Mining Qualifications Authority
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TERMS OF REFERENCE FOR THE APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY (TMC) FOR THE MINING QUALIFICATIONS AUTHORITY (MQA) FOR A PERIOD ENDING 31 MARCH 2030.

1. INTRODUCTION

The Mining Qualification Authority (MQA) is a public entity established in terms of section 45 of the Mine Health and Safety Act No. 29 of 1996 (MHSA) and is a Sector Education and Training Authority (SETA) in terms of item 4A to the second schedule of the Skills Development Act, Act no. 97 of 1998 (SDA). The MQA is listed as a schedule 3(a) public entity in terms of the Public Finance Management, Act no. 1 of 1999 (PFMA) and has an Accounting Authority (the Board) that is constituted in terms of the MHSA, the SDA and its constitution.

The MQA is expected to inter alia respond to the National Development Plan (NDP) which aims to eliminate the historical and structural poverty, unemployment and reduce inequality by 2030. The NDP seeks to build the capacity of South African citizenry to ensure that South Africa has adequate, appropriate and high-quality skills for economic growth, employment and social development. The National Skills Development Plan (NSDP) among others, responds to it by outlining outcomes to be met by various agencies through various interventions to increase access to high quality and relevant education and training and skills development opportunities, including workplace learning and experience, to enable effective participation in the economy and society by all South Africans and reduce inequalities.

2. PURPOSE OF THE REQUEST FOR PROPOSALS

2.1 The purpose of the ToR is to solicit proposals from potential bidder(s) for the provision of travel management services to MQA.

2.2 The TMC will be responsible for bookings for accommodation, car rentals, shuttle services, airline ticketing, visa services and incidental services such as issuance/delivery, revalidation, re-routing, re-issuance, reconfirmation, processing refunds and cancellations, and preparation of suitable itineraries (including alternative routings, departures and arrivals) at most direct and lowest cost for MQA staff members and stakeholders on official business for the MQA.

3. SCOPE OF WORK

3.1 Background

3.1.1 The MQA currently uses the internal staff to manage the travel requisition and travel expenses. The objective in issuing the request for proposals is to enter into an agreement with a successful bidder who will meet the requirements.

3.1.2 The TMC must provide the MQA with online and manual travel management services that are consistent and reliable that will:

3.1.2.1 maintain a high level of traveller satisfaction in line with the service levels.

3.1.2.2 Achieve significant cost savings for MQA without any degradation in the services; and

3.1.2.3 Appropriately contain MQA's risk and traveller risk.

3.2 Service requirements

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

3.2.1 The travel services will be provided to all travellers travelling on behalf of MQA, locally and internationally this will include employees and stakeholders during normal office hours (Monday to Friday (08h00 – 17h00) and after hours and emergency services.

3.2.2 Assist with negotiated rates for better deals with travel service providers.

3.2.3 Familiarisation with current MQA Travel Policy and implementation of controls to ensure compliance.

3.2.4 Provide an online self-service system for MQA to update their travellers' profiles.

3.2.5 Manage the third-party service providers by addressing service failures and complaints against these service providers.

3.2.6 Consolidate all invoices from travel suppliers.

3.2.7 Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

3.2.8 Provide audited financial statements for the past 3 financial years.

3.2.9 The TMC should provide After Hours and Emergency Services. After-Hours call report, invoices or any other proof of the 24 hours emergency call may be requested as and when required.

3.2.10 The TMC should be available 24 hours a day, 7 days a week and 365 days a year.

3.2.11 The TMC should provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.

3.2.12 The dedicated consultants should be available to assist VIP/Executive Travellers with after hour or emergency assistance.

3.3. Reservations

The Travel Management Company (TMC) will:

3.3.1 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, e.g. email, short message service.

3.3.2 Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.

3.3.3 The TMC should ensure due diligent risk management on all third parties involved in all sectors official bookings e.g. Property site visits etc.

