.1. This document will prevail over any information provided during any inquiries on this email.

19. LIMITATION OF LIABILITY

19.1. A bidder participates in this bid process entirely at its own risk and cost. **SASSA** shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered because of the bidder's participation in this bid process.

20. TAX COMPLIANCE

20.1. No bid shall be awarded to a bidder who is not tax compliant. **SASSA** 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 **SASSA,** or whose verification against the Central Supplier Database (CSD) proves non-compliant. **SASSA** further reserves the right to cancel a contract with a successful bidder if such bidder does not remain tax compliant for the full term of the contract.

21. NATIONAL TREASURY

21.1. No bid shall be awarded to a bidder whose names (or any of its members, directors, partners or trustees) appear on the Register of Bid Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. **SASSA** 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.

22. GOVERNING LAW

22.1. 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.

BIDDER'S INITIALS:

23. CONFIDENTIALITY

23.1. 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 bid(s) will be disclosed by any bidder or other person not officially involved with **SASSA's** examination and evaluation of a bid.

23.2. 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 bid. This bid and any other documents supplied by **SASSA** remain proprietary to **SASSA** and must be promptly returned to **SASSA** upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

23.3. Throughout this bid process and thereafter, bidders must secure **SASSA'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.

23.4. No confidential information relating to the process of evaluating or adjudicating bids or appointing a bidder will be disclosed to a bidder or any other person not officially involved with such process.

24. SASSA's PROPRIETARY INFORMATION

24.1. The bidder will on their bid cover letter make declaration that they did not have access to any **SASSA** proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidders.

25. CONDITIONS OF THE CONTRACT

Bidders must comply with the following conditions:

25.1. BID CONDITIONS

a. Presentation – bidders may be required to present their bid proposals for clarity provision purposes.

b. Bidders shall be disqualified if found to have misrepresented information in their bid proposals.

c. Bidders must submit their bid proposals in line with the bid specifications and the attached **Annexures.**

d. To evaluate and adjudicate bids effectively, it is imperative that bidders submit responsive bids. To ensure that a bid is regarded as responsive, it is imperative to comply with all conditions pertaining to this bid and to complete all the mandatory response fields for the individual items specified.

e. **SASSA** reserves the right:

(i) Not to award or cancel this Bid at any time and shall not be bound to accept or any bid.

(ii) To negotiate with one or more preferred competent and compliant (passed through all stages) bidders identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidders who have not been awarded the status of the highest scoring bidder.

(iii) To cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the preferred bidders have been notified of their status as such.

f. The car hire companies must always be in-compliance with National Treasury Guidelines and willing to provide documentations which will be required by the Agency.

25.2. **SUPPLIER DUE DILIGENCE/MONITORING CONTRACT COMPLIANCE**

SASSA reserves the right to monitor compliance to the service standards during the contract period. This may include site visits.

26. LATE BIDS

26.1. Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the bidders.

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