3.3.4 Appraise themselves of all travel requirements for destinations to which travellers will be travelling and advice the traveller of alternative plans that are more cost effective and more convenient where necessary.

3.3.5 Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.

3.3.6 Book the negotiated discounted fares and rates where possible.

3.3.7 Should 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.

3.3.8 Book parking facilities at the airports where required for the duration of the travel.

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

3.3.10 Should be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)

3.3.11 Issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.

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

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

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

3.3.15 Provide MQA with the online booking tool and facilitate the bookings that are generated through their own- or third-party Online Booking Tool (OBT) where it can be implemented.

3.3.16 Visa applications will not be the responsibility of the TMC; however, the relevant information should be supplied to the traveller(s) where visas will be required.

3.3.17 Negotiate International fares where there are no pre-existing negotiated channels for the MQA.

3.3.18 Assist with negotiated international airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by MQA are non-commissionable, where commissions are earned for MQA's bookings all these commissions should be returned to MQA on a quarterly basis.

3.3.19 Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by MQA – adherence and compliance with POPIA.

3.3.20 Timeous submission of proof that services have been satisfactorily delivered (invoices) as per MQA's instructions (i.e. weekly, monthly or quarterly)

3.4 Air Travel

3.4.1 The TMC should be able to book full-service carriers as well as low-cost carriers.

3.4.2 The TMC will book the most cost-effective airfares possible for domestic travel.

3.4.3 For international flights, the airline which provides the most cost effective and practical routings may be used.

3.4.5 The TMC should obtain at least three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.

3.4.5 The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).

3.4.6 Airline tickets should be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.

3.4.7 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.

3.4.8 The TMC will also provide support to Executive Members with bookings and related events at least within 24 hours.

3.4.9 The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the MQA and provide a report on refund management once a quarter. Travel disruptions must be proactively managed where necessary and provision of alternative arrangements.

3.4.10 The TMC should during their report period provide proof that bookings were made against the discounted rates on the published fares where applicable.

3.4.11 The TMC must ensure that travellers are always informed of any travel news regarding airlines (for examples, baggage policies, checking in arrangements, etc.)

3.4.12 The TMC should assist with lounge access if and when required.

3.5 Accommodation

3.5.1 The TMC will obtain at least three (3) price comparisons within the maximum allowable MQA or government rates.

3.5.2 The TMC will obtain at least 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

3.5.3 This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with MQA's travel policy and cost containment measures.

3.5.4 MQA travellers may only stay at accommodation establishments with which MQA has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs.

3.5.5 Accommodation vouchers should be issued to all MQA travellers for accommodation bookings and should be invoiced to MQA as per arrangement. Such invoices should be supported by a copy of the original hotel accommodation charges.

3.5.6 The TMC should during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates for MQA.

3.5.7 Cancellation of accommodation bookings should be done promptly to guard against no show and late cancellation fees.

3.6 Car Rental and Shuttle Services

3.6.1 The TMC will book the approved category vehicle in accordance with the MQA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).

3.6.2 The TMC should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.

3.6.3 The TMC should ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.

3.6.4 For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.

3.6.5 The TMC will book transfers in line with the MQA's Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.

3.6.6 The TMC should manage shuttle companies on behalf of the MQA and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.

3.6.7 The TMC should during their report period provide proof that negotiated rates were booked, where applicable.

3.7 Communication

3.7.1 The TMC must conduct workshops and training sessions for all Travel Bookers of MQA.

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

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

3.8 Financial Management

3.8.1 The TMC should negotiate and implement the negotiated rates with travel service providers or the discounted air fares, or the maximum allowable rates established by the MQA where applicable.

3.8.2 The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to MQA for payment within the agreed period (i.e. weekly, monthly, quarterly)

3.8.3 The TMC should enable savings on total annual travel expenditure, and this should be reported and proof provided during monthly and quarterly reviews.

3.8.4 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 MQA for the services rendered.

3.8.5 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.

3.8.6 Consolidate Travel Supplier bill-back invoices.

3.8.7 MQA has a travel lodge card in place, the TMC should be responsible to process the payment of air, accommodation and ground transportation and will also be responsible to consolidate through a corporate card vendor.

3.8.8 The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to MQA's Finance/Supply Chain Management on the agreed period (e.g. weekly, monthly, quarterly). 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.

3.8.9 Ensure Travel Supplier accounts are settled timeously.

3.9 Technology, Management Information and Reporting

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

3.9.2 The implementation of a fully automated Online Booking Tool to facilitate all bookings should be considered to optimise the services and related fees.

3.9.3 All management information and data input should be accurate.

3.9.4 The TMC will be required to provide the MQA with a minimum of three (3) standard monthly reports, as per MQA's reporting requirements from time-to-time, at no cost.

3.9.5 Reports should be accurate and be provided as per MQA's specific requirements at the agreed time. Information should 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).

3.9.6 MQA may request the TMC to provide additional/ ad hoc /customised reports.

3.9.7 Reports should be available in an electronic format for example Microsoft Excel.

3.9.8 Service Level Agreements reports should be provided on the agreed date. It will include but will not be limited to the following:

3.10 **After hours' Report;**

3.10.1 Compliments and complaints;

3.10.2 Consultant Productivity Report;
3.10.3 Long term accommodation and car rental;
3.10.4 Extension of business travel to include leisure;
3.10.5 Upgrade of class of travel (air, accommodation and ground transportation);
3.10.6 Reconciliation of commissions/rebates or any volume driven incentives;
3.10.7 Creditor's ageing report;
3.10.8 Creditor's summary payments;
3.10.9 Daily invoices;
3.10.10 Reconciled reports for Travel Lodge card statement;
3.10.11 No show report;
3.10.12 Cancellation report;
3.10.13 Receipt delivery report;
3.10.14 Monthly Bank Settlement Plan (BSP) Report;
3.10.15 Refund Log;
3.10.16 Open voucher report, and
3.10.17 Open Age Invoice Analysis.
3.10.18 The TMC will implement all the necessary processes and programs to ensure that all the data is always secure and not accessible by any unauthorised parties.

3.11 Account Management

3.11.1 An Account Management structure should be put in place to respond to the needs and requirements of the MQA and act as a liaison for handling all matters about delivery of services in terms of the contract.
3.11.2 The TMC should appoint a dedicated Account Manager that is ultimately responsible for the management of the MQA's account.
3.11.3 The necessary processes should be implemented to ensure good quality management and always ensuring Traveller satisfaction.
3.11.4 A complaint handling procedure should be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
3.11.5 Ensure that the MQA's Travel Policy is enforced.
3.11.6 The SLA should be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
3.11.7 Ensure that workshops/training is provided to Travellers and/or Travel Bookers
3.11.8 During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA should be presented.

3.12 Value Added Services

The TMC should provide a minimum of the following value-added services:
3.12.1 Destination information for regional and international destinations:
3.12.1.1 Health warnings
3.12.1.2 Weather forecasts
3.12.1.3 Places of interest
3.12.1.4 Visa information
3.12.1.5 Travel alerts
3.12.1.6 Location of hotels and restaurants
3.12.1.7 Information including the cost of public transport

3.12.1.8 Rules and procedures of the airports
3.12.1.9 Business etiquette specific to the country
3.12.1.10 Airline baggage policy; and
3.12.1.11 Supplier updates
3.12.2 Electronic voucher retrieval via web and smart phones
3.12.3 SMS notifications for travel confirmations
3.12.4 Travel audits
3.12.5 Global Travel Risk Management
3.12.6 VIP services for Executives that include but is not limited to check-in support.

3.13 **Cost Management**

3.13.1 It is the obligation of the TMC Consultant to always advise on the most cost-effective option, and costs should be within the guideline of the NT's cost containment instructions.

3.13.2 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.

3.13.3 The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with MQA'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.

3.14 Quarterly and Annual Travel Reviews

3.14.1 Quarterly reviews are required to be presented by the TMC on all MQA travel activity in the previous three-month period. These reviews are comprehensive and presented to MQA 's Procurement and Finance teams as part of the performance management reviews based on the service levels.

3.14.2 Annual Reviews are also required to be presented to MQA's Executive Management.

3.14.3 These Travel Reviews will include without limitation the following information:

3.14.3.1 Total travel spend
3.14.3.2 Air spend analysis
3.14.3.3 Accommodation Spend analysis
3.14.3.4 Car hire spend analysis
3.14.3.5 Top travellers
3.14.3.6 Top suppliers
3.14.3.7 Top after hours users
3.14.3.8 Savings report
3.14.3.9 Refunds report
3.14.3.10 After hours report
3.14.3.11 Most common routes, Domestic and International
3.14.3.12 Number of transactions
3.14.3.13 Advance booking analysis

3.15 Office Management

3.15.1 The TMC to ensure high quality service to be always delivered to the MQA's travellers.

3.15.2 The TMC is required to provide MQA with highly skilled and qualified human resources of the following roles but not limited to:

3.15.2.1 Senior Consultants
3.15.2.2 Intermediate Consultants
3.15.2.3 Junior Consultants
3.15.2.4 Travel Manager (Operational)
3.15.2.5 Finance Manager Branch Accountant
3.15.2.6 Admin Back Office (Creditors/Debtors/Finance Processors)
3.15.2.7 Strategic Account Manager
3.15.2.8 System Administrator (General Admin)

4. APPROPRIATE QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE

4.1 Resources required for online travel services

4.1.1 Account Manager

4.1.1.1 The Account Manager is required to have a bachelor's degree in Tourism, Sales, Business Management, Communications, Marketing, and Customer Relationship Management, Business Administration or any other related field.

4.1.1.2 The resource must have a minimum of Five (5) years or more experience in client relationship and accounts management in travel or hospitality industry. Experience working in a customer Service orientated environment, sales or marketing. Experience in solution development for the identified improvement areas, coordinating involvement of any relevant business personnel and addressing consumer concerns, public or private sectors client knowledge and relationship management etc.

4.1.1.3 The resource needs to understand the process and functionality:

4.1.1.3.1 Online Solution System Build
4.1.1.3.2 User Training
4.1.1.3.3 Super-User Training
4.1.1.3.4 Client Navigational Support
4.1.1.3.5 Drive increased online adoption
4.1.1.3.6 Virtual Credit Card (VCC) payment
4.1.1.3.7 Understand and promote the value of the VCC option where applicable

4.1.1.3.8 Expense Management
4.1.1.3.9 Understand and promote the value of our Expense Management platform where applicable
4.1.1.3.10 Offer technical support
4.1.1.3.11 System Integration
4.1.1.3.12 Understand and promote the benefits of system integration

4.1.1.4 The resource will ensure that MQA have a full understanding of the various products and services. Comparison of rates, peer benchmarking and ensuring alignment of rate offering according to the MQA travel policy and perform duties below.

4.1.1.4.1 Provide advisory services

4.1.1.4.2 Virtual Credit Cards Customer benefits & processes

4.1.1.4.3 VIP & BULK Service Offerings (Executive booking service offering / BULK – Service Offering arranging Meeting Incentive Conference and Events)

4.1.1.4.4. Ensure delivery of MI reports monthly according to the client's requirements.

4.1.1.4.5 Discuss areas of improvement, trends and opportunities for negotiations.

4.1.1.4.6 Reviewing reporting in monthly meetings, ensure that discussions are minuted.

4.1.1.4.7 All Ad hoc reporting must be charged out according to the client's specific pricing models.

4.1.1.4.8 Ensure regular Travel Spend Reviews are presented according to the contractual obligations (Quarterly, Biannual, and Annual) analysing costs, supplier spend, trends and recommendations regarding improvements within the travel program.

4.1.1.4.9 A valid Contract in place per client always (Signed & Valid)

4.1.1.4.10 Service level Agreement in place and valid at all times

4.1.1.4.11 Balanced Scorecard in place where applicable and supporting reporting requirements measured monthly/quarterly

4.1.1.4.12 Client details always updated (contacts, addresses etc.)

4.1.1.4.13 Corporate agreements and validity tracking information

4.1.1.4.14 ECC usage and charges and Reporting

4.1.1.4.15 Client review presentation to be saved in the relevant folders according to the client's needs (quarterly, annually, bi-annually)

4.1.1.4.16 Client workshop presentations and trainings

4.1.1.4.17 Ensure a communication time frame of 24 to 48 hours from receipt and acknowledgement of all communication within in 2 hours of receipt.

4.1.1.4.18 Ability to manage task and deadlines accordingly.

4.1.1.4.19 Maintain regular client visits as per SLA and minutes thereof.

4.2. Senior Travel Consultant CV to be submitted

4.2.1 The resource is required to have National diploma in hospitality, tourism, business or relevant field and have a minimum of three (3) years of experience in the travel or hospitality industry. Experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel requirements, Customer Service. Knowledge of online travel platforms. Sound geographical global knowledge. Strong administration and communication skills. Public/private sector client knowledge and relationship management.

5 QUALIFICATIONS AND EXPERIENCE, SKILLS AND/OR KNOWLEDGE REQUIRED BY THE SERVICE PROVIDER OR CONSULTANTS OR TEAM OF EXPERTS]

5.1 Project Team members who submit qualifications obtained from institution outside South Africa must submit certificate of valuation from SAQA.

5.2 The MQA reserves the right to contact the provided reference clients via their provided contact details and should such reference clients not confirm the work and services as in the referenceletter. The MQA shall consider such provided letter non-compliant.

5.3 Bidders **must** specify the names of the personnel and/or resources proposed for evaluation. Failure to do so will result in a score of zero (0) being allocated for this criterion.

5.4 CV must also indicate where the experience was acquired and certified copies of qualifications must be attached.

5.5 The qualifications certifying date stamp must be valid for 6 months prior to the closing date of this request for proposal.

6. DURATION OF THE CONTRACT

6.1 The successful bidder will be appointed to render the requisite service portfolio for a period ending 31 March 2030 subject to good performance.

6.2 Work will start on signing the service provider contract or Service level Agreement (SLA).

7. INTERGRITY AND CONFLICT OF INTEREST

7.1 The service provider shall, always, exhibit the highest level of integrity in the performance of all professional assignments and will accept only assignments for which there is a reasonable expectation that the assignment will be completed with professional competence.

7.2 The successful service provider is required to conduct the assignment and compile the required reports and or information with the utmost integrity and honesty and collect sufficient, appropriate evidence to ensure that the ultimate solution will assist the MQA to achieve its organisational goals and objectives.

8. REPORTING AND MONITORING REQUIREMENTS

8.1 An inception meeting will be held with the successful bidder on the first day of the project to establish milestones, deliverables, and timeframes. These milestones will provide the basis for monitoring progress on the project.

8.2 Any issues identified by the Service Provider that may hamper the timeous achievement of these milestones must be escalated immediately to the MQA project manager who will endeavour to address them promptly.

8.3 Performance reviews will be based on monthly reports comparing actual achievements against the targets agreed upon as signed on the Annual Workplan.

8.4 The following project reports will be required to be submitted in the pre-agreed formats as proof of delivery of services:

8.4.1 Inception Report and Annual Workplan

8.4.2 Project progress reports at key milestones

8.4.3 Ad-hoc reports and those defined in the Annual Workplan to be determined at inception.

8.4.4 Project close-out reports

8.5 A close out report is required at the end of the assignment specifying the work done, the outputs generated, the institutions and individuals consulted, skills transferred, overall successes and failures, lessons learnt, and recommendations for future assignments of this nature.

8.6 Reports shall be written in English. All reports, files, notes, electronic files, and documents shall be structured, formatted, and completed according to the requirements of the MQA project manager.

9. TRANSACTION FEES

Refer Annexure A: Pricing Schedule

9.1 The transaction fee must be a fixed amount per service subject to Consumer Price Index (CPI). 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. on/off-site option (Template 1)

9.2 The Bidder must further indicate the estimated percentage split between Traditional booking and Online bookings.

9.3 The amount quoted must be denominated in South African Rand, and should include VAT

9.4 The quoted price should be as per the scope of work.

9.5 The MQA may subject the award of the proposal to price negotiation with the preferred service provider. This will, however, be exercised subject to the following principles.

9.5.1 Negotiation may not allow any preferred service provider a second or unfair opportunity.

9.5.2 Is not detriment of any other prominent service provider; and

9.5.3 Does not lead to higher price than the proposal as submitted.

10 EVALUATION CRITERIA

Proposals for the appointment of the service providers will be evaluated in three (3) phases. The first phase will be compliance and mandatory requirements, the second phase will be functionality and presentation of online booking tool, and the third phase will be pricing and specific goals in accordance with the Supply Chain Management Procurement policies (Preferential Point System). A bidder will only go to the next phase of evaluation if they have met the requirements of the previous phase of evaluation.

11. COMPLIANCE AND MANDATORY REQUIREMENTS

11.1 PHASE 1 (A): COMPLIANCE

RETURNABLE DOCUMENTS TO BE SUBMITTED

11.1.1 Proof of registration on Central Supplier Database System (CSD)

11.1.2 Valid Tax Clearance Certificate (Refer to SBD 2: Tax Clearance Certificate Requirements) or Tax PIN;

11.1.3 B-BBEE Certificate of Measured Entity (if no certificate is received, a score of zero will be allocated for evaluation purposes);

11.1.4 SBD 4: Declaration of Interests Form fully completed and appropriately signed.

11.1.5 SBD 6.1: Preference Points Claim Form, fully completed and appropriately signed.

NB: Prospective bidders who fail to submit the above documents will be disqualified and will not be evaluated further, however, to the extent that the applicable laws and regulations permit, Prospective Service providers will be contacted to address outstanding information within 5 working days. The request for such outstanding information will not be information that affects the substance of the proposal or that gives a Prospective Service provider unfair advantage to the other bidders.

11.2 PHASE 1 (B): MANDATORY REQUIREMENTS

Evaluation will be carried out on all the bids received and if the under mentioned documentation is not signed or attached such a bid will be eliminated from any further evaluation.

11.2.1 Submit a copy of a valid ASATA (Association of South African Travel Agents) Membership.

11.2.2 Submit a copy of a valid International Air Transport Association (IATA) Membership.

11.3 PHASE 2 (A): FUNCTIONALITY EVALUATION

The proposal will be evaluated on a five-point scale as follows:

0 = no submission/non compliant

1 = Poor, does not meet criteria.

2 = Fair, less than acceptable. Not sufficient for performance requirements.

3 = Satisfactory, adequate for the performance requirements.

4 = Very good, above the average compliance to the requirement.

5= Excellent, exceptional mastery of the requirement

No	KPA	ELEMENT	WEIGHT	Scoring Matrix
	KPA	**FUNCTIONAL**	**60**	
1	**Company experience**	Summary of Company and its key focus areas. Demonstrate at least five (5) years' relevant experience in travel management within the public/private sectors. Provide at least three (3) or more similar Projects with evidence that were executed in the past five (5) years as per the scope of work. The list and evidence provided must address successfully	30	0 = No submission/non-compliant **1-Poor** 1 Point= 1 complaint reference letter submitted **2- Average** 2 points= 2 compliant reference letters

		completed projects in the following sequence: • be on the client's letterhead, dated, signed by relevant officials, project duration, with contactable details (email/phone numbers), and work done within the past five (5) years prior to the closing date of the request for proposal. • Confirming that the work was done successfully within timeframes. **The MQA reserves the right to contact the reference clients provided via their contact details provided and should such reference clients not confirm the work and services, the reference will not be considered during evaluation.**		submitted **3 -Good** 3 Points= 3 compliant reference letters submitted **4- Very Good** 4 points =4 compliant reference letters submitted **5- Excellent** 5 points= 5 or more complaint reference letters submitted
2	**Account manager qualifications** ***Bidders must specify the names of the personnel and/or resources proposed for evaluation.*** ***Failure to do so will result in a score of zero (0) being allocated for this criterion.***	Bachelor's degree in Travel Management/ Sales/ Business Management/Communications/ Marketing and Customer Relationship Management, Business Administration, or any other related business /accounting qualifications. Provide certified copies of qualifications.	10	0 = No submission/non-compliant **1** = Matric or less **2** = National Diploma/ (NQF6) **3 =** Bachelors' Degree/ Advance Diploma (NQF 7) **4 =**Honours degree or Post Graduate Diploma (NQF 8) **5 =** master's degree (NQF 9) or higher
3	**Account Manager: Experience**	Provide CV with a minimum of 7 years' experience in Travel Management environment (account management):	5	0= No submission/non-compliant **1** = less than 5 years relevant

				experience **2** = 5+ years relevant experience **3** = 7 years' relevant experience **4**= 7+ years of relevant experience **5 =** 8+ years of relevant experience.
4	**Senior Travel Consultant** **Bidders <u>must</u> specify the names of the personnel and/or resources proposed for evaluation. Failure to do so will result in a score of zero (0) being allocated for this criterion.**	**<u>Qualification</u>** Minimum qualification: National diploma in hospitality/ tourism/ business management or relevant qualification. Provide copies of qualifications.	10	**0=** No submission/non-compliant **1** = Matric **2** = Higher Certificate (NQF 5) **3** = National Diploma/ (NQF6) **4** = Bachelors' Degree/ Advance Diploma (NQF 7) **5** = (NQF 8) level or higher
5	**Senior Travel Consultant**	**Experience** Provide CV with a minimum five (5) years' experience in the travel or hospitality industry. Experience in International and Domestic reservation and Travel, Fares and Ticketing, and other travel requirements, Customer Service. Extensive knowledge of online travel platforms. Sound geographical global knowledge. VIP and Executive client handling, Strong administration skills and public sector knowledge.	5	**0 =** No submission/non-compliant 1 = less than 3 years relevant experience **2** = 3+ years' relevant experience 3 = 5 years' relevant experience 4 = 5+ years of relevant experience 5= 6+ years or more of relevant experience
	Total		**60**	

All service providers who will score less than 40 out of 60 points for functionality will not be considered further and will be regarded as having submitted a non-responsive proposal.

11.4 PHASE 2 (B) ONLINE BOOKING TOOL DEMONSTRATION

Bidders who meet the minimum threshold of 40 points in the functionality evaluation will be invited for a virtual demonstration session.

Presentations will be used to verify the bidder's specific knowledge, experience and abilities in area/s specified in the evaluation criteria table below.

ONLINE BOOKING TOOL DEMONSTRATION CRITERIA

#	KPA	Evaluation Criterion	Weight	Rating Scores/
	Online Booking Tool (OBT)		**40**	
1	**Demonstrate Online Booking Management & Process Integration**	•The demo must cover the following elements: - a) Management of All Online Bookings b) (End-to-End Coordination & Oversight) c) Online Travel Request Booking Process Flow (Step-by-Step Workflow on OBT) d) Automated Order Number	40	**0=**No demonstration **1 = Poor** Less than 3 elements are outlined **2 = Average** 4 relevant elements are outlined and are aligned to the project. **3 = Good** 5 relevant elements are outlined and are aligned to the project.

		Linking (Seamless Integration of Travel Requests) e) Configuration of MQA Negotiated Rates on OBT (Ensuring Visibility for All Categories) f) Full Access to New Negotiated Rates (Transparency & Compliance Monitoring) g) Notification Workflows for Approvals h) Mobile Application for Flexible Risk Mitigation i) On-Demand data, Insights & Reporting Traveler Mobile Application		**4 = Very Good** 5 relevant elements are outlined and are aligned to the project with 1 value added service as per clause 3.12 **5 = Excellent** 5 relevant elements are outlined and are aligned to the project with 2 value added services.

All service providers who score less than 32 out of 40 points for online booking tool presentation will not be considered further and will be regarded as having submitted a non-responsive proposal.

11.4 PHASE THREE (3): PRICING AND SPECIFIC GOALS

During the third phase proposals will be evaluated using the 80/20 preference points system in accordance with the PPPFA guidelines. Based on this system the points will be allocated as follows:

Criteria	Points
Price	80
Specific goals	20

Specific goals Points will be awarded to a bidder in accordance with the table below:

PREFERENCE GOAL	**80/20**	**Documents for verification**
GOAL 1 – B-BBEE Status Level of Contributor Maximum Points	**15**	
1	15	B-BBEE Certificate/Sworn Affidavit
2	14	B-BBEE Certificate/Sworn Affidavit
3	10	B-BBEE Certificate/Sworn Affidavit
4	8	B-BBEE Certificate/Sworn Affidavit
5	6	B-BBEE Certificate/Sworn Affidavit
6	5	B-BBEE Certificate/Sworn Affidavit
7	4	B-BBEE Certificate/Sworn Affidavit
8	2	B-BBEE Certificate/Sworn Affidavit
Non-compliant contributor	0	

GOAL 2 – Promotion of Black Woman/Youth/ Disable/Rural Area Maximum Points	**5**	**Documents for verification**
Business owned by equal to or more than 50% black people who are woman	2	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people who are youth	1	B-BBEE Certificate/Sworn Affidavit

Business owned by equal to or more than 50% black people with disability	1	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people living in rural areas	1	B-BBEE Certificate/Sworn Affidavit

Service Providers must submit original and valid B-BBEE Status Level Verification Certificate or certified copies thereof, issued by accredited Verification Agencies by SANAS or Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA), together with their bids, to substantiate their B-BBEE claims. Exempted Micro Enterprise must submit a letter from the Accounting Officer who is appointed in terms of the Close Corporation Act.

Service Providers who do not submit B-BBEE Status Level Verification Certificate or Sworn Affidavit are non-compliant contributors to be B-BBEE and do not qualify for preference points for specific goals.

The MQA is an equal opportunity and affirmative action employer. It shows the same commitment to those who wish to provide services to the MQA via the procurement process. It should be noted that regard will be given to those proposals from persons or companies which were previously disadvantaged, or which show evidence of skills transfer and representativeness. This does not preclude the formation of consortiums or the inclusion of proposals on how this project can be used to further the aims of transformation.

12 TERMS AND CONDITIONS OF THE BID

12.1 Awarding of this contract will be subject to the service provider's acceptance of the Supply Chain Management's general conditions of contract.

12.2 The MQA reserves the right to terminate the contract if there is clear evidence of non-performance and or poor quality of work.

12.3 MQA may at its sole discretion, award an assignment or any part thereof to more than one bidder(s).

12.4 Payment will only be made for acceptable work completed and timeously delivered.

12.5 The MQA may undertake due diligence to qualifying service provider to ascertain functionality.

12.6 The MQA reserves the right not to award the bid to service providers.

12.7 The MQA reserves the right to conduct a site inspection of the appointed service provider(s) to verify capacity, resources, and compliance with the specified requirements.

13 ENQUIRIES

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